



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

VIA FAX ONLY

February 10, 2009

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

RE: [REDACTED]  
Service Request: 71-700904708  
2008 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZK577484 [REDACTED]  
Customer Relationship Specialist: Patricia Easley

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated February 10, 2009. 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, Buyer's agreement |
| <input checked="" type="checkbox"/> | Other: Release of Lien                            | <input checked="" type="checkbox"/> | Repair Orders              |

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) (Client's Social Security Number)

hereby authorize \_\_\_\_\_  
(Lien holder Name)

\_\_\_\_\_  
(Lien holder Address) (Lien holder Phone Number)

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

with \_\_\_\_\_  
(Lien holder Name)

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

Date \_\_\_\_\_.

**VEHICLE INFORMATION**

The current vehicle mileage is \_\_\_\_\_ Date mileage read: \_\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

LG0006  
V08012008





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

VIA FAX ONLY

February 10, 2009

Reid Sheppard, Service Manager  
Mel Grata Chevrolet, Inc.  
PO Box 1389  
Hermitage, PA 16148

RE: [REDACTED]  
Service Request: 71-700904708  
2008 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZK577484 [REDACTED]  
Customer Relationship Specialist: Patricia Easley

Dear Reid Sheppard:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents within 24 hours. Thank you for your assistance.

Sincerely,

General Motors Corporation





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

VIA FAX ONLY

February 10, 2009

Jim Brown, Service Manager  
WATSON CHEVROLET-OLDSMOBILE  
PO BOX 6200  
MURRYSVILLE, PA 15668-6200

RE: [REDACTED]  
Service Request: 71-700904708  
2008 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZK577484 [REDACTED]  
Customer Relationship Specialist: Patricia Easley

Dear Jim Brown:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents within 24 hours. Thank you for your assistance.

Sincerely,

General Motors Corporation



2008 MALIBU LTZ  
 15U SANDSTONE METALLIC /V6G  
 342 COCOA/CASHMERE  
 ORDER NO. MNQHH0/TRE STOCK NO.  
 VIN 1G1 ZK57 74 84  
 \*\*\*\*\*13\*28425S

GENERAL MOTORS CORPORATION  
 & SUBSIDIARIES  
 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD19195667

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZK69 MALIBU LTZ	26795.00	25321.28	INVOICE 01/28/08
CF5 SUNROOF, POWER TILT AND SLIDE	800.00	664.00	SHIPPED 01/28/08
LY7 ENGINE, 3.6L V6 DOHC	N/C	N/C	EXP I/T 01/30/08
MH2 6-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	INT COM 01/30/08
NE1 50-STATE EMISSIONS	N/C	N/C	PRC EFF 01/23/08
PDD REAR POWER PACKAGE:	250.00	207.50	KEYS G1704 G1704
* REAR POWER CENTER, 110V AC			WFP-F QTR OPT-1
* REAR WINDOW SUNSHADE, MANUAL			BANK: GMAC - 010
			CHG-TO 28-425
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	

SHIP WT: 3631  
 HP: 32.9  
 GMS: 26157.43  
 SUPPLR: 27327.76  
 MRM: 28495.00  
 DAN: LTZRF  
 MEMO 1242.25

TOTAL MODEL & OPTIONS	27845.00	26192.78	ACT 231	26007.43
DESTINATION CHARGE	650.00	650.00	H/B 261	835.35
DEALER CO-OP ADVERTISING		208.84	ADV 261	208.84

TOTAL	28495.00	27051.62	PAY 310	27051.62
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		25680.37		

\*\*\*\*\*  
 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.

GREENWOOD CHEVROLET, INC.  
 REMIT TO GMAC NO. 010  
 VIN 1G1ZK577484  
 \$ 27051.62 INV 1AD19195667  
 DUE 01/30/08 DEALER 28-425

(5-05)				I. TAX / FEES	
VEHICLE IDENTIFICATION NUMBER (VIN), IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY		BODY TYPE (SDN, TK, BUS, ETC.)	MODEL YEAR	PURCHASE PRICE	
CHEVROLET		SD	2008	27300.00	
GROSS VEHICLE WT. RATING		AUTHORIZED NOTARY PUBLIC OR CERTIFIED INSPECTION MECHANIC (PRINT NAME)		LESS TRADE-IN	1650.00
CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI OR A POLICE VEHICLE (IF APPLICABLE)		SIGN HERE		TAXABLE AMOUNT	25650.00
LAST NAME (OR FULL BUSINESS NAME)		FIRST NAME	MIDDLE INITIAL	X 8% (.08) SALES TAX *X 7% (.07) (See note on reverse)	1539.00
CO-PURCHASER		DATE ACQUIRED/PURCHASED		LESS TAX CREDIT	N/A
STREET		CITY	STATE	ZIP	COUNTY CODE
EXPORT PA					65
NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants with Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE <input type="checkbox"/> . Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.)		REFER TO COUNTY WEBSITE FOR A LIST OF EXEMPTIONS AT WWW.PA.DMV.GOV		SALES TAX ONE	
NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK <input type="checkbox"/> . IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-4.		ODOMETER READING		1539.00	
<input type="checkbox"/> REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS		<input type="checkbox"/> IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY		10. (PTA) NO.	
WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.		0 0 0 0 5 7		2. TITLE FEE	
1ST LIEN DATE: <input type="checkbox"/> IF NO LIEN, CHECK <input checked="" type="checkbox"/>		2ND LIEN DATE: <input type="checkbox"/> IF NO LIEN, CHECK <input checked="" type="checkbox"/>		3. LIEN FEE	
1ST LIENHOLDER		2ND LIENHOLDER		4. RENEWAL REGISTRATION OR PROCESSING FEE	
STREET		STREET		36.00	
CITY		CITY		Fee Exempt Number as assigned by the Bureau	
STATE		STATE		N/A	
ZIP		ZIP		6. DUPLICATE REG. FEE	
FINANCIAL INSTITUTION NUMBER		FINANCIAL INSTITUTION NUMBER		N/A	
IF THIS IS AN ELT, CHECK HERE <input type="checkbox"/> NOTE: FIN IS REQUIRED		IF THIS IS AN ELT, CHECK HERE <input type="checkbox"/> NOTE: FIN IS REQUIRED		7. INCREASE FEE	
MAKE OF VEHICLE TOYOTA		VIN 4T1SK12E9RU		8. REPLACEMENT FEE	
MODEL YEAR 1994		CONDITION OF VEHICLE <input type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR		N/A	
PASSENGER		PASSENGER		9. TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount	
MOTORCYCLE		MOTORCYCLE		1603.50	
MOTOR HOME		MOTOR HOME			
TRUCK TRACTOR		TRUCK TRACTOR			
ORIGINAL PLATE <input checked="" type="checkbox"/> Check One		<input type="checkbox"/> TRANSFER OF PREVIOUSLY ISSUED PLATE			
<input type="checkbox"/> PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)		<input type="checkbox"/> TRANSFER & REPLACEMENT OF PLATE			
<input type="checkbox"/> EXCHANGE PLATE TO BE ISSUED BY BUREAU		<input checked="" type="checkbox"/> TRANSFER & RENEWAL OF PLATE			
<input type="checkbox"/> TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE.)		<input type="checkbox"/> TRANSFER OF PLATE & REPLACEMENT OF STICKER			
PLATE NO.		REASON FOR REPLACEMENT			
EXPIRES		LOST <input type="checkbox"/> STOLEN <input type="checkbox"/> DEFACED <input type="checkbox"/> NEVER REC'D (LOST IN MAIL) <input type="checkbox"/>			
Month MAY Year 09		NOTE: If "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.			
TRANSFERRED FROM TITLE NO.		VIN			
4T1SK12E9RU		4T1SK12E9RU			
SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT):		SIGN HERE		RELATIONSHIP TO APPLICANT	
INSURANCE COMPANY NAME		NAIC NO.	POLICY NO. (OR ATTACH BINDER)	POLICY EFFECTIVE DATE	POLICY EXPIRATION DATE
STATE FARM		25178		02/15/08	08/15/08
ISSUING AGENT INFORMATION		ISSUING AGENT (PRINT NAME)		AGENT NO.	
CERTIFY THAT ON MONTH 02 DAY 25 YEAR 09 HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.		MEL GRATA CHEVROLET TOYOTA		85-6419ME	
		ISSUING AGENT SIGNATURE		TELEPHONE NO.	
				724-347-7702	
I/WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE FURTHER ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING \$5,000 AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS APPLICATION, AND I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION; AND THAT, IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.		SUBSCRIBED AND SWORN TO BEFORE ME		SIGNATURE OF INDIVIDUAL OR AUTHORIZED SIGNER	
NO. FEB DAY 25 YEAR 2008					
SIGNATURE OF PERSON ADMINISTERING OATH					
SIGNATURE OF CO-OWNER/TITLE OF AUTHORIZED SIGNER					
SIGN IN-PRESENCE OF NOTARY					

2. DEALER / ISSUING AGENT (COPY MUST BE RETAINED FOR 3 YEARS)

2008 MALIBU LTZ  
 15U SANDSTONE METALLIC /V6G  
 342 COCOA/CASHMERE  
 ORDER NO. MNQH0/TRE STOCK NO.  
 VIN 1G1ZK577484

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 & SUBSIDIARIES  
 RENAISSANCE CENTER  
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GREENWOOD CHEVROLET, INC.  
 REMIT TO GMAC NO. 010  
 VIN 1G1ZK577484  
 \$ 27051.62 INV 1AD19195667  
 DUE 01/30/08 DEALER 28-425

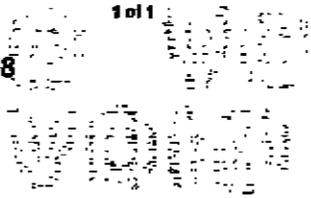
Detach Here

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

1 of 1

EXPIRY: May 31, 2009 VALID: 03/03/2008

PLATE: [REDACTED]  
TITLE: [REDACTED]  
VIN: 1G1ZL527489  
YR/MAKE: 2008 CHEVROLET  
TYPE: SUV  
VID: 08063 3428 005214 - 001



EMISSION INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: WESTMORELAND

856419  
[REDACTED]  
EXPORT PA  
[REDACTED]



Detach Here  
  
SIGNATURE

I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code



# COMMONWEALTH OF PENNSYLVANIA

## CERTIFICATE OF TITLE FOR A VEHICLE

31

080633428005214-001

1G1ZK57484 [REDACTED] 2008 CHEVROLET [REDACTED] KE  
VEHICLE IDENTIFICATION NUMBER YEAR MAKE OF VEHICLE TITLE NUMBER

SDN 0 0 SEAT CAP 3/03/08 000057 0  
MODEL TYPE DUTY PRIOR TITLE STATE ODOM PROCD DATE ODOM MILES ODOM STATUS

3/03/08 3/03/08 UNLADEN WEIGHT OVR GCRW TITLE BRANDS  
DATE PA TITLED DATE OF ISSUE

ODOMETRIC STATUS	
0	ACTUAL MILEAGE
1	MILEAGE EXCEEDS THE MECHANICAL MILE LIMIT
2	NOT THE ACTUAL MILEAGE
3	NOT THE ACTUAL MILEAGE (ODOMETRIC TAMPERING VERIFIED)
4	EXEMPT FROM ODOMETER DISCLOSURE
TITLE BRANDS	
A	ANTIQUE VEHICLE
B	CLASSIC VEHICLE
D	COLLECTOR'S VEHICLE
F	CITY OF DOMESTIC
G	DISPOSABLE VEHICLE FOR DOMESTIC DISTRIBUTION
H	ADVISORY TRAIL VEHICLE
I	LOSING VEHICLE
J	ISSUED & ISSUED VEHICLE
K	RECLAIMED VEHICLE
L	SALE LEASE
M	RECOVERED THEFT VEHICLE
N	VEHICLE CONTAINS RECALIBRATED VIN
W	WRECKED VEHICLE
X	REPAIR & TAG

REGISTERED OWNER(S)

[REDACTED]  
 EXPORT PA

FIRST LIEN FAVOR OF

SECOND LIEN FAVOR OF

FIRST LIEN RELEASED

DATE

BY

AUTHORIZED REPRESENTATIVE

SECOND LIEN RELEASED

DATE

MAILING ADDRESS

[REDACTED]  
 EXPORT PA

BY

AUTHORIZED REPRESENTATIVE

If a second lienholder is listed upon satisfaction of the first lien, the first lienholder must forward this title to the Bureau of Motor Vehicles with the appropriate form and fee.



I certify as of the date of issue, the official records of the Commonwealth Department of Transportation reflect that the ownership of this vehicle is the lawful owner of this said vehicle.

**ALLEN D BIEHLER**

Secretary of Transportation

### D. APPLICATION FOR TITLE AND LIEN INFORMATION

TO BE COMPLETED BY PURCHASER WHEN VEHICLE IS NEW AND THE APPROPRIATE SECTIONS ON THE REVERSE SIDE OF THIS DOCUMENT ARE COMPLETED.

SUBSCRIBED AND SWORN TO before me this \_\_\_\_\_ day of \_\_\_\_\_ 2008.

IN WITNESS WHEREOF, I have hereunto set my hand and the seal of my office.

Notary Public for the Commonwealth of Pennsylvania

Notary Public for the Commonwealth of Pennsylvania

Notary Public for the Commonwealth of Pennsylvania

If a co-purchaser, other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner), CHECK HERE. Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate).

1ST LIEN DATE:  IF NO LIEN CHECK

1ST LENDER

STREET

CITY STATE ZIP

IF THIS IS AN ELT, CHECK MORE FINANCIAL INSTITUTION NO. FIN REQUIRED

2ND LIEN DATE:  IF NO LIEN CHECK

2ND LENDER

STREET

CITY STATE ZIP

IF THIS IS AN ELT, CHECK MORE FINANCIAL INSTITUTION NO. FIN REQUIRED

STORE IN A SAFE PLACE - IF LOST APPLY FOR A DUPLICATE - ANY ALTERATION OR ERASURE VOIDS THIS TITLE

DO NOT ACCEPT DOCUMENT WITHOUT VERIFYING THE PRESENCE OF THE LIBERTY BELL WATERMARK

37731779

## 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 :	1G1ZK577484
-------	-------------

### VEHICLE INFORMATION

Merchandising Model :	1ZK69 -2008 MALIBU LTZ	Warranty Start Date :	02/25/2008				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	MEL GRATA CHEVROLET, INC. PO BOX 1389 HERMITAGE , PA 16148-0389 (724) 347-7702	Selling Source :	13 - CHEVROLET				
		Site Code :	28346				
		Business Associate Code :	113488				
Service Contract :	Yes	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

### REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
--------------------------------------------------------

### SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	08348	POOR A/C PERFORMANCE, A/C COMPRESSOR NOISE. REF. TSB 08-01-37-002	10/07/2008	See Bulletin

### ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Inactive	Refer to Help page for details or go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.			
XM Equipped	Yes	XM Radio ID	8ZVXY001	XM Status	Active	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).	

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	02/25/2008	57 miles	02/25/2011	36057 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	02/25/2008	57 miles	02/25/2014	100057 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/25/2008	57 miles	02/25/2016	80057 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	02/25/2008	57 miles	02/25/2013	100057 miles

36/50000 CALIFORNIA EMISSIONS	02/25/2008	57 miles	02/25/2011	50057 miles
96/100000 CALIFORNIA SELECT COMPONENT	02/25/2008	57 miles	02/25/2016	100057 miles

## CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/12/2009	065667	#	H2530 - HARNESS, WHEEL SPEED SENSOR JUMPER WIRING (ABS) - FRONT -	6585 miles
09/04/2008	058713	#	K6562 - CONTROL SOLENOID VALVE AND TRANSMISSION CONTROL MODULE ASS	4246 miles
08/28/2008	436831	#	N6600 - BRAKE SYSTEM/TRACTION CONTROL WIRING AND/OR CONNECTOR REPA	4101 miles
08/28/2008	436831	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	4101 miles
08/26/2008	436789	#	N6600 - BRAKE SYSTEM/TRACTION CONTROL WIRING AND/OR CONNECTOR REPA	4039 miles
07/28/2008	436117	F	Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	2590 miles
06/26/2008	435432	#	R5140 - MODULE, VEHICLE INTERFACE UNIT VIU/VCIM - REPLACE	2587 miles
06/18/2008	435919	#	R5126 - ON-STAR VIU/VCIM COMP RET TO AC/DELCO ESC	2549 miles
05/06/2008	434384	#	N4800 - BODY CONTROL MODULE REPLACEMENT	1791 miles
05/06/2008	434384	#	C9832 - INSTALL FLOCKING TAPE TO HEADLINER FRONT SUPPORT BLOCKS	1791 miles
05/06/2008	434384	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	1791 miles
01/31/2008	022133	I	Z6999 - PDI RELATED FLUID ADDS	2 miles
01/28/2008	A08381	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

## CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.
------------------------------------------------------

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# WATSON CHEVROLET

6370 William Penn Highway • P.O. Box 6200 • Murrysville, PA 15668

## FAX COVER SHEET

Date: 2/11/09

To: GM BRC

From: Jim Brown

Attn: Patricia Easley

Fax# 866-508-1966

Cover + 20 = 21 Pages

Re: Info requested for # 71-700904708

(724) 387-1500 • Office Fax (724) 387-1545 • Sales Fax (724) 733-7833 • Service Fax (724) 387-1550



# WATSON

## CHEVROLET

6370 WILLIAM PENN HIGHWAY

P.O. BOX 6200

MURRYSVILLE, PA 15668

PHONE (724) 387-1500 FAX (724) 387-1550

TOLL FREE (877) 513-1500

www.watson22.com

\*ACCOUNTING\*

PAGE 1

EXPORT, PA

HOME:

BUS:

CELL:

SERVICE ADVISOR: 47 VICKY ZIMMERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	08	CHEVROLET MALIBU	1G1ZK577484		1791/1805		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25FEB08 DD		25FEB2011	17:00 09MAY08		84.70	CASH	08MAY08
R.O. OPENED	READY	OPTIONS: DLR:13703					
12:13 06MAY08	12:38 08MAY08						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CUSTOMER STATES WHILE DRIVING ALL INSTRUMENT CLUSTER INDICATORS WERE FLASHING ON AN OFF. VEHICLE WOULD SHIFT CORRECTLY

CAUSE: PERFORMED SYSTEM DIAGNOSIS. FOUND NUMEROUS U CODES STORING IN SYSTEM. INTERMITTENT FAILURE IN MODULES COMMUNICATING.

N4800 BODY CONTROL MODULE REPLACEMENT

1	25885305	MODULE		170 W94C	0.80	0.80	2000	6174		61.74	61.74
				FC: U0101			11681	16353	0	233.62	163.53

FC: U0101

PART#: 25885305

COUNT: 1

CLAIM TYPE:

AUTH CODE:

WG

11681 16353 TPARTS  
2000 6174 TLABOR

B CUSTOMER STATES RATTLE NOISE FROM BOTH SUNSHADES WHILE DRIVING

CAUSE: FOUND INSUFFICIENT INSULATION ON TWO FRONT FOAM SUPPORT BLOCKS BETWEEN HEADLINER AND ROOF PANEL. INSTALLED ADDITIONAL INSULATION ABOVE SUN V

C9832 INSTALLED FLOCKING TAPE TO HEADLINER FRONT SUPPORT BLOCKS

				170 W94C	1.20	1.20	3000	9262		92.62	92.62
--	--	--	--	----------	------	------	------	------	--	-------	-------

FC: 93 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NQ

0 0 TPARTS  
3000 9262 TLABOR

1805 FOUND INSUFFICIENT INSULATION ON TWO FRONT FOAM SUPPORT BLOCKS BETWEEN HEADLINER AND ROOF PANEL. INSTALLED ADDITIONAL INSULATION ABOVE SUN V AFTER REPAIRS TECHNICIAN AND SERVICE CONSULTANT TEST DROVE VEHICLE TOTAL OF 8 MILES. NO INDICATOR LIGHTS CAME ON, NO CODES RE-SET AND NO RATTLE NOISE EVIDENT. SYSTEMS NOW OPERATING TO GM SPECS.

C\*\* ADDED LABOR OP: PROVIDED CUSTOMER WITH 2 DAYS ALTERNATE

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

FILE COPY



CUSTOMER #:

#170

**WATSON**  CHEVROLET

6370 WILLIAM PENN HIGHWAY  
P.O. BOX 6200

MURRYSVILLE, PA 15668

PHONE (724) 387-1500 FAX (724) 387-1550

TOLL FREE (877) 513-1500

www.watson22.com

WORKORDER  
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PAGE 1

EXPORT, PA

HOME:

BUS:

CELL:

SERVICE ADVISOR: 47 ZIMMERMAN, VICKY

1803

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	08	CHEVROLET MALIBU	1G1ZK577484		1791 99	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
25FEB08 DD	25FEB2011	17:00	06MAY08		84.70	CASH
R.O. OPENED	READY	OPTIONS: DLR:13703				
06MAY2008	12:13					

VEHICLE SERVICE HISTORY

CLSD PTE

RO# S/A MILEAGE OP CODE TECH. TYPE DESCRIPTION

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

# A W94C CUSTOMER STATES WHILE DRIVING ALL INSTRUMENT CLUSTER INDICATORS WERE FLASHING ON AN OFF VEHICLE WOULD SHIFT CORRECTLY

# B W94C CUSTOMER STATES RATTLE NOISE FROM BOTH SUNSHADES WHILE DRIVING

TECHNICIAN'S  
The Complaint, Cause and  
Correction details 3 C's  
\*MUST\* be documented by  
you, on back of this RO!

*① Enterprise car rental  
2 Days rental needed. Nec to order part/can  
unsafe to drive G Auth 5/8/08 Jim Ben #15*

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An expert 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.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISION	DATE	TIME	BY
REVISOR'S ESTIMATE (1)			
REVISOR'S ESTIMATE (2)			
REVISOR'S ESTIMATE (3)			

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

X \_\_\_\_\_

TECHNICIAN COPY

BANNING

A - 8 v codes - found beam  
u0101, u0100, u0131, u0108, u0209, u0211, u0205  
Shorted - order beam  
perhaps beam program 170b

the Bulletin states I need  
Flocking tape ordered

Flocking tape - Mr. Acapine  
and District tape 170b  
on stocks  
See ART and Bulletin  
170b

Mrs. [unclear] or

Customer Number: [REDACTED]

Invoice No [REDACTED]

# WATSON CHEVROLET

6370 WILLIAM PENN HIGHWAY  
P.O. BOX 6200

MURRYSVILLE, PA 15668

PHONE (724) 387-1500 FAX (724) 387-1550

TOLL FREE (877) 513-1500

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\*ACCOUNTING\*

PAGE 1

EXPORT, PA

Home: [REDACTED]

Bus: :N/A

Cell:

Email:

SERVICE ADVISOR: 47 VICKY ZIMMERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZK577484 [REDACTED]	[REDACTED]	2549 2559		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
25FEB08		25FEB2011	17:00 17JUN08		84.70	CASH	17JUN08
R.O. OPENED	READY	OPTIONS: DLR:13703					
17:02 16JUN08	17:03 17JUN08						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CUSTOMER STATES CHECK ENGINE LIGHT ON GAUGES ARE ERRATIC  
 SOP PERFORMED EXTENSIVE DIAGNOSIS. WORKED WITH GM  
 TECHNICAL ASSISTANCE. NUMEROUS U CODES  
 STORED IN SYSTEM FOR LOSS OF COMMUNICATION.  
 170 IA 0.00 0.00 0 0 0.00 0.00

WORKED WITH TWO TECHNICAL ADVISORS FROM GM. VEHICLE COMMUNICATION  
 INTERFACE MODULE APPROVED AND RELEASED FOR SPECIAL ORDER. SHOULD BE IN  
 DEALER WITHIN 2-4 DAYS. WILL CONTACT CUSTOMER AS SOON AS PART COMES IN.  
 THIS IS AN ONSTAR COMMUNICATION MODULE AND IN NO WAY EFFECTS RUNNING OF  
 VEHICLE.

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	0	0		99	0	*****	

COST, SALE, & COMP TOTALS 0 0 0

DESCRIPTION	TOTALS
<b>SERVICE HOURS</b>	
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
<b>PLEASE PAY THIS AMOUNT</b>	<b>\$ 0.00</b>

Service File Copy

6370 WILLIAM PENN HIGHWAY

P.O. BOX 6200

MURRYSVILLE, PA 15668

PHONE (724) 387-1500 FAX (724) 387-1550

TOLL FREE (877) 513-1500

www.watson22.com

CUSTOMER #:

#170

WORKORDER  
PAGE 1

EXPORT, PA

HOME:

CONT: N/A

BUS: N/A

CELL:

SERVICE ADVISOR: 47 ZIMMERMAN, VICKY *2559*

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	08	CHEVROLET	MALIBU	1G1ZK577484		<i>2549</i>	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
25FEB08 DD		25FEB11	17-00 17JUN08		84.70		13JUN08 07:4
R.O. OPENED		READY	OPTIONS: DLR:13703				
17JUN08 09:00							

VEHICLE SERVICE HISTORY

CLSD DTE

RO#	S/A	MILEAGE	OP CODE	TECH	TYPE	DESCRIPTION
434384	47	1805	08MAY08			
			N4800	170	W94C	BODY CONTROL MODULE REPLACEMENT
			C9832	170	W94C	INSTALLED FLOCKING TAPE TO HEADLINER FROM
			Z7902	170	W94C	RENTAL CAR, TWO DAYS
			9999		W94C	SUBLET REPAIRS

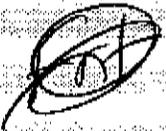
LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

# A W94C CUSTOMER STATES CHECK ENGINE LIGHT ON GAUGES ARE ERRATIC

*low trac/ABS were on*

TECHNICIANS  
The Complaint, Cause and  
Correction details & C's  
\*MUST\* be documented by  
you, on back of this RO!

*#13*



EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

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

TECHNICIAN COPY

TCM U0121 - 00 PASSED lost communication with ABS mod  
 ECM U0073 00 PASSED control module communicate bus  
 ECM C0146 - 25 PASSED  
 ECM P0700 - 00 Function  
 ECM U2105 - 00 PASSED lost communication with ECM  
 ECM U2106 - 00 PASSED lost communication to TRANS. control mod  
 ECM U2107 - 00 PASSED lost communication with Body control mod  
 ECM C0201 - 00 PASSED  
 TCM U0073 - 00 PASSED control module communication bus off  
 ECM U0121 - 00 PASSED lost communication with MS  
 BCM U2108 - 00 PASSED lost communication with ABS

1-888 888 GM TA  
 1-888 cl TACS  
 104  
 888

leonard

6:14 6/10/09  
 EBCM -  
 10346695  
 Leonard L  
 Mike Hawkins  
 SAT. VCEM ONSTAR  
 ONSTAR Group  
 connect 3

Customer Number: [REDACTED]

Invoice No: [REDACTED]

# WATSON CHEVROLET

6370 WILLIAM PENN HIGHWAY  
P.O. BOX 6200  
MURRYSVILLE, PA 15668  
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TOLL FREE (877) 513-1500  
www.watson22.com

\*ACCOUNTING\*

DUPLICATE 1

PAGE 1

EXPORT, PA

Home [REDACTED] Bus: N/A

Cell:

Email:

SERVICE ADVISOR: 47 VICKY ZIMMERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZK577484 [REDACTED]	[REDACTED]	2587 2590		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25FEB08		25FEB2011	17:00 26JUN08		84.70	CASH	26JUN08
R.O. OPENED	READY	OPTIONS: DLR:13703					
07:50 26JUN08	15:41 26JUN08						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CUSTOMER STATES ENGINE LIGHTS COME ON, GAUGES ERRATIC SOP  
CAUSE: PERFORMED EXTENSIVE DIAGNOSIS. MULTIPLE CODES STORED IN SYSTEM.  
INTERNAL FAILURE IN MODULE

R5140 MODULE, VEHICLE INTERFACE UNIT VIU/VCIM  
REPLACE

170	W94C	4.00	4.00	10000	30872					308.72	308.72
1	25911151	F-MODULE			0	0	0				0.00
1	R1000	ELECTRONIC									
		EXCHANGE PROGRAM			0	2000	0	24.00	20.00	20.00	

FC: 976A4  
PART#: 25911151  
COUNT: 2  
CLAIM TYPE:  
AUTH CODE: E  
WG

0 2000 TPARTS  
10000 30872 TLABOR

PERFORMED EXTENSIVE DIAGNOSIS. MULTIPLE CODES STORED IN SYSTEM.  
WORKED WITH 2 TECHNICAL ADVISORS FROM GM. LEONARD L AND MIKE H. TAC  
CASE # 10346695. VCIM APPROVED FOR REPLACEMENT AND SHIPPED FROM GM  
TECHNICAL. INTERNAL FAILURE IN VEHICLE CONTROL INTERFACE MODULE.  
CLEARED CODES AND TEST DROVE. HAD VEHICLE RUNNING OUT BACK AND NO CODES  
SET. SYSTEM OPERATING TO GM SPECS.

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	30872	10000		[REDACTED]	2000	0	
[REDACTED]	32872	*****					

COST, SALE, & COMP TOTALS 10000 32872 0

DESCRIPTION	TOTALS
SERVICE HOURS	
MON-WED-FRI	
8:00am - 6:00pm	
TUES-THURS	
8:00am - 8:00pm	
SAT	
8:00am - 5:00pm	
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

Service File Copy

CUSTOMER # [REDACTED]

#170

6370 WILLIAM PENN HIGHWAY  
 P.O. BOX 6200  
 MURRYSVILLE, PA 15668  
 PHONE (724) 387-1500 FAX (724) 387-1550  
 TOLL FREE (877) 513-1500  
 www.watson22.com

EXPORT, PA

HOME: [REDACTED] CONT: N/A  
 BUS: N/A CELL: [REDACTED]

SERVICE ADVISOR: 47 ZIMMERMAN, VICKY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	08	CHEVROLET MALIBU	1G1ZK577484 [REDACTED]	[REDACTED]	2587	
DEL DATE	PROD DATE	WARR EXP	PO NO	RATE	PAYMENT	INV DATE
25FEB08 DD		25FEB11	17-00-26JUN08	84.70		17JUN08 19:13
R.O. OPENED	READY	OPTIONS: DLR:13703				
26JUN08 07:30						

**VEHICLE SERVICE HISTORY**

RO#	S/A	MILEAGE	OP CODE	TECH	TYPE	DESCRIPTION
435191	47	2559	17JUN08			
			SOP	170	IA	PERFORMED EXTENSIVE DIAGNOSIS. WORKED WITH
434384	47	1805	08MAY08			
			N4800	170	W94C	BODY CONTROL MODULE REPLACEMENT
			C9832	170	W94C	INSTALLED FLOCKING TAPE TO HEADLINER FRONT
			27902	170	W94C	RENTAL CAR, TWO DAYS
			9999		W94C	SUBLET REPAIRS

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS  
 # A 170 W94C CUSTOMER STATES ENGINE LIGHTS COME ON, GAUGES ERRATIC  
 SOP

R5140 2.0

TECHNICIANS  
 The Complaint, Cause and  
 Correction details 3 C's  
 \*MUST\* be documented by  
 you, on back of this RO!

Vehicle control interface  
 module

REAR

**EXCLUSION OF WARRANTIES**

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**AUTHORIZATION FOR REPAIRS**

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

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

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

**TECHNICIAN COPY**

Braunio

A- UCFM - pulling down

(H) speed low due to

be internal fault system

UCFM and program

✓ 70%

WATSON

Customer Number

Invoice No

# WATSON CHEVROLET

6370 WILLIAM PENN HIGHWAY  
P.O. BOX 6200

MURRYSVILLE, PA 15668  
PHONE (724) 387-1500 FAX (724) 387-1550  
TOLL FREE (877) 513-1500  
www.watson22.com

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PAGE 1

EXPORT, PA

Home: Bus: Email:

Cell: 412-848-5043

SERVICE ADVISOR: 7 JAMES BROWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZK577484		2590 2590		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25FEB08		25FEB2011	17:00 28JUL08		84.70	CASH	28JUL08
R.O. OPENED	READY	OPTIONS: DLR:13703					
09:07 28JUL08	09:19 28JUL08						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A REIMBURSEMENT FOR PART RETURN REQUEST

CAUSE: RETURN REQUEST

Z7200 PART RETURN REQUEST #813636580, RO#434384,  
LABOR OP N4800

170 W94C	0.00	0.30	750	2315		23.15	23.15
----------	------	------	-----	------	--	-------	-------

FC: 00 PART#: COUNT: 0

CLAIM TYPE: F

AUTH CODE:

MD

0	0	TPARTS
750	2315	TLABOR

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	2315	750			2315	*****	

COST, SALE, & COMP TOTALS 750 2315 0

DESCRIPTION	TOTALS
SERVICE HOURS	
MON-WED-FRI	
8:00am - 6:00pm	
TUES-THURS	
8:00am - 8:00pm	
SAT	
8:00am - 5:00pm	
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

Service File Copy

Page 1 of 1

X4812.280.1

OMER #: [REDACTED]

WORKORDER



6370 WILLIAM PENN HIGHWAY

P.O. BOX 6200

MURRYSVILLE, PA 15668

PHONE (724) 387-1500 FAX (724) 387-1550

TOLL FREE (877) 513-1500

www.watson22.com

PAGE 1

EXPORT, PA

HOME: [REDACTED]

CONT :N/A

CELL:

EMAIL:

SERVICE ADVISOR: 7 BROWN, JAMES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZK577484 [REDACTED]	[REDACTED]	2590		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25FEB08		25FEB2011	17:00 28JUL08		84.70	CASH	
R.O. OPENED	READY	OPTIONS: DLR:13703					
28JUL2008 09:07	25FEB08						

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	OP CODE	TECH.	TYPE	DESCRIPTION
435432	47	2590	26JUN08			
			R5140	170		W94C MODULE, VEHICLE INTERFACE UNIT VIU/VCIM RE
435191	47	2559	17JUN08			
			SOP	170	IA	PERFORMED EXTENSIVE DIAGNOSIS. WORKED WITH
434384	47	1805	08MAY08			
			N4800	170		W94C BODY CONTROL MODULE REPLACEMENT
			C9832	170		W94C INSTALLED FLOCKING TAPE TO HEADLINER FRONT
			Z7902	170		W94C RENTAL CAR, TWO DAYS
			9999			W94C SUBJECT REPAIRS

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS  
 # A W94C REIMBURSEMENT FOR PART RETURN REQUEST

**T E C H C O P Y**  
 The Complaint can be used  
 Correction details 3 C's  
 \*MUST\* be documented by  
 you, on back of this RO!

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 of 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.

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY X

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

[REDACTED SIGNATURE]

Tech Copy

RO# 436117 VIN# 1G1ZK577484208381

Customer Number: [REDACTED]

Invoice No: [REDACTED]

# WATSON CHEVROLET

6370 WILLIAM PENN HIGHWAY  
P.O. BOX 6200  
MURRYSVILLE, PA 15668  
PHONE (724) 387-1500 FAX (724) 387-1550  
TOLL FREE (877) 513-1500  
www.watson22.com

\*ACCOUNTING\*  
DUPLICATE 1  
PAGE 1

EXPORT, PA  
Home: [REDACTED] Bus: [REDACTED]  
Email: [REDACTED]

Cell: 412-848-5043

SERVICE ADVISOR: 47 VICKY ZIMMERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZK577484 [REDACTED]	[REDACTED]	4039 4060		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25FEB08		25FEB2011	17:00 27AUG08		84.70	CASH	28AUG08
R.O. OPENED	READY	OPTIONS: DLR:13703					
17:38 26AUG08	11:28 28AUG08						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A											
A CUSTOMER STATES INTERMITTENT ESC LIGHT COMING ON ALONG WITH OTHER WARNING INDICATORS. SERVICE ENGINE LIGHT ALSO ON CAUSE: PERFORMED EXTENSIVE DIAGNOSIS AS PER TAC. CHECKED NUMEROUS CONNECTIONS WITH NO FAILURE EVIDENT. SEE COMMENTS N6600 PERFORMED EXTENSIVE WIRING DIAGNOSIS AS PER TECHNICAL ASSISTANCE											
				170	W94C	2.50	6250	19295		192.95	192.95
				FC:	7W PART#:	COUNT:	0				
				CLAIM TYPE:							
				AUTH CODE:	E						
				WA							

0 0 TPARTS  
6250 19295 TLABOR

PERFORMED EXTENSIVE DIAGNOSIS. TEST DROVE VEHICLE TOTAL OF 21 MILES WITH HANDHELD COMPUTER AND NO CODES SETTING AT THIS TIME AND NO INDICATOR LIGHTS CAME ON. WHEN SCANNED FOR CODES MULTIPLE CODES STORED IN SYSTEM. U0073, C0196, P0700, U2105, C0201, U0121, U0073, AND U2108. CODES RELATED TO SEVERAL DIFFERENT MODULES. WORKED WITH GM TECHNICAL ASSISTANCE, ADVISOR CASEY MCCLURE. CASE # 10346695. WAS ADVISED TO INSPECT CONNECTOR X108, BCM X2, VCIM X4, EBTCM CONNECTOR AND BCMX2 CONNECTOR. NO VISIBLE FAILURE EVIDENT. WAS ADVISED BY TAC TO MAKE NO REPAIRS AT THIS TIME DUE TO NUMEROUS MODULE CODES BEING SET. ADVISED CUSTOMER WHEN INDICATOR LIGHTS COME ON AND STAY ON TO COME INTO SERVICE DEPARTMENT, DO NOT SHUT OFF VEHICLE, AND TECH WILL SCAN AT THAT TIME TO TRY AND VERIFY WHICH ACTUAL MODULE IS DOWN. NO REPAIRS AT THIS TIME. SYSTEM OPERATING TO GM SPECS.

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	19295	6250		[REDACTED]	19295	*****	

COST, SALE, & COMP TOTALS 6250 19295 0

DESCRIPTION	TOTALS
SERVICE HOURS	
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

Service File Copy

CUSTOMER #

WORKORDER

**WATSON** CHEVROLET

6370 WILLIAM PENN HIGHWAY

P.O. BOX 6200

MURRYSVILLE, PA 15668

PHONE (724) 387-1500 FAX (724) 387-1550

TOLL FREE (877) 513-1500

www.watson22.com

PAGE 1

EXPORT, PA

HOME: CONT

EMAIL:

CELL:

SERVICE ADVISOR: 47 ZIMMERMAN, VICKY

4060

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZK577484		99	4039	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
25FEB08		25FEB2011	17:00 27AUG08		84.70	CASH	
R.O. OPENED	READY	OPTIONS: DLR:13703					
26AUG2008 17:38	25FEB08						

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	OP CODE	CLSD. DTE	TECH.	TYPE	DESCRIPTION
436117	7	2590	28JUL08	Z7200	170	W94C	PART RETURN REQUEST #813636580, RO#434384
435432	47	2590	26JUN08	R5140	170	W94C	MODULE, VEHICLE INTERFACE UNIT VIU/VCIM RE
435191	47	2559	17JUN08	SOP	170	IA	PERFORMED EXTENSIVE DIAGNOSIS. WORKED WITH
434384	47	1805	08MAY08	N4800	170	W94C	BODY CONTROL MODULE REPLACEMENT
				C9832	170	W94C	INSTALLED FLOCKING TAPE TO HEADLINER FRONT
				Z7902	170	W94C	RENTAL CAR, TWO DAYS
				9999		W94C	SUBLET REPAIRS

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS  
 # A W94C CUSTOMER STATES INTERMITTENT ESC LIGHT COMING ON ALONG WITH OTHER WARNING INDICATORS. SERVICE ENGINE LIGHT ALSO ON

TECHNICIANS

The Complaint, Cause and Correction details 3 C's  
 \*MUST\* be documented by you, on back of this RO!

2.0 DLH nec for extensive

wiring diag for multiple

codes. See tech notes.

E AUTH 8/28/08

AUG 28 AM 8

AUG 28 AM 1

Jan [Signature] #19

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

INSTRUCTIONS TO CUSTOMER: READ AND SIGN IF NOTIFIED & GAVE ORAL APPROVAL

[Redacted Signature]

Tech Copy

RO# 436789 VIN# 1G1ZK577484208381

1379 ECM 00073 - 00 central module communication  
 1389 ECM C0196 - 28 open in gear ratio sensor  
 738444444 ECM P0700-00 TRAWs. control module P00 mil  
 278944444 ECM U2105-00 lost comm. with ECM  
 1753 ECM C0201-00 ABS GWS/relay. contact circuit  
 1753 ECM 00121 - lost comm. with ABS  
 1753 ECM 00073-00  
 1753 ECM 00101-00 lost comm. with ABS  
 1753 BCM U2108 lost comm. with ABS/TCs

ECM  
 CAN  
 PCM  
 BCM

onstar  
 module

Casey McCure

10346685

Mike Hawkins June 17

Brake like mas file, check ens like on needles sensor  
 service ESC  
 service traction sysk

Barry

A. Dash indicators coming on - the speed  
LAW going down codes U0073, C019-28,  
P0700, U0105, C0201-00, U0121, U0073-00,  
C0121-00, U0108 - could not verify other  
than codes being stored, RPMs at 21 miles on  
DID not setup. called TAC spoke to Casey  
McLure case # 10346695 he instructed  
me to check connector X108 of at car  
inspect connector for 100 terminals or better  
BEM connector X2 inspect terminals no problem found  
VICM connector X4 inspect no problem found  
E-STR connector no problem found ADVISOR by  
TAC to verify condition before any copans  
to be done test to drive & monitor

702

Cc Number: [REDACTED]

Invoice No [REDACTED]

# WATSON CHEVROLET

6370 WILLIAM PENN HIGHWAY  
P.O. BOX 6200

MURRYSVILLE, PA 15668

PHONE (724) 387-1500 FAX (724) 387-1550

TOLL FREE (877) 513-1500

www.watson22.com

\*ACCOUNTING\*

DUPLICATE 1

PAGE 1

EXPORT, PA

Home: [REDACTED] Bus: [REDACTED]

Email: [REDACTED] Cell: [REDACTED]

SERVICE ADVISOR: 47 VICKY ZIMMERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZK577484 [REDACTED]	[REDACTED]	4101 4102		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25FEB08		25FEB2011	23:00 30AUG08		84.70	CASH	29AUG08
R.O. OPENED	READY	OPTIONS: DLR:13703					
12:15 28AUG08	16:59 29AUG08						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A											
A CUSTOMER STATES SECURITY INDICATOR (PADLOCK) AND ENGINE INDICATORS ARE STAYING ON. NEC TO SCAN FOR CURRENT CODES PER TAC CAUSE: PERFORMED EXTENSIVE DIAGNOSIS. 6 CODES STORED. CONTACTED TAC. CASE#10346695 AND WAS TOLD TO CHECK TERMINALS AT EBCM N6600 INSTALLED TWO NEW REDUNDANT COMMUNICATION WIRBS BETWEEN VEHICLE CONTROL INTERFACE MODULE AND ELECTRONIC BRAKE CONTROL MODULE 172 W94C 2.50 2.50 7000 19295 192.95 192.95 FC: U2108 PART#: [REDACTED] COUNT: 0 CLAIM TYPE: AUTH CODE: BE WG											

0 0 TPARTS 7000 19295 TLABOR SCANNED FOR CODES WITH INDICATORS STAYING ON AS PER PREVIOUS CONVERSATION WITH GM TECHNICAL ASSISTANCE. P0700,U0121,U2108,U0073 AND U0121. CODES RELEATED TO LOSS OF COMMUNICATION. MAIN CODE IS COMMUNICATION WITH ELECTRONIC BRAKE CONTROL MODULE. CONTACTED GM TECHNICAL ASSISTANCE AGAIN AND WAS INSTRUCTED TO INSPECT ALL TERMINAL AT EBCM. TERMINALS ALL GOOD. WAS THAN REFERRED TO GM PRODUCT QUALITY CONTROL CENTER. WAS INSTRUCTED TO RUN TWO NEW REDUNDANT COMUUNICATION WIRES BETWEEN VCIM AND EBCM. COMPLETED WIRING AND CLEARED CODES. ROADTESTED AND STARTED VEHICLE NUMEROUS TIMES IN SHOP AND NO INDICATOR LIGHTS CAME ON. SYSTEM OPERATING TO GM SPECS AT THIS TIME.. B** ADDED LABOR OP: PROVIDED CUSTOMER WITH ALTERNATE TRANSPORTATION THRU ENTERPRISE CAUSE: AS PER CUSTOMER REQUEST Z7902 RENTAL CAR, TWO DAYS 172 W94C 0.00 0.00 0 0 0.00 0.00 FC: 98 PART#: [REDACTED] COUNT: 0 CLAIM TYPE: AUTH CODE: G											
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--	--	--	--	--	--	--	--	--	--

DESCRIPTION	TOTALS
SERVICE HOURS	
MON-WED-FRI 8:00am - 6:00pm	
TUES-THURS 8:00am - 800pm	
SAT 8:00am - 5:00pm	
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Service File Copy

Page 1 of 2

X4512.190.1

Cu Number: [REDACTED]

Invoice No: [REDACTED]

# WATSON CHEVROLET

6370 WILLIAM PENN HIGHWAY  
P.O. BOX 6200

MURRYSVILLE, PA 15668  
PHONE (724) 387-1500 FAX (724) 387-1550  
TOLL FREE (877) 513-1500  
www.watson22.com

\*ACCOUNTING\*  
DUPLICATE 1  
PAGE 2

[REDACTED]  
EXPORT, PA  
Home: [REDACTED] Bus: [REDACTED]  
Email: [REDACTED]

Cell: [REDACTED]

SERVICE ADVISOR: 47 VICKY ZIMMERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZK57748[REDACTED]	[REDACTED]	4101 4102		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
25FEB08		25FEB2011	23:00 30AUG08		84.70	CASH	29AUG08

R.O. OPENED	READY	OPTIONS: DLR:13703
12:15 28AUG08	16:59 29AUG08	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		MJ				0	0	TPARTS			
						0	0	TLABOR			
SUBL ENTERPRISE CAR RENTAL-2 DAYS											
			W94C			8400	8400			84.00	84.00

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	19295	7000		[REDACTED]	8400	8400	
[REDACTED]	27695	*****					

COST, SALE, & COMP TOTALS 15400 27695 0

DESCRIPTION	TOTALS
SERVICE HOURS	
MON-WED-FRI 8:00am - 6:00pm	
TUES-THURS 8:00am - 8:00pm	
SAT 8:00am - 5:00pm	
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

Service File Copy

CUSTOMER #:

WORKORDER

**WATSON** CHEVROLET

6370 WILLIAM PENN HIGHWAY

P.O. BOX 6200

MURRYSVILLE, PA 15668

PHONE (724) 387-1500 FAX (724) 387-1550

TOLL FREE (877) 513-1500

www.watson22.com

PAGE 1

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EXPORT, PA

HOME:

CONT :N/A

CELL:

EMAIL:

SERVICE ADVISOR: 47 ZIMMERMAN, VICKY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZK577484		99 4101		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
25FEB08		25FEB2011	** WAITER **		84.70	CASH	
R.O. OPENED	READY	OPTIONS: DLR:13703					
28AUG2008 12:15	25FEB08						

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	OP CODE	CLSD DTE	TECH.	TYPE	DESCRIPTION
436117	7	2590	28JUL08	Z7200	170	W94C	PART RETURN REQUEST #813636580, RO#434384
435432	47	2590	26JUN08	R5140	170	W94C	MODULE, VEHICLE INTERFACE UNIT VIU/VCIM RE
435191	47	2559	17JUN08	SOP	170	IA	PERFORMED EXTENSIVE DIAGNOSIS. WORKED WITH
434384	47	1805	08MAY08	N4800	170	W94C	BODY CONTROL MODULE REPLACEMENT
				C9832	170	W94C	INSTALLED FLOCKING TAPE TO HEADLINER FRONT
				Z7802	170	W94C	RENTAL CAR - TWO DAYS
				9999		W94C	SUBLET REPAIRS

LINE # A  
 OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS  
 W94C CUSTOMER STATES SECURITY INDICATOR (PADLOCK) AND ENGINE INDICATORS ARE STAYING ON. NEC TO SCAN FOR CURRENT CODES PER TAG

*2008 nec for extensive wiring diagnosis See tech notes.*  
 E AUTH  
 8/29/08  
 [Signature]

CASE # [Redacted]  
 CASEY

*B) Enterprise 2042.00*

*message completed*

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE

AUTHORIZED BY X	8/29/08	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)		2:37 P.M.	
REVISED ESTIMATE (3)			

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

[Signature]

Tech Copy

CUSTOMER SIGNATURE

RO# 430831 VIN# 1G1ZK577484

P0700  
U0121 } EBCM TCM Regret MEL  
Loss Comm. ABS

U2108 - BCM - Loss Comm. ABS / TCS

U0073 } TCM Engine module communication bus A off  
[Redacted] 0121 } Loss Comm. ABS

Run Redundant wires  
EBCM TO ON STAR module

4-18 PWS 23 vcm

Does not occur  
CALL PQC

IGNITION LINE

check codes  
found 6 codes CONTACT TAC  
SAID check ALL EBCM TERMINALS -  
~~CODE~~ & IF OK REPLACE EBCM  
CHECK ALL TERMINALS OK  
TRY TO ORDER EBCM ~~PWS~~ found HAS  
PARTS RESTRICTION CONTACT PQC  
TALK TO PQC 25 min SAID TO REINSTALL  
REUNDANT COMMUNICATION WIRES BETWEEN  
VCM AND EBCM - INSTALL 2 NEW  
WIRES CLEAR CODES + LOAD TEST

172 and

=== COVER PAGE ===

TO: \_\_\_\_\_

FROM: MELGRATA

FAX: 7243473117

TEL: 7243473117

COMMENT:

# Mel Grata

CHEVROLET • TOYOTA • SCION



**Parts & Service Departments**  
**Fax 724-347-1191**

**Date:** 2-10-09

**To:** PATRICIA Easley

**Fax:** 866-508-1966

**Re:** [REDACTED]

**From:** REID SAEPPARD

**Urgent**            **Please reply**            **For your information**           

**Message**

I ALSO SENT COPIES OF PO'S FROM ANOTHER  
DEALER GIVEN TO US BY THE CUST.  
WE DID NOT CONTACT TAC  
THERE ARE NO AFTERMARKET ACC.  
VEHICLE WAS NOT WRECKED AS FAR AS WE CAN TELL

**This fax contains 24 page(s), including this cover sheet. Please contact us if you do not receive all pages.**

CUSTOMER #:



WARRANTY

MEL GRATA
CHEVROLET TOYOTA SCION
2757 EAST STATE STREET P.O. BOX 1389
HERMITAGE, PA 16148
TELEPHONE: (724) 347-7702
www.melgrata.com

PAGE 1

EXPORT, PA

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 504 DAN NATIVIO

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DT SAND, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE, R.O. OPENED, READY, OPTIONS, STK:5070, LIST, NET, TOTAL

A CK ABS AND RED BRAKE LIGHT ON.
CAUSE: POSSIBLE WATER INTRUSION IN ONE OR MORE OF THE SPEED SENSORS
H2530 HARNESS, WHEEL SPEED SENSOR JUMPER WIRING
(ABS) FRONT RIGHT REPLACE

126 WC 1.80 124.20 124.20
FC: 1W PART#: COUNT: 0
CLAIM TYPE: Y
AUTH CODE: E
WA

0 0 TPARTS
3375 12420 TLABOR

CK CODES, BCM U2108 EBCM C0050, C0045, C0040, C0035, C2107, C0196.
ALL SENSOR CODES. CK ALL SENSOR CONNECTIONS AND WIRE HARNESS FOR WATER.
NONE FOUND. CLEARED CODES AND ROAD TEST FOR SEVERALL DAYS, NO CODES
RETURNED.

\*\*\*\*\*

COST, SALE, & COMP TOTALS 3375 12420 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.

Table with columns: DESCRIPTION, TOTALS. Rows include LABOR AMOUNT (124.20), PARTS AMOUNT (0.00), GAS, OIL, LUBE (0.00), SUBLET AMOUNT (0.00), MISC. CHARGES (0.00), TOTAL CHARGES (124.20), LESS INSURANCE (0.00), SALES TAX (0.00), PLEASE PAY THIS AMOUNT (124.20)

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

CUSTOMER SIGNATURE



**Tech2 Pass Thru: Final Instructions**

**Programming Complete.**

**Warranty Claim Code:** [REDACTED]

Record this code on the warranty repair order (if applicable).

**Post Programming Instructions:**

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



**Controller Specific Instructions:**

Clearing DTCs will erase stored history data from all controllers, and will reset the PCM I/M flags.

**Print**

VIN: 1G1ZK577484 [REDACTED]

<b>Clear DTCs</b>	<b>New</b>	<b>Cancel</b>
-------------------	------------	---------------

**Tech2 Pass Thru: Final Instructions**

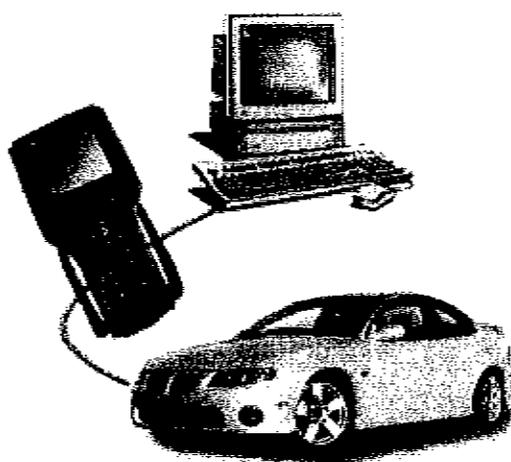
**Programming Complete.**

**Warranty Claim Code:** [REDACTED]

Record this code on the warranty repair order (if applicable).

**Post Programming Instructions:**

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



**Controller Specific Instructions:**

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

After successful programming, the HVAC module may need to be reset. Remove the HVAC CTRL (BATT) fuse, wait ten seconds, then replace it.

VIN: 1G1ZH577484 [REDACTED]

**Print**

**Clear DTCs** **New** **Cancel**

41716

58713

**MEL GRATA**

**CHEVROLET TOYOTA SCION**

2757 EAST STATE STREET P.O. BOX 1389  
HERMITAGE, PA 16148  
TELEPHONE: (724) 347-7702  
www.melgrata.com

WARRANTY

PAGE 1

SERVICE ADVISOR: 504 DAN NATIVIO

EXPORT, PA  
HOME: [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	08	CHEVROLET MALIBU	1G1ZK577484		4246/4246		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25FEB08 IS			18:00 04SEP08		VARIES	CASH	11SEP08
25FEB08 DD							
R.O. OPENED		READY	OPTIONS: STK:5070				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CK FOR AT TIMES RED BRAKE LIGHT COME ON, ABS LIGHT AND TRAC OFF LIGHT AND VEHICLE DOSE NOT SHIFT OUT OF SECOND GEAR.

CAUSE: TRANSMISSION CONTROL MODULE INTERMITENT FAILURE.

K6562 CONTROL SOLENOID VALVE AND TRANSMISSION CONTROL MODULE ASSEMBLY REPLACEMENT

535 WC 6.50						428.29	428.29
1 24243095 VALVE					615.32	491.02	491.02
1 24216446 SEAL					5.25	4.19	4.19
1 24229593 GASKET					4.29	3.43	3.43

FC: 6D

PART#: 24243095

COUNT: 3

CLAIM TYPE:

AUTH CODE: E

WA

35617 49864 TPARTS  
10563 42829 TLABOR

CK AND FOUND CODESU0073, C0201, U2108, C0550 (TWICE), U2105 C0193 AND P0700. PERFORMED DIAG AND REPLACED TRANSMISSION CONTROL MODULE. RECHE CK, , OK.

COST, SALE, & COMP TOTALS 46180 92693 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	DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	428.29
		PARTS AMOUNT	498.64
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	926.93
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	926.93
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		CUSTOMER SIGNATURE	

STATE INSPECTION INFORMATION		EMP NO	WOOD 3	COSSE	INS. REPAIRS	Sym 28 UK
TIRES	LF	RF	LR	RR	CO201, U2108, COSSO, U2105, C0196, P0700	
	RF	RF	LR	RR	Transmission module -	
	LR	RF	LR	RR		
	RR	RF	LR	RR		

EMPLOYEE NO	STICKER #	OLD MILEAGE	SIGNATURE	TIME CLOCK

A) COMPLAINT - 35-1- DTS - Road lateral - ordered Tom - harness also

CAUSE -

CORRECTION -

B) COMPLAINT -

CAUSE -

CORRECTION -

C) COMPLAINT -

CAUSE -

CORRECTION -

D) COMPLAINT -

CAUSE -

CORRECTION -

REPAIR ORDER NO. 58713

CUSTOMER PRICE	STRAIGHT TIME JOBS ACTUAL TIME	FLAT RATE JOBS FLAT RATE TIME	FLAT RATE JOBS ACTUAL TIME	OFF	ON	TIME
			1.0			9-11-08

EMP. NO. KICK

REPAIR ORDER NO. 58713

CUSTOMER PRICE	STRAIGHT TIME JOBS ACTUAL TIME	FLAT RATE JOBS FLAT RATE TIME	FLAT RATE JOBS ACTUAL TIME	OFF	ON	TIME
			1.0			9-5-08

EMP. NO. KICK

REPAIR ORDER NO. 58713

CUSTOMER PRICE	STRAIGHT TIME JOBS ACTUAL TIME	FLAT RATE JOBS FLAT RATE TIME	FLAT RATE JOBS ACTUAL TIME	OFF	ON	TIME
			4.5			9-10-08

EMP. NO. KICK

FLAG

FLAG

FLAG

46963

INTERNAL

PAGE 1

# MEL GRATA

CHEVROLET TOYOTA SCION

2757 EAST STATE STREET P.O. BOX 1389

HERMITAGE, PA 16148

TELEPHONE: (724) 347-7702

www.melgrata.com

HOME:

BUS:

SERVICE ADVISOR: 109 MARC D CORINI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
DT SAND	08	CHEVROLET MALIBU	1G1ZK577484		57/57	T5070	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			18:00 25FEB08		VARIES	CASH	25FEB08
R.O. OPENED	READY	OPTIONS: STK:5070					
12:49 25FEB08	16:27 25FEB08						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
A	RECON	SOLD	RPDI					
			RPDI	REPDI		49.90	49.90	
			126	INF 1.00				
			PERFORMED RE PDI					
B	SI	2/09						
			SI	STATE INSPECTION		11.50	11.50	
			126	INC 0.40				
			PERFORMED PA STATE INSPECTION, PASSED.					
C	EMISSION	INSPECTION	EXEMPTION					
			EIE	EMISSION INSPECTION EXEMPTION		14.75	14.75	
			126	INC 0.30				
			PERFORMED EMISSIONS INSPECTION, EXEMPT.					

COST, SALE, & COMP TOTALS 4100 7615 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.

DESCRIPTION	TOTALS
LABOR AMOUNT	76.15
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	76.15
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	76.15

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

CUSTOMER SIGNATURE



Customer Number: [REDACTED]

Invoice No: [REDACTED]



6370 WILLIAM PENN HIGHWAY  
P.O. BOX 6200  
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PHONE (724) 387-1500 FAX (724) 387-1550  
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PAGE 1

EXPORT, PA  
Home: [REDACTED] Bus: [REDACTED]  
Email: [REDACTED]

Cell: [REDACTED]

SERVICE ADVISOR: 47 VICKY ZIMMERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZK577484 [REDACTED]	[REDACTED]	4101 4102		
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25FEB08		25FEB2011	23:00 30AUG08		84.70	CASH	29AUG08
R.O. OPENED	READY	OPTIONS: DLR:13703					
12:15 28AUG08	14:51 29AUG08						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES SECURITY INDICATOR (PADLOCK) AND ENGINE INDICATORS ARE STAYING ON. NEC TO SCAN FOR CURRENT CODES PER TAC CAUSE: PERFORMED EXTENSIVE DIAGNOSIS. 6 CODES STORED. CONTACTED TAC. CASE#10346695 AND WAS TOLD TO CHECK TERMINALS AT EBCM N6600 INSTALLED TWO NEW REDUNDANT COMMUNICATION WIRES BETWEEN VEHICLE CONTROL INTERFACE MODULE AND ELECTRONIC BRAKE CONTROL MODULE

172 W94C  
FC: U2108  
PART#: [REDACTED]  
COUNT: 0  
CLAIM TYPE: [REDACTED]  
AUTH CODE: BE  
WG

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

SCANNED FOR CODES WITH INDICATORS STAYING ON AS PER PREVIOUS CONVERSATION WITH GM TECHNICAL ASSISTANCE. P0700 U0121, U2108, U0073 AND U0121. CODES RELATED TO LOSS OF COMMUNICATION. MAIN CODE IS COMMUNICATION WITH ELECTRONIC BRAKE CONTROL MODULE. CONTACTED GM TECHNICAL ASSISTANCE AGAIN AND WAS INSTRUCTED TO INSPECT ALL TERMINAL AT EBCM. TERMINALS ALL GOOD. WAS THEN REFERRED TO GM PRODUCT QUALITY CONTROL CENTER. WAS INSTRUCTED TO RUN TWO NEW REDUNDANT COMMUNICATION WIRES BETWEEN VCIM AND EBCM. COMPLETED WIRING AND CLEARED CODES. ROADTESTED AND STARTED VEHICLE NUMEROUS TIMES IN SHOP AND NO INDICATOR LIGHTS CAME ON. SYSTEM OPERATING TO GM SPECS AT THIS TIME..

B\*\* ADDED LABOR OP: PROVIDED CUSTOMER WITH ALTERNATE TRANSPORTATION THRU ENTERPRISE CAUSE: AS PER CUSTOMER REQUEST 27902 RENTAL CAR, TWO DAYS 172 W94C

(N/C)

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**Next Service**

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**SERVICE HOURS**  
MON-WED-FRI  
8:00am - 6:00pm  
TUES-THURS  
8:00am - 8:00pm  
SAT  
8:00am - 5:00pm

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

Customer Conv

Customer Number:

Invoice No



\*INVOICE\*

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P.O. BOX 8200

MURRYSVILLE, PA 15668

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PAGE 1

EXPORT PA

Home:

Bus:

Cell:

SERVICE ADVISOR: 47 VICKY ZIMMERMAN

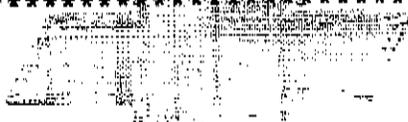
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZK577484		4039 4060		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	RO. NO.	RATE	PAYMENT	INV. DATE
25FEB08		25FEB2011	17:00 27AUG08		84.70	CASH	27AUG08
R.O. OPENED		READY	OPTIONS: DLR:13703				
17:38 26AUG08		16:44 27AUG08					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES INTERMITTENT ESC LIGHT COMING ON ALONG WITH OTHER WARNING INDICATORS. SERVICE ENGINE LIGHT ALSO ON. ELE PERFORMED EXTENSIVE ELECTRICAL DIAGNOSIS. SCANNED FOR CODES AND MULTIPLE CODES STORED IN SYSTEM. SEE COMMENTS

PARTS: 170 IA 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)

PERFORMED EXTENSIVE DIAGNOSIS. TEST DROVE VEHICLE TOTAL OF 21 MILES WITH HANDHELD COMPUTER AND NO CODES SETTING AT THIS TIME AND NO INDICATOR LIGHTS CAME ON WHEN SCANNED FOR CODES. MULTIPLE CODES STORED IN SYSTEM. U0073, C0196, P0790, U2105, C0201, U0121, U0073, AND U2108. CODES RELATED TO SEVERAL DIFFERENT MODULES. WORKED WITH GM TECHNICAL ASSISTANCE, ADVISOR CASEY MCCLURE. CASE # 10346695. WAS ADVISED TO INSPECT CONNECTOR X108, BCM X2, FCIM X4, EBTCM CONNECTOR AND BCMX2 CONNECTOR. NO VISIBLE FAILURE EVIDENT. WAS ADVISED BY TAC TO MAKE NO REPAIRS AT THIS TIME DUE TO NUMEROUS MODULE CODES BEING SET. ADVISED CUSTOMER WHEN INDICATOR LIGHTS COME ON AND STAY ON TO COME INTO SERVICE DEPARTMENT, DO NOT SHUT OFF VEHICLE, AND TECH WILL SCAN AT THAT TIME TO TRY AND VERIFY WHICH ACTUAL MODULE IS DOWN. NO REPAIRS AT THIS TIME. SYSTEM OPERATING TO GM SPECS.

\*\*\*\*\*



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Then receive by e-mail: Exclusive Service & Parts Discounts  
 Warranty Updates · Recall Notices  
 New/Used Vehicle Specials  
 See Cashier for details...

**SERVICE HOURS**  
 MON-WED-FRI  
 8:00am - 6:00pm  
 TUES-THURS  
 8:00am - 800pm  
 SAT  
 8:00am - 5:00pm

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
<b>PLEASE PAY THIS AMOUNT</b>	<b>\$ 0.00</b>

Customer Copy

Customer Number

Invoice No



\*INVOICE\*  
DUPLICATE 1  
PAGE 1

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TOLL FREE (877) 513-1500  
www.watson22.com

EXPORT, PA  
Home:  
Email:

Bus: :N/A

Call:

SERVICE ADVISOR: 47 VICKY ZIMMERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZK577484		2587 2590		
DEL DATE	PROD DATE	WARR EXP	PROMISED	RO NO	RATE	PAYMENT	INV DATE
25FEB08		25FEB2011	17:00 26JUN08		84.70	CASH	26JUN08
R.O. OPENED	READY	OPTIONS: DLR:13703					
07:50 26JUN08	15:41 26JUN08						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES ENGINE LIGHTS COME ON, GAUGES ERRATIC SOP  
CAUSE: PERFORMED EXTENSIVE DIAGNOSIS. MULTIPLE CODES STORED IN SYSTEM.  
INTERNAL FAILURE IN MODULE  
R5140 MODULE, VEHICLE INTERFACE UNIT VIU/VCIM  
REPLACE

170 W94C  
1 25911151 F-MODULE  
1 R1000 ELECTRONIC EXCHANGE PROGRAM  
FC: 976A4  
PART#: 25911151  
COUNT: 2  
CLAIM TYPE:  
AUTH CODE: E  
WG

(N/C)  
(N/C)  
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

PERFORMED EXTENSIVE DIAGNOSIS. MULTIPLE CODES STORED IN SYSTEM.  
WORKED WITH 2 TECHNICAL ADVISORS FROM GM. LEONARD L AND MIKE H. TAC  
CASE # 10346695. VCIM APPROVED FOR REPLACEMENT AND SHIPPED FROM GM  
TECHNICAL. INTERNAL FAILURE IN VEHICLE CONTROL INTERFACE MODULE.  
CLEARED CODES AND TEST DROVE. HAD VEHICLE RUNNING OUT BACK AND NO CODES  
SET. SYSTEM OPERATING TO GM SPECS.

\*\*\*\*\*



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	MON-WED-FRI	LABOR AMOUNT	\$ 0.00
	8:00am - 6:00pm	PARTS AMOUNT	\$ 0.00
	TUES-THURS	GAS, OIL, LUBE	\$ 0.00
	8:00am - 800pm	SUBLET AMOUNT	\$ 0.00
	SAT	MISC. CHARGES	\$ 0.00
	8:00am - 5:00pm	TOTAL CHARGES	\$ 0.00
		LESS INSURANCE	\$ 0.00
		SALES TAX	\$ 0.00
		PLEASE PAY THIS AMOUNT	\$ 0.00

Customer Copy

Page 1 of 1

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www.watson22.com

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PAGE 1

EXPORT, PA  
HOME [REDACTED] BUS:  
CELL: 412-848-5043

SERVICE ADVISOR: 47 VICKY ZIMMERMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	08	CHEVROLET MALIBU	1G1ZK577484		1791/1805	
TAN	08	CHEVROLET MALIBU	1G1ZK577484		1791/1805	
DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT
25FEB08 DL		25FEB2011	17:00 09MAY08		84.70	CASH
R.O. OPENED	READY	OPTIONS: DLR:13703				
12:13 06MAY08	12:38 08MAY08					

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
<p>A CUSTOMER STATES WHILE DRIVING ALL INSTRUMENT CLUSTER INDICATORS WERE FLASHING ON AN OFF. VEHICLE WOULD SHIFT CORRECTLY                      CAUSE: PERFORMED SYSTEM DIAGNOSIS. FOUND NUMEROUS U CODES STORING IN SYSTEM. INTERMITTENT FAILURE IN MODULES COMMUNICATING.                      N4800 BODY CONTROL MODULE REPLACEMENT                      170 W94C (N/C)                      1 25885305 MODULE (N/C)                      FC: U0101                      PART#: 25885305                      COUNT: 1                      CLAIM TYPE:                      AUTH CODE:                      WG</p>			

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

\*\*\*\*\*

B CUSTOMER STATES RATTLE NOISE FROM BOTH SUNSHADES WHILE DRIVING  
 CAUSE: FOUND INSUFFICIENT INSULATION ON TWO FRONT FOAM SUPPORT BLOCKS BETWEEN HEADLINER AND ROOF PANEL. INSTALLED ADDITIONAL INSULATION ABOVE SUN V  
 C9832 INSTALLED FLOCKING TAP TO HEADLINER FRONT SUPPORT BLOCKS (N/C)  
 170 W94C  
 FC: 93 PART#: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE:  
 NQ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

1805 FOUND INSUFFICIENT INSULATION ON TWO FRONT FOAM SUPPORT BLOCKS

<ul style="list-style-type: none"> <li>• ASE/FACTORY TRAINED TECHNICIANS</li> <li>• FULL SERVICE BODY SHOP FOR ALL OF YOUR COLLISION NEEDS</li> <li>• EARLY BIRD/ NITE OWL DROP-OFF</li> <li>• SHUTTLE SERVICE AVAILABLE</li> <li>• RENTAL SERVICE AVAILABLE</li> <li>• CUSTOMER LOUNGE WITH COFFEE</li> </ul>	<p>STATEMENT OF DISCLAIMER</p> <p>The factory warranty constitutes all of the warranties with respect to the sale of this item/vehicle. 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/vehicle.</p>	<p><b>SERVICE HOURS</b></p> <p>MON-WED-FRI 8:00 - 8:00</p> <p>TUES-THURS 8:00 - 8:00</p> <p>SAT 8:00 - 5:00</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%;">DESCRIPTION</th> <th style="width: 20%;">TOTALS</th> </tr> </thead> <tbody> <tr><td>LABOR AMOUNT</td><td></td></tr> <tr><td>PARTS AMOUNT</td><td></td></tr> <tr><td>GAS, OIL, LUBE</td><td></td></tr> <tr><td>SUBLET AMOUNT</td><td></td></tr> <tr><td>MISC. CHARGES</td><td></td></tr> <tr><td>TOTAL CHARGES</td><td></td></tr> <tr><td>LESS INSURANCE</td><td></td></tr> <tr><td>SALES TAX</td><td></td></tr> <tr><td>PLEASE PAY THIS AMOUNT</td><td></td></tr> </tbody> </table>	DESCRIPTION	TOTALS	LABOR AMOUNT		PARTS AMOUNT		GAS, OIL, LUBE		SUBLET AMOUNT		MISC. CHARGES		TOTAL CHARGES		LESS INSURANCE		SALES TAX		PLEASE PAY THIS AMOUNT	
DESCRIPTION	TOTALS																						
LABOR AMOUNT																							
PARTS AMOUNT																							
GAS, OIL, LUBE																							
SUBLET AMOUNT																							
MISC. CHARGES																							
TOTAL CHARGES																							
LESS INSURANCE																							
SALES TAX																							
PLEASE PAY THIS AMOUNT																							

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PAGE 2

SERVICE ADVISOR: 47 VICKY ZIMMERMAN

EXPORT, PA  
HOME: [REDACTED] BUS:  
CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	08	CHEVROLET MALIBU	1G1ZK577484		1791/1805		
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25FEB08 DD		25FEB2011	17:00 09MAY08		84.70	CASH	08MAY08
R.O. OPENED		READY	OPTIONS: DLR:13703				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

BETWEEN HEADLINER AND ROOF PANEL. INSTALLED ADDITIONAL INSULATION ABOVE SUN V AFTER REPAIRS TECHNICIAN AND SERVICE CONSULTANT TEST DROVE VEHICLE TOTAL OF 8 MILES. NO INDICATOR LIGHTS CAME ON, NO CODES RE-SET AND NO RATTLE NOISE EVIDENT. SYSTEMS NOW OPERATING TO GM SPECS.

C\*\* ADDED LABOR OP: PROVIDED CUSTOMER WITH 2 DAYS ALTERNATE TRANSPORTATION  
CAUSE: AS PER CUSTOMER REQUEST  
27902 RENTAL CAR, TWO DAYS  
170 W94C (N/C)  
FC: 98 PART# COUNT: 0  
CLAIM TYPE:  
AUTH CODE: G  
MJ

SUBL ENTERPRISE CAR RENTAL-2 DAYS  
W94C (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

<ul style="list-style-type: none"> <li>• ASE/FACTORY TRAINED TECHNICIANS</li> <li>• FULL SERVICE BODY SHOP FOR ALL OF YOUR COLLISION NEEDS</li> <li>• EARLY BIRD/ NITE OWL DROP-OFF</li> <li>• SHUTTLE SERVICE AVAILABLE</li> <li>• RENTAL SERVICE AVAILABLE</li> <li>• CUSTOMER LOUNGE WITH COFFEE</li> </ul>	<p style="text-align: center;"><b>STATEMENT OF DISCLAIMER</b></p> <p style="font-size: small;">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.</p>	<p style="text-align: center;"><b>SERVICE HOURS</b></p> <p>MON-WED-FRI 8:00 - 6:00</p> <p>TUES-THURS 8:00 - 8:00</p> <p>SAT 8:00 - 5:00</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%;">DESCRIPTION</th> <th style="width: 20%;">TOTALS</th> </tr> </thead> <tbody> <tr> <td>LABOR AMOUNT</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>PARTS AMOUNT</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>GAS, OIL, LUBE</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>SUBLET AMOUNT</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>MISC. CHARGES</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>TOTAL CHARGES</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>LESS INSURANCE</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>SALES TAX</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td><b>PLEASE PAY THIS AMOUNT</b></td> <td style="text-align: right;"><b>0.00</b></td> </tr> </tbody> </table>	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	<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>
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																						
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>																						



# Mel Grata

CHEVROLET-TOYOTA-SCION



DEAL # 41292  
 DATE 02/25/08  
 EMAIL \_\_\_\_\_

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RES. # \_\_\_\_\_ SOC. # \_\_\_\_\_ AGE \_\_\_\_\_  
 REG. PHONE \_\_\_\_\_ BUS. PHONE \_\_\_\_\_  
 EXPORT PA \_\_\_\_\_  
 (we) hereby order from you, subject to all terms, conditions and agreements contained herein, and the ADDITIONAL CONDITIONS printed on the reverse side hereof, the following  NEW  USED  DEMO  CAR  TRUCK  PRIOR USE:

YEAR	MAKE	MODEL OR SERIES	BODY TYPE	COLOR	TRIM
08	CHEVROLET	MALIBU	SD	DT SAND	
M.V.I. OR SERIAL NO.	STOCK NO.		TO BE DELIVERED ON OR ABOUT		YR
V617K577487	5070		02/25/08		

SIGNATURE OF TRANSFEROR (DEALER OR AUTHORIZED AGENT) \_\_\_\_\_ DATE \_\_\_\_\_  
 "The seller, Mel Grata Chevrolet-Toyota-Scion, hereby expressly disclaims all warranties, either express or implied including any implied warranties of merchantability or fitness for a particular purpose, and Mel Grata Chevrolet-Toyota-Scion, neither assumes nor authorizes any other person to assume nor authorizes any other product. There are no warranties which extend beyond the description on the face hereof."

**USED CAR CONTRACTUAL DISCLOSURE STATEMENT**  
 THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

**TERMS OF USED CAR SERVICE AGREEMENT**  
 1. 30-DAY 50-50 SERVICE AGREEMENT, CUSTOMER TO PAY HALF OF ALL REPAIRS DONE AT MEL GRATA CHEVROLET-TOYOTA-SCION, NO OTHER WORK OR SERVICE AGREEMENT HAS BEEN IMPLIED.   
 Signed: X  
 2. THE ABOVE VEHICLE IS SOLD AS IS, WITH NO SERVICE AGREEMENT. THE PURCHASER SHALL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECTS, AND THERE HAVE BEEN NO WARRANTIES OF ANY KIND MADE TO THE PURCHASER.   
 SIGNED X \_\_\_\_\_  
 I HAVE READ THE ABOVE

**USED VEHICLE TRADED-IN AND/OR OTHER CREDITS**

THE MILEAGE ON THE ODOMETER IS  ODOMETER MILEAGE IS ACCURATE  ODOMETER MILEAGE IS NOT ACCURATE

YEAR	MAKE	MODEL OR SERIES	BODY TYPE	STOCK NO.
94	TOYO	CAMR	SD	5070A
COLOR		TRIM		

M.V.I. OR SERIAL NO. 4T1SK12E9RU \_\_\_\_\_ BRANCH \_\_\_\_\_

BALANCE OWED TO \_\_\_\_\_

ADDRESS \_\_\_\_\_

AMT.	GIVEN BY	GOOD UNTIL
USED TRADE-IN ALLOWANCE	\$ 1650	00
BALANCE OWED ON TRADE-IN	\$	
NET ALLOWANCE ON USED TRADE-IN	\$ 1650	00
DEPOSIT	\$	
CASH ON DEL.	\$	
<b>TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)</b>	<b>\$ 1650</b>	<b>00</b>

CASH DELIVERED PRICE OF VEHICLE	\$ 28495	00
ACCESSORIES	\$	
<b>TOTAL REBATE(S)</b>	<b>1195</b>	<b>00</b>
MEL DISCOUNT	945	00
MALIBU IVC	250	00

CASH PRICE OF VEHICLE & ACCESSORIES	\$ 27300	00
STATE AND LOCAL TAXES	\$ 1544	00
DOCUMENTARY FEE	\$ 55	00
LICENSE, LICENSE TRANS., TITLE, REG. FEE	\$ 68	50
OLR FEE	\$ 20	00
<b>TOTAL PRICE OF UNIT</b>	<b>\$ 28987</b>	<b>50</b>
<b>TOTAL CREDIT (TRANSFERRED FROM LEFT COL.)</b>	<b>\$ 1650</b>	<b>00</b>
<b>UNPAID CASH BALANCE DUE ON DELIVERY</b>	<b>\$ 27337</b>	<b>50</b>

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS CONTRACT IS NOT BINDING UPON EITHER THE DEALER OR THE PURCHASER UNTIL SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. YOU, THE BUYER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO THE DEALER.  
 Purchaser by his execution of this Order certifies that he is of majority age and acknowledges that he has read its terms and conditions and has received a true copy of this order.

Dealer installed Options  
 1.  
 2.  
 3.

**NO PART PAYMENT REFUNDED**  
 PURCHASER'S SIGNATURE X \_\_\_\_\_ DATE 02/25/08  
 ACCEPTED BY \_\_\_\_\_ DATE 02/25/08  
 DEALER OR HIS AUTHORIZED REPRESENTATIVE

**VEHICLE INVOICE**

**MEL GRATA CHEVROLET-TOYOTA-SCION**



**TOYOTA**

2757 E. State St. 347-7702  
HERMITAGE, PA. 16148

DEAL#: 41292  
CUSTOMER# [REDACTED]

SALESPERSON: **WOMER, DAVID E**  
SOLD TO: [REDACTED]  
ADDRESS: [REDACTED]

EXPORT PA [REDACTED]

DATE: 02/25/08

F&I SALES:  
RUSSO, ALFRED F

	YEAR	MAKE	NEW OR USED	STOCK NUMBER	MODEL OR SERIES	VEHICLE IDENTIFICATION NO.	KEY NUMBER
VEHICLE SOLD	2008	CHEVROLET	NEW	5070	MALIBU	1G1ZK577484 [REDACTED]	
TRADE IN	1994	TOYOTA	USED	5070A	CAMRY	4T1SK12E9RU [REDACTED]	

INSURANCE COVERAGE INCLUDES

- FIRE AND THEFT  
 COLLISION - AMT. DEDUCT.  
 PUBLIC LIABILITY - AMT.  
 PROPERTY DAMAGE - AMT.

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP DESCRIPTION  
FACTORY INSTALLED:

TRANSFER PLATE: [REDACTED]

RECEIPT#  
RECEIPT# 237698

DEALER INSTALLED:

SELLING PRICE

27300.00  
 DOC/NOTARY 59.00  
 TIRE TAX 5.00  
 OLR 20.00  
 SALES TAX 1539.00  
 LICENSE AND TITLE 64.50  
**TOTAL CASH PRICE 28987.50**

FINANCING INSURANCE

**TOTAL TIME PRICE 28987.50**

SETTLEMENT:

DEPOSIT  
 CASH ON DELIVERY 27337.50  
 TRADE-IN \$ 1650.00  
 LESS LIEN \$ 1650.00  
**CASH**  
 PAYMENTS: N/A

**TOTAL**

**28987.50**

Marysville and Marysville Oregon (503) 862-1111 FAX (503) 862-1111

USE UNDER BPE-811

© 2008 GM (0404)



\* 0 8 0 6 3 3 4 2 8 0 0 5 2 1 4 0 0 1

WID: 08063 3428 005214 - 001

Title Number: [REDACTED] Title Ref: 03/06/2008

### Computerized Vehicle Registration Pennsylvania Department of Transportation Applicant Summary Statement

Transaction: TITLE & TAG WITH/WITHOUT RENEW	Processor: MEL GRATA CHEV TOYOTA SCION/858419	Processed By: MARGARETA MCELHA
Purchase Date: Feb 25, 2008	Process Date: Mar 3, 2008	Temp Tag Date: 02/08
Prev Title No: 00000000	Prev Dup Title Count: 00	State of Origin: None
VIN: 1G1ZK577484 [REDACTED]	Condition: 5070	Unladen Weight: 0
Yr/Make: 2008/CHEVROLET	Body: SDN	No of Axles: 00
Odom Reading: 57	Fuel: GASOLINE/G	Body Make:
Odom Qual: ACTUAL MILEAGE/0	Purchase Price: \$27,300.00	Chassis Mfr:
Brands:	Stock Number: 5070	
	GVWR: 0	
	GCWR: 0	
	Seat Cap: 000	

#### Owner Information

[REDACTED]  
EXPORT PA  
[REDACTED]

Mail Code:

#### Lessee Information

None

#### Insurance Information

STATE FARM MUTUAL AUTOMOBILE INS/25178

Feb 15, 2008 - Aug 15, 2008

- Tenant in Survivorship?
- Tenant in Common
- ODTF
- Retired
- Disabled Veteran:

#### Trade In #1 Information

VIN: 4T1SK12E9RL [REDACTED]  
YR: 1994  
Make: TOYO  
Condition: GOOD  
Allowance: \$1,650.00  
Trade In #2: None  
Allowance:

#### Lien Holder #1 Information

None

#### Fees & Sales Tax Information

Tax exempt Reason:  
Tax Exempt No:  
Taxable Sale Price: \$25,650.00  
Sale Tax Credit: \$0.00

#### PennDOT Fees

Sales/Use Tax: 1539.00  
Motor Veh Fees: 84.50  
Other Fees: 0.00  
Total: \$1803.50

#### Lien Holder #2: None

[ ] ELT

Assigned Tag Type: PASSENGER/01 Class: 00  
Assigned Tag No: Reg. GVW: 0  
Assigned Exp Date: 05/31/2009 Reg. GCW: 0

Assigned Exp Sticker No: 05/31/2009 - 00122060

Class Sticker No:  
Transferred Title No:  
Transferred Tag No: [REDACTED]  w/Renewal  
Relation To Applicant:  w/Tag Replacement  
No of Dup Reg Cards: 0  w/Tag Exchange

Signature of Person from whom Tag is being Transferred:

### [ ] - Request for Optional Registration At A Weight Exceeding the GVWR (MV-1005)

Warning: The operation of a truck loaded beyond the manufacturer's Gross Vehicle Weight Rating (GVWR) may create unsafe conditions and also void the manufacturer's warranty if damage should result from such overloading. Check with your dealer or factory representative. You should also consult your insurer concerning possible adverse effects to your insurance coverage with respect to such overloading. We request that the above described vehicle be registered at the gross vehicle weight (RRGW or RRCGW) listed above under the provisions of Section 1918(b) of the Vehicle Code as amended by Act No. 8 (1980) approved 2-15-80. We acknowledge that I have been warned by the Department of Transportation that loading my truck beyond the manufacturer's gross weight rating may damage the truck and endanger its occupants, as well as other vehicles and their occupants and pedestrians; and we assume all risks connected with any such overloading of the truck.

We acknowledge that we may lose my/our operating privilege(s) or vehicle registration(s) for failure to maintain financial responsibility on the currently registered vehicle for the period of registration. We further acknowledge that we may be subject to a fine not exceeding \$5000 and imprisonment of not more than two (2) years for any false statement that we may make on this form, and we certify that we have examined and signed this form after its completion; and, that, if an exemption from payment of sales tax is claimed, I am/we are authorized to claim this exemption. We further certify that all statements herein are true and correct and make application for certificate of title for the vehicle described above.

Date Subscribed and Sworn to:

Signature of Notary Administering Oath:

Signature of Applicant or Authorized Signer:

Signature of Co-Owner/Title of Authorized Signer:

#### [ ] VIN/GVWR Certification or Tracing is Required

Place Signature of Person Verifying VIN/GVWR or the Tracing Here:  
I hereby certify that I have verified the VIN/GVWR of this vehicle and the VIN/GVWR listed above is correct.

SIGN:

DIN:

Detach Here

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL  
EXPIRY: May 31, 2009 VALID: 03/03/2008

PLATE: [REDACTED]  
TITLE: [REDACTED]  
VIN: 1G1ZK577484 [REDACTED]  
YR/MAKE: 2008 CHEVROLET  
TYPE: SDN  
WID: 08063 3428 005214 - 001

EMISSION INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: WESTMORELAND

856419

EXPORT PA

Detach Here  
SIGNATURE

I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code



<b>(5-05)</b>		VEHICLE IDENTIFICATION NUMBER (VIN), IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY		BODY TYPE (SDN, TK, BUS, ETC.)	MODEL YEAR	I. TAX / FEES			
MAKE OF VEHICLE <b>CHEVROLET</b>		<b>1G12K577484</b>		<b>SD</b>	<b>2008</b>	PURCHASE PRICE	<b>27300.00</b>		
GROSS VEHICLE WT. RATING		FUEL TYPE: <input type="checkbox"/> GASOLINE <input type="checkbox"/> DIESEL <input type="checkbox"/> ELECTRIC <input type="checkbox"/> PROPANE <input type="checkbox"/> HYBRID <input type="checkbox"/> OTHER	DIY/MECHANIC #	AUTHORIZED NOTARY PUBLIC OR CERTIFIED INSPECTION MECHANIC (PRINT NAME)		LESS TRADE-IN	<b>1650.00</b>		
CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI <input type="checkbox"/> OR A <input type="checkbox"/> POLICE VEHICLE (IF APPLICABLE)		Verify that I have verified that a legible tracing cannot be secured and that the above VIN and vehicle weight information listed here and in Section F are correct.		SIGN HERE		TAXABLE AMOUNT	<b>25650.00</b>		
LAST NAME (OR FULL BUSINESS NAME)		FIRST NAME	MIDDLE INITIAL	DATE ACQUIRED/PURCHASED	X 6% (.06) SALES TAX TX 7% (.07) *(See note on reverse)		<b>1539.00</b>		
CO-PURCHASER				DEALER ID NUMBER (IF APPLICABLE)	LESS TAX CREDIT		<b>.N/A</b>		
STREET		CITY	STATE	ZIP	COUNTY CODE	1. SALES TAX DUE	<b>1539.00</b>		
<b>EXPORT PA</b>		<b>PA</b>	<b>PA</b>	<b>19101</b>	<b>65</b>	2. TAX EXEMPTION NO.			
NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants with Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE <input type="checkbox"/> . Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.)		NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK <input type="checkbox"/> . IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-1.		REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF YELLOW COPY		3. SALES TAX DUE		<b>1539.00</b>	
C. MILEAGE INFORMATION		<input type="checkbox"/> REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS <input type="checkbox"/> IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY		ODOMETER READING		10. (PTA) NO.			
WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.				<b>000057</b> TENTHS		2. TITLE FEE		<b>22.50</b>	
D. LIEN INFORMATION		1ST LIEN DATE: <input checked="" type="checkbox"/> IF NO LIEN, CHECK		2ND LIEN DATE: <input checked="" type="checkbox"/> IF NO LIEN, CHECK		3. LIEN FEE			
1ST LIEN HOLDER		2ND LIEN HOLDER		STREET		4. RENEWAL REGISTRATION OR PROCESSING FEE		<b>36.00</b>	
STREET		STREET		CITY		STATE		ZIP	
CITY		CITY		CITY		STATE		ZIP	
FINANCIAL INSTITUTION NUMBER		FINANCIAL INSTITUTION NUMBER		IF THIS IS AN ELT, CHECK HERE		NOTE: FIN IS REQUIRED		IF THIS IS AN ELT, CHECK HERE	NOTE: FIN IS REQUIRED
E. VEHICLE INFORMATION		MAKE OF VEHICLE <b>TOYOTA</b> VIN <b>4T1SK12E9RU</b> MODEL YEAR <b>1994</b>		BODY TYPE (SDN, BUS, TK, ETC.) <b>SD</b> CONDITION OF VEHICLE <input type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR		5. DUPLICATE REG. FEE		<b>.N/A</b>	
PASSENGER TAXI/BUS		PASSENGER <input checked="" type="checkbox"/> TAXI <input type="checkbox"/> LIMOUSINE <input type="checkbox"/> SCHOOL BUS <input type="checkbox"/> MASS TRANSIT <input type="checkbox"/> OTHER BUS <input type="checkbox"/> SEATING CAPACITY		CYLINDER CAPACITY 500CC OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO BRAKE HORSEPOWER <input type="checkbox"/> 1.5 OR LESS <input type="checkbox"/> 1.6 TO 5.0 <input type="checkbox"/> OVER 5.0		6. TRANSFER FEE		<b>6.00</b>	
MOTORCYCLE MOTOR DRIVEN CYCLE MOPED		OPERABLE PEDALS <input type="checkbox"/> YES <input type="checkbox"/> NO AUTOMATIC TRANSMISSION <input type="checkbox"/> YES <input type="checkbox"/> NO		MAX DESIGN SPEED 25 MPH OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO DESIGNED/ALTERED FOR ROAD USE <input type="checkbox"/> YES <input type="checkbox"/> NO		7. INCREASE FEE			
MOTOR HOME		CHASSIS MFR:		BODY MAKE:		8. REPLACEMENT FEE		<b>.N/A</b>	
TRAILER & VEHICLES BELOW		NUMBER OF AXLES:		REQ. REGISTERED GROSS WT. (INCLUDING LOAD)		9. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount		<b>1603.50</b>	
TRUCK TRUCK TRACTOR		SUM OF GAWRS:		UNLADEN WT. (EMPTY)					
G. APPLICATION FOR REGISTRATION		ORIGINAL PLATE <input checked="" type="checkbox"/> Check One <input type="checkbox"/> TRANSFER OF PREVIOUSLY ISSUED PLATE <input type="checkbox"/> TRANSFER & RENEWAL OF PLATE <input checked="" type="checkbox"/> TRANSFER OF PLATE & REPLACEMENT OF STICKER		REASON FOR REPLACEMENT					
<input type="checkbox"/> PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)		PLATE NO.		<input type="checkbox"/> LOST <input type="checkbox"/> STOLEN <input type="checkbox"/> DEFACED <input type="checkbox"/> NEVER REC'D (LOST IN MAIL)					
<input type="checkbox"/> EXCHANGE PLATE TO BE ISSUED BY BUREAU		EXPIRES		NOTE: IF "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.					
<input type="checkbox"/> TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE.)		Month <b>MAY</b> Year <b>09</b>		TRANSFERRED FROM TITLE NO.		VIN		<b>4T1SK12E9RU</b>	
TEMP. PLATE NO.		SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT):		SIGN HERE		RELATIONSHIP TO APPLICANT			
INSURANCE COMPANY NAME <b>STATE FARM</b>		NAIC NO. <b>25178</b>		POLICY NO. (OR ATTACH BINDER)		POLICY EFFECTIVE DATE <b>02/15/08</b>		POLICY EXPIRATION DATE <b>08/15/08</b>	
ISSUING AGENT INFORMATION		CERTIFY THAT ON MONTH <b>02</b> DAY <b>25</b> YEAR <b>08</b> I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.		ISSUING AGENT (PRINT NAME) <b>MEL GRATA CHEVROLET-TOYOTA</b>		AGENT NO. <b>85-6419ME</b>		TELEPHONE NO. <b>724-347-7702</b>	
H. WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE FURTHER ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING \$5,000, AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS APPLICATION, AND I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION; AND, THAT, IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.		SUBSCRIBED AND SWORN TO BEFORE ME: <b>MO. FEB DAY 25 YEAR 2008</b>		SIGNATURE OF INDIVIDUAL OR AUTHORIZED SIGNER		TELEPHONE NO.			
SIGNATURE OF PERSON ADMINISTERING OATH		SIGNATURE OF CO-OWNER/TITLE OF AUTHORIZED SIGNER							
SEAL		SIGN IN-PRESENCE OF NOTARY							

2. DEALER / ISSUING AGENT (COPY MUST BE RETAINED FOR 3 YEARS)

Terry Harmon Motors



Eliese M. PIROS  
Notary Public, State of Ohio  
My Commission Expires 1-19-2011

Signature: Samuel Stone  
Date: 02/25/08

MEL GRATA CHEVROLET-TOYOTA-SCION  
2757 EAST STATE STREET, PO BOX 1389, HERMITAGE, PA 16148



Pamela McFARLAND  
Notary Public, State of Ohio  
My Commission Expires June 3, 2012

Terry Harmon, Mrs. WOODCOCK  
Ohio - Trumbull

EXPORT PA

MEL GRATA CHEVROLET-TOYOTA-SCION 85-6419ME

PA  
MERCER

25TH FEB 08

DEPARTMENT OF REVENUE  
REGISTRATION DIVISION  
REGISTRATION FEE  
SALES TAX  
TITLE FEE  
LICENSING FEE  
REGISTRATION FEE  
SALES TAX  
TITLE FEE  
LICENSING FEE

02/25/08 02/25/08

EXPORT PA  
CASH

PA  
MERCER

25TH FEB 08

GM521 REV 1-2006

**CERTIFICATE OF ORIGIN FOR A VEHICLE**

4436



**RBLPD019**  
INVOICE NO.

DATE  
**01/28/08**

VEHICLE IDENTIFICATION NO.  
**1G1ZK577484**

YEAR  
**2008**

MAKE  
**CHEVROLET**

BODY TYPE  
**MALIBU 4-DOOR SEDAN**  
H.P. (S.A.E.) **32.9**  
G.V.W. **4670**

SHIPPING WEIGHT  
**3631**

NO. CYLS.  
**06**

SERIES OR MODEL  
**1ZK69**

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

**28425 MNQHH0**

**GREENWOOD CHEVROLET, INC.**  
**4695 MAHONING AVE.**  
**YOUNGSTOWN**

**OH 44515-1614**

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

\*\*\*\*\*  
\* THIS VEHICLE \*  
\* HAS A \*  
\* 50-STATE \*  
\* EMISSION \*  
\* SYSTEM \*  
\*\*\*\*\*

**GENERAL MOTORS CORPORATION**  
**& SUBSIDIARIES**

BY:   
(SIGNATURE OF AUTHORIZED REPRESENTATIVE) (AGENT)

G52081369

**DETROIT MI 48243-1114**  
CITY - STATE

GM 521 REV. 10-05

5070

# COMMONWEALTH OF PENNSYLVANIA

## CERTIFICATE OF TITLE FOR A VEHICLE

13, 446

992250016001578-001

4T1SK12EPR1 [REDACTED] 1991 TOYOTA [REDACTED]  
VEHICLE IDENTIFICATION NUMBER YEAR MAKE OF VEHICLE TITLE NUMBER

SDN 0 AV 43000 PF/1/8 0  
BODY TYPE BUYER BEAT CAR RESIDENTIAL STATE COUNTY (TRUCK OR CAR) ADJUSTED MILES COMM. STATUS

8/17/98 8/17/98  
DATE REGISTERED DATE OF SALE

REGISTERED TOWN/SHIP  
[REDACTED]  
MURRYSVILLE PA [REDACTED]

- COMPLETED STATUS**
- 0 - ACTUAL MILEAGE
  - 1 - MILEAGE EXCEEDS THE MECHANICAL LIMITS
  - 2 - NOT THE ACTUAL MILEAGE
  - 3 - NOT THE ACTUAL MILEAGE - OWNER'S
  - 4 - MILEAGE NOT REPORTED
  - 5 - MILEAGE NOT REPORTED - UNUSUAL
- TITLE BRANCE**
- 1 - AUTOMOBILE
  - 2 - TRACTOR VEHICLE
  - 3 - COLLECTOR VEHICLE
  - 4 - CITY OF DOUGLASSVILLE
  - 5 - ORIGINAL LICENSE FOR NONRESIDENT
  - 6 - AGRICULTURAL VEHICLE
  - 7 - LOGGING VEHICLE
  - 8 - BOWAS A POLICE VEHICLE
  - 9 - RECONSTRUCTED
  - 0 - REPAIRED
  - 1 - RECOVERED THEFT VEHICLE
  - 2 - VEHICLE CONTAINS RECOVERED NMV
  - 3 - FLOOD DAMAGE
  - 4 - (NEWARK TAXI)

FIRST LIEN PAYEE OF  
PENTAGON FCU JAN 17 2000  
JAN 17 2000  
FIRST LIEN RELEASED  
PENTAGON FEDERAL CREDIT UNION

SECOND LIEN PAYEE OR  
[REDACTED]  
If a second lienholder is listed upon satisfaction of the first lien, the first lienholder must forward this title to the Bureau of Motor Vehicles with the appropriate form and fee.  
SECOND LIEN RELEASED [REDACTED]

MAILING ADDRESS  
[REDACTED]  
PENTAGON FCU  
PO BOX 1432  
ALEXANDRIA VA 22303

BY [REDACTED] AUTHORIZED REPRESENTATIVE

I certify all of the data on this title, the official records of the Department of Transportation, reflect that the person(s) or company named herein is the legal owner of the motor vehicle.



### D. APPLICATION FOR TITLE AND LIEN INFORMATION

TO BE COMPLETED BY PURCHASER WHEN VEHICLE IS SOLD AND THE APPROPRIATE SECTION ON THE REVERSE SIDE OF THIS DOCUMENT ARE COMPLETED.

APPLICANT'S SIGNATURE  
[REDACTED]

DATE OF SALE  
[REDACTED]

STATE ZIP  
[REDACTED]

REGISTRATION FEE  
[REDACTED]

SALES TAX  
[REDACTED]

SALES TAX CREDIT  
[REDACTED]

REGISTRATION FEE CREDIT  
[REDACTED]

SALES TAX CREDIT  
[REDACTED]

REGISTRATION FEE CREDIT  
[REDACTED]

SALES TAX CREDIT  
[REDACTED]

APPLICANT'S SIGNATURE  
[REDACTED]

DATE OF SALE  
[REDACTED]

STATE ZIP  
[REDACTED]

REGISTRATION FEE  
[REDACTED]

SALES TAX  
[REDACTED]

SALES TAX CREDIT  
[REDACTED]

REGISTRATION FEE CREDIT  
[REDACTED]

SALES TAX CREDIT  
[REDACTED]

REGISTRATION FEE CREDIT  
[REDACTED]

SALES TAX CREDIT  
[REDACTED]

STORE IN A SAFE PLACE - IF LOST APPLY FOR A DUPLICATE - ANY ALTERATION OR ERASURE VOIDS THIS TITLE

DO NOT ACCEPT DOCUMENT WITHOUT VERIFYING THE PRESENCE OF THE LIBERTY BELL WATERMARK

02182074

MEL GRATA CHEVROLET-TOYOTA-SCION

5070A

CUSTOMER'S NAME

STOCK NO.

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, [REDACTED] (transferor's name, Print)

state that the odometer now reads 106,070 (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	MODEL	BODY TYPE
TOYOTA	CAMRY	SD
VEHICLE IDENTIFICATION NUMBER		YEAR
4T1SK12E9RU [REDACTED]		94

X TRANSFEROR'S SIGNATURE

[REDACTED]

PRINTED NAME

[REDACTED]

TRANSFEROR'S ADDRESS (STREET)

EXPORT, PA [REDACTED]

CITY STATE ZIP CODE

07/25/08  
DATE OF STATEMENT

X TRANSFEREE'S SIGNATURE

MEL GRATA CHEVROLET-TOYOTA-SCION

PRINTED NAME

MEL GRATA CHEVROLET-TOYOTA-SCION

TRANSFEREE'S NAME

2757 EAST STATE ST

TRANSFEREE'S ADDRESS (STREET)

HERMITAGE, PA 16148

CITY STATE ZIP CODE

02/10/2009 14:02 7243473117 MELGRATA PAGE 22

2008 MALIBU LTZ  
15U SANDSTONE METALLIC /V6G  
342 COCOA/CASHMERE  
ORDER NO. MNQHH0/TRE STOCK NO.  
VIN 1G1 ZK57 74 84

GENERAL MOTORS CORPORATION  
& SUBSIDIARIES  
RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE IAD19195667

\*\*\*\*\*13\*28425S  
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK  
1ZK69 MALIBU LTZ 26795.00 25321.28 INVOICE 01/28/08  
CF5 SUNROOF, POWER TILT AND SLIDE 800.00 664.00 SHIPPED 01/28/08  
LY7 ENGINE, 3.6L V6 DOHC N/C N/C EXP I/T 01/30/08  
MH2 6-SPEED AUTOMATIC TRANSMISSION 0.00 0.00 INT COM 01/30/08  
NE1 50-STATE EMISSIONS N/C N/C PRC EFF 01/23/08  
PDD REAR POWER PACKAGE: 250.00 207.50 KEYS XXXXX XXXXX  
\* REAR POWER CENTER, 110V AC  
\* REAR WINDOW SUNSHADE, MANUAL  
WFP-F QTR OPT-1  
BANK: GMAC - 010  
CHG-TO 28-425  
VK3 FRONT LICENSE PLATE BRACKET 0.00 0.00

SHIP WT: 3631  
HP: 32.9  
GMS: 26157.43  
SUPPLR: 27327.76  
MRM: 28495.00  
DAN: LT2RF  
MEMO 1242.25

*Trade*  
[Redacted]

*Cost*

*21550.00  
- 250.00*

*Call  
Work 412  
H/T 127  
H/T*

*Westmoreland Co. 69%*

TOTAL MODEL & OPTIONS 27845.00 26192.78 ACT 231 26007.43  
DESTINATION CHARGE 650.00 650.00 H/B 261 835.35  
DEALER CO-OP ADVERTISING 208.84 ADV 261 208.84

TOTAL 28495.00 27051.62 PAY 310 27051.62

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 25680.37

\*\*\*\*\*  
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.

GREENWOOD CHEVROLET, INC. REMIT TO GMAC NO. 010  
VIN 1G1ZK577484 [Redacted]  
\$ 27051.62 INV IAD19195667

# GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



**GMC HUMMER**



CUSTOMER NAME: \_\_\_\_\_

VIN: LIG1121K15717418141 \_\_\_\_\_

**1. Customer Incentive**

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

Incentive Program Reference	Amount	GM Incentive Code
/ VTO	\$ <u>200</u>	/
	\$ _____	
	\$ _____	
	\$ _____	
	\$ _____	
Total Incentive Amount Received		\$ _____

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

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

**- CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -**

a. **Vehicle Incentive Acknowledgment.** I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 2/25/09 I acknowledge receipt of incentive(s) as described in Item 2 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](http://www.onstar.com), or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: \_\_\_\_\_ Date: 2/25/09

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

Authorized Dealer Signature: \_\_\_\_\_ Date: 2/25/09  
Dealership Name: \_\_\_\_\_ Dealer Code: 28346

**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.

John Ferguson/Austin/GM1

03/10/2009 12:13 PM

To gary.ross@gm.com

cc

bcc

Subject James Kerr

Gary Ross:

This email is to follow up on Service Request 71-700904708 for customer [REDACTED]. The customer's vehicle is a 2008 Chevy Malibu with 9,000 miles. The customer has been working with Mel Grata Chevrolet in Hermitage, PA.

After negotiations with the plaintiff's counsel, the final offer of repurchase was accepted.

There is no need to reply to this email. It is sent for notification purposes only.

Thank you,

John Ferguson

[John\\_ferguson@gmexpert.com](mailto:John_ferguson@gmexpert.com)

866 790 5600 (41084)

John Ferguson

Legal Agent

Aditya Birla MINACS

866-790-5600 x 41084 | [john\\_ferguson@gmexpert.com](mailto:john_ferguson@gmexpert.com)

Noblesville, IN

INDIANAPOLIS IN 462

24 FEB 2009 PM 5 L



Reimbursement Department  
PO Box 33170  
Detroit, MI 48232-5170

02-27-09A09:02 0650

48232+5170



## Customer Reimbursement Claim Form

**This section to be completed by Claimant**

Date Claim Submitted: 2/23/09

17-Character Vehicle Identification Number (VIN): 1G2ZG528254 [REDACTED]

Current Mileage of Vehicle: 62,834

Mileage at Time of Repair: 60,439 Date of Repair: 12/1/08

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Noblesville State: IN Zip Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Amount of Reimbursement Requested: \$ 100.<sup>00</sup>

**THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.**

**Original or clear copy of all receipts, invoices and/or repair orders that show:**

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, the repair performed, the date of repair, and who performed the repair.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.  
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

**Reimbursement Department  
PO Box 33170  
Detroit, MI 48232-5170**

Reimbursement questions should be directed to the following number:  
1-800-204-0261





# Andy Mohr Automotive Group

9295 East 131st Street  
Fishers, IN 46038  
(317) 632-6300



CUSTOMER NO.	DEL MOLDEN	913 TAG NO. 8234	INVOICE DATE 12/01/08
	LICENSE NO.	MILEAGE 60,439	STOCK NO.
CARMEL, IN	YEAR/MAKE/MODEL 05/PONTIAC/G6/4DR CPE GT	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G2ZG528254	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R. DATE 12/01/08
	COMMENTS	MO: 60439	

JOB# 1 CHARGES

LABOR-----  
 J# 1 22PNZ BODY ELECTRICAL TECH(S):332 75.94  
 CUSTOMER STATES CRUISE CONTROL SHUTS OFF WHILE DRIVING  
 INSTALL SOP  
 REMOVED AND REPLACED BRAKE SWITCH--RECHECKED

PARTS-----	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	22666955	SENSOR KI 4.625	20.18	20.18
	1	OP1		2.30	2.30
			TOTAL - PARTS		22.48

JOB# 1 TOTALS-----  
 LABOR 75.94  
 PARTS 22.48  
 JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 98.42

COMMENTS-----  
CUSTOMER HAS RYAN EXTENDED WARRANTY WITH A \$100.00 DEDUCTIBLE

TOTALS-----

<input type="checkbox"/> CHARGE	<input type="checkbox"/> CHECK (# )	<input type="checkbox"/> CASH	TOTAL LABOR....	75.94
<input type="checkbox"/> AMERICAN EXPRESS	<input type="checkbox"/> VISA/MASTERCARD		TOTAL PARTS....	22.48
			TOTAL SUBLET....	0.00
			TOTAL G.O.G....	0.00
			TOTAL MISC CHG....	0.00
			TOTAL MISC DISC....	0.00
			TOTAL TAX.....	1.58
			<b>TOTAL INVOICE \$</b>	<b>100.00</b>

**DISCLAIMER OF WARRANTIES**  
 Any warranties on the item sold hereby are those of the manufacturer only. Andy Mohr Automotive Group makes no warranty, including no warranty or merchantability or fitness for any particular purpose, in the sale of parts or other items.



# COPY

CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

Rymold and Rymold MAINTNVE 0051067 0 (0203)

682309141802  
ANDY MOHR PONTIAC BUICK  
9295 E 131ST STREET  
FISHERS, IN 46038  
317-632-6300

Merchant ID: 30000007504  
Term ID: 001  
Clerk ID: 1

Ref #: 003

### Sale

  
MASTERCARD

Entry Method: Swiped

12/01/08

11:21:09

Inv #: 319974

Appr Code: 837021

Apprvd: Online

Batch#: 336001

Total:

\$ 100.00

Customer Copy

COPY

January 28, 2014

[REDACTED]  
Noblesville, IN [REDACTED]

Service Request: 71-706153407

Dear [REDACTED]

Thank you for contacting us recently regarding the recall or special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced.

At Pontiac, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and performance. There are times when we identify a motor vehicle defect and release a recall or special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement and regret that we are unable to reimburse you the amount you requested. The reason behind our decision is based on one of the following factors: 1) the part that was replaced for which you are seeking reimbursement is not the part covered by this recall or special coverage, 2) the documentation provided did not substantiate your request, or 3) your vehicle is not included in this recall or special coverage.

At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, please don't hesitate to email us using the Contact Us link at [Pontiac.com](http://Pontiac.com) or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center

January 28, 2014

[REDACTED]  
Dearborn Heights, MI [REDACTED]

[REDACTED]

Thank you for your support of Saturn. As we agreed, the necessary paperwork has been completed for the Saturn Basic Care Service Plan on your 2008 Saturn AURA, Vehicle Identification Number 1G8ZS57N38F[REDACTED]. The processing time will take approximately eight weeks.

You will be notified 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, simply bring this letter to your local Saturn dealership. Your complete satisfaction is very important to us at Saturn. We hope the issuance of this plan demonstrates our appreciation of you as a valued customer.

At Saturn, 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 Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center  
Service Request Number 71-709448670

For more information regarding the maintenance and care of your vehicle, please visit [www.gmownercenter.com](http://www.gmownercenter.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



Address [https://www.autopartners.net/apps/naowb/naowb/delivervehicle/dv\\_09c.do?selectedtab=summary](https://www.autopartners.net/apps/naowb/naowb/delivervehicle/dv_09c.do?selectedtab=summary)

Vehicle Category:	GM, Used	Plan Customer:	Individual
Division:	SATURN	Customer Type:	Owner
VIN:	1G8ZS57N38F [REDACTED]	[REDACTED]	[REDACTED]
		Dearborn Heights, Michigan, United States - [REDACTED]	
		Evening Phone:	
		Primary Language:	English
		Secondary Language:	

**Sales Information**

---

Dealer Code: 00288  
Action: Add Protection Plan  
Odometer: 3583

**Plan Lienholder**

---

Lienholder Type: Other  
Saturn  
PO Box 33173  
Detroit, Michigan - 48232

**Protection Plans**

---

Plan Purchase Date: 03/24/2009  
In Service Date: 08/13/2008  
Schedule Type: Saturn Service Plan Used  
Promotion Code:

Plan Type: Basic Care Used  
Term: 12  
Mileage Limit: 15000  
Deductible: 0  
Rental Type: Standard  
Plan Price: \$ 0.00

Done



Jamal Gaddie - Inbox...

Internet Explorer

GMPPentries.xls [Co...

18 Microsoft Office ...

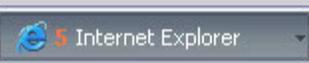


## Transaction Details



Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".

VIN: 1G8ZS57N38F [REDACTED]	Status: Pending
Dealer Code: 00288	User ID: 1w3qhs
Transaction Date: 03/24/2009	User Role: Central Office Administrator
Transaction Type: GM Protection Plan	Timestamp Date: 2009-03-25-09.29.19.428000
Transaction Messages:	
1097 - GMPP sent to MIC	



June 27, 2009

Steven Stancroff, Esq.  
Romano Stancroff & Mikhov. PC  
33900 W 8 Mile Rd Ste 149  
Farmington Hills, MI 48335

RE: [REDACTED] v. General Motors Corporation  
Service Request: 71-713524681  
2007 Saturn AURA  
Vehicle Identification Number: 1G8ZS57N57F [REDACTED]  
Customer Relationship Specialist: Jennifer Wooding

Dear Mr. Stancroff:

Enclosed please find a check in the amount of \$4,000.00 made payable to [REDACTED] and [REDACTED]  
[REDACTED] 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

**North American Operations**

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



CHECK No. [REDACTED]

50-937  
213

DATE  
07/02/09

\*\*\*\*\*4,000 DOLLARS

\*\*\*\*\*00 CENTS

AMOUNT  
\*\*\*\*\*4,000.00

PAY  
TO THE  
ORDER  
OF

[REDACTED]

FARMINGTON HILLS MI [REDACTED]

North American Operations  
 General Motors Corporation  
 Disbursement Account

*Prin 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

ENDOR  
 JNS NO. BB 000000035

1

CHECK NO. [REDACTED]

ENDOR NAME [REDACTED]

PAYMENT  
 DATE 07/02/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
LG8ZS57N57F [REDACTED]	07/01/09 71-713524681	VM 1-C6PMQB 1-C6PMQB	00.0000	4,000.00	.00	4,000.00
<b>TOTAL</b>				<b>4,000.00</b>	<b>.00</b>	<b>4,000.00</b>

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

W3



**GMC**

**HUMMER**

**General Motors Business Resource Center**

**FAX**

*From:*

**To:** Robert Mathis  
Company: Saturn of Arrowhead  
Fax: 6238754000  
Phone:

*To:*

**From:** Sheila McCarthy  
Fax: 866 255-3670  
Phone: 866 790-5600 ext.11097  
E-mail:

**cc:**

---

**NOTES:**



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

**VIA FAX ONLY**

April 29, 2009

Robert Mathis, Service Manager  
Saturn of Arrowhead

RE: [REDACTED]  
Service Request: 71-713524681  
2007 Saturn AURA  
Vehicle Identification Number: 1G8ZS57N57H [REDACTED]  
Legal Research Specialist: Sheila McCarthy

Dear Mr. Mathis:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons. \*\*\*\*\*Customer invoices (repair order) too \*\*\*\*\*

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. PHONE: 1 866 790-5600 x 11097 FAX: 1 866 255-3670

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 our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

**THANK YOU!**





**SATURN OF ARROWHEAD**8801 W. Bell Road  
Peoria, AZ 85382  
(623) 875-4000**SERVICE  
INVOICE**

Co.# 0

<b>Sold To:</b>		Service Order Number		Service Advisor		VIN	
[REDACTED]		[REDACTED]		RANDY SARFF		1G8ZS57N57F	
SAGINAW MI [REDACTED]		Color Year		Make/Model		License Engine Stk.#	
Business Phone: [REDACTED]		SILVER 2007		SATURN AURA XE		[REDACTED] LZ4 3.5LV6	
Home Phone: [REDACTED]		Mileage In/Out		Tag		Delivery Date Rate Doc. Count Plan	
		5368 / 5375		1245		[REDACTED] [REDACTED] 1 [REDACTED]	
		Tax Exempt		Date/Time In		Date/Time Out	
				2/06/2008 10:01		2/12/2008 11:35	

LINE 1 CUST STS CRUISE NOT WORKING  
 TECH COMM: USING GLOBAL DIAGNOSTICS ON DOCUMENT 1811539,  
 1765291, AND 1814918, FOUND THA BCM HAD INTERNAL  
 SHORT. REPLACE BCM, SET UP NEW BCM, REPROGRAMMED KEY

REPAIR 1 COMPUTER (CONTROL), BODY - REPLACE  
 OPCODE: N4800 SALE TYPE: WARRANTY - WTY  
 HRS: .70  
 PRIMARY TECH: 875

LINE 2 CUST STS REMOTE NOT WORKING  
 TECH COMM: RELATED TO LINE ONE

REPAIR 1 INFORMATION LINE  
 OPCODE: M5300 SALE TYPE: WARRANTY - WTY  
 PRIMARY TECH: 875  
 WARR PARTS: 1

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

LINE 3 CUST STS DOORS DON'T LOCK WHEN PUT INTO DRIVE  
 TECH COMM: RELATED TO LINE ONE.

REPAIR 1 INFORMATION LINE  
 OPCODE: M5300 SALE TYPE: WARRANTY - WTY  
 PRIMARY TECH: 875

THANK YOU! \*\*NEW EXPRESS LUBE HOURS\*\* OPEN UNTIL 8:00 MON-FRI\*

CUSTOMER SIGNATURE

[REDACTED]

CUSTOMER TOTAL ..... \$ .00

NEXT SERVICE DUE:

**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

Your Saturn factory warranty expires on

\_\_\_\_\_ or at 36,000 miles (whichever occurs first). Your vehicle could be covered for major repairs with a service agreement

Date



5618

SATURN OF  
8801 W. Bell Flor  
Peoria, AZ 85381  
(623) 875-4000

STRAIGHT TIME (HOURS)	FLAT RATE	R/C/O/D	TIME	OFF
4		2791482		
		OPER. NO.		
		313		
		EMP. NO.		ON

### Work Order

Date	VIN	Mileage	Del-Date	Miles	In-Svc-Date	License #	Year	Make	Model
2/19/08	1G8ZS57N57F2	5612	00/00/00	0	00/00/00		07	SATURN	AURA XE
			Customer		Engine	Transmission		Color	SA # SO #
					LZ4 3.5LV6 4 SPD AUTO			SILVER	600 2791982
			Home Phone		Work Phone		Ext	Tag #	Co #
								5049	04
			E-mail		Today Phone		Ext	Labor Rate	Promise Time
								.00	
					Doc Count	Payment Type		Promise Date	
					2	01		02/19/08	

PRINTED: 8:45:04 ATTENTION:

\*\*\*\*\* ESTIMATE \*\*\*\*\*

Line #	Codes	Description	Sale Type	Hours	Labor	Parts	TOTAL
--------	-------	-------------	-----------	-------	-------	-------	-------

CUST STS CRUISE INOP

Hooked up tech 2 checked for DTC's no DTC's, Test drove found cruise control operating as designed w/ service manager

CUST STS REMOTE START INOP

73 pound Remote start inoperative- no DTC's checked hood switch operation- OK- Performed Remote start calibration - after setup tested w/ service manager- remote start working as designed

WAIT	DROP
<i>[Signature]</i>	
PROMISE	
9:30 AM	

19 FEB 20 08 14:07

### Follow Up Call To Customer

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Comments:  
FD1B3

229 N4808 Related to N4800 on Job Card 2791365

SA: RANDY SARFF

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 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 anti-freeze.

OP

DESCRIPTION

RECOMMENDED MAINTENANCE  
DATE EST SEL OP DESCRIPTION

OP

SERVICE SPECIAL

EST

OP

SERVICE SPECIAL

EST

RECALL CAMPAIGNS

EXT. PLAN DATE MILES

HISTORY

SO NO OP CODE

2791365 N4800

2791365 M5300

2791365 M5300

DESCRIPTION

COMPUTER (CONTROL), BODY - REPLACE

INFORMATION LINE

INFORMATION LINE

MILES

DATE

SALE

TYPE

TEC

SA

5375

02/14/08

W

875

600

5375

02/14/08

I

875

600

5375

02/14/08

I

875

600



**SATURN OF ARROWHEAD**  
 8801 W. Bell Road  
 Peoria, AZ 85382  
 (623) 875-4000

**SERVICE INVOICE**

Co.# 0

<b>Sold To:</b>  SAGINAW MI  Business Phone: Home Phone:	Service Order Number		Service Advisor		VIN		
			RANDY SARFF		1G8ZS57N57F		
	Color	Year	Make/Model		License	Engine	Stk.#
	SILVER	2007	SATURN AURA XE			LZ4 3.5LV6	
	Mileage In/Out		Tag	Delivery Date	Rate	Doc. Count	Plan
	5612 / 5618		5049			1	
Tax Exempt			Date/Time In		Date/Time Out		
			2/19/2008 8:45		2/19/2008 10:13		

LINE 1 CUST STS CRUISE INOP  
 TECH COMM: NO CODES STORED. TEST DROVE AFTER RECALIBRATION - ALL CRUISE FUNCTIONS OPERATING.

REPAIR 1 INFORMATION LINE  
 OPCODE: M5300

SALE TYPE: INTERNAL - INT

PRIMARY TECH: 313

LINE 2 CUST STS REMOTE START INOP  
 TECH COMM: REMOTE START INOP. NO CODES STORED. CHECKED HOOD SWITCH - OK. PERFORMED REMOTE START CALIBRATION. TEST DROVE - VERIFIED REMOTE START FUNCTIONS OK NOW.

REPAIR 1 COMPUTER (CONTROL) BODY - REPROGRAM

OPCODE: N4808

SALE TYPE: WARRANTY - WTY

HRS: .40

PRIMARY TECH: 313

THANK YOU! \*\*NEW EXPRESS LUBE HOURS\*\* OPEN UNTIL 8:00 MON-FRI\*

CUSTOMER SIGNATURE

CUSTOMER TOTAL ..... \$ .00

NEXT SERVICE DUE:

**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 products.

Your Saturn factory warranty expires on \_\_\_\_\_ or at 36,000 miles (whichever occurs first). Your vehicle could be covered for major repairs with a service agreement.

Date

# SATURN

8801 W. Bell Road  
Peoria, AZ 85382  
(623) 675-4000

2192044

### Work Order

Date	VIN	Mileage	Del-Date	Miles	In-Svc-Date	License #	Year	Make	Model
3/07/08	1G8ZS57N57K [REDACTED]	5991	00/00/00	0	00/00/00		07	SATURN	AURA XE
			Customer		Engine	Transmission		Color	SA # SO #
			[REDACTED]		LZ4 3.5LV6 4	SPD AUTO		SILVER	507 2792922
			SAGINAW MI		Home Phone	Work Phone	Ext		Tag # Co #
			E-mail		[REDACTED]	[REDACTED]			4650 04
					Today Phone		Ext	Stock #	Labor Rate
									.00
					Doc Count	Payment Type		Promise Date	Promise Time
					1	01		03/07/08	

NOTED: 8:39:55 ATTENTION:

\*\*\*\*\*ESTIMATE\*\*\*\*\*

Line #	Codes	Description	Sale Type	Hours	Labor	Parts	TOTAL
1	LOF A 3.5 M5010	OIL & FILTER CHANGE AURA 3.5 CHANGE ENGINE OIL AND FILTER OT VO31 O/FILTER OT 10W30 OIL 10W30	CE	1	9.69	15.30	27.8
	M5008	CHECK AND/OR ADJUST TIRE PRESSURE (ALL)					
	M5005	TOP OFF ALL FLUIDS					
	M5015	INSPECT AXLE BOOTS, SUSPENSION BUSHINGS AND BALL J					
	M5020	INSPECT EXHAUST SYSTEM AND SHIELDS					
	M5065	INSPECT ENGINE ACCESSORY DRIVE BELT AND COOLANT					
	M5088	COURTESY CAR WASH					

**Follow Up Call To Customer**

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

SA: KYLE HARRISON

HOURS	LABOR
	9.69
HAZDS	DISC

ESTIMATE TOTAL:		
PARTS	NT ITEM	MISC
15.30		1.45
DEDCT	TAXES	TOTAL
	1.36	27.80

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 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 anti-freeze.

X \_\_\_\_\_

OP	DESCRIPTION	RECOMMENDED MAINTENANCE				DESCRIPTION	DATE	EST
		DATE	EST	SEL	OP			

OP	SERVICE SPECIAL	EST	OP	SERVICE SPECIAL	EST
----	-----------------	-----	----	-----------------	-----

RECALL CAMPAIGNS

EXT. PLAN	DATE	MILES
-----------	------	-------

HISTORY

SO NO	OP CODE	DESCRIPTION	MILES	DATE	SALE TYPE	TEC	SA
2791982	M5300	INFORMATION LINE	5618	02/19/08	I	313	600
2791982	N4808	COMPUTER (CONTROL) BODY - REPROGRAM	5618	02/19/08	W	313	600
2791365	N4800	COMPUTER (CONTROL), BODY - REPLACE	5375	02/14/08	W	875	600
2791365	M5300	INFORMATION LINE	5375	02/14/08	I	875	600
2791365	M5300	INFORMATION LINE	5375	02/14/08	I	875	600

**SATURN OF ARROWHEAD**8801 W. Bell Road  
Peoria, AZ 85382  
(623) 875-4000**SERVICE  
INVOICE**

Co.# C

SAGINAW MI Business Phone: Home Phone:	Service Order Number		Service Advisor		VIN			
	[REDACTED]		KYLE HARRISON		1G8ZS57N57F [REDACTED]			
	Color	Year	Make/Model		License	Engine	Stk.#	
	SILVER	2007	SATURN AURA XE			LZ4 3.5LV6		
	Mileage In/Out		Tag	Delivery Date		Rate	Doc. Count	Plan
	5991 / 5992		4850				1	
Tax Exempt			Date/Time In		Date/Time Out			
			3/07/2008 8:39		3/07/2008 9:00			

LINE 1\* OIL & FILTER CHANGE AURA 3.5

REPAIR 1 CHANGE ENGINE OIL AND FILTER  
 OPCODE: M5010 SALE TYPE: CUSTOMER EX \$9.69  
 PRIMARY TECH: 508

PARTS

OT	DESC	FP	QTY	PRICE	SALE TYPE	
OT	VO31 O/FILTER	N	1	4.800	CUSTOMER EXPRES	\$4.80
OT	10W30 OIL 10W30	N	5	2.100	CUSTOMER EXPRES	\$10.50

REPAIR 2 CHECK AND/OR ADJUST TIRE PRESSURE (ALL)  
 OPCODE: M5008 SALE TYPE: CUSTOMER EX \$ .00

REPAIR 3 TOP OFF ALL FLUIDS  
 OPCODE: M5005 SALE TYPE: CUSTOMER EX \$ .00

REPAIR 4 INSPECT AXLE BOOTS, SUSPENSION BUSHINGS AND BALL JOINT SEALS  
 OPCODE: M5015 SALE TYPE: CUSTOMER EX \$ .00

REPAIR 5 INSPECT EXHAUST SYSTEM AND SHIELDS  
 OPCODE: M5020 SALE TYPE: CUSTOMER EX \$ .00

REPAIR 6 INSPECT ENGINE ACCESSORY DRIVE BELT AND COOLANT HOSES  
 OPCODE: M5065 SALE TYPE: CUSTOMER EX \$ .00

REPAIR 7 COURTESY CAR WASH  
 OPCODE: M5088 SALE TYPE: CUSTOMER EX \$ .00

LINE TOTAL \$24.99

LINE 2\* REPAIR(S) RECOMMENDED  
 TECH COMM: NEEDS TIRE ROTATE

REPAIR 1 REPAIR(S) RECOMMENDED  
 OPCODE: M5305 SALE TYPE: INTERNAL - INT

PRIMARY TECH: 501

\*\*\* Following the line number denotes added operation.

THANK YOU! \*\*NEW EXPRESS LUBE HOURS\*\*OPEN UNTIL 8:00 MON-FRI\*

NEXT SERVICE DUE:

**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 products.

Your Saturn factory warranty expires on \_\_\_\_\_ or at 36,000 miles (whichever occurs first). Your vehicle could be covered for major repairs with a service agreement.

Date



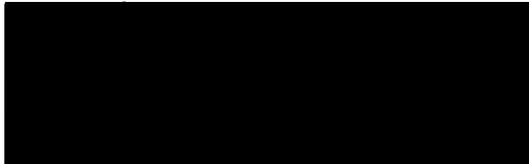
**SATURN OF ARROWHEAD**  
 8801 W. Bell Road  
 Peoria, AZ 85382  
 (623) 875-4000

**SERVICE INVOICE**

Co.# 0

Sold To: [REDACTED]	Service Order Number		Service Advisor		VIN	
	[REDACTED]		KYLE HARRISON		1G8ZS57N57F [REDACTED]	
	Tag	Doc. Count	Date/Time In		Date/Time Out	
	4650	1	3/07/2008 8:39		3/07/2008 9:00	

CUSTOMER SIGNATURE



LABOR .....	\$9.69
PARTS .....	\$15.30
MISC MATERIALS .....	\$1.45
TAX (ARIZONA SALES T)	\$1.36
CUSTOMER TOTAL .....	\$27.80
PAYMENT (BALANCE DUE)	\$27.80

<b>PAID</b>	CHECK
MAR 07 2008	
CASH	CHARGE

**CLOSED**

NEXT SERVICE DUE:

Date

**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 products.

Your Saturn factory warranty expires on \_\_\_\_\_ or at 36,000 miles (whichever occurs first). Your vehicle could be covered for major repairs with a service agreement. See our Finance Department for details.



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

VIA FAX ONLY

April 29, 2009

Robert Mathis, Service Manager  
Saturn of Arrowhead

RE:

Service Request: 71-713524681  
2007 Saturn AURA  
Vehicle Identification Number: 1G8ZS57N57F  
Legal Research Specialist: Sheila McCarthy

Dear Mr. Mathis:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons. \*\*\*\*\*Customer invoices (repair order) too \*\*\*\*\*

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. PHONE: 1 866 790-5600 x 11097 FAX: 1 866 255-3670

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 our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

**THANK YOU!**





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

**VIA FAX ONLY**

May 30, 2009

Steven Stancroff, Esq.  
Romano Stancroff & Mikhov. PC  
33900 W 8 Mile Rd Ste 149  
Farmington Hills, MI 48335

RE: [REDACTED]  
Service Request: 71-713524681  
2007 Saturn AURA  
Vehicle Identification Number: 1G8ZS57N57F [REDACTED]  
Customer Relationship Specialist: Jennifer Wooding

Dear Mr. Stancroff:

On 5/5/09 we communicated to you General Motors Corporation's offer to resolve the above-referenced matter. To date, we have not received a response from you or your client(s) to this offer.

For your convenience, enclosed with this letter is another copy of General Motors Corporation's offer. We ask that you discuss General Motors Corporation's offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the offer, please have the offer letter executed where indicated and faxed to the number on the fax cover sheet. If your client(s) do not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

General Motors makes every effort to resolve matters in a timely manner and will continue to do so. We would like to continue to work this matter to its most timely and appropriate resolution. At this time, General Motors processing time for [repurchase, reimbursement, repair, or other cash] checks is 4 to 6 weeks. We respectfully request your patience and consideration until such time as the settlement can be executed.

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



GMC



HUMMER



January 28, 2014  
Page 2

Sincerely,

General Motors Corporation



GMC



HUMMER



VIN: 1G8ZS57N5 7F [REDACTED] SELLG SCE: 22 MDL YR: 07 ORD NO: [REDACTED]

ODATE: 01/04/07 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 22 10781  
DDATE: 05/31/07 DLVY FAN: DTYPE: 021 SRVC TYPE: MILEAGE:

DLVY DOE: 05/31/07 ORDER BY:

CANC:

CANC DOE:

TRADE:

DLVY TO: [REDACTED]

TRD DOE:

SRVC IN:

SAGINAW

MI 48603

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
CNC	01	22 10781	00032472077	06/02/07	1,000.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:  
DATA SCE: DLR INC MEMO NO: 00032472077 AUTH PUR CD:  
MISC DATE: 05/31/07 MISC:  
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
COM	01	22 10781	00032662356	07/06/07	17.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:  
DATA SCE: HOU INC MEMO NO: 00032662356 AUTH PUR CD:  
MISC DATE: MISC: REFUND OF COM FOR EMPLOYEE OR SUPPLIER  
POLICY PYMT CMNT: ACTV TYPE: A

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	22 10781	00032472077	06/02/07	33.70	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:  
DATA SCE: DLVY INC MEMO NO: 00032472077 AUTH PUR CD:  
MISC DATE: MISC:  
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
GMS	01	22 10781	00032472077	06/02/07	1,057.20	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:  
DATA SCE: DLR INC MEMO NO: 00032472077 AUTH PUR CD: 516189302  
MISC DATE: 05/31/07 MISC:  
POLICY PYMT CMNT: ACTV TYPE: 6

VIN: 1G8ZS57N5 7F [REDACTED] SELLG SCE: 22 MDL YR: 07 ORD NO: [REDACTED]

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
JBG	01	22 10781	00032472077	06/02/07	200.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:  
 DATA SCE: DLR INC MEMO NO: 00032472077 AUTH PUR CD:  
 MISC DATE: 05/31/07 MISC:  
 POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
MSF	01	22 10781	00032662356	07/06/07	287.50	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:  
 DATA SCE: HOU INC MEMO NO: 00032662356 AUTH PUR CD:  
 MISC DATE: MISC: REFUND OF MSF FOR EMPLOYEE OR SUPPLIER  
 POLICY PYMT CMNT: ACTV TYPE: A

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
RSD	01	22 10781	00032662356	07/06/07	51.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:  
 DATA SCE: HOU INC MEMO NO: 00032662356 AUTH PUR CD:  
 MISC DATE: MISC: REFUND OF RSD FOR EMPLOYEE OR SUPPLIER  
 POLICY PYMT CMNT: ACTV TYPE: A

VIN: 1G8ZS57N5 7F [REDACTED]

SELLG SCE: 22 MDL YR: 07

ORD NO: [REDACTED]

VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	INC EVENT DT CD	AMOUNT
INCENTIVE MEMO	22 10781	00032662356		07/06/07 RSD	51.00
INCTV PAYMENT	22 10781	00032662356		07/06/07 RSD	51.00
INCTV APPLICATN	22 10781	00032662356		07/06/07 RSD	51.00
INCENTIVE MEMO	22 10781	00032662356		07/06/07 MSF	287.50
INCTV PAYMENT	22 10781	00032662356		07/06/07 MSF	287.50
INCTV APPLICATN	22 10781	00032662356		07/06/07 MSF	287.50
INCENTIVE MEMO	22 10781	00032662356		07/06/07 COM	17.00
INCTV PAYMENT	22 10781	00032662356		07/06/07 COM	17.00
INCTV APPLICATN	22 10781	00032662356		07/06/07 COM	17.00
INCENTIVE MEMO	22 10781	00032472077		06/02/07 JBG	200.00
INCTV PAYMENT	22 10781	00032472077		06/02/07 JBG	200.00
INCTV APPLICATN	22 10781	00032472077		06/02/07 JBG	200.00
INCENTIVE MEMO	22 10781	00032472077		06/02/07 GMS	1,057.20
INCTV PAYMENT	22 10781	00032472077		06/02/07 GMS	1,057.20
INCTV APPLICATN	22 10781	00032472077		06/02/07 GMS	1,057.20
INCENTIVE MEMO	22 10781	00032472077		06/02/07 FFC	33.70
INCTV PAYMENT	22 10781	00032472077		06/02/07 FFC	33.70
INCTV APPLICATN	22 10781	00032472077		06/02/07 FFC	33.70
INCENTIVE MEMO	22 10781	00032472077		06/02/07 CNC	1,000.00
INCTV PAYMENT	22 10781	00032472077		06/02/07 CNC	1,000.00
INCTV APPLICATN	22 10781	00032472077		06/02/07 CNC	1,000.00
DELIVERY D.O.E.	22 10781			05/31/07	0.00
DELIVERY TO CUS	22 10781			05/31/07	0.00
SETTLEMENT DATE	22 10781	ZAD01840412		02/17/07	23,585.66 CR
EXPIRATION TRAN	22 10781	ZAD01840412		02/16/07	0.00
ORIGINAL INVOIC	22 10781	ZAD01840412		02/06/07	23,585.66
SHIPMENT DATE	22 10781			02/06/07	0.00
PRODUCTION (BUI	22 10781			02/06/07	0.00
PREFERENCE TO P	22 10781			01/09/07	0.00
GM ORDER ACCEPT	22 10781			01/04/07	0.00
GM ORDER ACCEPT	22 10781			01/04/07	0.00

2007 SATURN AURA XE 4DR SEDAN  
 67U SILVER PEARL /V6G  
 852 GRAY  
 ORDER NO. KRVJM6/TRE STOCK NO.  
 VIN 1G8 ZS57 N5 7F

GENERAL MOTORS CORPORATION  
 & SUBSIDIARIES  
 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE ZAD01840412

\*\*\*\*\*22\*10781S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
ZZS69 SATURN AURA XE 4DR SEDAN	20345.00	19022.58	INVOICE 02/06/07
B50 PREMIUM FLOOR/TRUNK MATS	100.00	92.00	SHIPPED 02/06/07
CF5 POWER SUNROOF	800.00	736.00	EXP I/T 02/16/07
FE9 FEDERAL EMISSIONS	N/C	N/C	INT COM 02/16/07
LZ4 ENGINE, 3.5L V6 SFI	N/C	N/C	PRC EFF 02/06/07
MN5 TRANSMISSION, 4 SPEED AUTO	0.00	0.00	KEYS G0491 G0491
PCM PREFERRED PKG:	375.00	345.00	WFP-S MTH OPT-2
*POWER SEAT ADJUST, DRIVER, 8 WAY			BANK: GMAC - 045
WITH LUMBAR ADJUST			CHG-TO 10-781
*STEERING WHEEL RADIO CONTROLS			
*FOLDING POWER OUTSIDE MIRRORS,			
HEATED			SHIP WT: 3513
			HP: 36.5
PCQ PREMIUM TRIM PKG:	800.00	736.00	GMS: 22661.34
*LEATHER APPOINTED SEATS			SUPPLR: 23674.35
*LEATHER WRAPPED STEERING WHEEL			MRM: 24794.00
*LEATHER WRAPPED SHIFT KNOB			MEMO 1057.20
PCR CONVENIENCE PKG:	700.00	644.00	
*UNIVERSAL HOME REMOTE			
*REMOTE VEHICLE START			
*HEATED FRONT SEATS			
*INSIDE REARVIEW MIRROR WITH			
AUTO DIMMING AND COMPASS			
PDD ENHANCED CONVENIENCE PKG:	425.00	391.00	
*PASSENGER SEAT, POWER 6-WAY			
*POWER ADJUSTABLE PEDALS			
PFG 17" MACHINE FACED ALUMINUM WHEEL	400.00	368.00	
R6H SDS CHARGE	0.00	51.00	
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	
R7Y COMMUNICATIONS PLUS	0.00	17.00	
U2K XM SATELLITE RADIO - SERVICE	199.00	183.08	
FEE EXTRA 1ST 3 MONTHS INCL.			

TOTAL MODEL & OPTIONS	24144.00	22585.66	ACT 231	22511.34
DESTINATION CHARGE	650.00	650.00	H/B 261	724.32
MARKETING SERVICE CHARGE		350.00	ACT 231	350.00

TOTAL	24794.00	23585.66	PAY 310	23585.66
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		22556.16		

\*\*\*\*\*  
 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 SAGINAW

REMIT TO GMAC NO. 045  
 VIN 1G8ZS57N57F  
 \$ 23585.66 INV ZAD01840412  
 DUE 02/16/07 DEALER 10-781



**GMC**

**HUMMER**

## **General Motors Business Resource Center**

# **FAX**

**To: Robert Mathis**  
Company: Saturn of Arrowhead  
Fax: 6238754000  
Phone:

**From: Sheila McCarthy**  
Fax: 866 255-3670  
Phone: 866 790-5600 ext. 11097  
E-mail:

**CC:**

---

**NOTES:**



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

VIA FAX ONLY

April 29, 2009

Robert Mathis, Service Manager  
Saturn of Arrowhead

RE:

Service Request: 71-713524681  
2007 Saturn AURA  
Vehicle Identification Number: 1G8ZS57N57F  
Legal Research Specialist: Sheila McCarthy

Dear Mr. Mathis:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons. \*\*\*\*\*Customer invoices (repair order) too \*\*\*\*\*

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. PHONE: 1 866 790-5600 x 11097 FAX: 1 866 255-3670

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 our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

**THANK YOU!**



Oldsmobile



Hummer





10/09

General Motors Corporation  
Business Resource Center  
PO Box 33179  
Detroit, MI 48232-5179

**VIA FAX ONLY**

May 30, 2009

Steven Stancroff, Esq.  
Romano Stancroff & Mikhov, PC  
33900 W 8 Mile Rd Ste 149  
Farmington Hills, MI 48335

RE: [REDACTED]  
Service Request: 71-713524681  
2007 Saturn AURA  
Vehicle Identification Number: 1G8ZS57N57F [REDACTED]  
Customer Relationship Specialist: Jennifer Wooding

Dear Mr. Stancroff:

On 5/5/09 we communicated to you General Motors Corporation's offer to resolve the above-referenced matter. To date, we have not received a response from you or your client(s) to this offer.

For your convenience, enclosed with this letter is another copy of General Motors Corporation's offer. We ask that you discuss General Motors Corporation's offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the offer, please have the offer letter executed where indicated and faxed to the number on the fax cover sheet. If your client(s) do not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

General Motors makes every effort to resolve matters in a timely manner and will continue to do so. We would like to continue to work this matter to its most timely and appropriate resolution. At this time, General Motors processing time for [repurchase, reimbursement, repair, or other cash] checks is 4 to 6 weeks. We respectfully request your patience and consideration until such time as the settlement can be executed.

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



Sincerely,

General Motors Corporation



Coversheet

DUE: 4/30

Start Date:04/21/09

<b>SR #</b>	71-713524681
<b>CUSTOMER:</b>	[REDACTED]
<b>VIN#:</b>	1G8ZS57N57E [REDACTED]
<b>YEAR/MAKE/MODEL:</b>	2007 SATURN AURA XE 4DR SEDAN
<b>STATE:</b>	MI

<b>FIRM NAME:</b>	Romano Stancroff and Mikhov	
<b>ATTORNEY:</b>	Steven Stancroff	
<b>PH #:</b>	877 575-3666	<b>FAX</b> 877 577-9666

<b>DEALER</b> Saturn of Saginaw	121925
<b>Svr MGR :</b> Ray Musser	<b>PH</b> 989 797-8800
<b>Svc Docs</b>	<b>FAX #</b> 989 797-0886
	<b>MBOX #</b>
<b>AVM:</b> FDVM Achino David Dave 630092 8248	<b>PH #</b>
<b>Sale Docs Rec'd:</b>	<b>FAX #</b>

Coversheet

DUE: 4/30

Start Date:04/21/09

<b>2<sup>nd</sup> DEALER Saturn of Arrowhead.</b>	<b>BAC # 167857</b>
<b>SVR MGR:</b>	<b>PH 623 875-4000</b>
<b>Svc Docs Rec'd:</b>	<b>FAX #</b>
<b>AVM:</b> FDVM Thornton Thomas Tom 404082 8164	<b>MBOX #</b>
<b>SALES MGR:</b>	<b>PH #</b>
<b>Sale Docs Rec'd:</b>	<b>FAX #</b>

CRS SHEILA MCCARTHY/

Acknowledgement Date - AVM	Acknowledgement Date - Svc Mgr	Acknowledgement Date - Sales Mgr	Acknowledgement Date - Atty	Date Rec'd Doc's from Atty

15-day deadline:	
45-day deadline:	

Romano Stancroff & Mikhov PC  
33900 West Eight Mile Road, Suite 149  
Farmington Hills, MI 48335



04-20-09A08:49 RCVD

General Motors Corporation  
Saturn Customer Assistance Center  
P.O. Box 33173  
Detroit, MI 48232-5173

48232+5173



ROMANO STANCROFF & MIKHOV PC  
CONSUMER PROTECTION ATTORNEYS

Mark P. Romano  
Steven G. Stancroff  
Steven Mikhov\*\*\*

33900 W. Eight Mile Road, Suite 149  
Farmington Hills MI 48335  
Telephone (877) 575-3666  
Facsimile (877) 575-9666  
[www.Lemon-Law.to](http://www.Lemon-Law.to)

\*\*\*Admitted in CA only

April 16, 2009

General Motors Corporation  
Saturn Customer Assistance Center  
P.O. Box 33173  
Detroit, MI 48232-5173

Re: [REDACTED]  
2007 Saturn Aura  
VIN 1G8ZS57N57F [REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above named individual regarding claims against General Motors Corporation concerning defects with the above listed vehicle. This letter shall serve as notice of [REDACTED] claim. At this time, we have been authorized to attempt to resolve this matter without filing a lawsuit by submitting this claim to you.

[REDACTED] has experienced numerous problems with this vehicle. The limited written warranty provides that General Motors Corporation or its authorized dealerships will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that General Motors Corporation's inability to repair this vehicle is a violation of both the Michigan Lemon Law and Magnuson-Moss Warranty Act. As such, [REDACTED] respectfully requests that General Motors Corporation **comply with the above statutes and pay all attorney fees and costs.**

**Please be further advised that all communication regarding this matter must be directed to my office.** This offer and all of its contents are for settlement purposes only. Thank you for your time and attention. I look forward to hearing from you.

Very truly yours

ROMANO STANCROFF & MIKHOV PC

*Steven Stancroff*  
Steven Stancroff



People first.

**FAX COVER SHEET**

SATURN OF SAGINAW  
5330 BAY ROAD  
SAGINAW, MI 48604  
989-797-8800 PHONE  
989-797-0804 FAX

PLEASE DELIVER TO: Sheila McCarthy

FROM: Ray Musser

# OF PAGES TO FOLLOW: 1st

---

ADDITIONAL INFO:





SATURN OF SAGINAW

5330 Bay Road  
Saginaw, MI 48604  
(989) 797-8800

**SERVICE  
INVOICE**

State Registry No: F152390

Sold To:  [Redacted] Saginaw MI [Redacted]  Business Phone: [Redacted] Home Phone: [Redacted]	Service Order Number		Service Advisor		VIN		
	[Redacted]		TODD MATHESON		1G8ZS57N57F [Redacted]		
	Color	Year	Make/Model		License	Engine	Stk.#
	SILVER PEARL	2007	SATURN AURA XE			LZ4 3.5LV6	6763
	Mileage In/Out		Tag	Delivery Date		Doc. Count	Plan
	12046 /		577	5/31/2007		1	
Tax Exempt			Date/Time In		Date/Time Out		
			11/06/2008 10:06		11/06/2008 10:29		

TOTAL EST.: 18.51 RATE: 50.00

-----email:-----  
 LINE 1 9.99 Oil Change Punch Card EST.: \$18.21

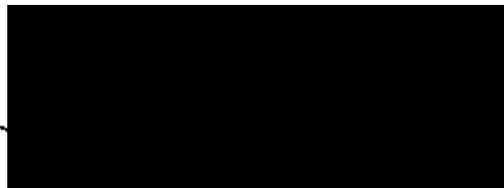
REPAIR 1 CHANGE ENGINE OIL AND FILTER  
 OPCODE: M5010 SALE TYPE: CASH GM \$11.49  
 PRIMARY TECH: James Prather

PARTS  
 SN 89017342 FILTER AS N 1 8.840 CASH GM \$8.84  
 OT 5W30 5W30 OIL N 4 3.020 CASH GM \$12.08  
 LINE TOTAL \$32.41

\*YOUR COMPLETE SATISFACTION IS OUR #1 GOAL!!!!

LABOR ..... \$11.49  
 PARTS ..... \$20.92  
 MISC MATERIALS ..... \$1.72  
 TAX (Michigan State ) \$1.26  
 CUSTOMER TOTAL ..... \$35.39  
 PAYMENT (COUPON/SVC ) \$24.80  
 PAYMENT (CASH ) \$10.59

CUSTOMER SIGNATURE



**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 products. All Service labor repairs are warranted for 90 days or 4000 miles, whichever occurs first. All Saturn replacement parts are warranted for 12 months or 12,000 miles, whichever occurs first. Except for abuse.

**Service Repairs**

Checked and Approved By:  \_\_\_\_\_  
 Authorized Representative

\_\_\_\_\_  
 Customer Signature

STRAIGHT TIME (HOURS)	FLAT RATE	RO NO.	OPER. NO.	EMP. NO.	TIME	OFF	TO
	03	10708		443	R		11/23
					ON		

STRAIGHT TIME (HOURS)	FLAT RATE	NON OPER. TIME	TIME	OFF
	03	[REDACTED]	15	12/27 ON

Jennifer  
Wooding/Austin/GM1  
06/26/2009 09:14 AM

To david.achino@gm.com  
cc  
bcc  
Subject [REDACTED] SR 71-713524681

David Achino:

This email is to follow up on Service Request 71-713524681 for customer [REDACTED]. The customer's vehicle is a 2007 Saturn Aura with 16,800 miles. The customer has been working with Team Saturn, Inc.

After negotiations with the plaintiff's counsel, the final offer of CASH in the amount of \$4,000.00 was accepted.

There is no need to reply to this email. It is sent for notification purposes only.

Thank you,

Jennifer Wooding  
Aditya Birla Minacs  
[Jennifer\\_wooding@gmexpert.com](mailto:Jennifer_wooding@gmexpert.com)  
800-231-1841 Ext 41424

Jennifer Wooding  
Legal Agent - BRC Legal Department  
Aditya Birla Minacs  
1-(800)-231-1841 x 41424  
[jennifer\\_wooding@gmexpert.com](mailto:jennifer_wooding@gmexpert.com)  
Fax # 866-398-3253



People first.

## FAX COVER SHEET

SATURN OF SAGINAW  
5330 BAY ROAD  
SAGINAW, MI 48604  
989-797-8800 PHONE  
989-797-0804 FAX

PLEASE DELIVER TO: Sheila McCarthy

FROM: Ray Musser

# OF PAGES TO FOLLOW: 1st

ADDITIONAL INFO:



SATURN OF SAGINAW

5330 Bay Road  
Saginaw, MI 48604  
(989) 797-8800

SERVICE  
INVOICE

State Registry No: F152390

Sold To: [REDACTED] Saginaw MI [REDACTED] Business Phone: [REDACTED] Home Phone: [REDACTED]	Service Order Number		Service Advisor		VIN		
	[REDACTED]		RAY MUSSER		1G8ZS57N57F [REDACTED]		
	Color	Year	Make/Model		License	Engine	Stk #
	SILVER PEARL	2007	SATURN AUJAXE			LZ4 3.5LV6	6769
	Mileage In/Out	Tag	Delivery Date			Doc. Count	Plan
	15791 /	939	5/31/2007			1	
	Tax Exempt		Date/Time In		Date/Time Out		
		3/26/2009 10:16		3/27/2009 11:01			

RATE: 50.00

-----email:-----  
 LINE 1 CUSTOMER STATES CRUISE INOP AT TIMES  
 CAUSE: OTHER - FOLLOW OPERATION  
 TECH COMM: WONT SET SOMETIMES OR WILL KICK OFF WHEN DRIVING  
 WHEN IT HAPPENS POWER DOOR LOCKS WILL NOT WORK WIT  
 H REMOTE OR BUTTON ON OOR ALSO REMOTE START WONT  
 WORK LIGHTS FLASH BUT WONT START FOLL DOC ID #  
 2226284 REPLACED TCM & PROGRAMMED TEST DROVE 70 MI  
 LES RENTAL VIN #1G1AL58F887 [REDACTED] JR

REPAIR 1 MODULE, TRANSMISSION CONTROL - REPLACE  
 OPCODE: K5365 SALE TYPE: WARRANTY - \$80.32  
 HRS: .70 OTH HRS: .30  
 PRIMARY TECH: JEFFREY THOMPSON M224367  
 WARR PARTS: 2 AMT: 261.86

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
SN	25861370 MODULE AS	Y	1	168.280	WARRANTY - SATU	\$168.28
SN	24234503 MODULE AS	N	1	93.576	WARRANTY - SATU	\$93.58

NET ITEM: C ENTERPRISE SALE TYPE  
 PO#: 17199 WARRANTY - SATU \$84.00  
 UNIT QTY: 2 UNIT AMT: 42.00 RENTAL DAYS: 2

NET ITEM: F OVERNIGHT SHIPPING SALE TYPE  
 PO#: 183250 L#: 1 WARRANTY - SATU \$6.51

LINE TOTAL \$432.69

\*YOUR COMPLETE SATISFACTION IS OUR #1 GOAL!!!!

CUSTOMER SIGNATURE

[REDACTED SIGNATURE]

CUSTOMER TOTAL ..... \$0.00

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 products. All Service Labor repairs are warranted for 90 days or 4000 miles, whichever occurs first. All Saturn replacement parts are warranted for 12 months or 12,000 miles, whichever occurs first. Except for abuse.

Service Repairs  
Checked and  
Approved By: X

Authorized Representative

X



SATURN OF SAGINAW

5330 Bay Road  
Saginaw, MI 48604  
(989) 797-8800

AUTHORIZED ADDITIONS			
TALKED TO CLUST. VER NO.	DATE	TIME	BY

WORK ORDER

04-22-2009 09:53

2226284

*[Signature]*

Date: 03/26/09    VIN: 1G8ZS57N57F [REDACTED]    Mileage: 15791    Del. Date: 05/31/07    Miles: 36    In-Serv-Date: 05/31/07    License No.:    Yr: 07    Make: SATURN    Model: AURA XE

**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: LZ4    Transmission: 3.5LV6    Color: 4 SPD AUTO SILVER    SA#: 59    SO#: 183250  
 Address: [REDACTED]    Home: [REDACTED]    Business Phone: [REDACTED]    Tag#: 939    Ref SO#: 02  
 City/State/Zip: Saginaw MI [REDACTED]    Customer Number: [REDACTED]    Stock #: 6763    Labor Rate: 50.00

PRINTED: 10:16:15 Attention: [REDACTED]  
 Comments: [REDACTED]

16A258F087 [REDACTED]  
 OUT 3-26-09 10:50  
 Codes IN 3-26-09 12:50  
 @ DAYS 17199

Doc Cnt: 1    Prk Lot:    Payment Type: 01    Promise Date / Time: 03/26/09  
 Diag Codes:    \*\*\*\*\* ESTIMATE \*\*\*\*\*

L# 1 121    CUSTOMER STATES CRUISE INOP AT TIMES  
 Will not ~~set~~ set sometimes or  
 will kick off when driving. Also  
 when this happens, power door locks  
 will not work with remote or button  
 on door. Also remote start will not  
 work. Lights flash but it will not start.  
 ✓ History @ all Saturn dealerships

ST	Hrs	Labor	Parts	Total
W	1.0			

K 5365 (17) + (13)

cust states cruise inop & door locks  
 inop @ times. Unable to verify  
 concern. foll. Doc ID 2226284. Replaced TCM & programmed.  
 test drive 70 miles. ok.

1.0  
 wash 15

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 vehicles 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 the vehicle to secure the amount of the repairs the etc. Not responsible for any damage to the vehicle or any other property.

STATE REGISTRY NO. F 152390

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

PAGE: 3



SATURN OF SAGINAW

5330 Bay Road  
Saginaw, MI 48804  
(989) 797-8800

SERVICE  
INVOICE

State Registry No: F152390

<b>Sold To:</b>  Saginaw MI  Business Phone: Home Phone:	<b>Service Order Number</b>		<b>Service Advisor</b>		<b>VIN</b>		
	[REDACTED]		Kenin Baird		1G8ZS57N57F [REDACTED]		
	<b>Color</b>	<b>Year</b>	<b>Make/Model</b>		<b>License</b>	<b>Engine</b>	<b>Stk.#</b>
	SILVER PEARL	2007	SATURN AURA XE			LZ4 3.5LV6	6763
	<b>Mileage In/Out</b>		<b>Tag</b>	<b>Delivery Date</b>		<b>Doc. Count</b>	<b>Plan</b>
	12225 /		777	5/31/2007		1	
	<b>Tax Exempt</b>			<b>Date/Time In</b>		<b>Date/Time Out</b>	
			12/08/2008 12:58		12/08/2008 13:20		

RATE: 50.00

-----email:-----

LINE 1 CUSTOMER STATES LOW TIRE PRESSURE LIGHT WAS ON IS NOW OFF. IF RIGHT REAR TIRE PLEASE GIVE ESTIMATE TO REPLACE  
 COND: OTHER - FOLLOW OPERATION  
 CAUSE: C/S LOW TIRE PRESSURE LIGHT WAS ON IS NOW OFF. IF RIGHT REAR TIRE PLEASE GIVE ESTIMATE. VERIFIED CONCERN CHECKED ALL TIRES PRESSURES AT SPECS. FOUND TIRE MONITOR NOT PROGRAMMED. REPROGRAMMED TIRE MONITOR, REPAIR IS VERIFIED. NMS

REPAIR 1 DIAGNOSTIC SYSTEM CHECK - TIRE PRESSURE MONITORING  
 OPCODE: E0716 SALE TYPE: WARRANTY - \$22.99  
 HRS: .30  
 PRIMARY TECH: James Prather

LINE TOTAL \$22.99

\*YOUR COMPLETE SATISFACTION IS OUR #1 GOAL!!!!

CUSTOMER SIGNATURE

[REDACTED SIGNATURE]

CUSTOMER TOTAL ..... \$ .00

**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 products. All Service Labor repairs are warranted for 90 days or 4000 miles, whichever occurs first. All Saturn replacement parts are warranted for 12 months or 12,000 miles, whichever occurs first. Except for abuse.

Service Repairs  
Checked and  
Approved By: X

Authorized Representative

X



SATURN OF SAGINAW

*Ward*

5330 Bay Road  
Saginaw, MI 48604  
(989) 797-8800

AUTHORIZED ADDITIONS			
TALKED TO CUST. VER NO.	DATE	TIME	BY

WORK ORDER

04-22-2009 09:54

Date: 12/08/08 VIN: 1G8ZS57N57F [REDACTED] Mileage: 12225 Del. Date: 05/31/07 Miles: 36 In-Serv-Date: 05/31/07 License No.: Yr: 07 Make: SATURN Model: AURA XE

**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: LZ4 3.5LV6 Transmission: 4 SPD AUTO Color: SILVER SA#: 216 SO#: 178661  
 Address: [REDACTED] Home: [REDACTED] Business Phone: [REDACTED] Tag#: 777 Ref SO#: 02  
 City / State / Zip: Saginaw MI [REDACTED] Customer Number: [REDACTED] Stock #: 6763 Labor Rate: 50.00

PRINTED: 12:58:52 Attention: Comments:

*Gans*

Doc Cnt: 1 Prk Lot: 01 Payment Type: 01 Promise Date / Time: 12/08/08  
 Diag Codes: \*\*\*\*\* ESTIMATE \*\*\*\*\*  
 ST Hrs Labor Parts Total

L# Codes  
1 190

CUSTOMER STATES LOW TIRE PRESSURE LIGHT WAS ON IS NOW OFF. IF RIGHT REAR TIRE PLEASE GIVE ESTIMATE TO REPLACE

*E0716 .3*

*c/s low tire pressure light was on is now off. IF Right Rear tire please give Estimate Verified concern checked all tire pressures at specs Found tire monitor not programmed Reprogrammed tire monitor Repair Verified*

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 in becoming. I hereby grant you and your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of diagnosing and repairing the vehicle. I understand that you are not responsible for any damage to the vehicle or any loss of contents of the vehicle. I have acknowledged on above vehicle to secure the amount of the repairs thereto. Not responsible for any damage to the vehicle or any loss of contents of the vehicle. I have acknowledged on above vehicle to secure the amount of the repairs thereto. Not responsible for any damage to the vehicle or any loss of contents of the vehicle.

STATE REGISTRY NO. F 152390

SA: **Kemin Baird**  
 HOURS LABOR PARTS NT ITEM MISC  
 HAZDS DISC DEDCT TAXES TOTAL

ESTIMATE TOTAL:  
 MISC TOTAL

*[Signature]*

PAGE: 5

**RELEASE OF CLAIM**

I [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself and my assigns, heirs and executors, in consideration of \$4,000.00 made payable to [REDACTED] and Romano, Stancroff, & Mikhov, paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the {purchase or lease}, repair, maintenance, operation, alteration, or use of Releasor(s) 2007 Saturn AURA bearing Vehicle Identification Number 1G8ZS57N57F [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

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

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

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

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

DATE SIGNED: \_\_\_\_\_

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,  
by [REDACTED]

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

CC: File



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

VIA FAX ONLY

April 29, 2009

**Stephen Woods, Service Manager**  
Saturn of Indianapolis

RE:

[REDACTED]  
Service Request: 71-713524681  
2007 Saturn AURA  
Vehicle Identification Number: 1G8ZS57N57F [REDACTED]  
Legal Research Specialist: Sheila McCarthy

Dear Mr. Woods:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons. \*\*\*\*\***RO 0450486**\*\*\*\*\*

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. PHONE: 1 866 790-5600 x 11097 FAX: **1 866 255-3670**

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 our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

**THANK YOU!**



attention mark Romano

248-426-9399

MICHIGAN REGISTRATION

TERRI LYNN LAND  
Secretary of State

Plate: [REDACTED]  
RENEWAL OF 5GWC3  
2007 SATURN

Expires: 02/09/2010  
AIR FORCE VET  
DOOR

Vehicle No.: 1G8Z557N57F [REDACTED]  
M 620 275 098 106

Fee Cat. or Wt.: 000020  
County: SAGINAW

[REDACTED]  
SAGINAW

MI [REDACTED]

01062009 A5 X006 279 0038 101.00

License Fee: 101.00

TR-1L





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

VIA FAX ONLY

April 29, 2009

Stephen Woods, Service Manager  
Saturn of Indianapolis

RE:

[REDACTED]  
Service Request: 71-713524681  
2007 Saturn AURA  
Vehicle Identification Number: 1G8ZS57N57F [REDACTED]  
Legal Research Specialist: Sheila McCarthy

Dear Mr. Woods:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons. \*\*\*\*\*RO 0450486\*\*\*\*\*

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. PHONE: 1 866 790-5600 x 11097 FAX: 1 866 255-3670

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 our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

THANK YOU!





SATURN OF INDIANAPOLIS

5333 Pike Plaza  
Indianapolis, IN 46254  
(317) 293-1551

WORK ORDER

WORK ORDER

15357

Date: 03/20/09 VIN: 1G8ZS57N57E [REDACTED]  
 Mileage: 15357 Del. Date: 00/00/00 Miles: 0 In-Serv Date: 00/00/00 License No.: License No. Yr: 07 Make: SATURN Model: AURA XE  
 Eng: LZ4 3.5LV6 4 SPD AUTO Transmission: Color: SILVER SA#: 88 SO#: 450486  
 Name: [REDACTED] Business Phone: Tag#: 389 Ref SO#: 01  
 Address: [REDACTED] Customer Number: Labor Rate: .00  
 City / State / Zip: Saginaw MI [REDACTED] Payment Type: Promise Date / Time: 03/20/09  
 Doc Cnt: 1 Pk Lot: Diag Codes: \*\*\*\*\*ESTIMATE\*\*\*\*\*

PRINTED: 9:51:10 Attention:  
Comments:

- Vehicle test driven 0 miles. Tech 12
- 1 L# Codes Oil and filter change  
M5010 CHANGE ENGINE OIL AND FILTER  
M5004 EXTERIOR LIGHTING CHECK  
M5005 TOP OFF ALL FLUIDS  
M5008 CHECK AND/OR ADJUST TIRE PRESSURE (ALL) 30 psi

ST	QL	Hrs	Labor	Parts	Total
			15.55	20.00	37.95

37.95

- 2 VISUAL MULTI PT MAINTENANCE INSPECT  
M5307 VISUAL VEHICLE INSPECTION

"For your convenience, when you pay by check, you expressly authorize LK Corp., if your check is dishonored or returned for any reason, to electronically debit from your account the check amount and debit a dishonored check fee not to exceed the state maximum limit, plus any applicable sales tax. The use of a check for payment is your acknowledgement of this policy and its terms."  
 I understand and authorize that if this check is dishonored, the maximum dishonored check fee allowed by state law will be electronically debited from my account.  
 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 supplies in the event of fire, theft or any other cause beyond your control or any delays caused by unavailability of parts or delays in parts shipments by the supplier. I hereby acknowledge on above vehicle to secure the amount of the repair invoice. Not responsible for [REDACTED]

SA: Debb Johnson

STRAIGHT TIME (HRS)	FLAT RATE PRICE	P.O. NO.	TIME	OFF	TOTAL
1.00	3.00	450486	3-20	1.40	37.95

MAR 20 10:29

SATURN INDI 04/29/2009 09:09 FAX 3173283732

RECALL CAMPAIGNS

EXT. PLAN      DATE: 3/20/09  
DATE      MILES

SP:

004

SATURN INDY

04/29/2009 09:09 FAX 3173283732

PARTS
<i>Rot + Bal</i>
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RETURN
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PARTS
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SATURN OF INDIANAPOLIS

5333 Pike Plaza  
Indianapolis, IN 46254  
(317) 293-1551

Do you know we offer alternate transportation?  
**SERVICE INVOICE**

SO# 450486 DATE/TIME IN: 3/20/2009 9:51 DATE/TIME OUT: 3/20/2009 10:33  
TAG# 389 SA: Debb Johnson DOC COUNT: 1 PAGE: 1



01  
MI

1G8ZS57N57E  
2007 SATURN AURA XE SILVER  
ENGINE: LZ4 3.5LV6

MILES IN/OUT 15357 / 15357

TOTAL EST.: 37.95 RATE:

-----email:-----

LINE 1	Oil and filter change	EST.:	\$36.55
REPAIR 1	CHANGE ENGINE OIL AND FILTER	SALE TYPE: Quick Lube	\$15.55
OPCODE: M5010			
PRIMARY TECH: 012			
PARTS	DESC	FP QTY	PRICE SALE TYPE
SN	89017342 FILTER AS N	1	5.330 Quick Lube \$5.33
OT	VAL VAL OIL N	5	2.935 Quick Lube \$14.67
REPAIR 2	EXTERIOR LIGHTING CHECK	SALE TYPE: Quick Lube	\$ .00
OPCODE: M5004			
REPAIR 3	TOP OFF ALL FLUIDS	SALE TYPE: Quick Lube	\$ .00
OPCODE: M5005			
REPAIR 4	CHECK AND/OR ADJUST TIRE PRESSURE (ALL)	SALE TYPE: Quick Lube	\$ .00
OPCODE: M5008			
	LINE TOTAL		\$35.55

-----

LINE 2	MULTI PT MAINTENANCE INSPECT		
REPAIR 1	VISUAL VEHICLE INSPECTION	SALE TYPE: FREE INSPEC	INT
OPCODE: M5307			
PRIMARY TECH: 012			

-----

PLEASE ENTER EMAIL ADDRESS: \_\_\_\_\_

CUSTOMER SIGNATURE	LABOR .....	\$15.55
	PARTS .....	\$20.00
	HAZD MATERIALS .....	\$1.00
	TAX (INDIANA STATE S)	\$1.40
	CUSTOMER TOTAL .....	\$37.95
	PAYMENT (CASH)	\$37.95

**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.

"For your convenience, when you pay by check, you expressly authorize LLK Corp., if your check is dishonored or returned for any reason, to electronically debit from your account the check amount and debit a dishonored check fee not to exceed the state maximum limit, plus any applicable sales tax. The use of a check for payment is your acknowledgement of this policy and its terms."

"I understand and authorize that if this check is dishonored, the maximum dishonored check fee allowed by state law will be electronically debited from my account."

**GMC****HUMMER****General Motors Business Resource Center****FAX**

**To: Shiela**  
Company:  
Fax: 8663638691  
Phone:

**From: V Rocky Farias**  
Fax: 8663638691  
Phone: 8667905700 Ext 41232  
E-mail:

**CC:**

---

**NOTES:**





Valentin Farias

April 21, 2009 12:11:56 PM EDT

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.

#### Vehicle Information

VIN: 1G8ZS57N57F [REDACTED] Model: ZZS69-2007 AURA XE SEDAN  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes  
 Field Actions: [Open](#) [REDACTED]

- For this ve
- [View Veh](#)
- S
- B
- W
- [View Veh](#)
- [View Veh](#)
- [Summar](#)
- [View Veh](#)
- [History E](#)
- [View Veh](#)
- [Informati](#)
- [Investiga](#)
- [Assembl](#)

Job Card Number: 0183250 Job Card Date: 03/26/2009  
 Repair Service Agent: 121925 Odometer Reading: 15,791 MI  
 SATURN OF SAGINAW Authorization Code:  
 5330 BAY ROAD  
 SAGINAW MI 98979788000000

Process Date: 03/30/2009 Transaction Type: ZREG---Regular Vehicle Transaction Customer Complaint Code: 0121-Drivability - Responsiveness  
 Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation  
 Labour Op: K5365-Transmission Control Module Replacement  
 Causal Part Number: 00000000024234503-  
 --See other Parts and/or Net Items Line Total: USD 264.41

Job Card Number: 0450486 Job Card Date: 03/20/2009  
 Repair Service Agent: 121724 Odometer Reading: 15,357 MI  
 SATURN OF INDIANAPOLIS Authorization Code:  
 5333 WEST PIKE PLAZA  
 INDIANAPOLIS IN 31729315510000

Process Date: 03/20/2009 Transaction Type: ZSET---Service Event Customer Complaint Code: -  
 Job Card Line #: 2 Transaction Adjustment: Cause Code: -  
 Labour Op: M5307-VISUAL VEHICLE INSPECTION  
 Causal Part Number  
 --See other Parts and/or Net Items Line Total: USD 0.00

Job Card Number: 0450486 Job Card Date: 03/20/2009  
 Repair Service Agent: 121724 Odometer Reading: 15,357 MI  
 SATURN OF INDIANAPOLIS Authorization Code:  
 5333 WEST PIKE PLAZA  
 INDIANAPOLIS IN 31729315510000

## Global Warranty Management

Page 2 of 5

-----

Process Date:	Transaction Type:	Customer Complaint Code:
03/20/2009	ZSET----Service Event	-
Job Card Line #: 1	Transaction Adjustment:	Cause Code: -
Labour Op M5010-CHANGE ENGINE OIL AND FILTER		
Causal Part Number		
<u>--See other Parts and/or Net Items</u>		Line Total: USD 0.00

-----

Job Card Number: 0178661	Job Card Date: 12/08/2008
Repair Service Agent: 121925	Odometer Reading: 12,225 MI
SATURN OF SAGINAW	Authorization Code:
5330 BAY ROAD	
SAGINAW MI 98979788000000	

-----

Process Date:	Transaction Type:	Customer Complaint Code:
12/08/2008	ZREG---Regular Vehicle Transaction	0190-Drivability - Other issues
Job Card Line #: 1	Transaction Adjustment:	Cause Code: 9094-Other - Follow operation
Labour Op E0716-Diagnostic System Check - Tire Pressure Monitoring		
Causal Part Number		
		Line Total: USD 23.01

-----

Job Card Number: 0177274	Job Card Date: 11/06/2008
Repair Service Agent: 121925	Odometer Reading: 12,046 MI
SATURN OF SAGINAW	Authorization Code:
5330 BAY ROAD	
SAGINAW MI 98979788000000	

-----

Process Date:	Transaction Type:	Customer Complaint Code:
11/06/2008	ZSET----Service Event	-
Job Card Line #: 1	Transaction Adjustment:	Cause Code: -
Labour Op M5010-CHANGE ENGINE OIL AND FILTER		
Causal Part Number		
<u>--See other Parts and/or Net Items</u>		Line Total: USD 0.00

-----

Job Card Number: 0175555	Job Card Date: 10/01/2008
Repair Service Agent: 121925	Odometer Reading: 11,581 MI
SATURN OF SAGINAW	Authorization Code:
5330 BAY ROAD	
SAGINAW MI 98979788000000	

-----

Process Date:	Transaction Type:	Customer Complaint Code:
10/01/2008	ZSET----Service Event	0590-Features/Controls/Displays - Other issues
Job Card Line #: 2	Transaction Adjustment:	Cause Code: -
Labour Op M5305-REPAIR(S) RECOMMENDED		
Causal Part Number		
<u>--See other Parts and/or Net Items</u>		Line Total: USD 0.00

-----

## Global Warranty Management

Page 3 of 5

Job Card Number: 0175555

Job Card Date: 10/01/2008

Repair Service Agent: 121925

Odometer Reading: 11,581 MI

SATURN OF SAGINAW

Authorization Code:

5330 BAY ROAD

SAGINAW MI 98979788000000

Process Date:

Transaction Type:

Customer Complaint Code:

10/01/2008

ZREG----Regular Vehicle Transaction

0121-Drivability - Responsiveness

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 9094-Other - Follow operation

Labour Op N4800-Body Control Module Replacement

Causal Part Number

Line Total: USD 38.35

Job Card Number: 0170810

Job Card Date: 06/18/2008

Repair Service Agent: 121925

Odometer Reading: 8,991 MI

SATURN OF SAGINAW

Authorization Code:

5330 BAY ROAD

SAGINAW MI 98979788000000

Process Date:

Transaction Type:

Customer Complaint Code:

06/18/2008

ZREG----Regular Vehicle Transaction

0123-Drivability - Steering

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 9094-Other - Follow operation

Labour Op E9448-Reposition I-Shaft to correct Noise

Causal Part Number

--See other Parts and/or Net Items

Line Total: USD 32.70

Job Card Number: 0170810

Job Card Date: 06/18/2008

Repair Service Agent: 121925

Odometer Reading: 8,991 MI

SATURN OF SAGINAW

Authorization Code:

5330 BAY ROAD

SAGINAW MI 98979788000000

Process Date:

Transaction Type:

Customer Complaint Code:

06/18/2008

ZSET----Service Event

-

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op M5010-CHANGE ENGINE OIL AND FILTER

Causal Part Number

--See other Parts and/or Net Items

Line Total: USD 0.00

Job Card Number: 2792922

Job Card Date: 03/07/2008

Repair Service Agent: 167857

Odometer Reading: 5,991 MI

SATURN OF ARROWHEAD

Authorization Code:

8801 W BELL ROAD

PEORIA AZ 6238754000

Process Date:

Transaction Type:

Customer Complaint Code:

## Global Warranty Management

Page 4 of 5

03/07/2008 ZSET----Service Event -  
 Job Card Line #: 2 Transaction Adjustment: Cause Code: -  
 Labour Op M5305-REPAIR(S) RECOMMENDED  
 Causal Part Number  
 --See other Parts and/or Net Items Line Total: USD 0.00

Job Card Number: 2792922 Job Card Date: 03/07/2008  
 Repair Service Agent: 167857 Odometer Reading: 5,991 MI  
 SATURN OF ARROWHEAD Authorization Code:  
 8801 W BELL ROAD  
 PEORIA AZ 6238754000

Process Date: Transaction Type: Customer Complaint Code:  
 03/07/2008 ZSET----Service Event -  
 Job Card Line #: 1 Transaction Adjustment: Cause Code: -  
 Labour Op M5010-CHANGE ENGINE OIL AND FILTER  
 Causal Part Number  
 --See other Parts and/or Net Items Line Total: USD 0.00

Job Card Number: 2791365 Job Card Date: 02/06/2008  
 Repair Service Agent: 167857 Odometer Reading: 5,368 MI  
 SATURN OF ARROWHEAD Authorization Code:  
 8801 W BELL ROAD  
 PEORIA AZ 6238754000

Process Date: Transaction Type: Customer Complaint Code:  
 02/14/2008 ZREG----Regular Vehicle 0590-Features/Controls/Displays - Other issues  
 Job Card Line #: Transaction Cause Code: 6573-Module/Component - No/Incorrect  
 1 Transaction Adjustment: Communication  
 Labour Op N4800-Body Control Module Replacement  
 Causal Part Number 00000000025861370-  
 --See other Parts and/or Net Items Line Total: USD 233.93

Job Card Number: 0163071 Job Card Date: 12/27/2007  
 Repair Service Agent: 121925 Odometer Reading: 2,594 MI  
 SATURN OF SAGINAW Authorization Code:  
 5330 BAY ROAD  
 SAGINAW MI 98979788000000

Process Date: Transaction Type: Customer Complaint Code:  
 12/27/2007 ZSET----Service Event -  
 Job Card Line #: 1 Transaction Adjustment: Cause Code: -  
 Labour Op M5010-CHANGE ENGINE OIL AND FILTER  
 Causal Part Number  
 --See other Parts and/or Net Items Line Total: USD 0.00

## Global Warranty Management

Page 5 of 5

Job Card Number: 0161708

Job Card Date: 11/23/2007

Repair Service Agent: 121925

Odometer Reading: 2,162 MI

SATURN OF SAGINAW

Authorization Code:

5330 BAY ROAD

SAGINAW MI 98979788000000

Process Date:

Transaction Type:

Customer Complaint Code:

11/23/2007

ZREG----Regular Vehicle Transaction

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op E0716-Diagnostic System Check - Tire Pressure Monitoring

Causal Part Number

Line Total: USD 22.32

Job Card Number: 0155377

Job Card Date: 06/18/2007

Repair Service Agent: 121925

Odometer Reading: 208 MI

SATURN OF SAGINAW

Authorization Code:

5330 BAY ROAD

SAGINAW MI 98979788000000

Process Date:

Transaction Type:

Customer Complaint Code:

11/21/2007

ZSET----Service Event

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op E9995-

Causal Part Number

Line Total: USD 0.00

Job Card Number: 0150933

Job Card Date: 02/19/2007

Repair Service Agent: 121925

Odometer Reading: 1 MI

SATURN OF SAGINAW

Authorization Code:

5330 BAY ROAD

SAGINAW MI 98979788000000

Process Date:

Transaction Type:

Customer Complaint Code:

02/19/2007

ZPDI----Pre-Delivery Inspection

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 100.18

Global Warranty Management: Site Map

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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).

### Vehicle Information

VIN: 1G8ZS57N57P [REDACTED] Model: ZZS69-2007 AURA XE SEDAN  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes  
 Field Actions: [0\\_Open](#) [REDACTED]

For this ve

[View Vel](#)

[→ S](#)

[→ B](#)

[→ W](#)

[View Vel](#)

[View Vel  
Summar](#)

[View Vel  
History L](#)

[View Vel  
Informati](#)

[Investiga  
Assembl](#)

### Vehicle Build

Model: ZZS69-2007 AURA XE SEDAN Order Number: KRVJM6  
 Gross Vehicle Weight: 0 Build Date: 02/06/2007  
 Build Plant: F-

### Option Codes

13A -	1S2 - DISCOUNT OPTION PKG
67U - SILVER PEARL	6AZ - COMPONENT FRT LH COMPUTER SEL SUSP
7AZ - COMPONENT FRT RH COMPUTER SEL SUSP	852 - GRAY
85I - INTERIOR TRIM TITANIUM/EBONY	8AB - COMPONENT RR LH COMPUTER SEL SUSP
9AB - COMPONENT RR RH COMPUTER SEL SUSP	A51 - SEATS, CUSTOM
AE8 - PWR SEAT ADJUST, DRIVER, 8 WAY WITH LUMBAR ADJUST	AG2 - ADJUSTER PASS ST POWER, MULTI-DIRECTIONAL
AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE DETECTOR	AP3 - REMOTE VEHICLE START
AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING	AY0 - FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS
B50 - PREMIUM FLOOR/TRUNK MATS	C60 - AIR CONDITIONING
CF5 - POWER SUNROOF	DD7 - INSIDE REARVIEW MIRROR-AUTO DIMMING AND COMPASS
DL8 - FOLDING POWER OUTSIDE MIRRORS, HEATED	F83 - RATIO TRANSAXLE FINAL DRIVE 3.05
FAI - FAIRFAX	FE0 - SUSPENSION SYSTEM FRT & RR, ACTIVE
FE9 - FEDERAL EMISSIONS	HP0 - HYBRID PROPULSION NOT INSTALLED
IB2 - TRIM INTERIOR DESIGN	JF4 - PEDALS ADJUSTABLE, POWER
JL9 - BRAKE SYSTEM PWR, FRT & RR DISC, ANTILOCK, FRT & RR WHL	KA1 - HEATED FRONT SEATS
KG7 - GENERATOR 125 AMP	LZ4 - ENGINE, 3.5L V6 SFI
MN9 - TRANSMISSION, 4 SPEED AUTO	N34 - LEATHER WRAPPED STEERING WHEEL
NT7 - EMISSION SYSTEM FEDERAL, TIER 2	PCM - PREFERRED PKG: *POWER SEAT ADJUST, DRIVER, 8 WAY WITH LUMBAR ADJUST *STEERING WHEEL RADIO CONTROLS *FOLDING POWER OUTSIDE MIRRORS, HEATED

PCQ - PREMIUM TRIM PKG: \*LEATHER  
 APPOINTED SEATS \*LEATHER WRAPPED  
 STEERING WHEEL \*LEATHER WRAPPED  
 SHIFT KNOB

PDD - ENHANCED CONVENIENCE PKG:  
 \*PASSENGER SEAT, POWER 6-WAY \*POWER  
 ADJUSTABLE PEDALS

QAD - TIRE ALL P225/50R17-93S BW TL ST AL2 QSV -

R6H - SDS CHARGE

R6P - SPECIAL PAINT

R9N - LEATHER SEATING

U2K - XM SATELLITE RADIO - SERVICE FEE  
 EXTRA 1ST 3 MONTHS INCL.

UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR  
 ABOUT TURN-BY-TURN NAV UPGRADE)

UK3 - STEERING WHEEL RADIO CONTROLS

UW5 - SPEAKER SYSTEM 6, BASE

VY7 - LEATHER SHIFT KNOB

PCR - CONVENIENCE PKG: \*UNIVERSAL HOME REMOTE  
 \*REMOTE VEHICLE START \*HEATED FRONT SEATS  
 \*INSIDE REARVIEW MIRROR WITH AUTO DIMMING AND  
 COMPASS

PFG - 17" MACHINE FACED ALUMINUM WHEEL

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

R7Y - COMMUNICATIONS PLUS

SLM - STOCK ORDERS

U77 - ANTENNA RR WINDOW, RADIO

UG1 - UNIVERSAL HOME REMOTE

US8 - RADIO AM/FM STEREO, SEEK/SCAN, CD, AUTO  
 TONE, CLOCK ETR, MP3, RDS

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

ZDC - COMPACT SPARE TIRE

#####

Global Warranty Management: Site Map

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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).

For this ve

→ [View Vel](#)

→ S

→ B

→ W

### Vehicle Information

VIN: 1G8ZS57N57F [REDACTED] Model: ZZS69-2007 AURA XE SEDAN  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes  
 Field Actions: 0 Open [REDACTED]

→ [View Vel](#)

→ [View Vel](#)

→ [Summar](#)

→ [View Vel](#)

→ [History L](#)

→ [View Vel](#)

→ [Informati](#)

### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

→ [Investiga](#)

→ [Assembl](#)

### 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	05/31/2007	36 MI	05/31/2010	36,036 MI
	Saturn 72/100K Corrosion	05/31/2007	36 MI	05/31/2013	100,036 MI
	Saturn 96/80K Federal Component Emission	05/31/2007	36 MI	05/31/2015	80,036 MI
	Saturn 60/100K Powertrain	05/31/2007	36 MI	05/31/2012	100,036 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
03/26/2009	0183250	ZREG---Regular Vehicle Transaction		K5365 - Transmission Control Module Replacement	15,791 MI
03/20/2009	0450486	ZSET---Service Event		M5307 - VISUAL VEHICLE INSPECTION	15,357 MI

## Global Warranty Management

Page 2 of 2

03/20/2009	0450486	ZSET----Service Event	M5010 - CHANGE ENGINE OIL AND FILTER	15,357 MI
12/08/2008	0178661	ZREG----Regular Vehicle Transaction	E0716 - Diagnostic System Check - Tire Pressure Monitoring	12,225 MI
11/06/2008	0177274	ZSET----Service Event	M5010 - CHANGE ENGINE OIL AND FILTER	12,046 MI
10/01/2008	0175555	ZSET----Service Event	M5305 - REPAIR(S) RECOMMENDED	11,581 MI
10/01/2008	0175555	ZREG----Regular Vehicle Transaction	N4800 - Body Control Module Replacement	11,581 MI
06/18/2008	0170810	ZREG----Regular Vehicle Transaction	E9448 - Reposition I-Shaft to correct Noise	8,991 MI
06/18/2008	0170810	ZSET----Service Event	M5010 - CHANGE ENGINE OIL AND FILTER	8,991 MI
03/07/2008	2792922	ZSET----Service Event	M5305 - REPAIR(S) RECOMMENDED	5,991 MI
03/07/2008	2792922	ZSET----Service Event	M5010 - CHANGE ENGINE OIL AND FILTER	5,991 MI
02/06/2008	2791365	ZREG----Regular Vehicle Transaction	N4800 - Body Control Module Replacement	5,368 MI
12/27/2007	0163071	ZSET----Service Event	M5010 - CHANGE ENGINE OIL AND FILTER	2,594 MI
11/23/2007	0161708	ZREG----Regular Vehicle Transaction	E0716 - Diagnostic System Check - Tire Pressure Monitoring	2,162 MI
06/18/2007	0155377	ZSET----Service Event	E9995 -	208 MI
02/19/2007	0150933	ZPDI----Pre-Delivery Inspection	Z7000 - Pre-Delivery Inspection - Base Time	1 MI

---

**Service Contract**

Vehicle has no current record of service contracts.

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**Branded Title**

Vehicle has no current record of branded titles.

---

Global Warranty Management. Site Map

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1-800-4-A

General Motors Corporation  
Business Resource Center  
PO Box 331791  
Detroit, MI 48232-5179

**VIA FAX ONLY**

May 5, 2009

Steven Stancroff, Esq.  
Romano Stancroff & Mikhov, PC  
33900 W 8 Mile Rd Ste 149  
Farmington Hills, MI 48335

RE: [REDACTED]  
Service Request: 71-713524681  
2007 Saturn AURA  
Vehicle Identification Number: 1G8ZS57N57F [REDACTED]  
Customer Relationship Specialist: Jennifer Wooding

Dear Mr. Stancroff:

We regret that your client is dissatisfied with his 2007 Saturn AURA and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Saturn Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$2,500.00.

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.



1-800-4-A



1-800-4-A



Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at [www.irs.gov](http://www.irs.gov). In addition, the IRS website will provide instructions for completing the W-9.

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044  
V01032008

Attach.

\_\_\_\_\_  
Odometer

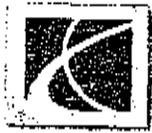
\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Date





People first.

**FAX COVER SHEET**

SATURN OF SAGINAW  
5330 BAY ROAD  
SAGINAW, MI 48604  
989-797-8800 PHONE  
989-797-0804 FAX

PLEASE DELIVER TO: Sheila McCarthy

FROM: Ray Musser

# OF PAGES TO FOLLOW: A lot

ADDITIONAL INFO:



SATURN OF SAGINAW

5330 Bay Road  
Saginaw, MI 48604  
(989) 797-8800

*WAIT*

AUTHORIZED ADDITIONS			
TALKED TO CUST. VER. NO.	DATE	TIME	BY

WORK ORDER

Date: 10/01/08    VIN: 1G8ZS57N57F [REDACTED]    Mileage: 11581    Del. Date: 05/31/07    Miles: 36    In-Serv-Date: 05/31/07    License No.:    Yr: 07    Make: SATURN    Model: AURA XE

**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: Saginaw MI 48603

Eng: LZ4 3.5L V6 4 SPD AUTO    Transmission: 4 SPD AUTO    Color: SILVER    SA#: 210    SO#: 175555  
Home: [REDACTED]    Business Phone: [REDACTED]    Tag#: 122    Ref SO#: 02  
Customer Number: [REDACTED]    Stock #: 6763    Labor Rate: .00  
Payment Type: 01    Promise Date / Time: 10/01/08

PRINTED: 9:27:35 Attention:  
Comments:

*JEFF*

L#    Codes

1    121    CUST STATES: CRUISE CONTROL IS INOP

*CVT + states cruise inop. Cruise switched work BUT Cruise doesn't. Checked terminals @ BCM unplugged + plugged back in. Cruise is working @ this time now. So is remote start.*

2    590    CUST STATES REMOTE START FUNCTION IS INOP

*See like #1*

\*\*\*\*\* ESTIMATE \*\*\*\*\*  
ST    Hrs    Labor    Parts    Total  
W    NYB00.5

*MS305*

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 vehicles 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 permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of diagnosis and repair. I acknowledge on above vehicle to secure the amount of the repairs thereto, but responsible for damage to the vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control.

STATE REGISTRY NO. F 152390

SA: Richard Low

HOURS	LABOR	PARTS	NET ITEM	ESTIMATE TOTAL:
HAZDS	DISC	DEDCT	TAXES	TOTAL

PAGE: 12

04-22-2009 09:39

JUN 19 2009

JUN 19 2009

STRAIGHT TIME (hours)	FLAT RATE	BO NO.	100322	TIME	OFF
0	0	OPER. NO.	59	LR	6/18
		EMP. NO.		ON	



SATURN OF SAGINAW

5330 Bay Road  
Saginaw, MI 48604  
(989) 797-8800

**SERVICE  
INVOICE**

State Registry No: F152390

Sold To:  Saginaw MI  Business Phone: Home Phone:	Service Order Number		Service Advisor		VIN	
	[REDACTED]		Richard Low		1G8ZS57N57F [REDACTED]	
	Color	Year	Make/Model	License	Engine	Stk.#
	SILVER PEARL	2007	SATURN AURA XE		LZ4 3.5LV6	6763
	Mileage In/Out	Tag	Delivery Date		Doc. Count	Plan
	11581 /	122	5/31/2007		1	
Tax Exempt		Date/Time In		Date/Time Out		
		10/01/2008 9:27		10/01/2008 10:28		

-----email:-----  
 LINE 1 CUST STATES CRUISE CONTROL IS INOP  
 CAUSE: OTHER - FOLLOW OPERATION  
 TECH COMM: CUST STATES CRUISE INOP. CRUISE SWITCHES WORK BUT  
 CRUISE DOESNT CHECKED TERMINALS @ BCM UNPLUGGED &  
 PLUGGED BACK IN CRUISE IS WORKING @ THIS TIME NOW  
 SO IS REMOTE START. JR

REPAIR 1 COMPUTER (CONTROL), BODY - REPLACE  
 OPCODE: N4800 SALE TYPE: WARRANTY - \$38.32  
 HRS: .50  
 PRIMARY TECH: JEFFREY THOMPSON M224367

LINE TOTAL \$38.32

-----  
 LINE 2 CUST STATES REMOTE START FUNCTION IS INOP  
 TECH COMM: SEE LINE #1 JR

REPAIR 1 REPAIR(S) RECOMMENDED  
 OPCODE: M5305 SALE TYPE: CASH GM  
 PRIMARY TECH: JEFFREY THOMPSON M224367

\*YOUR COMPLETE SATISFACTION IS OUR #1 GOAL!!!!

CUSTOMER SIGNATURE [REDACTED] CUSTOMER TOTAL ..... \$ .00

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 products. All Service Labor repairs are warranted for 90 days or 4000 miles, whichever occurs first. All Saturn replacement parts are warranted for 12 months or 12,000 miles, whichever occurs first. Except for abuse.	Service Repairs Checked and Approved By: <b>X</b>	_____ Authorized Representative
	<b>X</b>	_____ Customer Signature



People first.

**FAX COVER SHEET**

SATURN OF SAGINAW  
5330 BAY ROAD  
SAGINAW, MI 48604  
989-797-8800 PHONE  
989-797-0804 FAX

PLEASE DELIVER TO: Sheila McCarthy

FROM: Ray Musser

# OF PAGES TO FOLLOW: A lot

ADDITIONAL INFO:



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

VIA FAX ONLY

April 21, 2009

Ray Musser, Service Manager  
Saturn of Saginaw  
Saginaw, MI.

RE: [REDACTED]  
Service Request: 71-713524681  
2007 Saturn AURA  
Vehicle Identification Number: 1G8ZS57N57E [REDACTED]  
Legal Research Specialist: Sheila McCarthy

Dear Mr. Musser:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade. Application of Title.
- 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. \*\*\*Customer Invoices (repair orders) too \*\*\*\*\*

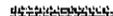
Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate. PHONE: 1 866 790-5600 x 11097 FAX: 1 866 255-3670

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 our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

THANK YOU!





SATURN

VEHICLE ORDER

Salesman Amanda E. Ike

Purchaser's Name [Redacted] Address [Redacted]  
City Saginaw County Saginaw State MI Zip [Redacted] Residence Phone [Redacted] Business Phone [Redacted]

Please Enter My Order For One  New  Used  Demo  Car  Truck VIN 1G8ZS57N57F

Year	Make	Body Style	Model No.	Color	Code	Interior		
						Color	Fabric	Code
2007	SATURN	FOUR DOOR	AURA XE	SILVER PEA		GRAY		

Description	Price	CREDIT APPROVAL		Total Taxable Price	22,736.34
Standard Vehicle Price		Finance Co.	6.75PR.	Sales Tax	1,364.11
Transportation		Notes At \$		License (Or Transfer Fee)	8.00
Opt. No.	Options	Begin	Approved By	Title (Or Transfer Fee)	15.00
M.S.R.P.	24,794.00	Taken By	Vehicle Insurance	Non Taxable Items	N/A
GMS	22,661.34	Insurance Company	Ded.	Cash Delivered Price	24,123.52
DOCUMENT FEE	75.00	Agent	Phone 989-790-3210	Cash on Deposit	N/A
DEALER INSTALLED ACCESSORIES		Trade Appraisal	Year Make	Cash Due on Delivery	REBATES 1,000.00
		Model	Serial No.	Trade-In \$	N/A
		Price	By	Less Lien \$	N/A Net N/A
		Used Car Lien Verification	Fin. Co.	Total Down Payment	1,000.00
		Street	City	Amount to be Financed	23,123.52
		State	Zip	Filing Fee	
		Gross Reb. Net	Good Until	Insurance Charge	
		Info. From	Info. From	Credit Life Ins. Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Age	N/A
TOTAL TAXABLE PRICE	22,736.34	acc. No.	Place Lien To:		
			SECURITY FEDERAL CREDIT UNION		
			3801 W boulevard dr pobx5160 FLINT,		

Terms of Purchase Customer to pay total taxable price plus state fees and any applicable warranty cost less trade value plus lien. Subject to Managers Approval

THE ABOVE TO BE PLUS TRADE AS DETAILED PLUS ANY LIEN PAYOFF, TAXES & LICENSE EXTRA UNLESS STATED OTHERWISE.  
I have read the matter on the back hereof and agree to it as a part of this order the same as if it were printed above by signature. The front and back hereof comprise the entire agreement pertaining to this purchase and no other agreement of any kind, verbal understanding or promise has been made. Purchaser certifies he is 18 years of age or older. Saturn of Flint does not certify this vehicle to meet school bus standards. The undersigned hereby acknowledges receipt of a true and complete copy of this order at the time of its execution. Buyer understands the following accessories are non-General Motor Products.

- BONUS CASH
- 
- 
- 

Drivers License No. [Redacted] Date of Birth [Redacted]

Buyer's Signature [Redacted]

Not Valid Unless Accepted By Saturn of Saginaw - By [Signature] Dealer or Sales Manager

DATE	TIME	ODOMETER READING	BILL

Requested Delivery

# Receipt for RD-108 Dealer Transaction

**APPLICATION FOR MICHIGAN  
TITLE AND REGISTRATION**

Dealer **SATURN OF SAGINAW**  
 Address **5330 BAY RD**  
 City **SAGINAW MI 48604**

Dealer License No. [REDACTED]	
Odometer <b>000036 A</b>	
A = Actual milage B = Not actual milage C = Exceeds mechanical limits of odometer	

Transaction Type: <b>ORIG TITLE/TRANS PLATE</b>	
----------------------------------------------------	--

Validation: 06052007 B9 V156 279 0499 1387.18 279V1560499 000036 A <b>*S.T. RECORDED*</b>				
Plate No. [REDACTED]	Expires on 02/09/2008	Months 12		
Year 2007	Make SATURN	Body Style 4 DOOR	Code 01	County 73
Vehicle No. 1G8Z857N57F [REDACTED]	Fec Cat. or Wt. 000020	License Fee 0.00		
Driver License No./PIDs of All Owners/Lessees [REDACTED]			Title 15.00	
			Title Late Fee 0.00	
Complete Name(s) and Address(es) of All Owners or Lessors [REDACTED] SAGINAW MI [REDACTED]			Tax 1364.18	
			Transfer Fee 8.00	
			Total 1387.18	
Complete Name(s) and Address(es) of Lessees				
			Full Rights to Survivor N	

First Secured Interest SECURITY FEDERAL CREDIT UNION 3801 W BOULEVARD DR FLINT MI 48505	Filing Date 06/05/2007
Second Secured Interest NONE	Filing Date
Purchase Price of Vehicle	22736.34



**SATURN CUSTOMER ALLOWANCE  
AND ONSTAR ACKNOWLEDGMENT FORM**



- Revised 5/26/06 -

**SATURN**

CUSTOMER NAME: \_\_\_\_\_

VIN: 1G10Z3S57N15171F

**1. Customer Allowance**

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).

<u>Allowance Program Reference</u>	<u>Amount</u>	<u>Notes</u>
<u>outside Finance cash</u>	<u>\$ 1,000.00</u>	<u>Cash</u>
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____

Total Allowance Amount Received \$ 1,000.00

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

I elect to receive the Saturn supported financing option of \_\_\_\_\_ (Indicate percentage rate.)

I elect to receive the Saturn supported lease/balloon option.

**- CUSTOMER AND RETAILER ALLOWANCE AND ONSTAR ACKNOWLEDGMENT -**

a. **Vehicle Allowance 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 Retailer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on \_\_\_/\_\_\_/\_\_\_ I acknowledge receipt of allowance(s) as described in Item \_\_\_\_\_ and release Saturn Corp. from any future claim or obligation for allowance(s) on this unit.

and/or

b. **OnStar 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](http://www.onstar.com), or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: \_\_\_\_\_

Date: 5/31/07

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

Authorized Retailer Signature: \_\_\_\_\_

Retail Facility Name: \_\_\_\_\_

Date: 5/31/07

Retailer Code: 10781

**Retailer 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 allowances or rate support available. A copy of the completed form should be provided to the customer.



SATURN OF SAGINAW

5330 Bay Road  
Saginaw, MI 48604  
(989) 797-8800

AUTHORIZED ADDITIONS			
TALKED TO CUST. VER NO.	DATE	TIME	BY

WORK ORDER

04-22-2009 09:25

Date 02/19/07 VIN 1G8ZS57N57F Mileage 1 Del. Date 00/00/00 Miles 0 In-Serv-Date 00/00/00 License No. Yr 07 Make SATURN Model AURA XE

**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 SATURN OF SAGINAW Eng L24 3.5LV6 4 SPD AUTO Transmission SILVER Color PEA SA# 54 Ref SO# 02

Address Home Business Phone Tag# Ref SO# 02

City / State / Zip Customer Number 6763 Labor Rate .00

PRINTED: 12:20:03 Attention:

Comments:

Doc Cnt: 1 Payment Type 01 Promise Date / Time 02/19/07

Prk Lot: Diag Codes

\*\*\*\*\* ESTIMATE \*\*\*\*\*

L#	Codes	ST	Hrs	Labor	Parts	Total
1	PDIAURA PRE DELIVERY INSPECTION -AURA- NET ITEM M WASHER SOLVENT -S- Z7000 NEW VEHICLE INSPECTION - BASE TIME	WI	1.20	82.92		86.37

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 securing the amount of the repairs thereto. Not responsible for damage to vehicle.

STATE REGISTRY NO. F 152390

SA:	HOURS	LABOR	PARTS	NET ITEM	MISC	ESTIMATE TOTAL:
GARY JEZEWSKI	1.20	82.92		3.45		
	HAZDS	DISC	DEDCT	TAXES	TOTAL	86.37

PAGE: 6



2007 AURA

Pre-Delivery Inspection Form

Identification Number

JB2357N57E

Dealer/BAC Code

121925

Stock #

Repair Order #

6763

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: 15 F C
Tires: LF 32 RR 32 LR 30 RR 30

- Install loose shipped parts and all accessories (torque as needed)

Interior:

- Power mirrors (if equipped)
Seats, all: Check material, operation and that removable seats are properly secured
Seat belts, all: material, operation, routing and latches
Displays, gauges, interior and exterior lights

Exterior:

- Doors, locks, all keys/fobs and keyless entry system
Check child safety door/window locks are in normal (unlocked) position (if equipped)
Fit/function removable top/panel, convertible top (if equipped)
Fit/function/retention of parts such as bumpers, moldings, grille, emblems, doors, deck lid, hood, fuel door and cap, tailgate, liftgate and hatches (if equipped)

Under Hood:

- Remote hood release, latch and hood safety latch
Check battery state of charge and record voltage. Charge battery if below 12.6 volts

VOLTAGE

- 13.1
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 5

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

NOTE - For additional technical information related to PDI, refer to TSB 06-00-89-040 Saturn AURA New Model Features & Service Guide.

Road Test - Check for brake vibration/shudder/pulsation. Refer to Document ID# 1734553 for vibration diagnosis information. Refer to TSB 05-05-22-002B for brake repair information.

NEW Final Inspection & Prep - Remove grease pencil marks from door striker and hinges on all door openings during vehicle clean-up.

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:

5/17/07
Technician (Print Name)

[Signature]
Service Manager (Signature)
File With Repair Order

2-19-07
Date





SATURN OF SAGINAW

5330 Bay Road  
Saginaw, MI 48604  
(989) 797-8800

AUTHORIZED ADDITIONS			
TALKED TO CUST. VER NO.	DATE	TIME	BY

WORK ORDER

04-22-2009 09:26

*WAIT*

Date: 06/28/07 VIN: 1G8ZS57N57F Mileage: 208 Del. Date: 05/31/07 Miles: 36 In-Serv-Date: 05/31/07 License No.: Yr: 07 Make: SATURN Model: AURA XE

**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: Saginaw MI [Redacted]  
Eng: LZ4 3.5LV6 4 SPD AUTO Transmission: Color: SILVER PEA  
SA#: 54 SO#: [Redacted]  
Home: [Redacted] Business Phone: [Redacted]  
Tag#: 235 Ref SO#: 02  
Customer Number: [Redacted] Stock #: 6763 Labor Rate: .00  
Payment Type: Promise Date / Time: 06/18/07

PRINTED: 8:31:10 Attention:  
Comments:

*DAVE*

Doc Cnt: 1 Prk Lot: 01  
Diag Codes: \*\*\*\*\* ESTIMATE \*\*\*\*\*

L#	Codes	ST	Hrs	Labor	Parts	Total
1	M13					

CUSTOMER STATES THERE IS A SCREW IN RIGHT REAR TIR C E

*59 Remove screw in right rear tire + plus*

*E9995 (2)*

*DAVE*

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 anti-freeze.

STATE REGISTRY NO. F 152390

SA:	GARY JEZEWSKI	ESTIMATE TOTAL:
HOURS	LABOR	NT ITEM
HAZDS	DISC	TAXES
	DEDCT	TOTAL
		MISC

PAGE: 10



SATURN OF SAGINAW

5330 Bay Road  
Saginaw, MI 48604  
(517) 797-8800

SERVICE  
INVOICE

State Registry No: F152390

Sold To:		Service Order Number		Service Advisor		VIN	
[REDACTED]		[REDACTED]		GARY JEZEWSKI		1G8ZS57N57F [REDACTED]	
Saginaw MI [REDACTED]		Color	Year	Make/Model	License	Engine	Stk.#
Business Phone: [REDACTED]		SILVER PEARL	2007	SATURN AURA XE		LZ4 3.5LV6	6763
Home Phone: [REDACTED]		Mileage In/Out	Tag	Delivery Date		Doc. Count	Plan
		208 / 209	235	5/31/2007		1	
Tax Exempt				Date/Time In		Date/Time Out	
				6/18/2007 8:31		6/18/2007 9:34	

-----email:-----

LINE 1 CUSTOMER STATES THERE IS A SCREW IN RIGHT REAR TIRE  
 TECH COMM: REMOVE SCREW IN RIGHT REAR TIRE & PLUG JR  
 REPAIR 1 WHEELS AND TIRE, STEERING, FRONT AND REAR SUSPENSION  
 OPCODE: E9995 SALE TYPE: CASH GM \$18.20  
 PRIMARY TECH: RAY MUSSER

LINE TOTAL \$18.20

\*THANK YOU FOR LETTING US SERVICE YOUR VEHICLE!!!

CUSTOMER SIGNATURE

[REDACTED SIGNATURE]

LABOR ..... \$18.20  
 MISC MATERIALS ..... \$2.73  
 CUSTOMER TOTAL ..... \$20.93  
 PAYMENT (CASH ) \$20.93

**Disclaimer of Warranties**

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Service Repairs  
Checked and  
Approved By:

Authorized Representative

Customer Signature



SATURN OF SAGINAW

5330 Bay Road  
Saginaw, MI 48604  
(989) 797-8800

AUTHORIZED ADDITIONS			
TALKED TO CUST. VER NO.	DATE	TIME	BY

WORK ORDER

04-22-2009 09:27

Date: 11/23/07 VIN: 1G8ZS57N57F [REDACTED] Mileage: 2162 Del. Date: 05/31/07 Miles: 36 In-Serv-Date: 05/31/07 License No.: Yr: 07 Make: SATURN Model: AURA XE

Eng: LZ4 3.5LV6 4 SPD AUTO Transmission: Color: SILVER SA#: 424 SO#: 161708

Name: [REDACTED] Address: [REDACTED] City / State / Zip: Saginaw MI [REDACTED] Home: [REDACTED] Business Phone: [REDACTED] Tag#: 022 Ref SO#: 02 Customer Number: [REDACTED] Stock #: 6763 Labor Rate: .00 Payment Type: Promise Date / Time: 11/23/07

**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: 10:38:40 Attention:

Comments:

Doc Cnt: 1 Prk Lot: 01 Diag Codes: ST W Labor Parts Total

\*\*\*\*\* ESTIMATE \*\*\*\*\*

L# Codes  
1 L00

*Tim*  
CUSTOMER STATES TIRE PRESSURE LIGHT IS ON  
*Customer say tire press. light is on check all four tire press. to specs & reset with tire monitor*

*E0116, 3*

*1.3  
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 repair. In so doing, the bank's lien is hereby acknowledged on above vehicle to secure the amount of the repairs thereto. Not responsible for [REDACTED]

STATE REGISTRY NO. F 152390

SA: Joseph Hanley  
HOURS LABOR PARTS NT ITEM MISC  
HAZDS DISC DEDCT TAXES TOTAL

PAGE: 12



SATURN OF SAGINAW

5330 Bay Road  
Saginaw, MI 48604  
(989) 797-8800

SERVICE  
INVOICE

State Registry No: F152390

<b>Sold To:</b>  Saginaw MI  Business Phone: Home Phone:	<b>Service Order Number</b>		<b>Service Advisor</b>		<b>VIN</b>		
	[REDACTED]		Joseph Hanley		1G8ZS57N57F [REDACTED]		
	<b>Color</b>	<b>Year</b>	<b>Make/Model</b>		<b>License</b>	<b>Engine</b>	<b>Stk #</b>
	SILVER PEARL	2007	SATURN AURA XE			LZ4 3.5LV6	6763
	<b>Mileage In/Out</b>		<b>Tag</b>	<b>Delivery Date</b>		<b>Doc. Count</b>	<b>Plan</b>
	2162 /		022	5/31/2007		1	
	<b>Tax Exempt</b>			<b>Date/Time In</b>		<b>Date/Time Out</b>	
			11/23/2007 10:38		11/23/2007 11:06		

-----email:-----

LINE 1 CUSTOMER STATES TIRE PRESSURE LIGHT IS ON  
 CAUSE: DEFECTIVE PART  
 TECH COMM: CUSTOMER SAY TIRE PRESS LIGHT IS ON CHECK SET ALL  
 4 TIRES PRESSURE TO SPECS & RESET WITH TIRE MON-  
 ITOR. REPAIR VERIFIED. JR

REPAIR 1 DIAGNOSTIC SYSTEM CHECK - TIRE PRESSURE MONITORING  
 OPCODE: E0716 SALE TYPE: WARRANTY - \$22.32  
 HRS: .30  
 PRIMARY TECH: Timothy Stevens M118767

LINE TOTAL \$22.32

\*THANK YOU FOR LETTING US SERVICE YOUR VEHICLE!!!

CUSTOMER SIGNATURE \_\_\_\_\_ CUSTOMER TOTAL ..... \$.00

**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 products. All Service Labor repairs are warranted for 90 days or 4000 miles, whichever occurs first. All Saturn replacement parts are warranted for 12 months or 12,000 miles, whichever occurs first. Except for abuse.

Service Repairs  
Checked and  
Approved by: X

[REDACTED SIGNATURE]

Customer Signature



SATURN OF SAGINAW

5330 Bay Road  
Saginaw, MI 48604  
(989) 797-8800

AUTHORIZED ADDITIONS			
TALKED TO CUST. VER NO.	DATE	TIME	BY

WORK ORDER

04-22-2009

Date: 12/27/07    VIN: 1G8ZS57N57E [REDACTED]    Mileage: 2594    Del. Date: 05/31/07    Miles: 36    In-Serv-Date: 05/31/07    License No.:    Yr: 07    Make: SATURN    Model: AURA XE

*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 it any liability in connection with the sale of said products.

Name: [REDACTED]    Eng: L24    Transmission: 3.5LV6    Color: 4 SPD AUTO SILVER    SA#: 202  
 Address: [REDACTED]    Home: [REDACTED]    Business Phone: [REDACTED]    Tag#: 159    Ref SO#: 02  
 City / State / Zip: Saginaw MI [REDACTED]    Customer Number:    Stock #: 6763    Labor Rate: .00

PRINTED: 10:36:12 Attention:  
Comments:

Doc Cnt: 1    01    Promise Date / Time: 12/27/07  
 Prk Lot:    Diag Codes:    \*\*\*\*\* ESTIMATE \*\*\*\*\*  
 ST    Hrs    Labor    Parts    Total  
 C       4.99    5.00    11.04

*JEFF*

*-3*

L#	Codes	Description
1	999 M5010	9.99 Oil Change Punch Card CHANGE ENGINE OIL AND FILTER

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 thereon. Not responsible for [REDACTED]

X [REDACTED] STATE REGISTRY NO. F 152390

SA: TODD MATHESON

HOURS	LABOR	PARTS	NT ITEM	MISC	ESTIMATE TOTAL:
	4.99	5.00		.75	
HAZDS	DISC	DEDCT	TAXES	TOTAL	
			.30	11.04	

PAGE: 14



SATURN OF SAGINAW

5330 Bay Road  
Saginaw, MI 48604  
(989) 797-8800

SERVICE  
INVOICE

State Registry No: F152380

<b>Sold To:</b>  Saginaw MI  Business Phone: Home Phone:	<b>Service Order Number</b>		<b>Service Advisor</b>		<b>VIN</b>		
			TODD MATHESON		1G8ZS57N57F		
	<b>Color</b>	<b>Year</b>	<b>Make/Model</b>		<b>License</b>	<b>Engine</b>	<b>Stk #</b>
	SILVER PEARL	2007	SATURN AURAXE			LZ4 3.5LV6	6763
	<b>Mileage In/Out</b>		<b>Tag</b>	<b>Delivery Date</b>		<b>Doc. Count</b>	<b>Plan</b>
	2594 /		159	5/31/2007		1	
	<b>Tax Exempt</b>			<b>Date/Time In</b>		<b>Date/Time Out</b>	
			12/27/2007 10:36		12/27/2007 11:05		

-----email:-----

LINE 1 9.99 Oil Change Punch Card

REPAIR 1 CHANGE ENGINE OIL AND FILTER

OPCODE: M5010

PRIMARY TECH: JEFFREY THOMPSON M224367

SALE TYPE: CASH GM

\$5.40

PARTS

	DESC	FP	QTY	PRICE	SALE TYPE	
SN	89017342 FILTER AS	N	1	8.210	CASH GM	\$8.21
OT	5W30 5W30 OIL	N	4	1.880	CASH GM	\$7.52

LINE TOTAL

\$21.13

\*THANK YOU FOR LETTING US SERVICE YOUR VEHICLE!!!

LABOR .....	\$5.40
PARTS .....	\$15.73
TAX (Michigan State )	\$ .94
CUSTOMER TOTAL .....	\$22.07
PAYMENT (COUPON/SVC )	\$11.48
PAYMENT (CASH )	\$10.59

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

**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 products. All Service Labor repairs are warranted for 90 days or 4000 miles, whichever occurs first. All Saturn replacement parts are warranted for 12 months or 12,000 miles, whichever occurs first. Except for abuse.

Service Repairs  
Checked and  
Approved For

X \_\_\_\_\_  
X \_\_\_\_\_

Customer Signature



SATURN OF SAGINAW

5330 Bay Road  
Saginaw, MI 48604  
(989) 797-8800

AUTHORIZED ADDITIONS			
TALKED TO CUST. VER. NO.	DATE	TIME	BY

WORK ORDER

04-22-2009 09:28

Date: 06/18/08 VIN: 1G8ZS57N57F [REDACTED]  
 Mileage: 8991 Del. Date: 05/31/07 Miles: 36 In-Serv-Date: 05/31/07 License No.: Yr: 07 Make: SATURN Model: AURA XE

Eng: LZ4 3.5LV6 4 SPD AUTO Transmission: Color: SILVER PEA SA#: 210 SO#: [REDACTED]  
 Tag#: 302 Ref SO#: 02  
 Customer Number: Stock #: 6763 Labor Rate: .00  
 Payment Type: Promise Date / Time: 06/18/08

**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 assume for it any liability in connection with the sale of said products.

Name: [REDACTED]  
 Address: [REDACTED]  
 City / State / Zip: Saginaw MI [REDACTED]

PRINTED: 10:15:18 Attention:  
 Comments:

SAVE

L#	Codes	Description	ST	Hrs	Labor	Parts	Total
1	999 M5010	9.99 Oil Change Punch Card CHANGE ENGINE OIL AND FILTER	C		11.49	5.00	18.51

\*\*\*\*\* ESTIMATE \*\*\*\*\*

(3)

2 123 CUST STATES CAN HEAR AND FEEL A KNOCKING NOISE/SENSATION WHEN TURNING STEERING WHEEL EITHER DIRECTION

~~LUBE KIT ON ORDER~~

~~E9448~~

Customer STATES CAN HEAR AND FEEL a KNOCKING noise/sensation when turning steering wheel.  
 Verified customer concern.  
 LUBRICATED I-SHAFT AS PER Bulletin # 06-02-32-007 D  
 Verified repair.

E9448\*

(3)

(6) 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 further grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of test drive. I acknowledge on above vehicle to secure the amount of the repairs thereto. Not responsible for damage to vehicle or articles left in vehicle.

SA: Richard Low

STATE REGISTRY NO. F 152390

SA:	Richard Low	ESTIMATE TOTAL:			
HOURS	LABOR	PARTS	NT ITEM	MISC	
	11.49	5.00		1.72	
HAZDS	DISC	DEDCT	TAXES	TOTAL	
			.30	18.51	

PAGE: 16



SATURN OF SAGINAW

5330 Bay Road  
Saginaw, MI 48604  
(989) 797-8800

SERVICE  
INVOICE

State Registry No: F152390

Saginaw MI		Service Order Number		Service Advisor		VIN	
Business Phone:		[REDACTED]		Richard Low		1G8ZS57N57F [REDACTED]	
Home Phone:		[REDACTED]		[REDACTED]		[REDACTED]	
Color	Year	Make/Model		License	Engine	Stk.#	
SILVER PEARL	2007	SATURN AURA XE			LZ4 3.5LV6	6763	
Mileage In/Out	Tag	Delivery Date			Doc Count	Plan	
8991 /	302	5/31/2007			1		
Tax Exempt		Date/Time In		Date/Time Out			
		6/18/2008 10:15		6/18/2008 12:03			

-----email:-----  
 LINE 1 9.99 Oil Change Punch Card  
 REPAIR 1 CHANGE ENGINE OIL AND FILTER  
 OPCODE: M5010  
 PRIMARY TECH: David Cordingly SALE TYPE: CASH GM \$11.49  
 PARTS  
 3N DESC FP QTY PRICE SALE TYPE  
 89017342 FILTER AS N 1 8.720 CASH GM \$8.72  
 5W30 5W30 OIL N 4 2.350 CASH GM \$9.40  
 DT  
 LINE TOTAL \$29.61

-----  
 LINE 2 CUST STATES CAN HEAR AND FEEL A KNOCKING NOISE/SEN  
 SATION WHEN TURNING STEERING WHEEL EITHER DIRECTIO  
 N  
 CAUSE: OTHER - FOLLOW OPERATION  
 TECH COMM: CUST STATES CAN HEAR AND FEEL A KNOCKING NOISE/  
 SENSATION WHEN TURNING STEERING WHEEL. VERIFIED  
 CONCERN LUBED I-SHAFT AS PER BULLETIN #06-02-32-00  
 7D VERIFIED REPAIR. JR  
 REPAIR 1 06-02-32-007B CLUNK, KNOCK OR RATTLE NOISE FROM FR  
 PCODE: E9448 SALE TYPE: WARRANTY - \$22.99  
 RS: .30  
 PRIMARY TECH: David Cordingly  
 ARR PARTS: 1 AMT: 13.57  
 PARTS  
 F DESC FP QTY PRICE SALE TYPE  
 26098237 LUBE KIT Y 1 13.566 WARRANTY - SATU \$13.57  
 LINE TOTAL \$36.56

\*THANK YOU FOR LETTING US SERVICE YOUR VEHICLE!!!

**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 products. All Service Center repairs are warranted for 90 days or 4000 miles, whichever occurs first. All Saturn replacement parts are warranted for 12 months or 12,000 miles, whichever occurs first.

Service Repairs Checked and Approved By:  \_\_\_\_\_  
 Authorized Representative



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

VIA FAX ONLY

April 21, 2009

**Ray Musser, Service Manager**  
Saturn of Saginaw  
Saginaw, MI.

RE: [REDACTED]  
Service Request: 71-713524681  
2007 Saturn AURA  
Vehicle Identification Number: 1G8ZS57N57F [REDACTED]  
Legal Research Specialist: Sheila McCarthy

Dear Mr. Musser:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the **Actual Cash Value statement** of any trade. **Application of Title.**
- 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. **\*\*\*Customer invoices (repair orders) too \*\*\*\*\***

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. PHONE: 1 866 790-5600 x 11097 FAX: 1 **866 255-3670**

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 our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

**THANK YOU!**



**RELEASE OF CLAIM**

[REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself and my assigns, heirs and executors, in consideration of \$4,000.00 made payable to [REDACTED] and [REDACTED] [REDACTED] paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the {purchase or lease}, repair, maintenance, operation, alteration, or use of Releasor(s) 2007 Saturn AURA bearing Vehicle Identification Number 1G8ZS57N57F [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 16,800 on the date of the signing of this release.

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

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

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

DATE OF SIGNATURE June 15, 2009

[REDACTED SIGNATURE]

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Address

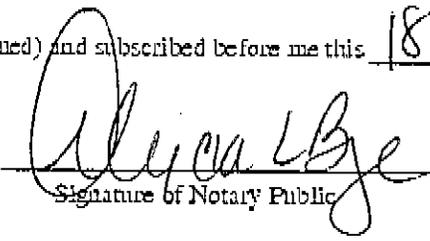
Saginaw, Michigan  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

STATE OF Michigan

COUNTY OF Saginaw

Sworn to (or affirmed) and subscribed before me this 18<sup>th</sup> day of June, 2009.  
by [REDACTED]

  
Signature of Notary Public

**Alycia L. Bye**  
**Notary Public**  
**Saginaw County**  
**Commission Expires 5-15-2012**

Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced Identification

Type of Identification drivers license

My commission expires: 5-15-2012

CC: File

## 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 return)	
Business name, if different from above	
Check appropriate box: <input type="checkbox"/> Individual/Sole proprietor <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Limited liability company. Enter the tax classification (D=disregarded entity C=corporation, P=partnership) ▶ ..... <input type="checkbox"/> Exempt payee <input type="checkbox"/> Other (see instructions) ▶	
City, state, and ZIP code	Requester's name and address (optional)
FARMINGTON HILLS, MI	
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
[Redacted]

### 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 of U.S. person ▶ [Redacted]	Date ▶ 05/14/09
-----------	---------------------------------------	-----------------

### 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.

**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]  
Altamont, IL [REDACTED]

Service Request: 71-713905425

Dear [REDACTED]

Thank you for contacting us recently about the notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you may have experienced as a result of this action.

At Pontiac, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and performance. There are times when we identify a motor vehicle defect and release a recall or special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement and are happy to inform you that you are being reimbursed for your repair based on the amount the repair would have cost if completed by an authorized General Motors dealer. Additionally, the reimbursement only includes elements of the repair which pertain to the specific recall or special coverage notice. With this in place, we have enclosed a check in the amount of \$77.54.

If your vehicle has not been inspected by your local GM dealership, we request you set up an appointment to insure all necessary steps have been taken to repair your vehicle.

At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. 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

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



CHECK No. [REDACTED] 50 93 213

DATE 04/08/09 AMOUNT \*\*\*\*\*77.54  
 \*\*\*\*\*77 DOLLARS \*\*\*\*\*54 CENTS \*\*\*\*\*77.54

North American Operations  
 General Motors Corporation  
 Disbursement Account

PAY TO THE ORDER OF

[REDACTED]  
 ALTAMONT IL [REDACTED]

*Ben D. Albee*  
 SIGNATURE

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

AUDIT



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

DETACH BEFORE DEPOSITING CHECK

VENDOR ID NUMBER BB 000000003 1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT DATE 04/08/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G22G528X54 [REDACTED]	04/07/09 71-713905425.1	VM 1-BT1GZZ 1-BT1GZZ	00.0000	77.54	.00	77.54
<b>TOTAL</b>				77.54	.00	77.54

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

M3

TOTAL 77.54 .00 77.54

**LAW OFFICES OF MICHAEL A. SAUNDERS**  
*1901 First Avenue, First Floor*  
*San Diego, California 92101*  
*(858) 272-9988*  
*(858) 272-9009 (fax)*

**FACSIMILE TRANSMISSION**

June 18, 2009

PLEASE HAND DELIVER THE FOLLOWING TELECOPY TO: **General Motors**  
**Business Resource Center**  
**(Lemon Law)**

FAX NO.: 866-962-2868

FROM: Michael A. Saunders, Esq.

RE: **New Lemon Law Case: [REDACTED] vs. General Motors**  
**2007 Saturn Aura XE**  
**VIN: 1G8ZS57N97F [REDACTED]**

NO. OF PAGES  
INCLUDING COVER: 20

IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CALL (858) 272-9988. THANK YOU

MESSAGE:

CONFIDENTIAL COMMUNICATION

THIS MESSAGE IS INTENDED SOLELY FOR THE USE AND VIEW OF THE ADDRESSEE AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IF YOU ARE NOT THE INTENDED RECIPIENT YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE AND RETURN THE ORIGINAL MESSAGE TO US AT THE ABOVE ADDRESS VIA THE U.S. POSTAL SERVICE. THANK YOU

**Law Offices of Michael A. Saunders**

1901 First Avenue, First Floor  
San Diego, CA 92101  
Fax (858) 272-9009  
(858) 272-9988

June 12, 2009

General Motors Corporation  
Saturn Customer Assistance Center  
P.O. Box 33173  
Detroit, MI 48232-5173

Re: [REDACTED] **vs-General Motors Corporaton**

Our Client: [REDACTED]  
Vehicle: 2007 Saturn Aura XE  
Date of Delivery: September 19, 2008  
VIN: 1G8ZS57N97F [REDACTED]

Dear Sir or Madam:

Please be advised this law firm has been retained by [REDACTED] to enforce his legal rights regarding the purchase of the above-identified vehicle. The purpose of this letter is to set forth the facts of this case, cite the applicable law and attempt to resolve this matter as quickly and efficiently as possible.

[REDACTED] purchased his vehicle from Saturn of Roseville in Roseville, California on September 19, 2008. My client was understandably excited about his 2007 Saturn Aura XE, feeling he had made a quality choice for his driving needs and enjoyment. My client's anticipation and excitement, however, quickly turned to disappointment and frustration due to numerous unsuccessful repair attempts, which have substantially impaired the vehicle to him. This is not what my client was promised nor bargained-for when he purchased the above-identified vehicle.

As you are undoubtedly aware, under the Song-Beverly Consumer Warranty Act, when a motor vehicle is sold with a "substantial, material impairment in use, value and safety" and a reasonable number of attempts have been made to repair the defects, the consumer must be reimbursed or the vehicle replaced, *See Schreidel v. American Honda Motor Co.* (1985) 34 Cal.App.4th 1242; Cal. Civ. Code §1793.22(e)(1).

When my client took possession of the subject-vehicle, there were only 1285 miles on the odometer. The car was purchased with a 36,000-mile warranty and falls well within the provisions of the Song-Beverly Consumer Warranty Act. Cal. Civ. Code §1793.22(e)(2); See Jenson v. BMW of North America, Inc. (1995) 35 Cal.App.4th 112.

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 State and Federal 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) Defective engine as evidenced by the engine dying, engine not starting, rough idle, reduced power, and numerous illuminated dashboard warning lights, including: "Reduced Power," "Service Traction," "Check Engine," and "Airbag Disable," causing the vehicle to have to be towed to the dealership for warranty repairs.

The vehicle's onboard computer has recorded numerous error codes, including: CO242, P2135, and B0081. The dealership has replaced several critical engine-related components in an attempt to fix [REDACTED]'s defective Saturn, including installing a new throttle body assembly, electronic control module, new battery, body control module and under hood electrical buss panel.

During the first 18 months and 18,000 miles, this vehicle has been to the shop for warranty repairs on over four (4) separate occasions. Accordingly, this vehicle meets the requirements of the Tanner Consumer Protection Act, Cal. Civ. Code §1793.22, which provides:

It shall be presumed that a reasonable number of attempts have been made to conform a new motor vehicle to the applicable express warranties if, within eighteen months from delivery to the buyer or 18,000 miles on the odometer of the vehicle, whichever occurs first, ... **the same nonconformity has been subject to repair four or more times by the manufacturer.** Emphasis added.

As you are well aware, this presumption shifts the burden of proof to the manufacturer. If this case goes to trial, General Motors will have to prove, by a preponderance of the evidence, my client did not afford a "reasonable number of attempts" to conform this vehicle to the applicable express warranties.

Based on this extraordinary repair history, my client understandably has lost confidence in this vehicle. As General Motors is aware, my client is not required to live with this problematic vehicle and is herein demanding his entitlement under the Song-Beverly Consumer Warranty Act (the "Lemon Law"), Cal. Civ. Code §1790 et seq., which provides:

If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle... to conform to applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle... or promptly make restitution to the buyer... However, the buyer shall be free to elect restitution in lieu of replacement.

(B) In the case of restitution, the manufacturer shall make restitution in an amount equal to the actual price paid or payable by the buyer, including any charges for transportation and manufacturer installed options... and including any collateral charges such as sales tax, license fees, registration fees and other official fees, plus any incidental damages... including but not limited to reasonable repairs, towing and rental car costs..."

Cal. Civ. Code §1793.2(d)(2) (emphasis added).

The Lemon Law goes on to state:

(a) Any buyer of consumer goods who is damaged by a failure to comply with an obligation under this chapter or under an implied or express warranty or service contract, may bring an action for recovery of damages and other legal and equitable relief.

(b) If the buyer prevails in an action under this section, the buyer shall be allowed by the court to recover as part of the judgment a sum equal to the aggregate amount of costs and expenses, including attorney's fees, determined by the court to have been reasonably incurred by the buyer in connection with the commencement and prosecution of such action.

Cal. Civ. Code § § 1794 (emphasis added).

In light of the facts of this case as applied to the Lemon Law, there is no doubt General Motors is obligated to make restitution to my client for the "lemon" which was sold to him. In light of the facts of this case where liability is clear, further denial of your obligations under the Lemon Law can only be described as "willful," triggering the civil penalty provision quoted above.

Clearly, the persistence of the subject-vehicle's various defects, despite the numerous attempts which have been made to repair them, creates the type of problem which constitutes a "substantial, material impairment in the use, value and safety" of my client's vehicle which requires restitution or replacement under Cal. Civ. Code §1791 et seq.

Under the Song-Beverly Act, my client has the choice of taking a replacement vehicle or, if he wishes, he may insist on restitution in this matter. Cal. Civ. Code §1793.2 (d)(2). My client hereby demands restitution for his "lemon" as determined by Cal. Civ. Code §1793.2(d)(2)(B).<sup>1</sup>

Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. Think of the time, money and effort both sides would save with a quick resolution of this claim.

Please give this demand the serious consideration it deserves. If I do not hear from you, **in writing**, by July 12, 2009, I shall assume General Motors is denying its obligations under the law and my client will be left with no choice but to initiate legal proceedings. As I am sure you are aware, under the circumstances, the Song-Beverly Consumer Warranty Act provides a consumer shall be awarded reasonable costs and attorney fees if resort to the court system is necessary.

Michael Davidson does not seek anything beyond what he should have received in the first instance... fairness on the part of General Motors.

Thank you for your anticipated attention to this matter. I trust this will be resolved rapidly.

Very truly yours,

LAW OFFICES OF MICHAEL A. SAUNDERS



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Michael A. Saunders, Esq.  
Attorney for Michael Davidson

Enclosures

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<sup>1</sup>Under California Civil Code Section 1793.2(d)(2)(B), the amount of restitution due is "equal to the actual price paid or payable by the buyer, including any charges for transportation and manufacturer installed options, but excluding nonmanufacturer items installed by a dealer or the buyer, and including any collateral charges, such as sales tax, license fees, registration fees, and other official fees, plus any incidental damages."

<b>Dated Mileage Invoice#</b>	<b>Description of Complaint</b>	<b>Description of Repair Attempt by the Dealership</b>
8-22-07 900 Miles RO# 685381	<b>Warranty towing</b> courtesy of GM Roadside Assistance	
8-27-09 970 Miles RO#219401	Saturn used car safety inspection	
8-29-07 916 Miles? RO#219269	Customer states <b>reduced power light came on</b>	No trouble found. Cleared code. Test 60 miles. Could not get light to come back on.
11-17-07 1241 Miles RO# 222090	Customer states <b>vehicle died at stop sign, restarted, then vehicle had lost power, would not exceed 20mph, would die at every stop sign, severe loss of power</b>	Defective part. Inspected system, found code <b>CO242</b> and <b>P2135 throttle position sensor code</b> , checked connections at TB and ECM, contacted TAC-Case #9981942 – <b>Replaced throttle body assembly</b> - road test- operation normal.
12-8-08 2656 Miles RO# 233402	Customer states the <b>service traction light and reduced power comes on the display.</b>	Verified customers concern and found internal failure to the ECM. <b>Installed new ECM</b> and all ok at this time.
2-9-09 4423 Miles RO#235106	<b>Customer states same concern as last visit the check engine light, traction off and reduced engine power on also died at stop 1 time. See history.</b>	Verified customers concern and found internal failure to the battery <b>installed new battery</b> and cleared codes and <b>test-drove and code came back for CO242.</b> Inspected and found <b>internal failure to the throttle body.</b> <b>Installed new throttle body</b> and cleared codes. Test drove and all ok at this time. <b>Replaced throttle body due to codes P2135.</b>
5-26-09 6-2-09 6797 Miles RO#238626	<b>Customer states driving down the freeway, airbag disable, engine power reduced, traction disable, engine disable lights all came on and car died, would not start back up. Had towed in. Once here it started.</b>	<b>Scanned and verified codes P2135, CO242, and B0081.</b> Tested and inspected, unable to verify. Road Tested multiple times. Per discussion with area service manager, <b>replaced body control module and under hood electrical buss panel.</b>

**Warranty Repair Summary – Michael Davidson vs. General Motors Corporation**

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

\*\*\*\*\* DO NOT DETACH - REGISTERED OWNER INFORMATION \*\*\*\*\*



REGISTRATION CARD VALID FROM: 08/02/2008 TO: 08/02/2009

MAKE	YR MODEL	YR 1ST SOLD	VLV CLASS	*YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
STRN	2007	2007	EY	2007	120	11	[REDACTED]
BODY TYPE MODEL	MP	MQ					VEHICLE ID NUMBER
4D	G	PX					1G8ZS57N97F [REDACTED]
TYPE VEHICLE USE		DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC		STICKER ISSUED
AUTOMOBILE		10/22/08	34	10/14/08	2		R8618416
							PR EXP DATE: 08/02/2008

REGISTERED OWNER



AMOUNT DUE	AMOUNT RECVD
\$ 238.00	CASH :
	CHCK :
	CRDT :

CITRUS HTS  
CA 95621

LIENHOLDER  
SCHOOLS FNCL CU  
PO BX 526001

SACRAMENTO  
CA 95852

F01 195 17 0023800 0299 CB F01 102208 11 6BDN799 393



**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** \$ 8.25 (4)

**5. Subtotal** (1 through 4) \$ 26830.75 (5)

**6. Total Downpayment**

A. Agreed Trade-In Value Yr 2000 Make SAAB \$ 1700.00 (A)  
Model 9-5 Color 427  
VIN 1G8JUS2F9Y

B. Less Prior Credit or Lease Balance **ESTIMATED** \$ 2922.25 (B)

C. Net Trade-In (A less B) (indicate if a negative number) \$ 1222.25 (C)

D. Deferred Downpayment \$ N/A (D)

E. Manufacturer's Rebate \$ 2500.00 (E)

F. Other \$ N/A (F)

G. Cash \$ 3000.00 (G)

**Total Downpayment** (C through G) \$ 4271.75 (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) \$ 22543.00 (7)

Date	Co-Buyer Signature	Age
<b>OPTIONAL GAP CONTRACT</b> 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 1G of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.		
Term <u>64</u>	Mos. <u>CALIF GAP</u>	Name of Gap Contract
I want to buy a gap contract		
Buyer Signs		

**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 CITIZENS INSURANCE SERVICES  
Term 60 Mos. or 100000 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 Miles

Buyer X

**SELLER ASSISTED LOAN**  
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A

Amount \$ NA Finance Charge \$ NA

Total \$ NA Payable in N/A installments of \$ NA \$ NA

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 N/A Buyer  
X N/A Co-Buyer

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

Buyer Signs X  
Co-Buyer Signs X

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

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

**WARNING:**  
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER, HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.  
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.  
THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

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 and accurate payoff amount is more than the amount shown above in item 6B as "Prior Credit or Lease Balance," you must pay Seller the excess amount above the amount shown above in item 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X  
Co-Buyer X

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

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

Buyer Signature  
Co-Buyer Signature X

**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.** SUBJECT TO LENDER'S CREDIT APPROVAL

**THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION.**  
California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

**YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.**

Buyer Signature \_\_\_\_\_ Date 09/19/08 Co-Buyer Signature X \_\_\_\_\_ Date \_\_\_\_\_  
Co-Buyer's and Other Owner's name who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X NA Address NA

**GUARANTY:** To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a

PRINT DATE: 5/26/09 17:03:57  
REPORT DATE: 5/26/09

SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 1  
USER: AFARIN13

Vehicle Type: C Owner: [REDACTED] Unit Number: [REDACTED]  
Year: 2007 Make: SATURN Model: AURA XE VIN: 1G8ZS57N97F [REDACTED] Stock Number: [REDACTED]

SO#: 235106 Date: 02/09/09 SA#: 312 Miles: 4423 FAC#: 11394 SO Tot: 469.06 Lbr: 166.97 Pts: 287.00 Net Itm: 74.00

L# Type Amount ST Description Technician

1  
Comp: CUSTOMER STATES SAME CONCERN AS LAST VISIT THE CHE  
~~OR ENGINE LIGHT, TRACTION OFF AND REDUCED ENGINE~~  
~~POWER ON W/NO DIED RT STOP TIME SEE HISTORY~~  
Caus: ELECTRICAL - SHORTED  
Tech Comm: VERIFIED CUSTOMERS CONCERN AND FOUND INTERNAL FAULT  
~~WAS TO THE BATTERY INSTALLED NEW BATTERY AND CLEAR~~  
~~ED CODES AND TEST DROVE CODE CAME BACK FOR CODE P~~  
~~INSPECTED AND FOUND INTERNAL FAILURE TO THE THROTL~~  
~~E BODY INSTALLED NEW THROTTLE BODY AND CLEARED COD~~  
~~ES TEST DROVE AND ALL OK AT THIS TIME.~~

NET ITEM 74.00 W RENTAL CAR-  
LABOR 49.11 W Corr: BATTERY - ONE - REPLACE  
Labor Op: N0110 443 Tom Heintz  
PARTS 105.86 W Part/Desc: 19001628 75- 5YR DELCO BATT 065

L# Type Amount ST Description Technician

2\*  
Comp: CONVERTED CLAIM  
Caus: MODL/COMPNT - SHORTED  
Tech Comm: REPLACED THROTTLE BODY DUE TO CODES P2135  
LABOR 117.86 W Corr: THROTTLE BODY ASSEMBLY REPLACEMENT 443 Tom Heintz  
Labor Op: J5490  
PARTS 181.14 W Part/Desc: 12609500 BODY ASM-THROT (W/ 390

\*\*\*\*\*  
SO#: 233402 Date: 12/08/08 SA#: 312 Miles: 2056 FAC#: 11394 SO Tot: 296.19 Lbr: 223.24 Pts: 526.91 Net Itm: 74.00

L# Type Amount ST Description Technician

1  
Comp: CUSTOMER STATES ~~THE SERVICE TRACTION LIGHT AND RED~~  
~~POWER COMES ON DISPLAY PLS ADVISE~~  
Caus: MODL/COMPNT - SHORTED  
Tech Comm: VERIFIED CUSTOMERS CONCERN AND FOUND INTERNAL FAULT  
~~WAS TO THE ECM INSTALLED NEW ECM AND ALL OK AT THIS~~  
~~IS TIME~~  
LABOR 56.27 W Corr: POWERTRAIN CONTROL MODULE REPLACEMENT 443 Tom Heintz  
Labor Op: J6360  
PARTS 239.91 W Part/Desc: 12597121 MODULE ASM-ENG CON 133

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PRINT DATE: 5/26/09 17:03:57  
REPORT DATE: 5/26/09

SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 2  
USER: AFARIN13

Vehicle Type: C  
Year: 2007 Make: SATURN

Owner: [REDACTED]  
Model: AURA XE VIN: 1G8ZS57N97F [REDACTED]

Unit Number: [REDACTED]  
Stock Number: [REDACTED]

SO#: 233918 Date:12/05/08 SA#:312 Miles: 3532 FAC#:11394 SO Tot: 39.95 Lbr: 241.24 Pts: 535.27 Net Itm: 74.00

L#	Type	Amount	ST	Description	Technician
1				Comp: QUICK OIL AND FILTER SERVICE S Tech Comm: PERFORMED LOF	
	LABOR Labor Op: M5010	18.00	CQ	Corr: CHANGE ENGINE OIL AND FILTER CHANGE ENGINE OIL AND	443 Tom Heintz
	PARTS	5.65 2.71	CQ CQ	Part/Desc: 89017342 FILTER ASM,OIL (PF) 133 Part/Desc: P3663 MOBIL 5W30 133	
	LABOR Labor Op: M5303	.00	CQ	Corr: RESET ENGINE OIL LIFE INDICATOR LAMP RESET ENGINE	443 Tom Heintz
	LABOR Labor Op: M5004	.00	CQ	Corr: EXTERIOR LIGHTING CHECK EXTERIOR LIGHTING CHECK	443 Tom Heintz
	LABOR Labor Op: M5005	.00	CQ	Corr: TOP OFF ALL FLUIDS TOP OFF ALL FLUIDS	443 Tom Heintz
	LABOR Labor Op: M5008	.00	CQ	Corr: CHECK AND/OR ADJUST TIRE PRESSURE (ALL) CHECK AND/	443 Tom Heintz

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SO#: 232342 Date:10/07/08 SA#: 42 Miles: 1980 FAC#:11394 SO Tot: 151.01 Lbr: 290.13 Pts: 637.39 Net Itm: 74.00

L#	Type	Amount	ST	Description	Technician
1				Comp: CUST REQUEST ONE NEW REMOTE AND ONE KEY PER DUE BI LL Tech Comm: PROGRAMMED ONE NEW REMOTE AND KEY.	
	LABOR Labor Op: R4490	48.89	ID	Corr: TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - R	019 tony valadez
	PARTS	25.71 76.41	ID ID	Part/Desc: 15871576 KEY-DR LK & IGN LK 510 Part/Desc: 22733524 TRANSMITTER ASM-R/ 510	

L#	Type	Amount	ST	Description	Technician
2				Comp: CUST REQUEST FLOOR MATS PER DUE BILL Tech Comm: INSTALLED FLOOR MATS PER DUE BILL	
	LABOR Labor Op: M5300	.00	ID	Corr: INSTALL MATS	

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80007/81/90

070/110

PRINT DATE: 5/26/09 17:03:57  
REPORT DATE: 5/26/09

SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 3  
USER: AFARIN13

Vehicle Type: C Owner: [REDACTED] Unit Number: [REDACTED]  
Year: 2007 Make: SATURN Model: AURA XE VIN: 1G8ZS57N97F [REDACTED] Stock Number: [REDACTED]

SO#: 222740 Date: 11/29/07 SA#: 84 Miles: 1523 FAC#: 11394 SO Tot: 246.40 Lbr: 422.13 Pts: 691.29 Net Itm: 134.50

L#	Type	Amount	ST	Description	Technician
1				Comp: SATURN USED CAR SAFETY INSPEC. Tech Comm: QUICK CHECK NO LOF	
	LABOR	97.50	IR	Corr: SATURN USED CAR SERVICE INSPECTION	073 ROBERT APPINO 079 ROGER STARKEY
	Labor Op: M6000				

L#	Type	Amount	ST	Description	Technician
2				Comp: SMOG CHECK Tech Comm: PASSED VISUAL SMOG	
	LABOR	19.50	IR	Corr: STATE NEW CAR EMISSION TEST	126 ALBERT AGUILAR
	Labor Op: M6010				

L#	Type	Amount	ST	Description	Technician
3				Comp: DETAIL SUBLET Tech Comm: DETAIL SUBLET	
	NET ITEM	60.50	IR	Detail (Sublet)--chevrolet	
	LABOR	.00	IR	Corr: DETAIL CAR (WAX & BUFF)	
	Labor Op: M5090				

L#	Type	Amount	ST	Description	Technician
4				Comp: aftermarket alarm used Tech Comm: INSTALLED IDENTITY	
	LABOR	15.00	IIU	Corr: NOW-SATURN ALARM INSTALLATION	073 ROBERT APPINO 079 ROGER STARKEY
	Labor Op: M5170				
	PARTS	53.90	IIU	Part/Desc: RS2 IDENTITY GM 008	

L#	Type	Amount	ST	Description	Technician
5				Comp: CHECK FOR TRACKER & ADVISE Tech Comm: CHECKED FOR TRACKER YEA	
	LABOR	.00	IR	Corr: INFORMATION LINE	
	Labor Op: M5300				

\*\*\*\*\*  
SO#: 222090 Date: 11/29/07 SA#: 293 Miles: 1241 FAC#: 11394 SO Tot: 517.93 Lbr: 458.53 Pts: 875.33 Net Itm: 386.50  
L# Type Amount ST Description Technician

1  
 Comp: ~~CUSTOMER STATES VEHICLE DIED AT STOP SIGN, RESTARTED, THEN VEHICLE HAD LOST POWER--WOULD NOT EXCEED 20 MPH, WOULD DIE AT EVERY STOP SIGN--SEVERE LOSS OF POWER~~  
 Caus: DEFECTIVE PART  
 Tech Comm: CUSTOMER STATES VEH DIED AT STOP, SEVERE LOSS OF POWER, INSPECTED SYSTEM,--FOUND CODE C0242 AND P2135 THROTTLE POSITION SENSOR CODE, CHECKED CONNECTIONS AT TB AND ECM, CONTACTED TAC CASE #9981942--REPLACED THROTTLE BODY ASSY--ROAD TEST OPERATION NORMAL

LABOR 36.40 W Corr: BODY UNIT, THROTTLE - REPLACE 126 ALBERT AGUILAR  
 Labor Op: J5490  
 PARTS 178.29 W Part/Desc: 12577029 BODY ASM-THROT (W/ 065  
 5.75 W Part/Desc: 12579933 SEAL-THROT BODY 065

L#	Type	Amount	ST	Description	Technician
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2  
 Comp: RENTAL  
 Caus: DEFECTIVE PART  
 Tech Comm: 7 DAYS RENTAL--CONTACTED DSM AND LEFT MESSAGES CONCERNING EXTENDED RENTAL--SCOTT ALLISON VIN #2G1WT55K189  
 NET ITEM 252.00 W RENTAL CAR--ENTERPRISE  
 LABOR .00 W Corr: COURTESY TRANSPORTATION SATURN COURTESY 6+ DAY CAR  
 Labor Op: Z4636

L#	Type	Amount	ST	Description	Technician
----	------	--------	----	-------------	------------

3\*  
 Comp: platinum seal  
 Tech Comm: NEED TO RESCHEDULE DURING WEEK  
 LABOR .00 IS Corr: INFORMATION LINE  
 Labor Op: M5300

\*\*\*\*\*  
 SO#: 219269 Date:08/29/07 SA#:293 Miles: 916 FAC#:11394 SO Tot: 90.99 Lbr: 549.52 Pts: 875.33 Net Itm: 386.50

L#	Type	Amount	ST	Description	Technician
----	------	--------	----	-------------	------------

1  
 Comp: ~~CUSTOMER STATES REDUCED POWER LIGHT CAME ON, INSPE~~  
 Caus: ~~NO PROBLEM FOUND~~  
 Tech Comm: CUSTOMER STATES REDUCED POWER LIGHT CAME ON, INSPE CT, DID FIND REDUCED POWER CODE, CLEARED CODE --ROAD TEST 60 MILES--COULD NOT GET LIGHT TO COME BACK ON  
~~CUSTOMER STATES REDUCED POWER LIGHT CAME ON, INSPE CT, DID FIND REDUCED POWER CODE, CLEARED CODE --ROAD TEST 60 MILES--COULD NOT GET LIGHT TO COME BACK ON~~  
 ADD TIME DIAG  
 LABOR 90.99 W Corr: ENGINE/MOTOR - SYMPTOM DIAGNOSIS

800781/90  
 070/810

PRINT DATE: 5/26/09 17:03:57  
REPORT DATE: 5/26/09

SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 5  
USER: AFARIN13

Vehicle Type: C Owner: [REDACTED] Unit Number: [REDACTED]  
Year: 2007 Make: SATURN Model: AURA XE VIN: 1G8ZS57N97E [REDACTED] Stock Number: [REDACTED]

L#	Type	Amount	ST	Description	Technician
1				Continued.....	
	Labor Op: J9995				073 ROBERT APPINO 079 ROGER STARKEY

L#	Type	Amount	ST	Description	Technician
2				Comp: CUSTOMER STATES SERVICE BRAKION LIGHT CAME ON Tech Comm: NO CODES--DID NOT COME ON DURING ROAD TEST	
	LABOR	.00	IS	Corr: INFORMATION LINE	
	Labor Op: M5300				

L#	Type	Amount	ST	Description	Technician
3				Comp: CUSTOMER STATES HOOD GETS TOO HOT TO TOUCH AFTER D RIVING Tech Comm: HOOD FEELS NORMAL AFTER ROAD TEST..	
	LABOR	.00	IS	Corr: INFORMATION LINE	
	Labor Op: M5300				

L#	Type	Amount	ST	Description	Technician
4*				Comp: CUSTOMER STATES CLUNK NOISE FROM LEFT REAR WHEN BA CKING AND TURNING RT OVER CURB Tech Comm: UNABLE TO DUPLICATE CONCERN	
	LABOR	.00	IS	Corr: INFORMATION LINE	
	Labor Op: M5300				

\*\*\*\*\*  
SO#: 219401 Date:08/27/07 SA#: 84 Miles: 970 FAC#:11394 SO Tot: 177.50 Lbr: 666.52 Pts: 875.33 Net Itm: 447.00

L#	Type	Amount	ST	Description	Technician
1				Comp: SATURN USED CAR SAFETY INSPEC. Tech Comm: PERFORMED SAFETY QUICK CHECK- NO LOP	
	LABOR	97.50	IR	Corr: SATURN USED CAR SERVICE INSPECTION	124 RICHARD DOUGLAS
	Labor Op: M6000				

L#	Type	Amount	ST	Description	Technician
----	------	--------	----	-------------	------------

PRINT DATE: 5/26/09 17:03:57  
REPORT DATE: 5/26/09

SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 6  
USER: AFARIN13

Vehicle Type: C  
Year: 2007

Make: SATURN

Owner: [REDACTED]  
Model: AURA XE

VIN: 1G8ZS57N97F [REDACTED]

Unit Number: [REDACTED]  
Stock Number: [REDACTED]

L#	Type	Amount	ST	Description	Technician
2				Comp: SMOG CHECK Tech Comm: PASSED VISUAL SMOG	
	LABOR	19.50	IR	Corr: STATE NEW CAR EMISSION TEST	
Labor Op: M6010					126 ALBERT AGUILAR

L#	Type	Amount	ST	Description	Technician
3				Comp: DETAIL SUBLET Tech Comm: DETAIL SUBLET (CHEVORLET)	
	NET ITEM	60.50	IR	Detail (Sublet)--chevrolet	
	LABOR	.00	IR	Corr: DETAIL CAR (WAX & BUFF)	
Labor Op: M5090					

L#	Type	Amount	ST	Description	Technician
5				Comp: CHECK FOR TRACKER & ADVISE Tech Comm: CHECKED FOR TRACKER	
	LABOR	.00	IR	Corr: INFORMATION LINE	
Labor Op: M5300					

\*\*\*\*\*  
SO#: 685381 Date:08/22/07 SA#: Miles: 900 FAC#:11331 SO Tot: .00 Lbr: 666.52 Pts: 875.33 Net Itm: 447.00

L#	Type	Amount	ST	Description	Technician
1				Tech Comm: 34416	
	NET ITEM	.00			
	LABOR	.00		Corr: WARRANTY TOWING COURTESY, GM ROADSIDE	
Labor Op: Z4531					

\*\*\*\*\*  
SO#: 217376 Date:07/07/07 SA#: 42 Miles: 3 FAC#:11394 SO Tot: 178.08 Lbr: 790.70 Pts: 929.23 Net Itm: 447.00

L#	Type	Amount	ST	Description	Technician
1				Comp: PRE-DELIVERY INSP AURA Caus: PDI Tech Comm: PERFORMED PDI.	

PRINT DATE: 5/26/09 17:03:57  
REPORT DATE: 5/26/09

SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 7  
USER: AFARIN13

Vehicle Type: C  
Year: 2007

Make: SATURN

Owner: [REDACTED]  
Model: AURA XE VIN: 1G8ZS57N97E [REDACTED]

Unit Number: [REDACTED]  
Stock Number: [REDACTED]

L#	Type	Amount	ST	Description	Technician
1				Continued..... Tech Comm: PERFORMED PDI.	
	LABOR	109.18	WI	Corr: NEW VEHICLE INSPECTION - BASE TIME	
	Labor Op: Z7000				116 JESSE WALKER
3*				Comp: Install Aftermarket Alarm Tech Comm: INSTALLED IDENTITY.	
	LABOR	15.00	IIN	Corr: NON-SATURN ALARM INSTALLATION	
	Labor Op: M5170				116 JESSE WALKER
	PARTS	53.90	IIN	Part/Desc: RS2 IDENTITY GM 065	

\*\*\* Following the line number denotes added operation.

\*\* End of Report \*\*

**SATURN OF ROSEVILLE**

750 Automall Drive  
Roseville, CA 95661

Toll Free (888) 825-8669 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7090  
Sacramento Local (916) 909-0102

**SERVICE INVOICE**



WWW.SATURNOFROSEVILLE.COM

BAR# RCAF222030  
CAL# 000308679

Co.# 01

CITRUS HEIGHTS CA  Business Phone: Home Phone:	Service Order Number		Service Advisor		VIN	
	[REDACTED]		Justin Nicholson		1G8ZS57N97F [REDACTED]	
	Color	Year	Make/Model	License	Engine	Stk.#
	GREY / UPPER	2007	SATURN AURA XE		LZ4 3.5LV6	7947U
	Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
	2656 / 3532	[REDACTED]	7/31/2007	---	1	
Tax Exempt		Date/Time In		Date/Time Out		
		11/14/2008 15:18		12/05/2008 9:58		

LINE 1 CUSTOMER STATES THE SERVICE TRACTION LIGHT AND REDUCED POWER COMES ON DISPLAY PLS ADVISE  
 CAUSE: OTHER - FOLLOW OPERATION  
 TECH COMM: VERIFIED CUSTOMERS CONCERN AND FOUND INTERNAL FAILURE TO THE ECM. INSTALLED NEW ECM AND ALL OK AT TJH IS TIME.

REPAIR 1 INFORMATION LINE  
 OPCODE: M5300  
 HRS: 1.40  
 PRIMARY TECH: 443  
 WARR PARTS: 1

SALE TYPE: WARRANTY - WTY

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
SN	12597121 MODULE AS Y		1		WARRANTY - GM	WTY

THANK YOU FOR CHOOSING SATURN OF ROSEVILLE

CUSTOMER SIGNATURE \_\_\_\_\_ CUSTOMER TOTAL ..... \$ .00

*[Signature]*  
 DEC 05 2008

\*By law, you may choose another facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.

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**TEAR DOWN 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. Page 1**

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750 Automall Drive  
Roseville CA 95661

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Sacramento Local (916) 969-0102

**SERVICE  
INVOICE**



BAR# RCAF222030  
CAL# 000308679

Co.# 01

WWW.SATURNOFROSEVILLE.COM

<b>Sold To:</b>  [REDACTED] CITRUS HEIGHTS CA [REDACTED]  Business Phone: [REDACTED] Home Phone: [REDACTED]	<b>Service Order Number</b>		<b>Service Advisor</b>		<b>VIN</b>		
	[REDACTED]		Justin Nicholson		1G8ZS57N97F6 [REDACTED]		
	<b>Color</b>	<b>Year</b>	<b>Make/Model</b>		<b>License</b>	<b>Engine</b>	<b>Stk.#</b>
	GREY / UPPER	2007	SATURN ALBA KE			LZ4 8.5LV6	7947U
	<b>Mileage In/Out</b>		<b>Tag</b>	<b>Delivery Date</b>	<b>Rate</b>	<b>Doc. Count</b>	<b>Plan</b>
	4423 / 4423		[REDACTED]	7/31/2007	---	1	
<b>Tax Exempt</b>			<b>Date/Time In</b>		<b>Date/Time Out</b>		
			1/17/2009 12:28		2/06/2009 9:36		

LINE 1 CUSTOMER STATES SAME CONCERN AS LAST VISIT THE CHECK ENGINE LIGHT, TRACTION OFF AND REDUCED ENGINE POWER ON ALSO DIED AT STOP 1 TIME SEE HISTORY.  
 CAUSE: OTHER - FOLLOW OPERATION  
 TECH COMM: VERIFIED CUSTOMERS CONCERN AND FOUND INTERNAL FAILURE TO THE BATTERY INSTALLED NEW BATTERY AND CLEARED CODES AND TEST DROVE CODE CAME BACK FOR C0242 INSPECTED AND FOUND INTERNAL FAILURE TO THE THROTTLE BODY INSTALLED NEW THROTTLE BODY AND CLEARED CODES TEST DROVE AND ALL OK AT THIS TIME.

REPAIR 1 INFORMATION LINE  
 OPCODE: M5300  
 HRS: 1.00  
 PRIMARY TECH: 443  
 WARR PARTS: 2

SALE TYPE: WARRANTY - WTY

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
OT	19001628 75- 5YR D Y		1		WARRANTY - GM	WTY
SN	12609500 BODY ASM- N		1		WARRANTY - GM	WTY

NET ITEM: C RENTAL CAR- SALE TYPE  
 PO#: 295753 L#: 1 WARRANTY - GM WTY  
 UNIT QTY: 3 UNIT AMT: RENTAL DAYS: 3

THANK YOU FOR CHOOSING SATURN OF ROSEVILLE

CUSTOMER SIGNATURE \_\_\_\_\_ CUSTOMER TOTAL ..... \$ 00

\*By law, you may choose another facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.

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750 Automall Drive  
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 Toll Free (866) 825-8556 Main (916) 781-7040  
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 Sacramento Local (916) 969-0102

**SERVICE INVOICE**

BAR# RCAF222030  
 CAL# 000308679

WWW.SATURNOFROSEVILLE.COM

Co.# 01

<b>Sold To:</b>  [REDACTED] CITRUS HEIGHTS CA [REDACTED]  Business Phone: [REDACTED] Home Phone: [REDACTED]	<b>Service Order Number</b>		<b>Service Advisor</b>		<b>VIN</b>		
	[REDACTED]		ASHLEY PULLIN		1G8Z857N97F [REDACTED]		
	<b>Color</b>	<b>Year</b>	<b>Make/Model</b>		<b>License</b>	<b>Engine</b>	<b>Stk.#</b>
	GREY / UPPER	2007	SATURN AURA XE			LZ4 3.5LV6	7947U
	<b>Mileage In/Out</b>		<b>Tag</b>	<b>Delivery Date</b>	<b>Rate</b>	<b>Doc. Count</b>	<b>Plan</b>
	5797 / 6868		[REDACTED]	7/31/2007	----	1	
	<b>Tax Exempt</b>			<b>Date/Time In</b>		<b>Date/Time Out</b>	
			5/26/2009 7:52		6/02/2009 16:10		

LINE 1 CUST STATES DRIVING DOWN FREEWAY, AIRBAG DISABLE, ENGINE POWER REDUCED, TRACTION DISABLE, ENGINE DID ABLE LIGHTS ALL CAME ON AND CAR DIED, WOULD NOT START BACK UP, HAD TOWED IN. ONCE HERE IT STARTED, CK AND ADVISE  
 CAUSE: MODL/COMPNT - NO/BAD COMM  
 TECH COMM: SCANNED, VERIFID CODES P2135--C0242--B0081--TESTED INSPECTED, UNABLE TO VERIFY, ROAD TESTED MULTIPLE TIMES, SHOP FOREMAN TEST DROVE HOME, CHECKED POWER AND GROUNDS, PER DICUSSION WITH AREA SERVICE MANAGER, REPALCED BODY CONTROL MODULE AND UNDER HOOD ELECTRICAL BUSS PANEL

REPAIR 1 INFORMATION LINE  
 OPCODE: M5300 SALE TYPE: WARRANTY - WTY  
 HRS: 2.50  
 PRIMARY TECH: 866  
 WARR PARTS: 2

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	25861370 MODULE AS	Y	1		WARRANTY - GM	WTY
SN	15859578 BLOCK ASM	N	1		WARRANTY - GM	WTY

NET ITEM: C RENTAL CAR-ENTERPRISE-626550 SALE TYPE  
 PO#: 18191 WARRANTY - GM WTY  
 UNIT QTY: 6 UNIT AMT: RENTAL DAYS: 6

LINE 2 TOW IN  
 CAUSE: OTHER - FOLLOW OPERATION  
 TECH COMM: TOWED IN

REPAIR 1 INFORMATION LINE  
 OPCODE: M5300 SALE TYPE: WARRANTY - WTY

THANK YOU FOR CHOOSING SATURN OF ROSEVILLE

CUSTOMER SIGNATURE \_\_\_\_\_ CUSTOMER TOTAL ..... \$ .00

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TEAR DOWN 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. Page 1

# HILL ENTERPRISES TOWING

30750 Valley Lane  
RED BLUFF, CA 96080  
Phone (925) 224-0711

[Redacted]		Date	6-18-09
[Redacted]		Vehicle Make/Model	2007-5110101010101010
[Redacted]		Vehicle Year	2007
CALL NO.	[Redacted]	TOWED FROM	155130
TYPE OF CALL	VT	exit 712	
DESTINATION	[Redacted]	TOWED TO	JOHN D
MILEAGE START	[Redacted]	750 AUTOMILE	
97 miles overage		<input type="checkbox"/> START	<input type="checkbox"/> TOW
		<input type="checkbox"/> BATTERY	<input type="checkbox"/> WRECKER
		<input type="checkbox"/> FLAT TIRE	<input type="checkbox"/> FLAT TIRE
		<input type="checkbox"/> GAS	<input checked="" type="checkbox"/> INSURED
		<input type="checkbox"/> LOCKOUT	
[Redacted]		TOWING CHARGE	
[Redacted]		WRECKER CHARGE	
[Redacted]		SUB TOTAL	
[Redacted]		TOTAL	550

**LAW OFFICES OF MICHAEL A. SAUNDERS**  
**1901 First Avenue, First Floor**  
**San Diego, California 92101**  
**(858) 272-9988**  
**(858) 272-9009 (fax)**

**FACSIMILE TRANSMISSION**

July 9, 2009

PLEASE HAND DELIVER THE FOLLOWING TELECOPY TO: **General Motors**  
**Business Resource Center**  
**(Lemon Law)**

FAX NO.: 866-962-2868

FROM: Michael A. Saunders, Esq.

RE: [REDACTED] vs. General Motors  
2007 Saturn Aura XE  
VIN: 1G8ZS57N97F [REDACTED]

NO. OF PAGES  
INCLUDING COVER: 3

IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CALL (858) 272-9988. THANK YOU

MESSAGE: Please find enclosed a completed RELEASE OF LIEN form.

CONFIDENTIAL COMMUNICATION

THIS MESSAGE IS INTENDED SOLELY FOR THE USE AND VIEW OF THE ADDRESSEE AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IF YOU ARE NOT THE INTENDED RECIPIENT YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE AND RETURN THE ORIGINAL MESSAGE TO US AT THE ABOVE ADDRESS VIA THE U.S. POSTAL SERVICE. THANK YOU

**Law Offices of Michael A. Saunders**

1901 First Avenue, First Floor  
San Diego, CA 92101  
Fax (858) 272-9009  
(858) 272-9988

July 9, 2009

General Motors Corporation  
Business Resource Center  
P.O. Box 33170  
Detroit, MI 48232-5170

Re: [REDACTED] vs. General Motors Corporation

GM Service  
Request: 71-727850462  
Our Client: [REDACTED]  
Vehicle: 2007 Saturn Aura XE  
Date of Delivery: September 19, 2008  
VIN: 1G8ZS57N97F [REDACTED]

Dear Sir or Madam:

We are in receipt of General Motors' correspondence, dated June 22, 2009, wherein the manufacturer requested a RELEASE OF LIEN information/authorization form to be completed by Michael Davidson.

Please find attached a copy of the completed RELEASE OF LIEN form in response to your request. Please feel free to call me anytime if you have questions.

Very truly yours,

LAW OFFICES OF MICHAEL A. SAUNDERS



Michael A. Saunders, Esq.  
Attorney for Michael Davidson

Encl: Release of Lien Form

RELEASE OF LIEN INFORMATION

I [Redacted] [Redacted]  
(Client's Name) (Client's Social Security Number)

hereby authorize SCHOOLS FINANCIAL CREDIT UNION  
(Lien holder Name)

5210 MADISON AVENUE, SACRAMENTO, CA 916-569-5400  
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # [Redacted]  
(Account Number)

with SCHOOLS FINANCIAL CREDIT UNION  
(Lien holder Name)

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

Date 7-7-2009

VEHICLE INFORMATION

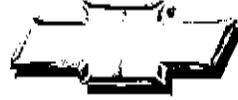
The current vehicle mileage is 7144 Date mileage read: 7-7-2009

[Redacted Signature]

Signature



# *John L Sullivan Chevrolet*



*From the desk of Rob Stein*

## Fax Cover Sheet

Date: June 22, 2009

To: GM Legal

Attention: Cynthia Reyes

Number of Pages (including this cover sheet)

Comments:

**██████████ RO info first of 2 batches. SR# 71-727850462**

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Please call (916) 782-1243 ext. 8740 if you have any questions or concerns regarding the following information.

Thank you,

Rob Stein  
 Service Manager  
 John L. Sullivan Chevrolet/  
 Saturn of Roseville



750 Automall Drive  
Roseville, CA 95661  
Toll Free (866) 826-8555 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7090  
Sacramento Local (916) 959-0102

SERVICE INVOICE

WWW.SATURNOFROSEVILLE.COM

BAR# RCAF222030  
CAL# 000308679

Co.# 01

<b>Sold To:</b>   CITRUS HEIGHTS CA Business Phone: Home Phone:	Service Order Number		Service Advisor		VIN	
			ASHLEY PULLIN		1G8ZS57N97F	
	Color	Year	Make/Model	License	Engine	Stk #
	GREY / UPPER	2007	SATURN AURA XE		LZ4 3.5LV6	7947U
	Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
	1980 / 1980		7/31/2007	----	1	
	Tax Exempt		Date/Time In		Date/Time Out	
		10/03/2008 16:00		10/03/2008 17:19		

LINE 1 CUST REQUEST ONE NEW REMOTE AND ONE KEY PER DUE BI  
LL

TECH COMM: PROGRAMMED ONE NEW REMOTE AND KEY.

REPAIR 1 TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - R  
OPCODE: R4490 SALE TYPE: INTERNAL /W INT  
HRS: .50  
PRIMARY TECH: 019

PARTS	DESC	FP	QTY	PRICE	SALE TYPE
SN	15871576 KEY-DR LK N		1		INTERNAL /WITH INT
SN	22733524 TRANSMITT N		1		INTERNAL /WITH INT

LINE 2 CUST REQUEST FLOOR MATS PER DUE BILL  
TECH COMM: INSTALLED FLOOR MATS PER DUE BILL

REPAIR 1 INSTALL MATS  
OPCODE: M5300 SALE TYPE: INTERNAL /W INT

THANK YOU FOR CHOOSING SATURN OF ROSEVILLE

CUSTOMER SIGNATURE

*Car Jones*

CUSTOMER TOTAL .....

\$ .00

OCT 03 2008 *AS*

\*By law, you may choose another facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.\*

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SATURN OF ROSEVILLE

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Roseville, CA 95661

Toll Free (800) 825-8556 Main (916) 781-7040

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Sacramento Local (916) 969-0102

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SERVICE  
INVOICE

\*\* ACCOUNTING COPY \*\*

SO# 232342 DATE/TIME IN: 10/03/2008 16:00 DATE/TIME OUT: 10/03/2008 17:19  
TAG# W474 SA: ASHLEY PULLIN DOC COUNT: 1 PAGE: 1



01 1G8ZS57N97F [REDACTED]  
2007 SATURN AURA XE GREY / UPPER  
ENGINE: LZ4 3.5LV6  
STK#: 7947U  
MILES IN/OUT 1980 / 1980  
DEL DATE: 7/31/2007

CITRUS HEIGHTS CA [REDACTED]

-----email:-----  
LINE 1 CUST REQUEST ONE NEW REMOTE AND ONE KEY PER DUE BI  
LL  
TECH COMM: PROGRAMMED ONE NEW REMOTE AND KEY.  
  
REPAIR 1 TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - R  
OPCODE: R4490 SALE RATE: A COST RATE: A COST: 13.50  
HRS: .50 SALE TYPE: ID \$48.89  
PRIMARY TECH: 019

PARTS	DESC	FP	QTY	PRICE	COST	ST	
SN	15871576 KEY-DR LK	N	1	25.714	19.78	ID	\$25.71
SN	22733524 TRANSMITT	N	1	76.414	58.78	ID	\$76.41
LINE TOTAL						\$92.06	\$151.01

-----  
LINE 2 CUST REQUEST FLOOR MATS PER DUE BILL  
TECH COMM: INSTALLED FLOOR MATS PER DUE BILL  
  
REPAIR 1 INSTALL MATS  
OPCODE: M5300 SALE RATE: A COST RATE: A COST:  
HRS: SALE TYPE: ID \$0.00  
  
LINE TOTAL \$0.00 \$0.00  
-----

ACCOUNT NO	SALE AMT	COST AMT	CNTL NO	
463	48.89-	13.50		CUSTOMER TOTAL ..... \$0.00
481	102.12-	78.56		
300E	151.01			

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CAL# 000308679

Disclaimer of Warranties

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

# Work Order

CUSTOMER  WARRANTY  INTERNAL

Jun. 22, 2009 11:05AM Service Department

Date	VIN	Mileage	Del. Date	Miles	In-Serv-Date	License No.	Yr	Make	Model
10/03/08	1G8ZS57N97E [REDACTED]	1980	07/31/07	24	07/31/07		07	SATURN	AURA XE

**TEAR DOWN 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.

Name: [REDACTED]  
 Address: [REDACTED]  
 City / State / Zip: CITRUS HEIGHTS CA [REDACTED]  
 Eng: LZ4 3.5LV6 4 SPD AUTO  
 Transmission: GREY / UPP  
 Color: SA# 42 SO# [REDACTED]  
 Home: [REDACTED] Business Phone: [REDACTED] Tag# [REDACTED] Ref SO# 01  
 Customer Number: [REDACTED] Stock # 7947U Labor Rate .00  
 Payment Type: [REDACTED] Promise Date / Time 10/03/08

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

PRINTED: 16:00:39 Attention:

Comments:

Doc Cnt: 1 Prk Lot: [REDACTED]  
 Diag Codes: [REDACTED]  
 \*\*\*\*\*ESTIMATE\*\*\*\*\*

L#	Codes	ST	Hrs	Labor	Parts	Total
1	CUST REQUEST ONE NEW REMOTE AND ONE KEY PER DUE BILL	BI				
2	CUST REQUEST FLOOR MATS PER DUE BILL	ID				

8002701300 OCT 07 2008

SCANNED OCT 08 2008

(\* HAZARDOUS MATERIAL) A hazardous waste disposal charge will be added when items removed from your vehicle or items used in conjunction with the repair of your vehicle must be disposed of in compliance with federal, state and local government hazardous waste regulations. These items could include any of the following: Oil, greases, antifreeze, transmission fluid, cleaning fluids, brake pads, non-recyclable items, etc.

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

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 thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X

SA: ASHLEY PULLIN	ESTIMATE	TOTAL:
HOURS	LABOR	MISC
HAZDS	DISC	TOTAL
	DEDCT	TAXES

No. 5016 P. 37





WWW.SATURNOFROSEVILLE.COM

750 Automall Drive  
Roseville, CA 95661

Toll Free (866) 825-8556 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7090  
Sacramento Local (916) 969-0102

BAR# ARD00222030  
CAL# 000308679

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

# Work Order

CUSTOMER  WARRANTY  INTERNAL

Jun. 22, 2009 11:05AM Service Department

Date	10/03/08	VIN	1G8ZS57N97F	Mileage	1980	Del. Date	07/31/07	Miles	24	In-Serv-Date	07/31/07	License No.	07	Make	SATURN	Model	AURA XE
Name	[REDACTED]			Eng	LZ4 3.5LV6	Transmission	4 SPD AUTO	Color	GREY / UPP	SA#	42	CO#	[REDACTED]				
Address	[REDACTED]			City / State / Zip	CITRUS HEIGHTS CA	Customer Number	[REDACTED]	Stock #	7947U	Labor Rate	.00	Ref SO#	01				
Doc Cnt:	1	Prk Lot:		Payment Type	01	Diag Codes		Promise Date / Time	10/03/08	***** ESTIMATE *****							

TEAR DOWN 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.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

PRINTED: 16:00:39 Attention: Comments:

L#	Codes	Description	ST	Hrs	Labor	Parts	Total
1		CUST REQUEST ONE NEW REMOTE AND ONE KEY PER DUE BI LL	ID				
2		CUST REQUEST FLOOR MATS PER DUE BILL	ID				

*Carlone*

(\*\*HAZARDOUS MATERIAL) A hazardous waste disposal charge will be added when items removed from your vehicle or items used in conjunction with the repair of your vehicle must be disposed of in compliance with federal, state and local government hazardous waste regulations. These items could include any of the following: Oils, greases, antifreeze, brake, cleaning fluids, brake pads, non-recyclable items, etc.

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

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 I agree to pay for the same. I acknowledge on the above vehicle to be used for the purpose of testing and/or repair.

X

SA:	ASHLEY PULLIN	ESTIMATE TOTAL:
HOURS	LABOR	NI ITEM
HAZDS	DISC	TAXES
	DEDCT	TOTAL

No. 5016 P. 38

# John L. Sullivan Chevrolet



LANE 3

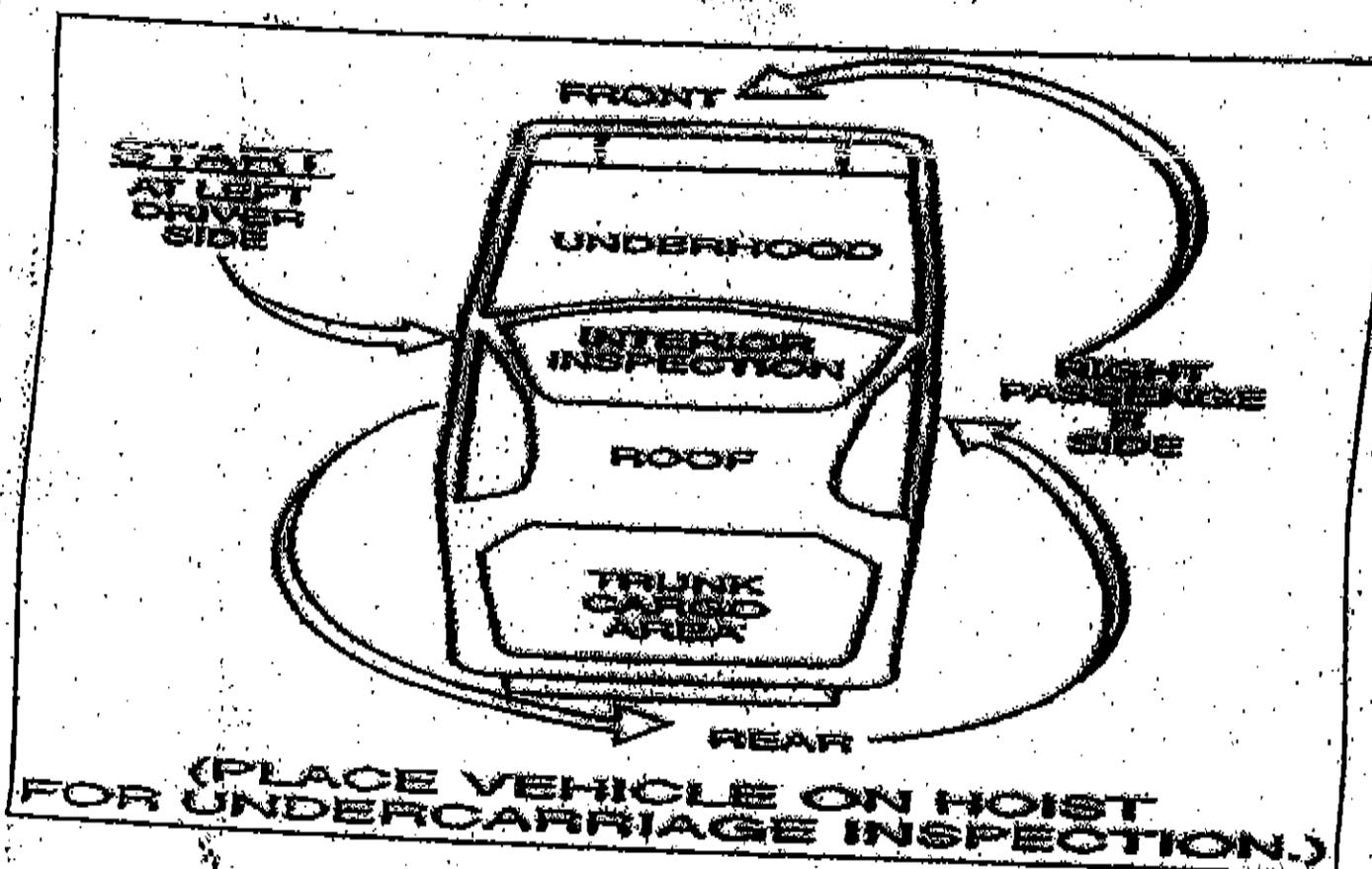
## Vehicle Check In

Name \_\_\_\_\_

IN.  IF Lic# \_\_\_\_\_

Mileage 1980 Type Vehicle/ Color AURA / TAN

Windshield Condition- (CHECK ALL THAT APPLY)- Cracked \_\_\_\_\_ Chipped \_\_\_\_\_ Pitted \_\_\_\_\_



(PLACE VEHICLE ON HOIST FOR UNDERCARRIAGE INSPECTION.)

Wheel Covers \_\_\_\_\_ X - Small Dent \_\_\_\_\_ - Scrape Q - Large Dent

Customer's Signature \_\_\_\_\_



SATURN OF ROSEVILLE

750 Automall Drive  
Roseville, CA 95661

Toll Free (800) 825-8556 Main (916) 781-7046  
Service (916) 781-7575 Parts (916) 781-7090  
Sacramento Local (916) 888-0102

WWW.SATURNOFROSEVILLE.COM

SERVICE  
INVOICE

\*\* ACCOUNTING COPY \*\*

SO# 222740 DATE/TIME IN: 11/29/2007 14:11 DATE/TIME OUT: 11/29/2007 16:51  
SA: ROBERT STEIN DOC COUNT: 1 PAGE: 1

SATURN OF ROSEVILLE 01 1G8ZS57N97F [REDACTED]  
750 automall drive 2007 SATURN AURA XE GREY / UPPER  
ROSEVILLE CA 95661 ENGINE: LZ4 3.5LV6  
(916) 781-7575 (916) 781-7575 STK#: 7947U  
MILES IN/OUT 1523 / 1524  
DEL DATE: 7/31/2007

-----email:-----  
LINE 1 SATURN USED CAR SAFETY INSPEC.  
TECH COMM: QUICK CHECK NO LOF  
  
REPAIR 1 SATURN USED CAR SERVICE INSPECTION  
OPCODE: M6000 SALE RATE: A COST RATE: A COST: 25.50  
HRS: 1.00 SALE TYPE: IR \$97.50  
PRIMARY TECH: 073  
SECONDARY TECH: 079  
  
LINE TOTAL \$25.50 \$97.50

-----  
LINE 2 SMOG CHECK  
TECH COMM: PASSED VISUAL SMOG  
  
REPAIR 1 STATE NEW CAR EMISSION TEST  
OPCODE: M6010 SALE RATE: A COST RATE: A COST: 6.40  
HRS: .20 SALE TYPE: IR \$19.50  
PRIMARY TECH: 126  
  
LINE TOTAL \$6.40 \$19.50

-----  
LINE 3 DETAIL SUBLET  
TECH COMM: DETAIL SUBLET  
  
REPAIR 1 DETAIL CAR (WAX & BUFF)  
OPCODE: M5090 SALE RATE: A COST RATE: A COST:  
HRS: SALE TYPE: IR \$0.00  
  
NET ITEM: S Detail (Sublet)--chevrolet SALE TYPE  
PO#: L#: COST: 55.00 IR \$60.50  
UNIT QTY: 1 UNIT AMT: 60.50  
  
LINE TOTAL \$55.00 \$60.50

-----  
LINE 4 aftermarket alarm used  
TECH COMM: INSTALLED IDENTITY

\*By law, you may  
choose another  
facility to perform  
any needed ser-  
vice or adjust-  
ments within the  
Smog Check test  
indicated area, if  
necessary.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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.

YEAR DOWN 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.

No. 5016

P. 35

Service Department  
Jun. 22. 2009 11:05AM



780 Automall Drive  
Roseville, CA 95661  
Toll Free (866) 825-8558 Main (916) 781-7040  
Service (916) 781-7675 Parts (916) 781-7090  
Sacramento Local (916) 988-0102

BAR# AF222030  
CAL# 000308679

**Disclaimer of Warranties**  
The seller hereby expressly disclaims all warranties, either  
expressed or implied, including any implied warranty of  
merchantability of fitness for a particular purpose, and neither  
seller nor any other person is liable for (1) any  
liability in connection with the sale of said products.

# Work Order

CUSTOMER  WARRANTY  INTERNAL

WWW.SATURNOFROSEVILLE.COM

Date	VIN	Mileage	Del. Date	Miles	In-Serv-Date	License No.	Yr	Make	Model
11/29/07	1G8Z957N97E	1523	07/31/07	24	07/31/07		07	SATURN	AURA XE
<b>TEAR DOWN 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.</b>		Name	Eng	Transmission	Color	SA#			
		SATURN OF ROSEVILLE	L24	3.5LV6 4 SPD AUTO	GREY / UPP	84			
		Address	Home	Business Phone	Tag#	Ref SO#			
		750 automall drive	(916) 781-7575	(916) 781-7575		01			
		City / State / Zip	Customer Number	Stock #	Labor Rate				
		ROSEVILLE CA 95661		7947U	.00				
			Payment Type	Promise Date / Time					
			01	11/29/07					

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.**  
PRINTED: 14:11:01 Attention:

Comments: Doc Cnt: 1 Prk Lol: 01 Payment Type: 01 Diag Codes: \*\*\*\*\*ESTIMATE\*\*\*\*\*

L#	Codes	Description	ST	Hrs	Labor	Parts	Total
1	M6000	SATURN USED CAR SAFETY INSPEC.	IR				
	M6000	SATURN USED CAR SERVICE INSPECTION					
2	M6010U	SMOG CHECK	IR				
	NET ITEM M	SMOG CERTIFICATION					
	M6010	STATE NEW CAR EMISSION TEST					
3	M5090	DETAIL SUBLET	IR				
	NET ITEM S	Detail (sublet) --chevrolet					
	M5090	DETAIL CAR (WAX & BUFF)					
4	IDENTITY U	aftermarket alarm used	IIU				
	M5170	NON-SATURN ALARM INSTALLATION					
5	TRACKER S	CHECK FOR TRACKER & ADVISE	IR				
	M5300	INFORMATION LINE					

**HAZARDOUS MATERIAL** A hazardous waste disposal charge will be added when items removed from your vehicle or items used in conjunction with the repair of your vehicle must be disposed of in accordance with federal, state and local (environmental hazardous waste regulations). These items could include any of the following: Oil, grease, antifreeze, brake, cooling fluids, brake pads, non-completable items, etc.

**By law, you may choose another facility to perform any needed repairs or maintenance which the Smog Check test requires and necessary.**

I hereby authorize the smog check repairs to be done by you, together with the funding by you of the necessary parts and labor provided for such repair, and agree that you are responsible for any delays caused by unavailability or delayed availability of parts as ordered for this vehicle. I understand that you acknowledge any other person is liable for any liability in connection with such work; that you shall not be responsible for loss of or damage to the above vehicle, or other loss, liability, or other cause beyond your control; that any repair of mechanical items in vicinity of a contaminated or on the above vehicle is done at the amount of repair charges; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting performance.

SA: ROBERT STEIN	ESTIMATE TOTAL:			
HOURS	LABOR	PARTS	NET ITEM	MISC
HAZDS	DISC	DEDCT	TAXES	TOTAL



750 Automall Drive  
Roseville, CA 95661  
Toll Free (866) 825-8656 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7090  
Sacramento Local (916) 959-0102

BAR# AF222030  
CAL# 000308679

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# Work Order

CUSTOMER  WARRANTY  INTERNAL

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Date	11/29/07	VIN	1G8ZS57N97F	Mileage	1523	Del. Date	07/31/07	Miles	24	In-Serv-Date	07/31/07	License No.		Yr	07	Make	SATURN	Model	AURA XE	
Name	SATURN OF ROSEVILLE			Eng	LZ4 3.5L V6 4 SPD AUTO			Color	GREY / UFP			SA#	94							
Address	750 automall drive			Home	(916) 781-7575			Business Phone	(916) 781-7575			Tag#	Ref SO#							
City / State / Zip	ROSEVILLE CA 95661			Customer Number				Stock #	7947U			Labor Rate	.00							
Payment Type	01			Promiss Date / Time	11/29/07															
Doc Cnt:	1			Prk Lot:				Diag Codes												

**TEAR DOWN 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.

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

PRINTED: 14:11:01 Attention:  
Comments:

L#	Code	Description	ST	Hrs	Labor	Parts	Total
1	M6000	SATURN USED CAR SAFETY INSPEC.	IR	1.0			
	M6000	SATURN USED CAR SERVICE INSPECTION	IR				
2	M6010U	SMOG CHECK	IR	2			
	NET ITEM M	SMOG CERTIFICATION					
	M6010	STATE NEW CAR EMISSION TEST					
3	M5090	DETAIL SUBLET	IR				
	NET ITEM S	Detail (Sublet) --chevrolet					
	M5090	DETAIL CAR (WAX & BUFF)					
4	IDENTITY	aftermarket alarm used					
	MS170	NON-SATURN ALARM INSTALLATION					
5	TRACKER	CHECK FOR TRACKER & ADVISE					
	MS300	INFORMATION LINE					

**HAZARDOUS MATERIAL:** A hazardous waste disposal charge will be added when items removed from your vehicle or home used in conjunction with the repair of your vehicle must be disposed of in accordance with federal, state and local government and relevant waste regulations. These items would include but not be limited to: Oil, coolant, antifreeze, brake fluid, transmission fluid, etc.

By the undersigned, I hereby authorize the repair of the above vehicle and repairs or adjustments which the SMOG Check test indicates are necessary.

I hereby agree to authorize the repair of the above vehicle and repairs or adjustments which the SMOG Check test indicates are necessary. I understand that you shall not be responsible for any damage to the above vehicle, including but not limited to, theft or damage to the above vehicle, which may occur while the above vehicle is in your possession or control, or otherwise for the purpose of testing and/or repair.

SA: ROBERT STEIN	<b>ESTIMATE TOTAL:</b>			
HOURS	LABOR	PARTS	NET ITEM	MISC
HAZDS	DISC	DEDC	TAXES	TOTAL

Job #	MECHANIC'S FINDINGS AND REMARKS:				R.O. No. W.O. No.	Empl. No.	Job No.	Flat Rate Time	W-Time	Repair Order Time	Off
	MILEAGE OUT 1ST 2ND MILEAGE IN 1ST 2ND										
Cause	Safety Check										11
Cure											10
Cause	2. Refused Visual Check OK										5
Cure											8
Cause											7
Cure											6
Cause	1. Install After Market Alarm										9
Cure											4
Cause											3
Cure											2
Cause											1
Cure											0

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF
22-2760	126	126	126		2	ON
2240	71	12			6	NOV 29 14.58
2240	71	12			6	NOV 29 14.31

\*Parts Return - Warranty  Core  - Desc. \_\_\_\_\_ Initial \_\_\_\_\_

1st Addition to Estimate \$	Total 1st Revised Est. \$	3rd Addition to Estimate \$	Total 3rd Revised Est. \$
Date Contacted	Time Contacted	Type of Repair	
<input type="checkbox"/> Phone <input type="checkbox"/> In Person	Price OK'd By	Phone #	
2nd Addition to Estimate \$	Total 2nd Revised Est. \$	4th Addition to Estimate \$	Total 4th Revised Est. \$
Date Contacted	Time Contacted	Type of Repair	
<input type="checkbox"/> Phone <input type="checkbox"/> In Person	Price OK'd By	Phone #	

**Technical Information**

Battery - Volts \_\_\_\_\_ Amps \_\_\_\_\_

Charging - Volts \_\_\_\_\_ Amps \_\_\_\_\_ Diodes \_\_\_\_\_

Computer Codes \_\_\_\_\_

Brakes - Thinnest measured inner or outer

Front \_\_\_\_\_ m/m Rear \_\_\_\_\_ m/m

Tires Lbs. LF \_\_\_\_\_ RF \_\_\_\_\_ RR \_\_\_\_\_ LR \_\_\_\_\_ Spare \_\_\_\_\_

Depth LF \_\_\_\_\_ RF \_\_\_\_\_ RR \_\_\_\_\_ LR \_\_\_\_\_ Spare \_\_\_\_\_

Job #	MECHANIC'S FINDINGS AND REMARKS:				R.O. No. / W.O. No.	Empl. No.	Job No.	Flat Rate Time	W-Time	Repair Order Time	On / Off
	MILEAGE OUT 1ST 2ND MILEAGE IN 1ST 2ND										11
Cause	PD I complete.										10
Cure	Installed IDentity										9
Cause											8
Cure											7
Cause											6
Cure											5
Cause											4
Cure											3
Cause											2
Cure											1

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
5176/6		1.1				7:00

\*Parts Return - Warranty  Core  - Desc.  Initial

1st Addition to Estimate \$	Total 1st Revised Est. \$	3rd Addition to Estimate \$	Total 3rd Revised Est. \$
Date Contacted	Time Contacted	Type of Repair	
<input type="checkbox"/> Phone <input type="checkbox"/> In Person Price OK'd By Phone #			
2nd Addition to Estimate \$	Total 2nd Revised Est. \$	4th Addition to Estimate \$	Total 4th Revised Est. \$
Date Contacted	Time Contacted	Type of Repair	
<input type="checkbox"/> Phone <input type="checkbox"/> In Person Price OK'd By Phone #			

Technical Information

Battery - Volts \_\_\_\_\_ Amps \_\_\_\_\_  
 Charging - Volts \_\_\_\_\_ Amps \_\_\_\_\_ Diodes \_\_\_\_\_  
 Computer Codes \_\_\_\_\_  
 Brakes - Thinnest measured Inner or outer  
 Front \_\_\_\_\_ m/m Rear \_\_\_\_\_ m/m  
 Tires Lbs. LF \_\_\_\_\_ RF \_\_\_\_\_ RR \_\_\_\_\_ LR \_\_\_\_\_ Spare \_\_\_\_\_  
 Depth LF \_\_\_\_\_ RF \_\_\_\_\_ RR \_\_\_\_\_ LR \_\_\_\_\_ Spare \_\_\_\_\_

USED CAR QUICK CHECK

STOCK NO 79470	MILES 1523	RO NO. 22274	DATE 11-28
VISUAL CHECK	RECOMMENDED REPAIRS	ESTIMATE	AUTHORIZED
HORN	/		
SPEEDOMETER	/		
SEAT BELTS	/		
STEERING	/		
WIPERS	/		
SUSPENSION FRONT	/		
SUSPENSION REAR	/		
EXHAUST SYSTEM	/		
OIL LEAKS	/		
CHECK ALL FLUID LEVELS	/		
TIRES L/F 9 R/F 9			
TIRES L/R 9 R/R 9			
BRAKES ESTIMATE	/		
L/F 9.4/R/F 9.50			
L/R 9.65/R/R 9.60			
CHANGE OIL AND FILTER	/ OK		
SHORT ROAD TEST	/		
ADDITIONAL RECOMMENDED REPAIRS			



SATURN OF ROSEVILLE

750 Autumnal Drive  
Roseville, CA 95681  
Toll Free (800) 825-8559 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7088  
Sacramento Local (916) 889-0162

WWW.SATURNOFROSEVILLE.COM

BAR# AF222030  
CAL# 000308679

SERVICE INVOICE

Co.# 01

<b>Sold To:</b>   SACRAMENTO CA Business Phone: Home Phone:	<b>Service Order Number</b>		<b>Service Advisor</b>		<b>VIN</b>	
			STEVE WHITE		1G8ZS57N97F	
	<b>Color</b>	<b>Year</b>	<b>Make/Model</b>	<b>License</b>	<b>Engine</b>	<b>Stk#</b>
	GREY/UPPER	2007	SATURN AURA XE		LZ4 3.6LV6	7947U
	<b>Mileage In/Out</b>	<b>Tag</b>	<b>Delivery Date</b>	<b>Rate</b>	<b>Doc Count</b>	<b>Plan</b>
	1241 / 1284	253	7/31/2007	—	1	
<b>Tax Exempt</b>		<b>Date/Time In</b>		<b>Date/Time Out</b>		
		11/10/2007 19:51		11/16/2007 17:37		

LINE 1 CUSTOMER STATES VEHICLE DIED AT STOP SIGN, RESTART ED, THEN VEHICLE HAD LOST POWER--WOULD NOT EXCEED 20 MPH, WOULD DIE AT EVERY STOP SIGN--SEVERE LOSS OF POWER

CAUSE: DEFECTIVE PART  
TECH COMM: CUSTOMER STATES VEH DIED AT STOP, SEVERE LOSS OF P OWER, INSPECTED SYSTEM, FOUND CODE C0242 AND P2135 -THROTTLE POSITION SENSOR CODE, CHECKED CONNECTION S AT TB AND ECM, CONTACTED TAC-CASE #9981942--REPLA CRD THROTTLE BODY ASSY--ROAD TEST-OPERATION NORMAL

REPAIR 1 BODY, THROTTLE - R&R  
OPCODE: J5485 SALE TYPE: WARRANTY - WTY  
HRS: .90  
PRIMARY TECH: 126  
WARR PARTS: 2

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	12577029 BODY ASM-	Y	1		WARRANTY - GM	WTY
SN	12579933 SEAL-THRO N		1		WARRANTY - GM	WTY

LINE 2 RENTAL  
CAUSE: DEFECTIVE PART  
TECH COMM: 7 DAYS RENTAL--CONTACTED DSM AND LEFT MESSAGES CON CERNING EXTENDED RENTAL--SCOTT ALLISON

REPAIR 1 COURTESY TRANSPORTATION SATURN COURTESY 6+ DAY CAR  
OPCODE: Z4636 SALE TYPE: WARRANTY - WTY

NET ITEM: C RENTAL CAR--ENTERPRISE SALE TYPE  
PO#: 15047 WARRANTY - GM WTY  
UNIT QTY: 7 UNIT AMT: RENTAL DAYS: 7

LINE 3\* platinum seal  
TECH COMM: NEEDED TO RESCHEDULE DURING WEEK

REPAIR 1 INFORMATION LINE  
OPCODE: M5300 SALE TYPE: INTERNAL SE INT

\* Following the line number denotes added operation.  
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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TEAR DOWN 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. Page 1

Jun. 22, 2009 11:03AM

Service Department

No. 5016

P. 23



SATURN OF ROSEVILLE

750 Autostar Drive  
Roseville, CA 95661

Toll Free (888) 825-3559 Main (916) 781-7048  
Service (916) 781-7575 Parts (916) 781-7686  
Sacramento Local (916) 998-0102

WWW.SATURNOFROSEVILLE.COM

SERVICE INVOICE

BAR# AF222030  
CAL# 000308679

Co.# 01

Sold To: [REDACTED]	Service Order Number	Service Advisor	VIN
	[REDACTED]	STEVE WHITE	1G8ZS57N97F [REDACTED]
	Tag	Doc. Count	Date/Time In
	253	1	11/10/2007 13:51
			Date/Time Out
			11/18/2007 17:37

THANK YOU FOR CHOOSING SATURN OF ROSEVILLE

CUSTOMER SIGNATURE

*Cust. Joe*

CUSTOMER TOTAL .....

\$ .00

\*By law, you may choose another facility to perform any needed repairs or adjustments which the Strip Check Out Indicators are necessary.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

**Disclaimer of Warranties**  
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**TEAR DOWN 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.** Page

Jun. 22, 2009 11:03AM

Service Department

No. 5016 P. 24



SATURN OF ROSEVILLE

750 Automall Drive
Roseville, CA 95681
Toll Free (800) 825-8588 Main (916) 781-7040
Service (916) 781-7575 Parts (916) 781-7000
Sacramento Local (916) 888-0102

SERVICE INVOICE

WWW.SATURNOFROSEVILLE.COM

\*\* ACCOUNTING COPY \*\*

SO# 222090 DATE/TIME IN: 11/10/2007 13:51 DATE/TIME OUT: 11/17/2007 11:36
TAG# 253 SA: STEVE WHITE DOC COUNT: 2 PAGE: 1

01 1G8ZS57N97F
2007 SATURN AURA XE GRKY / UPPER
ENGINE: LZ4 3.5LV6
STK#: 7947U
MILBS IN/OUT 1241 / 1284
DEB DATE: 7/31/2007

email:

LINE 1 CUSTOMER STATES VEHICLE DIED AT STOP SIGN, RESTART
ED, THEN VEHICLE HAD LOST POWER--WOULD NOT EXCEED
20 MPH, WOULD DIE AT EVERY STOP SIGN--SEVERE LOSS
OF POWER
CAUSE: DEFECTIVE PART
TECH COMM: CUSTOMER STATES VEH DIED AT STOP, SEVERE LOSS OF P
OWER, INSPECTED SYSTEM, FOUND CODE C0242 AND P2135
-THROTTLE POSITION SENSOR CODE, CHECKED CONNECTION
S AT TB AND ECM, CONTACTED TAC-CASE #9981942--REPLA
CED THROTTLE BODY ASSY--ROAD TEST-OPERATION NORMAL

REPAIR 1 BODY, THROTTLE - R&R
OPCODE: J5485 SALE RATE: A COST RATE: A COST: 28.80
HRS: .90 SALE TYPE: W \$81.89
PRIMARY TECH: 126
WARR PARTS: 2 AMT: 184.04

Table with columns: PARTS, SN, DESC, FP QTY, PRICE, COST, ST. Includes items like BODY ASM and SEAL-THRO.

LINE 2 RENTAL AUTH: A
CAUSE: DEFECTIVE PART
TECH COMM: 7 DAYS RENTAL--CONTACTED DSM AND LEFT MESSAGES CON
CERNING EXTENDED RENTAL--SCOTT ALLISON
VIN #2G1WT55K489

REPAIR 1 COURTESY TRANSPORTATION SATURN COURTESY 6+ DAY CAR
OPCODE: Z4636 SALE RATE: A COST RATE: A COST:
HRS: SALE TYPE: W \$0.00
NET ITEM: C RENTAL CAR--ENTERPRISE SALE TYPE
PO#: 15047 L#: COST: 252.00 W \$252.00
UNIT QTY: 6 UNIT AMT: 42.00 RENTAL DAYS: 6
LINE TOTAL \$252.00 \$252.00

\*By law, you may
check another
facility to confirm
any needed re-
pairs or adjust-
ments which the
Smog Check test
indicates are nec-
essary.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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.

TEAR DOWN 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.

Jun. 22. 2009 11:03AM

Service Department

No. 5016

P. 25



WWW.SATURNROSEVILLE.COM

SATURN OF ROSEVILLE

750 Automall Drive

Roseville, CA 95661

Toll Free (866) 825-8536 Main (916) 781-7040

Service (916) 781-7575 Parts (916) 781-7090

Sacramento Local (916) 868-0102

SERVICE INVOICE

\*\* ACCOUNTING COPY \*\*

SO# 222090 DATE/TIME IN: 11/10/2007 13:51 DATE/TIME OUT: 11/17/2007 11:36  
TAG# 253 SA: STEVE WHITE DOC COUNT: 2 PAGE: 2

01 1G8ZS57N97F

LINE 3\* platinum seal  
TECH COMM: NEED TO RESCHEDULE DURING WEEK

REPAIR 1 INFORMATION LINE  
OPCODE: M5300 SALE RATE: A COST RATE: A COST: \$ .00  
HRS: SALE TYPE: IS  
LINE TOTAL \$ .00

\*\*\* Following the line number denotes added operation.

ACCOUNT NO	SALE AMT	COST AMT	ENTL NO	CUSTOMER TOTAL	
462	81.89-	28.80			\$ .00
466	252.00-	252.00	15047		
480	184.04-	131.46			
263	517.93				

\*By law, you may choose another facility to perform any needed repairs or adjustments within the 30-day Check Back guarantee. See dealer for details.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

Disclaimer of Warranties  
The dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither dealer nor authorized body or other person is assumed to be liable in connection with the sale of said products.

TEAR DOWN 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.

Jun. 22, 2009 11:04AM Service Department

No. 5016 P. 26



750 Automatic Drive  
Roseville, CA 95661  
Toll Free (888) 825-8559 Main (916) 781-7040  
Service (916) 781-7576 Parts (916) 781-7090  
Sacramento Local (916) 988-0102

BAR# AF222030  
CAL# 000308679

**Disclaimer of Warranties**  
The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability of Roseville 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.

### Work Order

CUSTOMER  WARRANTY  INTERNAL

WWW.SATURNOFROSEVILLE.COM

Date 11/10/07 VIN 1G8ZB57N97F Mileage 1241 Del. Date 07/31/07 Miles 24 In-Serv-Date 07/31/07 License No. 07 Make SATURN Model AURA XE

**TEAR DOWN 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.**

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

PRINTED: 1315129 Attention:  
Comments:

Eng LZ4 3.5LV6 4 SPD AUTO  
Transmission Color GREY / UPP  
SA# 293  
Business Phone Tag# 253 Ref SO# 01

City / State / Zip SACRAMENTO CA  
Customer Number Stock # 7947U Labor Rate .00

Doc Cnt: 1 01 11/10/07  
Prk Lot: Diag Codes

\*\*\*\*\* ESTIMATE \*\*\*\*\*

L#	Codes	ST	Hrs	Labor	Parts	Total
1						
2	RENTAL					

CUSTOMER STATES VEHICLE DIED AT STOP SIGN, RESTART W ED, THEN VEHICLE HAD LOST POWER--WOULD NOT EXCEED 20 MPH, WOULD DIE AT EVERY STOP SIGN--SEVERE LOSS OF POWER

**(\*\*HAZARDOUS MATERIAL) A hazardous waste disposal charge will be added when items removed from your vehicle to those listed in accordance with the label on your vehicle must be disposed of in compliance with federal, state and local government hazardous waste regulations. These items could include any of the following: Oils, greases, antifreeze, brake, cleaning fluids, leaded acids, non-volatile solvents, etc.**

**\*By law, you may choose another facility to perform any needed repairs or adjustments which the Shop Check card indicates are necessary.\***

I hereby authorize the repair work herein set forth to be done by you, together with the handling 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. We further warrant that the repair work will be done in a timely manner and that you are not responsible for any delays in the above vehicle, or other left items, in case of fire, theft or other cause beyond your control. That the service mechanic's job is hereby acknowledged on the above vehicle to secure the amount of repair charges; that your employees may operate the above vehicle on street, highway or elsewhere for the purpose of testing and/or inspecting such vehicle.

EA:	STOVE WHITE	ESTIMATE TOTAL:			
HOURS	LABOR	PARTS	NT ITEM	MISC	
HAZDS	DISC	DECT	TAKES	TOTAL	

X



750 Automall Drive  
Roseville, CA 95681  
Toll Free (866) 826-8556 Main (916) 781-7040  
Service (916) 781-7678 Parts (916) 781-7090  
Sacramento Local (916) 969-0102

253  
PART # F222030  
CAL# 000308679

Disclaimer of Warranties  
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# Work Order

CUSTOMER  WARRANTY  INTERNAL

Date 11/10/07 VIN 1G8ZS57N97P Mileage 1241 Del. Date 07/31/07 Miles 24 In-Serv. Date 07/31/07 License No. Yr 07 Make SATURN Model AURA XE

TEAR DOWN 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.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.  
PRINTED: 13:51:29 Attention:  
Comments:

Eng LZ4 3 Transmission 4 SPD AUTO Color GREY / UPP SA# 293  
Business Phone Tag# 253 Rel SO# 01  
City / State / Zip SACRAMENTO Customer Number 5105  
Payment Type Stock # 7947U Labor Rate .00  
Promise Date / Time 11/10/07

L# Codes ST Hrs Labor Parts Total  
\*\*\*\*\* ESTIMATE \*\*\*\*\*

1 CUSTOMER STATES VEHICLE DIED AT STOP SIGN, RESTART W ED, THEN VEHICLE HAD LOST POWER--WOULD NOT EXCEED 20 MPH, WOULD DIE AT EVERY STOP SIGN--SEVERE LOSS 1/2 OF POWER

2 RENTAL P.O. # 15047  
Called customer at 11/10/07  
Phone # 359-3857

3- PLATINUM SEAL COMPLETE.

NOTE: VEH WAS R/SOLD SINCE PRIOR ACISION  
Lm w/ scott @ 11-15-07  
Lm w/ cust @ 2:10  
Lm w/ cust @ 5:15

11-16-07 359-3857 Lm JPD.  
709-1855 L.M. 4/15-847-7571  
Lm w/ scott @ 11-14-07  
12.56 @ 45-847-7571  
11-15-07 207 @ 110

\*\*\*HAZARDOUS MATERIALS\*\*\* A hazardous waste disposal charge will be added when items removed from your vehicle in this work in conjunction with the repair of your vehicle must be disposed of in compliance with federal, state and local government hazardous waste regulations. These items could include any of the following: Oil, grease, antifreeze, brake fluid, cleaning fluids, lead-acid battery, and other fluids.  
\*By law, you may choose your facility to perform any needed repairs or adjustments within the Service Check just indicated are necessary.\*  
I hereby authorize the repair work herein set forth to be done by you, together with the handling by you of the necessary parts and other material for such repair, and agree that you are not responsible for any claims against you or your insurer for any damage to the vehicle or any other person or property for any liability in connection with such repair that you shall not be responsible for loss of or damage to the vehicle or any other person or property.

SA:	STOVE WHITE	ESTIMATE TOTAL:			
	HOURS	LABOR	PARTS	NT ITEM	MISC
	HAZDS	DISC	DECT	TAKES	TOTAL

Job #	MECHANIC'S FINDINGS AND REMARKS:	R.O. No. W.O. No.	Empl. No.	Job No.	Flat Rate Time	W-Time	Repair Order Time	On/Off
	1761905 1761907							11
	MILEAGE OUT 1ST 7284 2ND							
	MILEAGE IN 1ST 2ND							
Cause	After CR42 PCM P2135 T/P Sensor 1-2 Correlation							10
Cure	Inspected throttle body to ECM circuits OK Terminal tightness at throttle body connector & PCM connector OK. Code intermittent							9
Cause	Called T.A.C. Case # 9981942 BK111ae							8
Cure								7
Cause	Replaced throttle body as per document							6
Cure	Taxi done Vehicle operation normal							5
Cause								4
Cure								3
Cause								2
Cure								1

\*Parts Return - Warranty  Core  - Desc. Throttle Body Initial \_\_\_\_\_

1st Addition to Estimate \$	Total 1st Revised Est. \$	2nd Addition to Estimate \$	Total 2nd Revised Est. \$
Date Contacted	Time Contacted	Type of Repair	Price OK'd By
1st Addition to Estimate \$	Total 1st Revised Est. \$	2nd Addition to Estimate \$	Total 2nd Revised Est. \$
Date Contacted	Time Contacted	Type of Repair	Price OK'd By

Technical Information:

Battery - Volts \_\_\_\_\_ Amps \_\_\_\_\_

Charging - Volts \_\_\_\_\_ Amps \_\_\_\_\_ Diodes \_\_\_\_\_

Computer Codes \_\_\_\_\_

Brakes - Thinnest measured inner or outer

Front \_\_\_\_\_ m/m Rear \_\_\_\_\_ m/m

Tires Lbs. LF \_\_\_\_\_ RF \_\_\_\_\_ RR \_\_\_\_\_ LR \_\_\_\_\_ Spare \_\_\_\_\_

Depth LF \_\_\_\_\_ RF \_\_\_\_\_ RR \_\_\_\_\_ LR \_\_\_\_\_ Spare \_\_\_\_\_



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SATURN OF ROSEVILLE

750 Automa Drive  
Roseville, CA 95681  
Toll Free (866) 825-8538 Mah (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7080  
Sacramento Local (916) 999-0102

PARTS  
INVOICE

BAR# AF222030  
CAL# 000308679

DATE: 11/12/07 14:20:50

CUSTOMER#:

PAGE: 1 OF 1  
INVOICE#:

SOLD TO:  
MURRAY RO222090

SHIP TO:

PHONE NUMBER: 999 999-9999

SHIP VIA:

TAX ID:

P.O.#:

TERMS: CASH

SALE TYPE: CASH

PAY TYPE:

SOLD BY: JERRY WHALEN

QTY	MP	PART NO.	BIN	DESCRIPTION	LIST	NET	TOTAL PRICE
1	SN	12577029	* S/O *	BODY ASM-TH	229.23	229.23	SPCL-ORDE
1	SN	12579933	* S/O *	SEAL-THROT	12.54	12.54	SPCL-ORDE

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

SUB-TOTAL.....	.00
MISC. CHARGES.....	.00
SALES TAX.....	.00
DEPOSIT REQUIRED.....	.00
PRE-PAID DEPOSIT....	.00
TOTAL AMOUNT DUE...	.00

ALL ELECTRICAL PARTS, SPIKES SPIDERS, ARE NOT RETURNABLE. (ALL SALES ARE FINAL)

PARTS DEPARTMENT PHONE NUMBER: 916 781-8221

By law, you may choose whether to perform any needed repairs or adjustments which the Shop Check card indicates are necessary.

**BOOKED X**

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

**Disclaimer of Warranties**

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**TEAR DOWN 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.**

Jun. 22. 2009 11:04AM

Service Department

No. 5016 P. 30

IN 01:42PM 11/16/07  
OUT 02:17PM 11/10/07

ENTERPRISE RENT-A-CAR COMPANY OF SACRAMENTO  
199 N SUNRISE AVE DEPT Z 916-783-3800  
ROSEVILLE CA 95661-2900 3042  
RENTAL TYPE D SOURCE N30084 - 999

RENTAL AGREEMENT  
D591220  
PAGE 1 OF 1

24-HOUR DAY

UNIT 1  
UNIT # DE79E7  
LIC# [REDACTED]  
MODEL IMEA  
COLOR SILVER\*2  
IN 8306  
OUT 7710  
V# 2GLWT55K489 [REDACTED]

RENTER [REDACTED]  
SACRAMENTO CA [REDACTED]  
LOCAL: [REDACTED]  
(H) [REDACTED]

SUMMARY OF CHARGES  
DAY = 24 HOUR PERIOD  
MILES  
NO CHARGE  
150 MI FEE/DR

6 DAYS @ 39.16 234.96

DR. LICENSE [REDACTED]  
STATE CA EXPIRE 3/29/09  
DOB [REDACTED] HT WT  
EYES HAIR  
S.S.#  
EMPLOYER

BILL TO Y CUST # [REDACTED]  
SATURN OF ROSEVILLE  
ATTN: ACCT'S PAYABLE  
700 AUTOMALL DR  
ROSEVILLE CA  
916-781-8200 95661

RO# 202076  
PO# 15047  
ACCT# [REDACTED]

DAMAGE WAIVER 111007/111607

6 DAYS DW @ 14.99 89.94

SALES TAX@ 7.25 17.03

ADDITIONAL DRIVER  
NO OTHER DRIVER PERMITTED

CLAIM INFO  
POL/CLAIM/PO#

PERMISSION TO LEAVE STATE  
YES NO X

INSURED

CUSTOMER SIGNATURE ON FILE

LOSS DATE  
THEFT ACCIDENT

PAYMENT INFORMATION  
AMOUNT PD. BY TYPE DATE AUTH  
50.00 VISA SALE 11/10/07 934966  
39.94 VISA SALE 11/16/07 031328

TYPE CAR

TOTAL CHARGES 341.93

DEPOSITS 89.94  
REFUND

SHOP SATURN OF RO  
PHONE 916-781-8200  
NAME

CLOSED TICKET PAYMENT INFO

BILL TO CUST N30084 251.9  
OPENED BY #619D7 SEYCHELLE V MCG  
CLOSED BY #2175J HOLLY A CHAMBER

Jun. 22. 2009 11:04AM Service Department

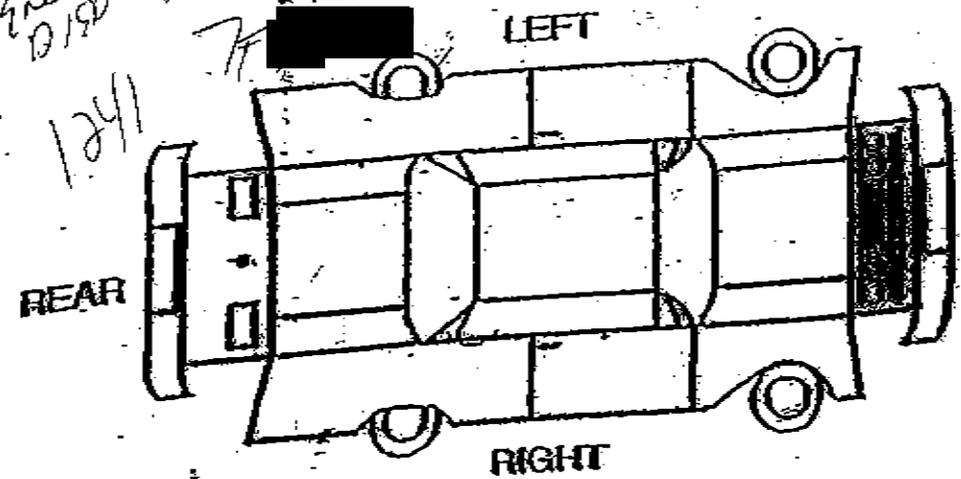
No. 5016 P. 27

DATE	ADVISOR	INCENSE	DEL. DATE	TIME
CUSTOMER I.D. #		CUSTOMER WORKSHEET REFERENCE		
CITY/STATE			LIC. #	
ZIP CODE		BASE #		
MAKE	MODEL	COLOR	TRUCK	BASE #

*1241*  
*Embroid @ 5700*  
*D190*  
*77*

*LOST Power - D190 -*

# VEHICLE CHECK-IN



- Wheel Covers
- X - Small Dent
- O - Big Dent
- Spare
- ≈ - Scrape
- ✓ - O.K.

Customer Signature \_\_\_\_\_



SATURN OF ROSEVILLE

750 Automall Drive  
Roseville, CA 95861  
Toll Free (888) 825-8550 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7030  
Samaritano Local (916) 989-0182

WWW.SATURNOFROSEVILLE.COM

SERVICE INVOICE

\*\* ACCOUNTING COPY \*\*

SO# 219401 DATE/TIME IN: 8/27/2007 8:14 DATE/TIME OUT: 8/27/2007 10:06  
SA: ROBERT STEIN DOC COUNT: 2 PAGE: 1

SATURN OF ROSEVILLE 01 1G8ZS57N97F [REDACTED]  
750 automall drive 2007 SATURN AURA XE GREY / UPPER  
ROSEVILLE CA 95661 ENGINE: LZ4 3.5LV6  
STK#: 7947U  
(916) 781-7575 (916) 781-7575 MILES IN/OUT 970 / 971

-----email:-----

LINE 1 SATURN USED CAR SAFETY INSPEC.  
TECH COMM: PERFORMED SAFETY QUICK CHECK- NO LOF

REPAIR 1 SATURN USED CAR SERVICE INSPECTION  
OPCODE: M6000 SALE RATE: A COST RATE: A COST: 22.00  
HRS: 1.00 SALE TYPE: IR \$97.50  
PRIMARY TECH: 124

LINE TOTAL \$22.00 \$97.50

LINE 2 SMOG CHECK  
TECH COMM: PASSED VISUAL SMOG

REPAIR 1 STATE NEW CAR EMISSION TEST  
OPCODE: M6010 SALE RATE: A COST RATE: A COST: 6.40  
HRS: .20 SALE TYPE: IR \$19.50  
PRIMARY TECH: 126

LINE TOTAL \$6.40 \$19.50

LINE 3 DETAIL SUBLET  
TECH COMM: DETAIL SUBLET (CHEVORLET)

REPAIR 1 DETAIL CAR (WAX & BUFF)  
OPCODE: M5090 SALE RATE: A COST RATE: A COST:  
HRS: SALE TYPE: IR \$ .00

NET ITEM: S Detail (Sublet)--chevrolet SALE TYPE  
PO#: L#: COST: 55.00 IR \$60.50  
UNIT QTY: 1 UNIT AMT: 60.50

LINE TOTAL \$55.00 \$60.50

LINE 5 CHECK FOR TRACKER & ADVISE  
TECH COMM: CHECKED FOR TRACKER

REPAIR 1 INFORMATION LINE  
OPCODE: M5300 SALE RATE: A COST RATE: A COST:  
HRS: SALE TYPE: IR \$ .00

"By law, you may  
choose another  
facility to perform  
any needed re-  
pairs or adju-  
ments within the  
Smog Check test  
interval and re-  
spond."

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TEAR DOWN 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.

Jun. 22, 2009 11:01AM Service Department No. 5016 P. 5



50 Anton  
Roseville, CA 95601  
Toll Free (866) 825-8558 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7090  
Sacramento Local (916) 868-0102

BAR# AF222030  
CAL# 000308679

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**Work Order**  
CUSTOMER  WARRANTY  INTERNAL

Date 08/27/07 VIN 1G8ZS57N97E Mileage 970 Del. Date 00/00/00 Miles 24 In-Serv-Date 07/31/07 License No. 07 SATURN Yr 07 Make SATURN Model AURA XE

**TEAR DOWN 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.

Name SATURN OF ROSEVILLE  
Address 750 automall drive  
City / State / Zip ROSEVILLE CA 95661

Eng LZA 3.5LV6 4 SPD AUTO Transmission GREY / UPP Color 84  
Home (916) 781-7575 Business Phone (916) 781-7575 Tag# Ref SO# 01  
Customer Number Stock # 7947U Labor Rate .00  
Payment Type 01 Promise Date / Time 08/27/07  
Diag Codes \*\*\*\*\* ESTIMATE \*\*\*\*\*

Doa Cnl: 1  
Prk Lot: 01

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.  
PRINTED: 8:14:33 Attention:  
Comments:

L#	Codea	Description	ST	Hrs	Labor	Parts	Total
1	M6000	SATURN USED CAR SAFETY INSPEC.	IR				
	M6000	SATURN USED CAR SERVICE INSPECTION					
2	M6010U	SMOG CHECK	IR				
	NET ITEM M	SMOG CERTIFICATION					
	M6010	STATE NEW CAR EMISSION TEST					
3	M5090	DETAIL SUBLET	IR				
	NET ITEM S	Detail (Sublet)--chevrolet					
	M5090	DETAIL CAR (WAX & BUFF)					
4	IDENTITY U	aftermarket alarm used	IIU				
	M5170	NON-SATURN ALARM INSTALLATION					
5	TRACKER B	CHECK FOR TRACKER & ADVISE	IR				
	M5300	INFORMATION LINE					

**HAZARDOUS MATERIAL** A hazardous waste disposal charge will be added when items removed from your vehicle or house need to be consigned with the proper disposal facility. These items would include any of the following: Oil, grease, antifreeze, brake fluid, lead-acid, non-recyclable tires, etc.

**By law, you may choose another facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.**

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 delay caused by unavailability of parts or material but only insofar as you neither yourself, nor any other person to whom you may be liable in connection with such repair, 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, and an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereon that you contract to perform on this above vehicle on or after the date of completion of the repairs on this vehicle.

SAI	ROBERT STRIN	ESTIMATE TOTAL:
HOURS	LABOR	PARTS
NET ITEM	MISC	
HAZDS	DISC	DEOCT
	TAXES	TOTAL



Roseville, CA 95661  
Toll Free (866) 828-8550 Main (916) 781-7040  
Service (916) 781-7675 Parts (916) 781-7090  
Sacramento Local (916) 989-0102

BAR# AF222030  
CAL# 000308679

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CUSTOMER WARRANTY INTERNAL

WWW.SATURNOFROSEVILLE.COM

Date	VIN	Mileage	Del. Date	Miles	In-Serv-Date	License No.	Yr	Make	Model		
08/27/07	1G8ZS57N97E	970	00/00/00	24	07/31/07		07	SATURN	AURA XE		
<b>TEAR DOWN 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.</b>		<b>Name</b> SATURN OF ROSEVILLE		<b>Eng</b> LZ4 3.5LV6		<b>Transmission</b> 4 SPD AUTO		<b>Color</b> GREY / UPP		<b>SA#</b> B4	<b>SO#</b> 01
<b>Address</b> 750 automall drive		<b>Home</b> (916) 781-7575		<b>Business Phone</b> (916) 781-7575		<b>Tag#</b> 		<b>Ref SO#</b> 01			
<b>City / State / Zip</b> ROSEVILLE CA 95661		<b>Customer Number</b> 		<b>Stock #</b> 7947U		<b>Labor Rate</b> .00					
<b>Payment Type</b> 01		<b>Promiss Date / Time</b> 08/27/07									
<b>Doc Cnt:</b> 1		<b>Prk Lot:</b>		<b>Diag Codes</b>							

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.  
PRINTED: 8:14:33 Attention:  
Comments:

L#	Codes	Description	ST	Hrs	Labor	Parts	Total
1	M6000 M6000	SATURN USED CAR SAFETY INSPEC, SATURN USED CAR SERVICE INSPECTION	IR				
2	M6010U NET ITEM M M6010	SMOG CHECK SMOG CERTIFICATION STATE NEW CAR EMISSION TEST	IR	1.2			
3	M5090 NET ITEM S M5090	DETAIL SUBLET Detail (Sublet) --chevrolet DETAIL CAR (WAX & BUFF)	IR				
4	IDENTITY U M5170	aftermarket alarm used NON-SATURN ALARM INSTALLATION	IIU	2			
5	TRACKER S M5300	CHECK FOR TRACKER & ADVISE INFORMATION LINE	IR				

*1.0*  
*Brick* ✓ *No LOT*  
*Visual*

**HAZARDOUS MATERIAL** A hazardous waste disposal charge will be added when items removed from your vehicle or items used in conjunction with the repair of your vehicle must be disposed of in compliance with federal, state and local government mandated waste regulations. These items could include any of the following: Oil, battery, antifreeze, brake fluid, oil, oil pan, motor oil, etc.  
\*By law, I hereby certify that I have read the above information and I understand that I am responsible for the disposal of the above items in accordance with the applicable laws and regulations.  
\*By law, I hereby certify that I have read the above information and I understand that I am responsible for the disposal of the above items in accordance with the applicable laws and regulations.

HA:	ROBERT STEIN	ESTIMATE TOTAL:
HOURS	LABOR	PARTS
NET ITEM	MISC	
HAZDS	DISC	DECT
TAXES	TOTAL	

Job #	MECHANIC'S FINDINGS AND REMARKS:				R.O. No. W.O. No.	Empl. No.	Job No.	Flat Rate Time	W-Time	Repair Order Time
	MILEAGE OUT 1ST 2ND MILEAGE IN 1ST 2ND									
Cause	french check (124)									
Cure	2. Replaced Visual Damage OK				2194	124	Diag			AUG 27 9:19
Cause										
Cure										
Cause										
Cure										
Cause										
Cure										
Cause										
Cure										
Cause										
Cure										
Cause										
Cure										

R.O. OR W.O. NO. 219  
 EMP. NO. 124  
 MECH. PAY 2  
 FLAT RATE TIME 1.0  
 W-TIME  
 REPAIR ORDER OFF AUG 27 9:58  
 AUG 27 8:54

\*Parts Return - Warranty  Core  - Desc. \_\_\_\_\_ Initial \_\_\_\_\_

1st Addition to Estimate \$	Total 1st Revised Est. \$
Date Contacted	Type of Repair
Price Ok'd By	Phone #
2nd Addition to Estimate \$	Total 2nd Revised Est. \$
Date Contacted	Type of Repair
Price Ok'd By	Phone #

3rd Addition to Estimate \$	Total 3rd Revised Est. \$
Date Contacted	Type of Repair
Price Ok'd By	Phone #
4th Addition to Estimate \$	Total 4th Revised Est. \$
Date Contacted	Type of Repair
Price Ok'd By	Phone #

**Technical Information**

Battery - Volts \_\_\_\_\_ Amps \_\_\_\_\_  
 Charging - Volts \_\_\_\_\_ Amps \_\_\_\_\_ Diodes \_\_\_\_\_  
 Computer Codes \_\_\_\_\_  
 Brakes - Thinnest measured Inner or outer  
 Front \_\_\_\_\_ m/m Rear \_\_\_\_\_ m/m  
 Tires Lbs. LF \_\_\_\_\_ RF \_\_\_\_\_ AR \_\_\_\_\_ LR \_\_\_\_\_ Spare \_\_\_\_\_  
 Depth LF \_\_\_\_\_ RF \_\_\_\_\_ AR \_\_\_\_\_ LR \_\_\_\_\_ Spare \_\_\_\_\_

USED CAR QUICK CHECK

STOCK NO	MILES	RO NO.	DATE
VISUAL CHECK	RECOMMENDED REPAIRS	ESTIMATE	AUTHORIZED
HORN	/		
SPEEDOMETER	/		
SEAT BELTS	/		
STEERING	/		
WIPERS	/		
SUSPENSION FRONT	/		
SUSPENSION REAR	/		
EXHAUST SYSTEM	/		
OIL LEAKS	/		
CHECK ALL FLUID LEVELS	/		
TIRES L/F <u>30</u> R/F <u>30</u>			
TIRES L/R <u>30</u> R/R <u>30</u>			
BRAKES ESTIMATE			
L/F <u>10</u> R/F <u>10</u>			
L/R <u>9</u> R/R <u>9</u>			
CHANGE OIL AND FILTER			
SHORT ROAD TEST			
<b>ADDITIONAL RECOMMENED REPAIRS</b>			



SATURN OF ROSEVILLE

750 Automall Drive  
Roseville, CA 95661  
Toll Free (888) 826-8536 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7000  
Sacramento Local (916) 900-0102

SERVICE INVOICE

WWW.SATURNOFROSEVILLE.COM

\*\* ACCOUNTING COPY \*\*

SO# [REDACTED] DATE/TIME IN: 8/23/2007 6:36 DATE/TIME OUT: 8/29/2007 16:37  
TAG# 8563 SA: STEVE WHITE DOC COUNT: 2 PAGE: 1

SATURN OF ROSEVILLE 01 1G8ZS57N97E [REDACTED]  
750 AUTOMALL DR 2007 SATURN AURA XE GREY / UPPER  
ROSEVILLE CA 95661 ENGINE: LZ4 3.5LV6  
STK#: 7947U  
(916) 781-7040 MILES IN/OUT 916 / 976

-----email:-----  
LINE 1 CUSTOMER STATES REDUCED POWER LIGHT CAME ON  
CAUSE: NO TROUBLE FOUND  
TECH COMM: CUSTOMER STATES REDUCED POWER LIGHT CAME ON, INSPR  
CT, DID FIND REDUCED POWER CODE, CLEARED CODE --RO  
AD TEST 60 MILES--COULD NOT GET LIGHT TO COME BACK  
ON

REPAIR 1 ENGINE/MOTOR - SYMPTOM DIAGNOSIS  
OPCODE: J9995 SALE RATE: A COST RATE: A COST: 25.50  
HRS: .10 OTH HRS: .90 SALE TYPE: W \$90.99  
PRIMARY TECH: 073  
SECONDARY TECH: 079  
LINE TOTAL \$25.50 \$90.99

LINE 2 CUSTOMER STATES SERVICE TRACTION LIGHT CAME ON  
TECH COMM: NO CODES--DID NOT COME ON DURING ROAD TEST

REPAIR 1 INFORMATION LINE  
OPCODE: M5300 SALE RATE: A COST RATE: A COST:  
HRS: SALE TYPE: IS \$ .00  
LINE TOTAL \$ .00 \$ .00

LINE 3 CUSTOMER STATES HOOD GETS TOO HOT TO TOUCH AFTER D  
RIVING  
TECH COMM: HOOD FEELS NORMAL AFTER ROAD TEST..

REPAIR 1 INFORMATION LINE  
OPCODE: M5300 SALE RATE: A COST RATE: A COST:  
HRS: SALE TYPE: IS \$ .00  
LINE TOTAL \$ .00 \$ .00

LINE 4\* CUSTOMER STATES CLUNK NOISE FROM LEFT REAR WHEN BA  
CKING AND TURNING RT OVER CURB  
TECH COMM: UNABLE TO DUPLICATE CONCERN

"By law, you may  
choose another  
facility to perform  
any needed re-  
pairs or adjust-  
ments which the  
Strong Check test  
indicates are nec-  
essary."

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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 him any liability in connection with the sale of said products.

TEAR DOWN 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.

Jun. 22. 2009 11:02AM

Service Department

No. 5016

P. 18



SATURN OF ROSEVILLE

750 Adornall Drive  
Roseville, CA 95661  
Toll Free (800) 825-8568 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7080  
Sacramento Local (916) 999-6102

SERVICE INVOICE

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SO# [REDACTED] DATE/TIME IN: 8/23/2007 6:36 DATE/TIME OUT: 8/29/2007 16:37  
TAG# 8563 SA: STEVE WHITE DOC COUNT: 2 PAGE: 2

SATURN OF ROSEVILLE 01 1G8ZS57N97E [REDACTED]

REPAIR 1 INFORMATION LINE  
OPCODE: M5300 SALE RATE: A COST RATE: A COST: \$ .00  
HRS: SALE TYPE: IS  
LINE TOTAL \$ .00 \$ .00

\*\* Following the line number denotes added operation.

ACCOUNT NO	SALE AMT	COST AMT	CNTL NO	CUSTOMER TOTAL
[REDACTED]	90.99-	25.50		\$ .00
[REDACTED]	90.99			

Jun. 22. 2009 11:02AM Service Department

No. 5016 P. 19

\*By law, you may choose another facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.\*

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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 seller nor authorized any other person to assume for it any liability in connection with the sale of said products.

TEAR DOWN 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.



750 Automal Drive  
Roseville, CA 95001  
Toll Free (800) 825-8858 Main (916) 781-7040  
Service (916) 781-7675 Parts (916) 781-7090  
Sacramento Local (916) 969-0102

BAR# AF222030  
CAL# Q00308679

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

# Work Order

CUSTOMER WARRANTY INTERNAL

WWW.SATURNOFROSEVILLE.COM

Date	VIN	Mileage	Del. Date	Miles	In-Serv-Date	License No.	Yr	Make	Model
08/23/07	1G8Z857N97F	916	07/31/07	24	07/31/07		07	SATURN	AURA XE
Name		Eng		Transmission		Color		SA#	
[REDACTED]		LZ4		3.5LV6 4 SPD AUTO		GREY / UPP		293	
Address		City / State / Zip		Customer Number		Stock #		Labor Rate	
[REDACTED]		NORTH HIGHLANDS CA		[REDACTED]		7947		.00	
Phone		Payment Type		Promise Date / Time		Tag#		Ref SO#	
[REDACTED]		1 01		08/23/07		01		01	

**TEAR DOWN 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.

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

PRINTED: 6:36:42 Attention:  
Comments:

L#	Codes	ST	Hrs	Labor	Parts	Total
1	CUSTOMER STATES REDUCED POWER LIGHT CAME ON	W				
2	CUSTOMER STATES SERVICE TRACTION LIGHT CAME ON	W				
3	CUSTOMER STATES HOOD GETS TOO HOT TO TOUCH AFTER DRIVING					

(\*HAZARDOUS MATERIAL) A hazardous waste disposal charge will be added when items removed from your vehicle or items used in connection with the repair of your vehicle must be disposed of in compliance with federal, state and local governmental hazardous waste regulations. This item could include any of the following: Oil, grease, antifreeze, gas, cleaning fluids, brake pads, non-recyclable items, etc.

\*By law, you may choose another facility to perform any needed repairs or adjustments which the Green Check list indicates are necessary.

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 labor needed for such repair, and I agree that you are not responsible for any delays caused by unavailability of delayed availability of parts or materials for any reason that you believe causes and 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 in no event shall your liability be limited by any limitation on the above vehicle in case of the payment of repair thereto that your employees may operate the above vehicle as motor, highway or otherwise for the purpose of loading and/or unloading such vehicle.

SA:	STEVE WHITE	ESTIMATE TOTAL:			
	HOURS	LABOR	PARTS	NT ITEM	MISC
	HAZDS	DISC	DEDCI	TAXES	TOTAL



750 Automall Drive  
Roseville, CA 95661  
Toll Free (866) 826-8826 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7090  
Sacramento Local (916) 969-0102

8563  
BAR# AF222030  
CAL# 000308679

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 represents any other person to assume for it any liability in connection with the sale of said products.

# Work Order

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CUSTOMER  WARRANTY  INTERNAL

Date 08/23/07 VIN 1G8ZS57N97E [REDACTED] Mileage 07/31/07 24 In-Serv-Date 07/23/07 License No. Yr 07 Make SATURN Model AURA XE  
 Eng LZ4 3.5LV6 Transmission 4 SPD AUTO Color GREY / UPP SA# 293  
 Ref SO# 01

TEAR DOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN [REDACTED] DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

PRINTED: 6:36:42 Attention: [REDACTED]

Comments:

DOF  
10:30

L#	Codes	Doc Cnt	Prk Lot	Payment Type	Diag Codes	Stock #	Promise Date / Time	Labor Rate	*****ESTIMATE*****
									Labor Parts Total
1	3/3	1		01		7947	08/23/07	.00	
2	3/3								
3	3/3								

4- CUSTOMER STATES CLUNK NOISE FROM LEFT REAR WHEN BACKING OVER CURB AND TURNING RT 43 miles

LOFT REAR CLUNK BACKING UP

\*\*\*HAZARDOUS MATERIALS\*\*\* A Saturn warranty disposal charge will be added when items are removed from your vehicle if items used in compliance with the rules of your vehicle must be disposed of in compliance with federal, state and local government hazardous waste regulations. These items could include any of the following: Oil, grease, oil filters, fuel, cleaning fluids, brake pads, non-recyclable tires, etc.

\*By law, you may choose another facility to perform any needed repairs or adjustments which the Shop Check card indicates are necessary.\*

I hereby authorize the repair work herein set forth to be done by you, together with the handling by you of the necessary parts and other material for such repair, and hereby agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason. But you shall always bear or accept full liability for any delay in completion with such result that you shall not be held liable for loss of or damage to the above vehicle. I agree the subject of repair work herein and I agree that an owner mechanic's fee is hereby authorized at the above vehicle to inspect such vehicle.

**VOIDED**

SA:	STEVE WHITE	ESTIMATE TOTAL:
HOURS	LABOR	NT ITEM
HAZDS	DISC	TAXES
	DEDC	TOTAL

MECHANIC'S FINDINGS AND REMARKS: *Hand reduced towing code*

*Cause: ~~check~~ check code, Road tested no code from OC Benz*

*Cure: Road tested no code*

*no lamp check or at this time and no check with constant for code no code at this time*

*Cause: Road tested 60 mile still no code*

R.O. No. / W.O. No.	Empl. No.	Job No.	Flat Rate Time	W-Time	Repair Order Time	On/Off
						On
						Off
						On
						Off
						On
						Off

*Cause:*

*Cure: check hood after road tested OK at this time - no more check with OH?*

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF
219 269	8	W	1.234		1.0	AUG 24 9:77
219 269	9	W	1.234		1.0	AUG 24 8:76

*Cause:*

*Cure: back up to check for check noise*

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF
219 269	9	W	1.23		2	AUG 23 9:28
219 269	9	W	1.23		2	AUG 23 8:55

*Cause: back up to check for check noise*

*Cure: check for spark plug noise couldn't duplicate check noise at this time*

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF
219 269	9	W	1.23		2	AUG 23 9:49
219 269	9	W	1.23		2	AUG 23 9:27
219 269	9	W	1.23		2	AUG 23 8:55
219 269	9	W	1.23		2	AUG 23 9:50
219 269	9	W	1.23		2	AUG 23 9:27

\*Parts Return - Warranty  Core  - Desc.

1st Addition to Estimate		Total 1st Revised Est.		3rd Addition to Estimate		Total 3rd Revised Est.	
Date Contacted	Time Contacted	Type of Repair		Date Contacted	Time Contacted	Type of Repair	

*Technical Information*

Battery - Volts \_\_\_\_\_ Amps \_\_\_\_\_

Charging - Volts \_\_\_\_\_ Amps \_\_\_\_\_ Diodes \_\_\_\_\_

Computer Codes \_\_\_\_\_

Brakes - Thinnest measured Inner or Outer \_\_\_\_\_

Front \_\_\_\_\_ m/m Rear \_\_\_\_\_ m/m

Tires Lbs. LF \_\_\_\_\_ RF \_\_\_\_\_ RR \_\_\_\_\_ LR \_\_\_\_\_ Spare \_\_\_\_\_

Depth LF \_\_\_\_\_ RF \_\_\_\_\_ RR \_\_\_\_\_ LR \_\_\_\_\_ Spare \_\_\_\_\_

*12510*

SATURN OF ROSEVILLE

750 Automall Drive  
Roseville, CA 95661

Toll Free (888) 625-8556 Main (916) 781-7040  
Service (916) 781-7676 Parts (916) 781-7080  
Sacramento Local (916) 689-0102

SERVICE  
INVOICE

**SATURN**  
W.SATURNOFROSEVILLE.COM

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10 P. No. 5016  
# 217376 DATE/TIME IN: 7/06/2007 7:12 DATE/TIME OUT: 7/06/2007 17:48  
SA: ASHLEY FARINHA DOC COUNT: 1 PAGE: 1

SATURN OF ROSEVILLE 01 1G8ZS57N97E [REDACTED]  
2007 SATURN AURA XR GREY / UPPER  
ENGINE: LZ4 3.5LV6  
STK#: 7947  
MILES IN/OUT 3 / 7

-----email:-----

LINE 1 PRE-DELIVERY INSP AURA  
CAUSE: PDI  
TECH COMM: PERFORMED PDI.

REPAIR 1 NEW VEHICLE INSPECTION - BASE TIME  
OPCODE: Z7000 SALE RATE: A COST RATE: A COST: 33.20  
HRS: 1.20 SALE TYPE: WI \$109.18  
PRIMARY TECH: 116

LINE TOTAL \$33.20 \$109.18

LINE 3\* Install Aftermarket Alarm  
TECH COMM: INSTALLED IDENTITY.

REPAIR 1 NON-SATURN ALARM INSTALLATION  
PCODE: M5170 SALE RATE: A COST RATE: A COST: 3.32  
RS: .20 SALE TYPE: IIN \$15.00  
PRIMARY TECH: 116

PARTS  
DESC FP QTY PRICE COST ST  
RS2 IDENTITY G N 1 53.900 49.00 IIN \$53.90  
LINE TOTAL \$52.32 \$68.90

1\*# Following the line number denotes added operation.

ACCOUNT NO	SALE AMT	COST AMT	CNTL NO	CUSTOMER TOTAL	
463	15.00-	3.32			\$ .00
481	53.90-	49.00			
013A	68.90				
464	109.18-	33.20			
263	109.18				

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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TEAR DOWN 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.

Jun. 22. 2009 11:01AM Service Department

By law, you may choose another facility to perform any needed repairs or adjustments which the Service Check list indicates are necessary.



700 Automall Drive  
Roseville, CA 95661  
Toll Free (888) 825-8558 Main (916) 781-7040  
Service (916) 781-7875 Parts (916) 761-7090  
Sacramento Local (916) 959-0102

BAR# AF222030  
CAL# 000308679

**Disclaimer of Warranties**  
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# Work Order

CUSTOMER  WARRANTY  INTERNAL

WWW.SATURNOFROSEVILLE.COM

Date	07/06/07	VIN	1G8ZS57N97F	Mileage	3	Dsl. Date	00/00/00	Miles	0	In-Serv-Date	00/00/00	License No.		Yr	07	Make	SATURN	Model	AURA XE
Name	SATURN OF ROSEVILLE			Eng	L24	3.5LV6	4 SPD	Transmission	AUTO	Color	GREY / UPP	SA#	42	BO#	217376				
Address	Home			Business Phone	Tag#	Ref SO#	01												
City / State / Zip	Customer Number			Stock #	7947	Labor Rate	.00												
	Payment Type			01	Promise Date / Time	07/06/07													
	Diag Codes																		

**TEAR DOWN 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.

**NOTICE TO CONSUMER:** PLEASE READ IMPORTANT INFORMATION ON BACK.  
PRINTED: 7:12:07 Attention:  
Comments:

L#	Codes	Description	ST	Wt	Hrs	Labor	Parts	Total
1	RDI AURA Z7000	PRE-DELIVERY INSP AURA NEW VEHICLE INSPECTION - BASE TIME	WI					
2		INSTALL IDENTITY	IS					

HAZARDOUS MATERIALS A hazardous waste disposal charge will be added when items removed from your vehicle or home are not in compliance with the requirements of your vehicle's manufacturer, state and local government hazardous waste regulations. These items could include any of the following: Oil, grease, antifreeze, brake, clutch, and transmission fluids, etc.

**By law, you may choose another facility to perform any needed repairs or adjustments which the Repair Check list indicates are necessary.**

I hereby authorize the repair work to be done by you, together with the furnishing by you of the necessary parts and other materials for such repair, and agree that you are not responsible for any delay caused by unavailability or delayed availability of parts or material for any reason that you should know or should be known 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 related loss thereof, in any event, that if or when parts beyond your control that are your mechanic's liability to be acknowledged on the above vehicle to allow the removal of parts thereon that your employees have damaged the above vehicle in transit, highway or otherwise for the purpose of repairing such vehicle.

SA:	ASHLEY FARINHA	ESTIMATE TOTAL:		
HOURS	LABOR	PARTS	NT ITEM	NTISC
HAZDS	DISC	DEDCT	TAXES	TOTAL



30 Autom...  
Roseville, CA 95661  
Toll Free (866) 825-8556 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7050  
Sacramento Local (916) 899-0102

BAR# AF222030  
CAL# 000308679

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

# Work Order

CUSTOMER WARRANTY INTERNAL

DATE: 07/06/07 VIN: 1G8Z857N97F [REDACTED] Mileage: 3 Del. Date: 00/00/00 Miles: 0 In-Serv. Date: 00/00/00 License No.: Yr: 07 Make: SATURN Model: AURA XE

NAME: SATURN OF ROSEVILLE Eng: LZ4 3.5L V6 4 SPD AUTO Transmission: GREY / UPP Color: SA#: 42 SO#: 217376

Address: Home Business Phone Tag# Ref SO#: 01

City / State / Zip Customer Number Stock # Labor Rate: 7947 .00

Payment Type Promise Date / Time: 07/06/07

Doc Cnt: 1 Prk Lot: 01 Diag Codes: ST WI Hrs Labor Parts Total

TEAR DOWN 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.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK. PRINTED: 7:12:07 Attention: Comments:

- L# 1 Code: PDY AURA 27000 PRE-DELIVERY INSP AURA NEW VEHICLE INSPECTION - BASE TIME
- L# 2 Code: INSTALL IDENTITY

HAZARDOUS MATERIAL: A hazardous waste disposal charge will be added when same removed from your vehicle or items used in connection with the repair of your vehicle...  
 \*By law, you may choose another facility to perform any needed repairs or adjustments which the Shop Check test indicates are necessary.  
 I hereby authorize the repair work...  
 X

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



\*\*\* DELIVERY RECEIPT \*\*\* LD 497177503-017

CARRIER: CCGW DISPATCH DATE: 7/5/07 SHIP TO: 22-11394  
 PACIFIC MOTOR TRUCKING CO. JOHN L SULLIVAN  
 850 HAMMOND WAY 700 AUTOMALL DRIV  
 MILPITAS, CA 95035 POSEVILLE CA 95662  
 (408) 945-0837 (408) 945-0154 9167817040

DRIVER: ANDRAKIN SHIPPER: General Motors  
 TRUCK: 7359

\*\*\* SPECIAL INSTRUCTIONS \*\*\*  
 NIGHT DELIVERY SUNDAY THRU THURSDAY 6:00PM TO 6:00AM ONLY! DROP UNITS  
 IN LOT 9 WRITE LAST 4 OF VIN ON ENVELOPES AND PUT IN NIGHT DROP BOX  
 LRS ON DASH DO NOT STAGE/PARK NEAR OF IN SERVICE DRIVEWAY.

Did you check your height today?

UN D #	NUM	VEHICLE I.D.	DESCRIPTION	COLOR	ORDER
1	497091586	108285749	7F [REDACTED] SATURN	15	2907/3

EXCEPTIONS: \_\_\_\_\_

*Identity*

REMARKS: \_\_\_\_\_

DEALER SIGNATURE: [Signature] CARRIER SIGNATURE: [Signature]

DATE: 7/5/07 TIME: \_\_\_\_\_ PAGE: 1 OF 1 DATE: 7/5/07 TIME: \_\_\_\_\_

Jun. 22, 2009 11:01AM Service Department

No. 5016

P. 11



2007 AURA

## SATURN Pre-Delivery Inspection Form

Vehicle Identification Number

1G8ZS57N9ZF

Dealer/BAC Code

188932

Stock # 7947

Repair Order # 217376

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: 10 °CTires: LF 2 RF 2 LR 2 RR 2

- Install loose shipped parts and all accessories (torque as needed)

**Interior:**

- Power mirrors (if equipped)
- Seats, all: Check material, operation and that removable seats are properly secured
- Seat belts, all: material, operation, routing and latches
- Displays, gauges, interior and exterior lights

**Exterior:**

- Doors, locks, all keys/fobs and keyless entry system
- Check child safety door/window locks are in normal (unlocked) position (if equipped)
- Fit/function removable top/panel, convertible top (if equipped)
- Fit/function/retention of parts such as bumpers, moldings, grille, emblems, doors, deck lid, hood, fuel door and cap, tailgate, liftgate and hatches (if equipped)

**Under Hood:**

- Remote hood release, latch and hood safety latch
- Check battery state of charge and record voltage. Charge battery if below 12.6 volts

VOLTAGE 12.11

- 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 5 After 7

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**

- Initial Preparation** - Refer to TSB 07-03-16-001A on the importance of calibrating your tire pressure gauge. This will reduce comebacks due to a "CHECK TIRE PRESS" message on the DIC.
- NEW Under Hood** - XE vehicles built prior to 7F291114 only. Inspect for spring clamp release tool on power steering return hose located behind generator. Refer to PIC4550.
- Road Test** - Check for brake vibration/shudder/pulsation. Refer to Document ID# 1734553 and TSB 05-05-22-002C for diagnostic and repair information.
- Final Inspection & Prep** - Remove grease pencil marks from door striker and hinges on all door openings during vehicle clean-up.

**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 OptiClean 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:

Jesse Walker  
Technician (Print Name)

[Signature]  
Service Manager (Signature)

7-6-07  
Date

FOR YOUR  
CONVENIENCE



**Saturn of Roseville**  
A Member of John L. Sullivan Automotive Group  
750 Automall Drive  
Roseville, CA 95661

**SERVICE HOURS**  
Mon.-Fri.: 7:00am - 5:30pm  
Sat. & Sun.: 8:00am - 5:00pm

**TO OUR EARLY MORNING OR LATE EVENING SERVICE CUSTOMERS**

1. WRITE YOUR ORDER ON THIS ENVELOPE
2. LEAVE YOUR VEHICLE ON OUR LOT LOCKED
3. PLACE YOUR KEYS IN THIS ENVELOPE
4. PLACE ENVELOPE IN EARLY BIRD SLOT

Name \_\_\_\_\_ License No. None  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ Zip \_\_\_\_\_ Mileage \_\_\_\_\_  
 Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_

What time will you call for your vehicle? \_\_\_\_\_ AM PM  
 Year 07 Make & Model AURA Color Gold

- |                                                                                                      |                                                    |
|------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| <input type="checkbox"/> Chassis Lubrication                                                         | <input type="checkbox"/> Change Oil and Filter     |
| <input type="checkbox"/> Adjust Brakes                                                               | <input type="checkbox"/> Change Transmission Oil   |
| <input type="checkbox"/> Front End Alignment                                                         | <input type="checkbox"/> Check AC / Heating System |
| <input type="checkbox"/> Balance Wheels <input type="checkbox"/> Front <input type="checkbox"/> Rear | <input type="checkbox"/> Check Exhaust System      |
| <input type="checkbox"/> Repack Front Wheel Bearings                                                 | <input type="checkbox"/> Check Steering and Shocks |
| <input type="checkbox"/> Flush Radiator - Add Anti Freeze                                            | <input type="checkbox"/> Aim Headlights            |
| <input type="checkbox"/> Engine Tune Up                                                              | <input type="checkbox"/> _____ Mile Service        |

Other Service Desired / Description of Problem \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**TERM CASH: UNLESS ARRANGEMENTS MADE**  
 I hereby authorized 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 cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

Customer's Signature \_\_\_\_\_ Date \_\_\_\_\_  
 Maximum Amount Authorized \$ \_\_\_\_\_  
 FM Graphics, Inc. • 384-2183

Jun. 22, 2009 11:02AM Service Department

No. 5016 P. 16

TF [REDACTED]  
916  
8863

PRINT DATE: 11/10/07 11:57:21  
 REPORT DATE: 11/10/07

SATURN OF HOEKVILLE  
 SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 1  
 USER: SMHITB14

Vehicle Type: C Owner: MURRAY, CONRAD Unit Number:  
 Year: 2007 Make: SATURN Model: ADRA X4 VIN: 1G225578277 Stock Number: 7947U

SO#: 219269 Date: 09/29/07 SA#: 293 Miles: 916 PAC#: 11394 SO Tot: 90.99 Lbr: 90.99 Pts: .00 Net Itm: .00

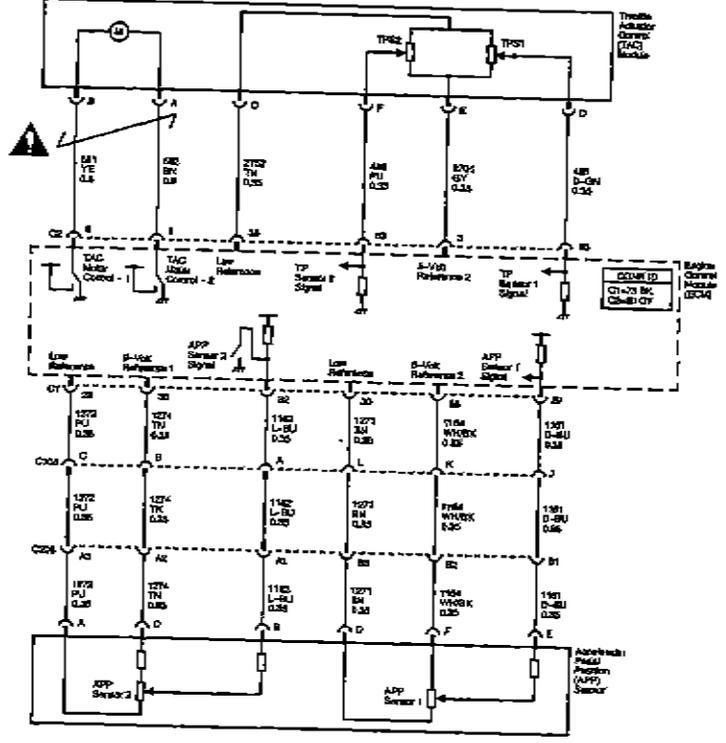
LN	Type	Amount	ST	Description	Technician
1				Comp: CUSTOMER STATES REDUCED POWER LIGHT CAME ON CAUSE: NO TROUBLE FOUND Tech Comm: CUSTOMER STATES REDUCED POWER LIGHT CAME ON, INSPE CT, DID FIND REDUCED POWER CODE, CLEARED CODE --RO AD TEST 60 MILES--COULD NOT GET LIGHT TO COME BACK ON CUSTOMER STATES REDUCED POWER LIGHT CAME ON, INSPE CT, DID FIND REDUCED POWER CODE, CLEARED CODE --RO AD TEST 60 MILES--COULD NOT GET LIGHT TO COME BACK ON *ADD TIME DIAG	
	LABOR	90.99	W	Corr: ENGINE/MOTOR - SYMPTOM DIAGNOSIS	
	Labor Op:	39995			073 ROBERT APPINO 079 ROGER STARKAY

LN	Type	Amount	ST	Description	Technician
2				Comp: CUSTOMER STATES SERVICE TRACTION LIGHT CAME ON Tech Comm: NO CODES--DID NOT COME ON DURING ROAD TEST	
	LABOR	.00	IS	Corr: INFORMATION LINE	
	Labor Op:	M5300			

LN	Type	Amount	ST	Description	Technician
3				Comp: CUSTOMER STATES HOOD GETS TOO HOT TO TOUCH AFTER D RIVING Tech Comm: HOOD FEELS NORMAL AFTER ROAD TEST..	
	LABOR	.00	IS	Corr: INFORMATION LINE	
	Labor Op:	M5300			

LN	Type	Amount	ST	Description	Technician
4				Comp: CUSTOMER STATES CLUNK NOISE FROM LEFT REAR WHEN BA CLEAVING AND TURNING RT OVER CURB Tech Comm: UNABLE TO DUPLICATE CONCERN	
	LABOR	.00	IS	Corr: INFORMATION LINE	
	Labor Op:	M5300			

\*\*\* Following the line number denotes added operation. \*\* End of Report \*\*





**Law Offices of Michael A. Saunders**

1901 First Avenue, First Floor

San Diego, CA 92101

Fax (858) 272-9009

(858) 272-9988

June 12, 2009

General Motors Corporation  
Saturn Customer Assistance Center  
P.O. Box 33173  
Detroit, MI 48232-5173

Re: [REDACTED] **vs-General Motors Corporaton**

Our Client: [REDACTED]  
Vehicle: 2007 Saturn Aura XE  
Date of Delivery: September 19, 2008  
VIN: 1G8ZS57N97F [REDACTED]

Dear Sir or Madam:

Please be advised this law firm has been retained by [REDACTED] to enforce his legal rights regarding the purchase of the above-identified vehicle. The purpose of this letter is to set forth the facts of this case, cite the applicable law and attempt to resolve this matter as quickly and efficiently as possible.

[REDACTED] purchased his vehicle from Saturn of Roseville in Roseville, California on September 19, 2008. My client was understandably excited about his 2007 Saturn Aura XE, feeling he had made a quality choice for his driving needs and enjoyment. My client's anticipation and excitement, however, quickly turned to disappointment and frustration due to numerous unsuccessful repair attempts, which have substantially impaired the vehicle to him. This is not what my client was promised nor bargained-for when he purchased the above-identified vehicle.

As you are undoubtedly aware, under the Song-Beverly Consumer Warranty Act, when a motor vehicle is sold with a "substantial, material impairment in use, value and safety" and a reasonable number of attempts have been made to repair the defects, the consumer must be reimbursed or the vehicle replaced, *See Schreidel v. American Honda Motor Co.* (1985) 34 Cal.App.4th 1242; Cal. Civ. Code §1793.22(e)(1).

When my client took possession of the subject-vehicle, there were only 1285 miles on the odometer. The car was purchased with a 36,000-mile warranty and falls well within the provisions of the Song-Beverly Consumer Warranty Act. Cal. Civ. Code §1793.22(e)(2); See Jenson v. BMW of North America, Inc. (1995) 35 Cal.App.4th 112.

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 State and Federal 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) Defective engine as evidenced by the engine dying, engine not starting, rough idle, reduced power, and numerous illuminated dashboard warning lights, including: "Reduced Power," "Service Traction," "Check Engine," and "Airbag Disable," causing the vehicle to have to be towed to the dealership for warranty repairs.

The vehicle's onboard computer has recorded numerous error codes, including: CO242, P2135, and B0081. The dealership has replaced several critical engine-related components in an attempt to fix [REDACTED] defective Saturn, including installing a new throttle body assembly, electronic control module, new battery, body control module and under hood electrical buss panel.

During the first 18 months and 18,000 miles, this vehicle has been to the shop for warranty repairs on over four (4) separate occasions. Accordingly, this vehicle meets the requirements of the Tanner Consumer Protection Act, Cal. Civ. Code §1793.22, which provides:

It shall be presumed that a reasonable number of attempts have been made to conform a new motor vehicle to the applicable express warranties if, within eighteen months from delivery to the buyer or 18,000 miles on the odometer of the vehicle, whichever occurs first, ... **the same nonconformity has been subject to repair four or more times by the manufacturer.** Emphasis added.

As you are well aware, this presumption shifts the burden of proof to the manufacturer. If this case goes to trial, General Motors will have to prove, by a preponderance of the evidence, my client did not afford a "reasonable number of attempts" to conform this vehicle to the applicable express warranties.

Based on this extraordinary repair history, my client understandably has lost confidence in this vehicle. As General Motors is aware, my client is not required to live with this problematic vehicle and is herein demanding his entitlement under the Song-Beverly Consumer Warranty Act (the "Lemon Law"), Cal. Civ. Code §1790 et seq., which provides:

If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle... to conform to applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle... or promptly make restitution to the buyer... However, the buyer shall be free to elect restitution in lieu of replacement.

(B) In the case of restitution, the manufacturer shall make restitution in an amount equal to the actual price paid or payable by the buyer, including any charges for transportation and manufacturer installed options... and including any collateral charges such as sales tax, license fees, registration fees and other official fees, plus any incidental damages... including but not limited to reasonable repairs, towing and rental car costs..."

Cal. Civ. Code §1793.2(d)(2) (emphasis added).

The Lemon Law goes on to state:

(a) Any buyer of consumer goods who is damaged by a failure to comply with an obligation under this chapter or under an implied or express warranty or service contract, may bring an action for recovery of damages and other legal and equitable relief.

(b) If the buyer prevails in an action under this section, the buyer shall be allowed by the court to recover as part of the judgment a sum equal to the aggregate amount of costs and expenses, including attorney's fees, determined by the court to have been reasonably incurred by the buyer in connection with the commencement and prosecution of such action.

Cal. Civ. Code § § 1794 (emphasis added).

In light of the facts of this case as applied to the Lemon Law, there is no doubt General Motors is obligated to make restitution to my client for the "lemon" which was sold to him. In light of the facts of this case where liability is clear, further denial of your obligations under the Lemon Law can only be described as "willful," triggering the civil penalty provision quoted above.

Clearly, the persistence of the subject-vehicle's various defects, despite the numerous attempts which have been made to repair them, creates the type of problem which constitutes a "substantial, material impairment in the use, value and safety" of my client's vehicle which requires restitution or replacement under Cal. Civ. Code §1791 et seq.

Under the Song-Beverly Act, my client has the choice of taking a replacement vehicle or, if he wishes, he may insist on restitution in this matter. Cal. Civ. Code §1793.2 (d)(2). My client hereby demands restitution for his "lemon" as determined by Cal. Civ. Code §1793.2(d)(2)(B).<sup>1</sup>

Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. Think of the time, money and effort both sides would save with a quick resolution of this claim.

Please give this demand the serious consideration it deserves. If I do not hear from you, **in writing**, by July 12, 2009, I shall assume General Motors is denying its obligations under the law and my client will be left with no choice but to initiate legal proceedings. As I am sure you are aware, under the circumstances, the Song-Beverly Consumer Warranty Act provides a consumer shall be awarded reasonable costs and attorney fees if resort to the court system is necessary.

██████████ does not seek anything beyond what he should have received in the first instance... fairness on the part of General Motors.

Thank you for your anticipated attention to this matter. I trust this will be resolved rapidly.

Very truly yours,

LAW OFFICES OF MICHAEL A. SAUNDERS



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Michael A. Saunders, Esq.  
Attorney for Michael Davidson

Enclosures

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<sup>1</sup>Under California Civil Code Section 1793.2(d)(2)(B), the amount of restitution due is "equal to the actual price paid or payable by the buyer, including any charges for transportation and manufacturer installed options, but excluding nonmanufacturer items installed by a dealer or the buyer, and including any collateral charges, such as sales tax, license fees, registration fees, and other official fees, plus any incidental damages."

<b>Dated Mileage Invoice#</b>	<b>Description of Complaint</b>	<b>Description of Repair Attempt by the Dealership</b>
8-22-07 900 Miles RO# 685381	<b>Warranty towing</b> courtesy of GM Roadside Assistance	
8-27-09 970 Miles RO#219401	Saturn used car safety inspection	
8-29-07 916 Miles? RO#219269	Customer states <b>reduced power light came on</b>	No trouble found. Cleared code. Test 60 miles. Could not get light to come back on.
11-17-07 1241 Miles RO# 222090	Customer states <b>vehicle died at stop sign, restarted, then vehicle had lost power, would not exceed 20mph, would die at every stop sign, severe loss of power</b>	Defective part. Inspected system, found code <b>CO242</b> and <b>P2135 throttle position sensor code</b> , checked connections at TB and ECM, contacted TAC-Case #9981942 – <b>Replaced throttle body assembly</b> - road test- operation normal.
12-8-08 2656 Miles RO# 233402	Customer states the <b>service traction light and reduced power comes on the display.</b>	Verified customers concern and found internal failure to the ECM. <b>Installed new ECM</b> and all ok at this time.
2-9-09 4423 Miles RO#235106	Customer states same concern as last visit the <b>check engine light, traction off and reduced engine power on also died at stop 1 time.</b> See history.	Verified customers concern and found internal failure to the battery <b>installed new battery</b> and cleared codes and <b>test-drove and code came back for CO242.</b> Inspected and found <b>internal failure to the throttle body.</b> <b>Installed new throttle body</b> and cleared codes. Test drove and all ok at this time. <b>Replaced throttle body due to codes P2135.</b>
5-26-09 6-2-09 6797 Miles RO#238626	Customer states driving down the freeway, <b>airbag disable, engine power reduced, traction disable, engine disable lights all came on and car died, would not start back up. Had towed in. Once here it started.</b>	<b>Scanned and verified codes P2135, CO242, and B0081.</b> Tested and inspected, unable to verify. Road Tested multiple times. Per discussion with area service manager, <b>replaced body control module and under hood electrical buss panel.</b>

Warranty Repair Summary – [REDACTED] vs. General Motors Corporation

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.



\*\*\*\*\* DO NOT DETACH - REGISTERED OWNER INFORMATION \*\*\*\*\*



REGISTRATION CARD VALID FROM: 08/02/2008 TO: 08/02/2009

MAKE	YR MODEL	YR 1ST SOLD	VLV CLASS	*YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
STRN	2007	2007	EY	2007	120	11	[REDACTED]
BODY TYPE MODEL	MP	MO					VEHICLE ID NUMBER
4D	G	PX					1G8ZS57N97F [REDACTED]
TYPE VEHICLE USE		DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC		STICKER ISSUED
AUTOMOBILE		10/22/08	34	10/14/08	2		[REDACTED]

PR EXP DATE: 08/02/2008

REGISTERED OWNER  
[REDACTED]

	AMOUNT DUE	AMOUNT RECVD
	\$ 238.00	CASH :
		CHCK :
		CRDT :

CITRUS HTS  
CA [REDACTED]

LIENHOLDER  
SCHOOLS FNCL CU  
PO BX 526001

SACRAMENTO  
CA 95852

F01 195 17 0023800 0299 CB F01 102208 11 6BDN799 393

### RETAIL INSTALLMENT SALE CONTRACT - SIMPLE FINANCE CHARGE

Dealer Number 140928 Contract Number NAD# 140928 R.O.S. Number 19783592 Stock Number 7947U

Buyer Name and Address <u>[REDACTED]</u> <u>WILSON, BRIGGS</u> CA <u>[REDACTED]</u>	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address) <b>SATURN OF ROSEVILLE</b> PO BOX 1205 ROSEVILLE CA 95661
-------------------------------------------------------------------------------------------	--------------------------------------------------------------	-------------------------------------------------------------------------------------------------------

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
USED	2007	SATURN AURA XE	1285	1G8ZS57N97F [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>4,277.75</u> is \$ <u>32,648.75 (e)</u>
6.69 %	\$ 5,828.00(e)	\$ 22,543.00	\$ 28,371.00(e)	(e) means an estimate
YOUR PAYMENT SCHEDULE WILL BE:				
Number of Payments:	Amount of Payments:	When Payments Are Due:		
One Payment of	N/A			
One Payment of	N/A			
N/A Payments	N/A	Monthly, Beginning	N/A	
83 Payments	337.75	Monthly, Beginning	11/03/08	
One Final Payment	337.75		10/03/15	

STATEMENT OF INSURANCE		
NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.		
Vehicle Insurance		
Term		Premium
\$ N/A	Ded. Comp., Fire & Theft	N/A Mos. \$ N/A
\$ N/A	Ded. Collision	N/A Mos. \$ N/A
Bodily Injury	\$ N/A Limits	N/A Mos. \$ N/A
Property Damage	\$ N/A Limits	N/A Mos. \$ N/A
Medical	N/A	N/A Mos. \$ N/A
		N/A Mos. \$ N/A
Total Vehicle Insurance Premiums		\$ N/A

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

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not [REDACTED].

**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 \$ 21576.09 (A)
    - Cash Price Vehicle \$ 21576.09
    - Cash Price Accessories \$ N/A
    - Other (Nontaxable) \$ N/A

Describe \_\_\_\_\_ \$ N/A

Describe \_\_\_\_\_ \$ N/A
  - Document Preparation Fee (not a governmental fee) \$ 55.00 (B)
  - \$mog 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) Theft Deterrent Device (to whom paid) \$ N/A (F)
  - (Optional) Surface Protection Product (to whom paid) \$ N/A (G)
  - (Optional) Surface Protection Product (to whom paid) \$ N/A (H)
  - Sales Tax (on taxable items in A through H) 7.75 \$ 1676.41 (I)
  - Optional DMV Electronic Filing Fee \$ N/A (J)
  - (Optional) Service Contract (to whom paid) CIS \$ N/A (K)
  - (Optional) Service Contract (to whom paid) \$ 2695.00 (L)
  - (Optional) Service Contract (to whom paid) \$ N/A (M)
  - (Optional) Service Contract (to whom paid) \$ N/A (N)
  - (Optional) Service Contract (to whom paid) \$ N/A (O)
  - Prior Credit or Lease Balance paid by Seller to SYNERGY BANK \$ N/A (P)  
(see downpayment and trade-in calculation)
  - (Optional) Gap Contract (to whom paid) JLS \$ 795.00 (Q)
  - (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (R)
  - Other (to whom paid) \$ N/A (S)

For \_\_\_\_\_

Buyer: [REDACTED]

Co-Buyer: [REDACTED]

Seller  **SATURN OF ROSEVILLE**

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

**Application for Optional Credit Insurance**

Credit Life:  Buyer  Co-Buyer  Both

Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A Mos.	N/A	N/A
Credit Disability	N/A Mos.	N/A	N/A
Total Credit Insurance Premiums	\$ N/A (b)		

Insurance Company Name \_\_\_\_\_

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**

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 \$ 8.25 (4)

5. Subtotal (1 through 4) \$ 26820.75 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr 2000 Make SATURN \$ 1700.00 (A)  
 Model SL Odom 58427  
 VIN 1G8JUS2F9YY

B. Less Prior Credit or Lease Balance ESTIMATED \$ 2922.25 (B)

C. Net Trade-In (A less B) (indicate if a negative number) \$ 1222.25 (C)

D. Deferred Downpayment \$ N/A (D)

E. Manufacturer's Rebate \$ 2500.00 (E)

F. Other \$ N/A (F)

G. Cash WSSA \$ 3000.00 (G)

Total Downpayment (C through G) \$ 4277.75 (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) \$ 22543.00 (7)

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

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1G of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 84 Mos. CALIF GAP  
 Name of Gap Contract \_\_\_\_\_

I want to buy \_\_\_\_\_

Buyer Signs \_\_\_\_\_

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 CITIZENS INSURANCE SERVICES  
 Term 60 Mos. or 100000 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 Miles

Buyer Signs \_\_\_\_\_

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.

N/A Buyer  
 N/A Co-Buyer

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and you and we must sign it.

Buyer Signs X  
 Co-Buyer Signs X

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

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

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

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

S/S \_\_\_\_\_ X

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true and fair 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 difference. 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 \_\_\_\_\_ Co-Buyer X \_\_\_\_\_

Notice: This contract is a legal document. Read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

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

After this contract is signed, the seller may change the payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair practice for the seller to change the terms without your agreement.

Buyer Signature \_\_\_\_\_ Co-Buyer Signature X \_\_\_\_\_

**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.** SUBJECT TO LENDER'S CREDIT APPROVAL

**THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION**

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signs \_\_\_\_\_ Date 09/19/08 Co-Buyer Signature X \_\_\_\_\_ Date \_\_\_\_\_

Co-Buyers and Other Owners: A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X N/A Address N/A

**GUARANTY:** To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a

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REPORT DATE: 5/26/09

SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 1  
USER: APARIN13

Vehicle Type: C  
Year: 2007

Make: SATURN

Owner: DAVIDSON, MICHAEL  
Model: AURA XE

VIN: 1G8ZS57N97F [REDACTED]

Unit Number:  
Stock Number: 7947U

SO#: 235106 Date: 02/09/09 SA#: 312 Miles: 4423 FAC#: 11394 SO Tot: 469.06 Lbr: 166.97 Pts: 287.00 Net Itm: 74.00

L#	Type	Amount	ST	Description	Technician
1				Comp: CUSTOMER STATES SAME CONCERN AS LAST VISIT THE CHECK ENGINE LIGHT TRACTION OFF AND REDUCED ENGINE POWER ON ALSO DIED AT STOP 1 TIME SEE HISTORY Caus: ELECTRICAL - SHORTED Tech Comm: VERIFIED CUSTOMERS CONCERN AND FOUND INTERNAL FAILURE TO THE BATTERY INSTALLED NEW BATTERY AND CLEARED CODES AND TEST DROVE CODE CAME BACK FOR C0242 INSPECTED AND FOUND INTERNAL FAILURE TO THE THROTTLE BODY INSTALLED NEW THROTTLE BODY AND CLEARED CODES TEST DROVE AND ALL OK AT THIS TIME.	
	NET ITEM	74.00	W	RENTAL CAR-	
	LABOR	49.11	W	Corr: BATTERY - ONE - REPLACE	443 Tom Heintz
	LABOR Op: N0110				
	PARTS	105.86	W	Part/Desc: 19001628 75- 5YR DELCO BATT 065	

L#	Type	Amount	ST	Description	Technician
2*				Comp: CONVERTED CLAIM Caus: MODL/COMPNT - SHORTED Tech Comm: REPLACED THROTTLE BODY DUE TO CODES P2135	
	LABOR	117.86	W	Corr: THROTTLE BODY ASSEMBLY REPLACEMENT	443 Tom Heintz
	LABOR Op: J5490				
	PARTS	181.14	W	Part/Desc: 12609500 BODY ASM-THROT (W/ 390	

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SO#: 233402 Date: 12/08/08 SA#: 312 Miles: 2656 FAC#: 11394 SO Tot: 296.19 Lbr: 223.24 Pts: 526.91 Net Itm: 74.00

L#	Type	Amount	ST	Description	Technician
1				Comp: CUSTOMER STATES THE SERVICE TRACTION LIGHT AND REDUCED POWER COMES ON DISPLAY PLS ADVISE Caus: MODL/COMPNT - SHORTED Tech Comm: VERIFIED CUSTOMERS CONCERN AND FOUND INTERNAL FAILURE TO THE ECM INSTALLED NEW ECM AND ALL OK AT THIS TIME	
	LABOR	56.27	W	Corr: POWERTRAIN CONTROL MODULE REPLACEMENT	443 Tom Heintz
	LABOR Op: J6360				
	PARTS	239.91	W	Part/Desc: 12597121 MODULE ASM-ENG CON 133	

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REPORT DATE: 5/26/09

SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 2  
USER: AFARIN13

Vehicle Type: C  
Year: 2007

Make: SATURN

Owner: [REDACTED]  
Model: AURA XE

VIN: 1G8ZS57N97F [REDACTED]

Unit Number:  
Stock Number: 7947U

SO#: 233918 Date:12/05/08 SA#:312 Miles: 3532 FAC#:11394 SO Tot: 39.95 Lbr: 241.24 Pts: 535.27 Net Itm: 74.00

L#	Type	Amount	ST	Description	Technician
1				Comp: QUICK OIL AND FILTER SERVICE S Tech Comm: PERFORMED LOP	
	LABOR	18.00	CQ	Corr: CHANGE ENGINE OIL AND FILTER CHANGE ENGINE OIL AND	443 Tom Heintz
	Labor Op: M5010				
	PARTS	5.65	CQ	Part/Desc: 89017342 FILTER ASM,OIL (PF 133	
		2.71	CQ	Part/Desc: P3663 MOBIL 5W30 133	
	LABOR	.00	CQ	Corr: RESET ENGINE OIL LIFE INDICATOR LAMP RESET ENGINE	443 Tom Heintz
	Labor Op: M5303				
	LABOR	.00	CQ	Corr: EXTERIOR LIGHTING CHECK EXTERIOR LIGHTING CHECK	443 Tom Heintz
	Labor Op: M5004				
	LABOR	.00	CQ	Corr: TOP OFF ALL FLUIDS TOP OFF ALL FLUIDS	443 Tom Heintz
	Labor Op: M5005				
	LABOR	.00	CQ	Corr: CHECK AND/OR ADJUST TIRE PRESSURE (ALL) CHECK AND/	443 Tom Heintz
	Labor Op: M5008				

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SO#: 232342 Date:10/07/08 SA#: 42 Miles: 1980 FAC#:11394 SO Tot: 151.01 Lbr: 290.13 Pts: 637.39 Net Itm: 74.00

L#	Type	Amount	ST	Description	Technician
1				Comp: CUST REQUEST ONE NEW REMOTE AND ONE KEY PER DUE BI LL Tech Comm: PROGRAMMED ONE NEW REMOTE AND KEY.	
	LABOR	48.89	ID	Corr: TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - R	019 tony valadez
	Labor Op: R4490				
	PARTS	25.71	ID	Part/Desc: 15871576 KEY-DR LK & IGN LK 510	
		76.41	ID	Part/Desc: 22733524 TRANSMITTER ASM-R/ 510	
L#	Type	Amount	ST	Description	Technician
2				Comp: CUST REQUEST FLOOR MATS PER DUE BILL Tech Comm: INSTALLED FLOOR MATS PER DUE BILL	
	LABOR	.00	ID	Corr: INSTALL MATS	
	Labor Op: M5300				

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SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 3  
USER: AFARIN13

Vehicle Type: C  
Year: 2007

Make: SATURN

Owner: [REDACTED]  
Model: AURA XE

VIN: 1G8ZS57N97F [REDACTED]

Unit Number:  
Stock Number: 7947U

SO#: 222740 Date: 11/29/07 SA#: 84 Miles: 1523 FAC#: 11394 SO Tot: 246.40 Lbr: 422.13 Pts: 691.29 Net Itm: 134.50

L#	Type	Amount	ST	Description	Technician
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1				Comp: SATURN USED CAR SAFETY INSPEC. Comm: QUICK CHECK NO LOP	
	LABOR	97.50	IR	Corr: SATURN USED CAR SERVICE INSPECTION	
	Labor Op: M6000				

073 ROBERT APPINO  
079 ROGER STARKEY

L#	Type	Amount	ST	Description	Technician
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2				Comp: SMOG CHECK Comm: PASSED VISUAL SMOG	
	LABOR	19.50	IR	Corr: STATE NEW CAR EMISSION TEST	
	Labor Op: M6010				

126 ALBERT AGUILAR

L#	Type	Amount	ST	Description	Technician
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3				Comp: DETAIL SUBLET Comm: DETAIL SUBLET	
	NET ITEM	60.50	IR	Detail (Sublet)--chevrolet	
	LABOR	.00	IR	Corr: DETAIL CAR (WAX & BUFF)	
	Labor Op: M5090				

L#	Type	Amount	ST	Description	Technician
----	------	--------	----	-------------	------------

4				Comp: aftermarket alarm used Comm: INSTALLED IDENTITY	
	LABOR	15.00	IIU	Corr: NON-SATURN ALARM INSTALLATION	
	Labor Op: M5170				

073 ROBERT APPINO  
079 ROGER STARKEY

PARTS 53.90 IIU Part/Desc: RS2 IDENITY GM 008

L#	Type	Amount	ST	Description	Technician
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5				Comp: CHECK FOR TRACKER & ADVISE Comm: CHECKED FOR TRACKER YEA	
	LABOR	.00	IR	Corr: INFORMATION LINE	
	Labor Op: M5300				

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SO#: 222090 Date: 11/17/07 SA#: 293 Miles: 1241 FAC#: 11394 SO Tot: 517.93 Lbr: 458.53 Pts: 875.33 Net Itm: 386.50

L#	Type	Amount	ST	Description	Technician
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1  
 Comp: CUSTOMER STATES VEHICLE DIED AT STOP SIGN, RESTARTED, THEN VEHICLE HAD LOST POWER--WOULD NOT EXCEED 20 MPH--WOULD DIE AT EVERY STOP SIGN--SEVERE LOSS OF POWER  
 Caus: DEFECTIVE PART  
 Tech Comm: CUSTOMER STATES VEH DIED AT STOP, SEVERE LOSS OF POWER, INSPECTED SYSTEM,--FOUND CODE C0242 AND P2135 THROTTLE POSITION SENSOR CODE, CHECKED CONNECTIONS AT TB AND ECM, CONTACTED TAC CASE #9981942--REPLACED THROTTLE BODY ASSY--ROAD TEST-OPERATION NORMAL

LABOR 36.40 W Corr: BODY UNIT, THROTTLE - REPLACE  
 Labor Op: J5490 126 ALBERT AGUILAR

PARTS 178.29 W Part/Desc: 12577029 BODY ASM-THROT (W/ 065  
 5.75 W Part/Desc: 12579933 SEAL-THROT BODY 065

L#	Type	Amount	ST	Description	Technician
----	------	--------	----	-------------	------------

2  
 Comp: RENTAL  
 Caus: DEFECTIVE PART  
 Tech Comm: 7 DAYS RENTAL--CONTACTED DSM AND LEFT MESSAGES CONCERNING EXTENDED RENTAL--SCOTT ALLISON VIN #2G1WT55K489 [REDACTED]

NET ITEM 252.00 W RENTAL CAR--ENTERPRISE

LABOR .00 W Corr: COURTESY TRANSPORTATION SATURN COURTESY 6+ DAY CAR  
 Labor Op: Z4636

L#	Type	Amount	ST	Description	Technician
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3\*  
 Tech Comm: platinum seal  
 NEED TO RESCHEDULE DURING WEEK

LABOR .00 IS Corr: INFORMATION LINE  
 Labor Op: M5300

\*\*\*\*\*  
 SO#: 219269 Date:08/29/07 SA#:293 Miles: 916 FAC#:11394 SO Tot: 90.99 Lbr: 549.52 Pts: 875.33 Net Itm: 386.50

L#	Type	Amount	ST	Description	Technician
----	------	--------	----	-------------	------------

1  
 Comp: ~~CUSTOMER STATES REDUCED POWER LIGHT CAME ON~~  
 Caus: ~~NO TROUBLE FOUND~~  
 Tech Comm: CUSTOMER STATES REDUCED POWER LIGHT CAME ON, INSPECT, DID FIND REDUCED POWER CODE, CLEARED CODE --ROAD TEST 60 MILES--COULD NOT GET LIGHT TO COME BACK ON  
~~CUSTOMER STATES REDUCED POWER LIGHT CAME ON, INSPECT, DID FIND REDUCED POWER CODE, CLEARED CODE --ROAD TEST 60 MILES--COULD NOT GET LIGHT TO COME BACK ON~~  
 ADD TIME DIAG

LABOR 90.99 W Corr: ENGINE/MOTOR - SYMPTOM DIAGNOSIS

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SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 5  
USER: APARIN13

Vehicle Type: C  
Year: 2007

Make: SATURN

Owner: [REDACTED]  
Model: AURA XE

VIN: 1G8ZS57N97F [REDACTED]

Unit Number:  
Stock Number: 7947U

L#	Type	Amount	ST	Description	Technician
1				Continued.....	
	Labor Op: J9995				073 ROBERT APPINO 079 ROGER STARKEY

L#	Type	Amount	ST	Description	Technician
2				Comp: CUSTOMER STATES SERVICE TRACTION LIGHT CAME ON Tech Comm: NO CODES--DID NOT COME ON DURING ROAD TEST	
	LABOR	.00	IS	Corr: INFORMATION LINE	
	Labor Op: M5300				

L#	Type	Amount	ST	Description	Technician
3				Comp: CUSTOMER STATES HOOD GETS TOO HOT TO TOUCH AFTER D RIVING Tech Comm: HOOD FEELS NORMAL AFTER ROAD TEST..	
	LABOR	.00	IS	Corr: INFORMATION LINE	
	Labor Op: M5300				

L#	Type	Amount	ST	Description	Technician
4*				Comp: CUSTOMER STATES CLUNK NOISE FROM LEFT REAR WHEN BA CKING AND TURNING RT OVER CURB Tech Comm: UNABLE TON DUPLICATE CONCERN	
	LABOR	.00	IS	Corr: INFORMATION LINE	
	Labor Op: M5300				

\*\*\*\*\*  
SO#: 219401 Date:08/27/07 SA#: 84 Miles: 970 FAC#:11394 SO Tot: 177.50 Lbr: 666.52 Pts: 875.33 Net Itm: 447.00

L#	Type	Amount	ST	Description	Technician
1				Comp: SATURN USED CAR SAFETY INSPEC. Tech Comm: PERFORMED SAFETY QUICK CHECK- NO LOP	
	LABOR	97.50	IR	Corr: SATURN USED CAR SERVICE INSPECTION	
	Labor Op: M6000				124 RICHARD DOUGLAS

L#	Type	Amount	ST	Description	Technician
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SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 6  
USER: AFARIN13

Vehicle Type: C  
Year: 2007

Make: SATURN

Owner: [REDACTED]  
Model: AURA XE

VIN: 1G8ZS57N97F [REDACTED]

Unit Number:  
Stock Number: 7947U

L#	Type	Amount	ST	Description	Technician
2				Comp: SMOG CHECK Tech Comm: PASSED VISUAL SMOG	
	LABOR	19.50	IR	Corr: STATE NEW CAR EMISSION TEST	
	Labor Op: M6010				126 ALBERT AGUILAR

L#	Type	Amount	ST	Description	Technician
3				Comp: DETAIL SUBLET Tech Comm: DETAIL SUBLET (CHEVORLET)	
	NET ITEM	60.50	IR	Detail (Sublet)--chevrolet	
	LABOR	.00	IR	Corr: DETAIL CAR (WAX & BUFF)	
	Labor Op: M5090				

L#	Type	Amount	ST	Description	Technician
5				Comp: CHECK FOR TRACKER & ADVISE Tech Comm: CHECKED FOR TRACKER	
	LABOR	.00	IR	Corr: INFORMATION LINE	
	Labor Op: M5300				

\*\*\*\*\*  
SO#: 685381 Date:08/22/07 SA#: Miles: 900 FAC#:11331 SO Tot: .00 Lbr: 666.52 Pts: 875.33 Net Itm: 447.00

L#	Type	Amount	ST	Description	Technician
1				Tech Comm: 34416	
	NET ITEM	.00			
	LABOR	.00		Corr: WARRANTY TOWING COURTESY, GM ROADSIDE	
	Labor Op: Z4531				

\*\*\*\*\*  
SO#: 217376 Date:07/07/07 SA#: 42 Miles: 3 FAC#:11394 SO Tot: 178.08 Lbr: 790.70 Pts: 929.23 Net Itm: 447.00

L#	Type	Amount	ST	Description	Technician
1				Comp: PRE-DELIVERY INSP AURA Caus: PDI Tech Comm: PERFORMED PDI.	

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REPORT DATE: 5/26/09

SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 7  
USER: APARIN13

Vehicle Type: C  
Year: 2007

Make: SATURN

Owner: [REDACTED]  
Model: AURA XE

VIN: 1G8ZS57N97F [REDACTED]

Unit Number:  
Stock Number: 7947U

L#	Type	Amount	ST	Description	Technician
1				Continued..... Tech Comm: PERFORMED PDI.	
	LABOR	109.18	WI	Corr: NEW VEHICLE INSPECTION - BASE TIME	
	Labor Op: Z7000				116 JESSE WALKER

L#	Type	Amount	ST	Description	Technician
3*				Comp: Install Aftermarket Alarm Tech Comm: INSTALLED IDENTITY.	
	LABOR	15.00	IIN	Corr: NON-SATURN ALARM INSTALLATION	
	Labor Op: M5170				116 JESSE WALKER
	PARTS	53.90	IIN	Part/Desc: RS2 IDENTITY GM	065

\*\*\* Following the line number denotes added operation. \*\* End of Report \*\*



SATURN OF ROSEVILLE

750 Automall Drive  
Roseville, CA 95661

Toll Free (800) 825-8556 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7090  
Sacramento Local (916) 909-0102

SERVICE INVOICE

WWW.SATURNOFROSEVILLE.COM

BAR# RCAF222030  
CAL# 000308679

Co.# 01

<b>DATA</b>  CITRUS HEIGHTS CA  Business Phone: Home Phone:	Service Order Number		Service Advisor		VIN		
	233402		Justin Nicholson		1G8ZS57N97F		
	Color	Year	Make/Model		License	Engine	Stk.#
	GREY / UPPER	2007	SATURN AURA XE			LZ4 3.5LV6	7947U
	Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan	
	2656 / 3532	W945	7/31/2007	----	1		
	Tax Exempt		Date/Time In		Date/Time Out		
		11/14/2008 15:18		12/05/2008 9:58			

LINE 1 CUSTOMER STATES THE SERVICE TRACTION LIGHT AND RED  
 UCED POWER COMES ON DISPLAY PLS ADVISE  
 CAUSE: OTHER - FOLLOW OPERATION  
 TECH COMM: VERIFIED CUSTOMERS CONCERN AND FOUND INTERNAL FAIL  
 URE TO THE ECM. INSTALLED NEW ECM AND ALL OK AT TJH  
 IS TIME.

REPAIR 1 INFORMATION LINE  
 OPCODE: M5300  
 HRS: 1.40  
 PRIMARY TECH: 443  
 WARR PARTS: 1

SALE TYPE: WARRANTY - WTY

PARTS	DESC	FP	QTY	PRICE	SALE TYPE
SN	12597121 MODULE AS Y		1		WARRANTY - GM

WTY

THANK YOU FOR CHOOSING SATURN OF ROSEVILLE

CUSTOMER SIGNATURE \_\_\_\_\_ CUSTOMER TOTAL ..... \$ .00

*[Signature]*  
 DEC 05 2008

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

**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.

TEAR DOWN 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. Page 1



SATURN OF ROSEVILLE

750 Autzmall Drive  
Roseville, CA 95661

Toll Free (800) 825-8550 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7050  
Sacramento Local (916) 969-0102

SERVICE INVOICE

BAR# RCAF222030  
CAL# 000308679

WWW.SATURNOFROSEVILLE.COM

Co.# 01

<b>Sold To:</b>  CITRUS HEIGHTS CA  Business Phone: Home Phone:	<b>Service Order Number</b>		<b>Service Advisor</b>		<b>VIN</b>		
	235106		Justin Nicholson		1G8ZS57N97F		
	<b>Color</b>	<b>Year</b>	<b>Make/Model</b>		<b>License</b>	<b>Stk.#</b>	
	GREY / UPPER	2007	SATURN ALBA KE			7947U	
	<b>Mileage In/Out</b>		<b>Tag</b>	<b>Delivery Date</b>	<b>Rate</b>	<b>Doc. Count</b>	<b>Plan</b>
	4423 / 4423		W366	7/31/2007	---	1	
	<b>Tax Exempt</b>		<b>Date/Time In</b>		<b>Date/Time Out</b>		
		1/17/2009 12:28		2/06/2009 9:36			

LINE 1 CUSTOMER STATES SAME CONCERN AS LAST VISIT THE CHECK ENGINE LIGHT, TRACTION OFF AND REDUCED ENGINE POWER ON ALSO DIED AT STOP 1 TIME SEE HISTORY.  
 CAUSE: OTHER - FOLLOW OPERATION  
 TECH COMM: VERIFIED CUSTOMERS CONCERN AND FOUND INTERNAL FAILURE TO THE BATTERY INSTALLED NEW BATTERY AND CLEARED CODES AND TEST DROVE CODE CAME BACK FOR C0242 INSPECTED AND FOUND INTERNAL FAILURE TO THE THROTTLE BODY. INSTALLED NEW THROTTLE BODY AND CLEARED CODES TEST DROVE AND ALL OK AT THIS TIME.

REPAIR 1 INFORMATION LINE  
 OPCODE: M5300  
 HRS: 1.00  
 PRIMARY TECH: 443  
 WARR PARTS: 2

SALE TYPE: WARRANTY - WTY

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
OT	19001628 75- 5YR D Y		1		WARRANTY - GM	WTY
SN	12609500 BODY ASM- N		1		WARRANTY - GM	WTY

NET ITEM: C RENTAL CAR- SALE TYPE  
 PO#: 295753 L#: 1 WARRANTY - GM WTY  
 UNIT QTY: 3 UNIT AMT: RENTAL DAYS: 3

THANK YOU FOR CHOOSING SATURN OF ROSEVILLE

CUSTOMER SIGNATURE \_\_\_\_\_ CUSTOMER TOTAL ..... \$ .00

\*By law, you may choose another facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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TEAR DOWN 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. Page 1



SATURN OF ROSEVILLE

750 Automall Drive  
Roseville, CA 95661

Toll Free (888) 825-8558 Main (916) 781-7040  
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SERVICE INVOICE

WWW.SATURNOFROSEVILLE.COM

BAR# RCAF222030  
CAL# 000308679

Co.# 01

<b>Sold To:</b>  [REDACTED] CITRUS HEIGHTS CA [REDACTED]  Business Phone: [REDACTED] Home Phone: [REDACTED]	<b>Service Order Number</b>		<b>Service Advisor</b>		<b>VIN</b>		
	238626		ASHLEY PULLIN		1G8ZS57N97F [REDACTED]		
	<b>Color</b>	<b>Year</b>	<b>Make/Model</b>		<b>License</b>	<b>Engine</b>	<b>Stk #</b>
	GREY / UPPER	2007	SATURN AURA XE			LZ4 3.5LV6	7947U
	<b>Mileage In/Out</b>	<b>Tag</b>	<b>Delivery Date</b>	<b>Rate</b>	<b>Doc. Count</b>	<b>Plan</b>	
	6797 / 6868	L222	7/31/2007	---	1		
	<b>Tax Exempt</b>		<b>Date/Time In</b>		<b>Date/Time Out</b>		
		5/26/2009 7:52		6/02/2009 16:10			

LINE 1 CUST STATES DRIVING DOWN FREEWAY, AIRBAG DISABLE, ENGINE POWER REDUCED, TRACTION DISABLE, ENGINE DISABLED LIGHTS ALL CAME ON AND CAR DIED, WOULD NOT START BACK UP, HAD TOWED IN. ONCE HERE IT STARTED, CK AND ADVISE

CAUSE: MODL/COMPNT - NO/BAD COMM

TECH COMM: SCANNED, VERIFID CODES P2135--C0242--B0081--TESTED INSPECTED, UNABLE TO VERIFY, ROAD TESTED MULTIPLE TIMES, SHOP FOREMAN TEST DROVE HOME, CHECKED POWER AND GROUNDS, PER DISCUSSION WITH AREA SERVICE MANAGER, REPLACED BODY CONTROL MODULE AND UNDER HOOD ELECTRICAL BUSS PANEL

REPAIR 1 INFORMATION LINE  
 OPCODE: M5300 SALE TYPE: WARRANTY - WTY  
 HRS: 2.50  
 PRIMARY TECH: 866  
 WARR PARTS: 2

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
SN	25861370 MODULE AS	Y	1		WARRANTY - GM	WTY
SN	15859578 BLOCK ASM	N	1		WARRANTY - GM	WTY

NET ITEM: C RENTAL CAR-ENTERPRISE-626550 SALE TYPE  
 PO#: 18191 WARRANTY - GM WTY  
 UNIT QTY: 6 UNIT AMT: RENTAL DAYS: 6

LINE 2 TOW IN  
 CAUSE: OTHER - FOLLOW OPERATION  
 TECH COMM: TOWED IN

REPAIR 1 INFORMATION LINE  
 OPCODE: M5300 SALE TYPE: WARRANTY - WTY

THANK YOU FOR CHOOSING SATURN OF ROSEVILLE

CUSTOMER SIGNATURE \_\_\_\_\_ CUSTOMER TOTAL ..... \$ .00

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

**Disclaimer of Warranties**  
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TEAR DOWN 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. Page 1

# HILL ENTERPRISES TOWING

20795 Dickey Lane  
 RED BLUFF, CA 96080  
 Phone: (530) 533-5711

**TOWING**

Home Phone		Business Phone		Date	
[REDACTED]		[REDACTED]		[REDACTED]	
Home Phone		Business Phone		Date	
[REDACTED]		[REDACTED]		[REDACTED]	
CALL NO.	TOWED FROM		155130		
TYPE OF CALL	TOWED TO		exit 7712		
ESTIMATE NO.	MILEAGE START		750 AUTOM		
9.9 miles overage		<input type="checkbox"/> START <input type="checkbox"/> BATTERY <input type="checkbox"/> FLAT TIRE <input type="checkbox"/> GAS <input type="checkbox"/> LOCKOUT <input type="checkbox"/> WRECK <input type="checkbox"/> TOW <input type="checkbox"/> CARRIER <input type="checkbox"/> FLAT BED <input type="checkbox"/> INSURED			
REPAIR SIGNATURE		TOWING CHARGE			
AUTHORIZED SIGNATURE		CHARGE			
0010096		SUB TOTAL			
		TOTAL 508			

[Close](#) [Print](#)**2007 SATURN AURA 307393**

<b>Date</b>	<b>Description</b>	<b>Amount</b>	<b>Interest</b>	<b>Balance</b>
07/20/09	Online Transfer Payment: From Share 20 Personal Branch Transfer	273.01	61.38	20,350.64
07/03/09	Online Transfer Payment: From Share 20 Personal Branch Transfer	221.26	113.13	20,623.65
06/02/09	Online Transfer Payment: From Share 20 Personal Branch Transfer	205.41	128.98	20,844.91
04/28/09	Online Transfer Payment: From Share 20 Personal Branch Transfer	218.96	115.43	21,050.32
03/28/09	Online Transfer Payment: From Share 20 Personal Branch Transfer	202.82	131.57	21,269.28
02/21/09	Online Transfer Payment: From Share 20 Personal Branch Transfer	246.94	87.45	21,472.10
01/29/09	Online Transfer Payment: From Share 20 Personal Branch Transfer	203.90	130.49	21,719.04
12/26/08	Online Transfer Payment: From Share 20 Personal Branch Transfer	202.69	131.70	21,922.94
11/22/08	Online Transfer Payment: From Share 03 Personal Branch Transfer	209.27	125.12	22,125.63
10/21/08	Online Transfer Payment: From Share 20 Personal Branch Transfer	208.10	126.29	22,334.90
09/30/08	New Loan	22,543.00	0.00	22,543.00

# HILL ENTERPRISES TOWING

20755 Delta Lane  
 RED BLUFF, CA 96080  
 Phone (939) 852-8711

## TOWING REPORT

Home Phone		Business Company	Insurance Phone
Customer Phone		Year	Make
6779		5	SHUTON
CALL NO.	TOWED FROM		
TYPE OF CALL	ISSUE		
DRIVER NAME	EXIT 712		
MILEAGE START	TOWED TO		
9.7 miles overage	JOHN L		
	750 A. J. ...		
	<input type="checkbox"/> START	<input type="checkbox"/> TIRE	
	<input type="checkbox"/> BATTERY	<input type="checkbox"/> TOW	
	<input type="checkbox"/> FLAT TIRE	<input type="checkbox"/> WRENCH	
	<input type="checkbox"/> GAS	<input type="checkbox"/> FLAT BED	
	<input type="checkbox"/> LOOKOUT	<input type="checkbox"/> INSURED	
	TOWING CHARGE		
	CHARGE		
	SUB TOTAL		
	TOTAL		25.00

*[Handwritten signature]*  
 001996

Welcome, Guest

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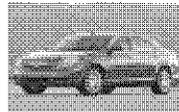
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**STEP 5 Review Edmunds.com Pricing Report**

2007 Saturn Aura XE 4dr Sedan



True Market Value<sup>SM</sup>  
Pricing

	<b>Trade-In</b>	<b>Private Party</b>	<b>Dealer Retail</b>
<b>National Base Price</b>	\$10,482	\$11,847	\$12,877
<b>Optional Equipment</b>	\$1,430	\$1,590	\$1,896
Leather Seating	\$303	\$337	\$402
Heated Passenger Seat	\$51	\$56	\$67
Heated Exterior Mirrors	\$84	\$93	\$111
Heated Driver's Seat	\$51	\$56	\$67
AM/FM/CD Changer/MP3 Audio System	\$188	\$209	\$249
17 Inch Alloy Wheels	\$178	\$198	\$236
Universal Remote Transmitter	\$75	\$84	\$100
Remote Engine Start	\$75	\$84	\$100
Satellite Radio System	\$88	\$98	\$117
Rear Audio Controls	\$135	\$150	\$179
Power Front Passenger Seat	\$95	\$106	\$126
Leather Shift Knob Trim	\$23	\$26	\$31
Steering Wheel Audio Controls	\$84	\$93	\$111
Color Adjustment	\$17	\$19	\$21
Gold			
<b>Regional Adjustment</b> for Zip Code 95621	\$-23	\$-26	\$-29
<b>Mileage Adjustment</b> 9,000 miles	\$994	\$994	\$994
<b>Condition Adjustment</b> Clean	\$0	\$0	\$0
<b>Total</b>	<b>\$12,900</b>	<b>\$14,424</b>	<b>\$15,759</b>

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2007 Saturn Aura

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**\$16,955**

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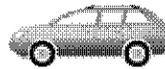
 Get new car pricing in your area.

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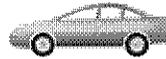
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Zip Code:

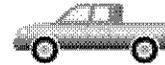
### Research a New Car



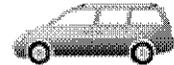
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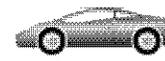
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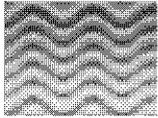
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Saquanda  
Johnson/Austin/GM1  
08/04/2009 03:35 PM

To leonard.deprez@gm.com  
cc  
bcc  
Subject 71-727850462

Leonard Deprez:

This email is to follow up on Service Request 71-727850462 for [REDACTED]  
[REDACTED] The customer's vehicle is a 2007 Saturn Aura with 7,282 miles.  
The customer has been working with Saturn of Roseville in Roseville, CA.

After negotiations with the plaintiff's counsel, the final offer of STRAIGHT  
REPURCHASE was accepted.

There is no need to reply to this email. It is sent for notification purposes  
only.

Thank you

Saquanda Johnson  
Legal Agent - BRC Legal Department  
Aditya Birla Minacs  
(866) 790-5600 41341 |saquanda\_johnson@gmexpert.com  
Fax # 866-629-2945



General Motors Corporation  
Customer Finance Center  
PO Box 35131  
Detroit, MI 48235-0131

VIA FAX ONLY

July 28, 2009

Michael Saunders, Esq.  
Law Offices of Michael A. Saunders  
1901 1st Ave Fl 1  
San Diego, CA 92101

RE: [REDACTED]  
Service Request: 71-727850462  
2007 Saturn AURA  
Vehicle Identification Number: 1G8ZS57N9F [REDACTED]  
Customer Relationship Specialist: Saquanda Johnson

Dear Mr. Saunders:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2007 Saturn AURA for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

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

Total payments	\$ 3,039.75
Total down payment	\$ 5,500.00
<u>Towing Expense</u>	<u>\$ 388.00</u>
Subtotal:	\$ 8,927.75
Less Rebates/Incentives	-\$ 2,500.00
Less Negative Equity	-\$ 1,222.25

Page 2

Less Extended Service Contract	- \$ 2,695.00
<u>Less Gap Insurance</u>	<u>- \$ 795.00</u>
Subtotal:	\$ 1,715.50

<u>Attorney's Fees</u>	<u>\$ 2,500.00</u>
Subtotal:	\$ 2,500.00

\* Payoff to lien holder (good through 07/31/09) \$ 20,389.83

\* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

---

Repurchase Offer	\$ 24,605.33
------------------	--------------

<i>Total due to attorney and client:</i>	<i>\$ 4,215.50</i>
------------------------------------------	--------------------

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at [www.irs.gov](http://www.irs.gov). In addition, the IRS website will provide instructions for completing the W-9.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m. Eastern Time.

Sincerely,

General Motors Corporation

Attach.

Page 3

CURRENT VEHICLE MILEAGE: 7282



/ Client's Signature

Client's Signature

7-29-2009  
Date

Date



General Motors Corporation  
Business Resource Center  
PO Box 13170  
Detroit, MI 48232-8170

## VIA FAX ONLY

June 22, 2009

Rob Stein  
Saturn of Roseville  
750 Automall Dr.  
Roseville, CA. 95661-3024

RE: [REDACTED]

Service Request: 71-727850462  
2007 Saturn AURA  
Vehicle Identification Number: 1G8ZS57N97E [REDACTED]  
Legal Research Specialist: Cynthia Reyes

Dear Mr. Stein:

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, the Actual Cash Value statement of any trade, and the application of title.**
- **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 1-866-363-8695. 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 our Business Resource Center at 1-866-790-5600 Ext. 11153 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation



Debt Cancellation Agreement #	2481RC
Plan Code	101
Agreement Effective Date	09/19/08
Agreement Purchase Price	\$795

**GUARANTEED AUTO PROTECTION PROGRAM  
Debt Cancellation Agreement/Addendum**

(PLEASE PRINT OR TYPE)

**Dealer Information**

Name SATURN OF ROSEVILLE			Dealer Code 54251	
Address PO BOX 1205				
City ROSEVILLE	State CA	Zip 95661	Telephone	

**Customer Information**    DAD #    140928

Customer Name [REDACTED]				
Co-Buyer/Co-Lessee Name				
Address [REDACTED]				
City CITRUS HEIGHTS	State CA	Zip [REDACTED]	Telephone [REDACTED]	

**Vehicle Information**

Make SATURN	Model AURA	Model Year 2007	Mileage 1285	
Vehicle Identification Number 1G8Z557N972 [REDACTED]				

**Financial Institution Information**

Name SCHOOLS FNCL CU K43				
Address PO BX 526001 SACRAMENTO CA 95852				
City	State	Zip	Telephone	
Finance (R) or Lease (L) Contract R	Finance or Lease Contract Term (months) 94	Finance or Lease Contract Start Date 09/19/08		

The purchase of this Debt Cancellation Agreement/Addendum is strictly voluntary. You agree to purchase the protection ("GAP Protection") described in this Agreement for the additional charge set forth above as the "Agreement Purchase Price." GAP Protection is not required in order for You to obtain credit, or to obtain any particular or more favorable credit terms.

**Benefit Provided**

In return for the payment of the Agreement Purchase Price, and subject to the terms, limitations, exclusions and conditions of this Agreement, We agree to waive the difference between the Vehicle's Cash Value and Net Payoff in the event of a Total Loss within the United States or Canada, as such terms are defined on the back of this Agreement. GAP Protection is not a substitute for collision or property damage insurance.

The term of this Agreement must equal the original term of Your finance or lease contract. This Agreement is not transferable unless the original finance or lease contract transfers. Please retain Your copy of this Agreement. Program details are outlined on the back of this Agreement.

By Your signature below, You acknowledge that You have read and understand both sides of this Agreement, that You have received a completed copy of this Agreement, and that You accept this Agreement.

\_\_\_\_\_  
Signature of Customer

09/19/08  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Co-Buyer/Co-Lessee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Dealer

09/19/08  
\_\_\_\_\_  
Date

Dealer Number 144926 Contract Number NAD\$ 140824 R.O.S. Number 10783542 Stock Number 1032711

Buyer Name and Address [Redacted]	Co-Buyer Name and Address (Including County and Zip Code) [Redacted]	Creditor-Seller (Name and Address) SPRINGER OF ROSEVILLE PO BOX 1400 ROSEVILLE CA 95671
--------------------------------------	----------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------

You, the Buyer (and Co-Buyer, if any) agree to purchase 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
USED	2007	SATURN AURA	1285	1G-821-70-10374	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
5.99 %	\$ 2,327.75 (e)	\$ 21,576.00	\$ 26,797.50 (e)	\$ 21,576.00

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 \$ 0.00.

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	
One Payment of	N/A	
1275 Payments	N/A	Monthly, Beginning
1275 Payments	\$ 337.75	Monthly, Beginning
One Final Payment	\$ 337.75	Monthly, Beginning

**Late Charge.** If payment is not received in full within 10 days after it is due, you will pay a late charge of 6% 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.)**

<b>1. Total Cash Price</b>		
A. Cash Price of Motor Vehicle and Accessories	\$ 21,576.00 (A)	
1. Cash Price Vehicle	\$ 21,576.00	
2. Cash Price Accessories	\$ N/A	
3. Other (Nontaxable)	\$ N/A	
B. Document Preparation Fee (not a governmental fee)	\$ 50.00 (B)	
C. Smog Fee Paid to Seller	\$ N/A (C)	
D. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (D)	
E. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (E)	
F. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (F)	
G. (Optional) Surface Protection Product (to whom paid)	\$ N/A (G)	
H. (Optional) Surface Protection Product (to whom paid)	\$ N/A (H)	
I. Sales Tax (on taxable items in A through H)	\$ 1,171.50 (I)	
J. Optional DMV Electronic Filing Fee	\$ 75.00 (J)	
K. (Optional) Service Contract (to whom paid)	\$ N/A (K)	
L. (Optional) Service Contract (to whom paid)	\$ 2695.00 (L)	
M. (Optional) Service Contract (to whom paid)	\$ N/A (M)	
N. (Optional) Service Contract (to whom paid)	\$ N/A (N)	
O. (Optional) Service Contract (to whom paid)	\$ N/A (O)	
P. Prior Credit or Lease Balance paid by Seller to [Redacted]	\$ N/A (P)	
(see downpayment and trade-in calculation)		
Q. (Optional) Gap Contract (to whom paid)	\$ 795.00 (Q)	
R. (Optional) Used Vehicle Contract Cancellation Option Agreement	\$ N/A (R)	
S. Other (to whom paid)	\$ N/A (S)	
<b>Total Cash Price (A through S)</b>	<b>\$ 26,797.50 (1)</b>	
<b>2. Amounts Paid to Public Officials</b>		
A. License Fees	\$ N/A (A)	ESTIMATED
B. Registration/Transfer/Titling Fees	\$ 15.00 (B)	ESTIMATED
C. California Tire Fees	\$ N/A (C)	
D. Other	\$ N/A (D)	
<b>Total Official Fees (A through D)</b>	<b>\$ 15.00 (2)</b>	
<b>3. Amount Paid to Insurance Companies</b>		
(Total premiums from Statement of Insurance column a + b)	\$ N/A (3)	
<b>4. Smog Certification or Exemption Fee Paid to State</b>		
\$ 0.00 (4)		
<b>5. Subtotal (1 through 4)</b>		
\$ 26,812.50 (5)		
<b>6. Total Downpayment</b>		
A. Agreed Trade-In Value	\$ 2,700.00 (A)	
Yr 2000 Make SATURN Model SC427		
VIN 1G-821-70-10374		

**STATEMENT OF INSURANCE**  
NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

**Vehicle Insurance**

Term	Premium
\$ N/A Ded. Comp., Fire & Theft	N/A Mos. \$ N/A
\$ N/A Ded. Collision	N/A Mos. \$ N/A
Bodily Injury	\$ N/A Limits N/A Mos. \$ N/A
Property Damage	\$ N/A Limits N/A Mos. \$ N/A
Medical	\$ N/A Mos. \$ N/A
Total Vehicle Insurance Premiums	\$ N/A

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

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

Buyer [Redacted]  
Co-Buyer [Redacted]  
Seller X SPRINGER OF ROSEVILLE

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

**Application for Optional Credit Insurance**

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

Term	Exp.	Premium
Credit Life	N/A Mos. N/A	N/A
Credit Disability	N/A Mos. N/A	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.

N/A	X	N/A	
Date	Buyer Signature		Age
N/A	X	N/A	
Date	Co-Buyer Signature		Age

**OPTIONAL GAP CONTRACT** A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 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 6 Mos. CALIF GAP  
Name of Gap Contract

D. Other \_\_\_\_\_ \$ \_\_\_\_\_ (D)

Total Official Fees (A through D) \$ 75.00 (2)

3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance column a + b) \$ \_\_\_\_\_ (3)

4.  Smog Certification or  Exemption Fee Paid to State \$ N/A (4)

5. Subtotal (1 through 4) \$ 26920.77 (5)

6. Total Downpayment:

A. Agreed Trade-In Value Yr. 2000 Make CADILLAC Model ELDERWOOD \$ 11000.00 (A)

VIN 1G2ZG57222L111111 Color BLK

B. Less Prior Credit or Lease Balance ESTIMATED \$ 2922.25 (B)

C. Net Trade-In (A less B) (Indicate if a negative number) \$ 8077.75 (C)

D. Deferred Downpayment \$ N/A (D)

E. Manufacturer's Rebate \$ 2500.00 (E)

F. Other \$ N/A (F)

G. Cash \$ 4277.75 (G)

Total Downpayment (C through G) \$ 4277.75 (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) \$ 22543.00 (7)

Date \_\_\_\_\_ Buyer Signature \_\_\_\_\_ Age \_\_\_\_\_

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

**OPTIONAL GAP CONTRACT** A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 1Q or 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 54 Mos. CALIF GAP Name of Gap Contract \_\_\_\_\_

I want to buy a gap contract

Buyer Signs X \_\_\_\_\_

**OPTIONAL SERVICE CONTRACT(S)** You want to purchase this 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 INSURANCE SERVICES Term 60 Mos. or 100000 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 \_\_\_\_\_

**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 N/A Buyer

X N/A Co-Buyer

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it.

Buyer Sign \_\_\_\_\_

Co-Buyer Sign \_\_\_\_\_

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 following provisions apply to the vehicle described in this contract. These provisions are not intended to limit the remedies available to the lender or creditor in the event of default. The lender or creditor may, at its option, pursue any or all remedies available to it under applicable law, including repossession of the vehicle, acceleration of the debt, and filing of a lawsuit. The provisions of this contract shall not be construed to limit the lender's or creditor's remedies in any way.

THE BUYER'S WARRANTY DOES NOT COVER COLLISION DAMAGE. IT MAY NOT PROMOTE FOR FULL REPLACEMENT VALUE FOR THE VEHICLE BEING PURCHASED IF YOU ARE NOT A MEMBER OF THE MANUFACTURER'S WARRANTY PLAN. THE BUYER'S WARRANTY DOES NOT COVER DAMAGE TO THE VEHICLE FROM OTHER THAN THE MANUFACTURER'S DEFECTS. THE BUYER'S WARRANTY DOES NOT COVER DAMAGE TO THE VEHICLE FROM OTHER THAN THE MANUFACTURER'S DEFECTS. THE BUYER'S WARRANTY DOES NOT COVER DAMAGE TO THE VEHICLE FROM OTHER THAN THE MANUFACTURER'S DEFECTS.

**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 \_\_\_\_\_

Co-Buyer X \_\_\_\_\_

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

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive trade practice to do so.

Buyer Signature X \_\_\_\_\_

Co-Buyer Signature X \_\_\_\_\_

**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.** SUBJECT TO LENDER'S CREDIT APPROVAL

**THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION.** California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

Buyer Signature X \_\_\_\_\_ Date 08/19/08

**YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.**

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

Co-Buyers and Other Owners → A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X N/A Address N/A

**GUARANTY:** To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing. Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X \_\_\_\_\_ Date \_\_\_\_\_

Guarantor X \_\_\_\_\_ Date \_\_\_\_\_

Seller Signs SAULON OF ROSEVILLE Date 08/19/08 By \_\_\_\_\_ Title FINANCE MAN

# DUE BILL

## WORK PROMISED TO BE PERFORMED AT TIME OF SALE

DATE	DESCRIPTION OF CAR	LICENSE	CUSTOMER'S NAME	SALESPERSON	STOCK NO.
9/14	07 Acura		[REDACTED]	Walter R.	7941700

## PRESENT THIS ORDER WHEN WORK IS TO BE COMPLETED

PAID TO CUT AND REPAIR ONE KEY AND REPAIR TIRE

PAID TO OIL CHANGE

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, AND YOU MUST MAKE AN ADVANCE APPOINTMENT WITH THE SERVICE DEPARTMENT BEFORE THE ABOVE WORK CAN BE PERFORMED.

Signed: Sales Mgr. **X** *[Signature]*

Signed: Customer **X**

**DUE TO INSURANCE REGULATIONS — NO LOAN CARS AVAILABLE**

**AW** FORM NO. 412T (2/05)  
 ©2009 Reynolds and Reynolds TO ORDER: www.reynolds.com 1-800-344-0888, fax 1-800-531-0086  
 THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

# AGREEMENT TO FURNISH INSURANCE POLICY

(TO BE USED WITH SECURITY AGREEMENT ON SALE OF VEHICLE)

Date SEP 19TH 2008

TO SELLER SATURN OF ROSEVILLE

PO BOX 1205

ROSEVILLE

CA 95661

The undersigned Purchaser(s) agree(s) to furnish his/their own Insurance Policy, covering property which is the subject of a Security Agreement dated this 19TH day of SEPTEMBER YR 2008

The vehicle referred to herein is described as follows:

Year	Make	Model	Body	Vehicle Identification No.
<u>2007</u>	<u>SATURN</u>	<u>AURA</u>	<u>4DR SDN</u>	<u>1G8ZS57H97F</u>

Such Insurance Policy must be delivered to the Seller within 2 (TWO) days from the date hereof, and if Seller does not receive such Policy by the time stated, Seller may (but is not required to) procure insurance of the kind and type agreed to be furnished under the terms of the above mentioned Security Agreement.

Ins. Co. ESSENCE INS Agent 1-800-378-7262

Policy No. [REDACTED] Exp. Date 2-10-2009

Fire & Theft -  Additional Coverage -  \$ 500 Deductible Comprehensive -  \$ 500 Deductible Collision

In the event I fail to furnish a valid insurance policy, or written evidence, from an insurance company for comprehensive and deductible collision insurance coverage, within the time specified from above date, I hereby agree to pay to Seller or its assignees any earned premium for any policy they may have to place for the above described vehicle in accordance with repayment procedures established under California Civil Code Section 2982.8.

I/we further agree to assume, together with any and all responsibility for damage to the property referred to above (or resulting from the use, maintenance or operation thereof), and agree to hold Seller free of any liability for damage to said property or from the use, maintenance or operation thereof.

**NOTICE TO BUYER:** This Agreement does not authorize the ordering of Public Liability or Property Damage Insurance. Any insurance ordered by the financial institution will cover loss of or damage to the above described vehicle only and will not include Public Liability or Property Damage Insurance.

**"WARNING: IT IS YOUR RESPONSIBILITY UNDER CALIFORNIA LAW TO OBTAIN LIABILITY INSURANCE OR BE SUBJECT TO PENALTIES FOR VIOLATING SECTION 16020 OF THE VEHICLE CODE, WHICH MAY INCLUDE LOSS OF LICENSE OR FINE. THE INSURANCE ACQUIRED BY THE VEHICLE HOLDER DOES NOT PROVIDE LIABILITY COVERAGE AND DOES NOT SATISFY YOUR RESPONSIBILITY UNDER CALIFORNIA LAW."**

[REDACTED SIGNATURE AND ADDRESS]

HOME PHONE BUSINESS PHONE CO-BUYER'S SIGNATURE

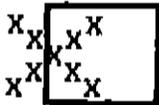
# BUYERS GUIDE

**IMPORTANT:** Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

SATURN                      AURA                      2007                      1G8ZS57N97F XXXXXXXXXX  
VEHICLE MAKE                      MODEL                      YEAR                      VIN NUMBER

7947U  
DEALER STOCK NUMBER (Optional)

## WARRANTIES FOR THIS VEHICLE:



# AS IS-NO WARRANTY

**YOU WILL PAY ALL COSTS FOR ANY REPAIRS.** The dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.



# WARRANTY

FULL  LIMITED WARRANTY. The dealer will pay \_\_\_\_ % of the labor and \_\_\_\_ % of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty document for a full explanation of warranty coverage, exclusions, and the dealer's repair obligations. Under state law, "implied warranties" may give you even more rights.

SYSTEMS COVERED:

DURATION:

XX  SERVICE CONTRACT. A service contract is available at an extra charge on this vehicle. Ask for details as to coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of the time of sale, state law "implied warranties" may give you additional rights.

**PRE-PURCHASE INSPECTION: ASK THE DEALER IF YOU MAY HAVE THIS VEHICLE INSPECTED BY YOUR MECHANIC EITHER ON OR OFF THE LOT.**

**SEE THE BACK OF THIS FORM** for important additional information, including a list of some major defects that may occur in used motor vehicles.

**Below is a list of some major defects that may occur in used motor vehicles.**

**Frame & Body**

Frame cracks, corrective welds or rusted through  
Dogtracks bent or twisted frame

**Engine**

Oil leakage, excluding normal seepage  
Cracked block or head  
Belts missing or inoperable  
Knocks or misses related to combustion (Misfires and p. k. rods)  
Abnormal exhaust discharge

**Transmission & Drive Shaft**

Improper fluid level or leakage, excluding normal seepage  
Cracked or damaged case which is visible  
Abnormal noise or vibration caused by faulty transmission  
or drive shaft  
Improper shifting or functioning in any gear  
Manual clutch slips or chatters

**Differential**

Improper fluid level or leakage, excluding normal seepage  
Cracked or damaged housing which is visible  
Abnormal noise or vibration caused by faulty differential

**Cooling System**

Leakage including radiator  
Improperly functioning water pump

**Electrical System**

Battery leakage  
Improperly functioning alternator, generator, battery, or starter

**Fuel System**

Visible leakage

**Inoperable Accessories**

Gauges or warning devices  
Air conditioner  
Heater & Defroster

**Brake System**

Failure warning light broken  
Pedal not firm under pressure (DOT specs.)  
Not enough pedal reserve (DOT specs.)  
Does not stop vehicle in straight line (DOT specs.)  
Hoses damaged  
Drum or rotor too thin (Mfr. specs.)  
Lining or pad thickness less than 1/32 inch  
Power unit not operating or leaking  
Structural or mechanical parts damaged

**Steering System**

Too much free play at steering wheel (DOT specs.)  
Free play in linkage more than 1/4 inch  
Steering gear binds or jams  
Front wheel aligned improperly (DOT specs.)  
Power unit belts cracked or slipping  
Power unit fluid level improper

**Suspension System**

Ball joint seals damaged  
Structural parts bent or damaged  
Stabilizer bar disconnected  
Spring broken  
Shock absorber mounting loose  
Rubber bushings damaged or missing  
Radius rod damaged or missing  
Shock absorber leaking or functioning improperly

**Tires**

Tread depth less than 2/32 inch  
Sizes mismatched  
Visible damage

**Wheels**

Visible cracks, damage or repairs  
Mounting bolts loose or missing

**Exhaust System**

Loakage

DEALER

ADDRESS

SEE FOR COMPLAINTS

**SATURN OF ROSEVILLE**  
**750 AUTOMALL DRIVE**  
**ROSEVILLE, CA 95661**

**Sales Manager**  
**Greg Jimenez**  
**(916) 781-7040**

**IMPORTANT:** The information on this form is part of any contract to buy this vehicle. Removal of this label before consumer purchase (except for purpose of test-driving) is a violation of federal law (16 C.F.R. 455).

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

# VEHICLE INFORMATION SHEET

140928

Customer

Deal Number

## VEHICLE

Year: 2007  
 Make: SATURN  
 Model: AURA  
 Body: 4DR  
 License Plate Number: /  
 Expiration Date: /  
 Tab Number: /  
 Engine (No. of cylinders): 6  
 Trans. (Auto, 4, 5, ect.): Auto  
 Color: \_\_\_\_\_

Stock Number: 7947 U  
 VIN: 1G8Z557N97F

New  Used  Demo  4x2  4x4

**Odometer Reading**  
   1  5  3  0  10ths  
 (no tenth) Miles

Dealer Security:  Identity  None  
 Theft Registration  Yes  No  
 Theft Registration Number: 180053  
 Manufacture Date (Used Cars): \_\_\_\_\_

**"Body" examples:** Coupe, Sedan, Convertible, Wagon, SUV, Pickup, ect.

## TRADE

Year: 2000  
 Make: SATURN  
 Model: \_\_\_\_\_  
 Body: \_\_\_\_\_  
 License Plate Number: \_\_\_\_\_  
 Expiration Date: 4/2009  
 Tab Number: 54571539  
 Engine (No. of cylinders): \_\_\_\_\_  
 Trans. (Auto, 4, 5, ect.): AUTO  
 Color: SILVER  
 State Title Issued in: CALIF

VIN: 1G8JU52F944  
 COMPLETE ALL 3 ODOMETER BOX SECTIONS

**1** The odometer now reads **EXACTLY**  
  5  8  4  2  6  10ths  
 (no tenth) Miles

**2** Check **ONE** box only for the odometer type:  
 5 Digit Odometer  
 6 Digit Odometer  
 Digital Odometer

**3** Check **ONE** box only for the odometer status:  
 Actual Miles  
 Mileage exceeds mechanical limits  
 Reading is **NOT** the actual miles

Title (Pink Slip) Location:  Deal Package  Lienholder  Other

**IMPORTANT:** If vehicle has a 5 digit odometer and over 100,000 miles, ONLY

BARS Document Display

148928

2007 SATURN AURA XE 4DR SEDAN  
15U GOLDEN CASHMERE /V6G  
702 TAN  
ORDER NO. KVGXPN/TRE STOCK NO.  
VIN 1G8 ZS57 N9 7F

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

\*\*\*\*\*22\*11394S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
ZZS69 SATURN AURA XE 4DR SEDAN	20345.00	19022.58	INVOICE 06/08/07
B50 PREMIUM FLOOR/TRUNK MATS	100.00	92.00	SHIPPED 06/08/07
LZ4 ENGINE, 3.5L V6 SFI	N/C	N/C	EXP I/T 06/21/07
MN5 TRANSMISSION, 4 SPEED AUTO	0.00	0.00	INT COM 06/21/07
PCM PREFERRED PKG:	375.00	345.00	PRC EFF 06/08/07
*POWER SEAT ADJUST, DRIVER, 8 WAY WITH LUMBAR ADJUST			KEYS XXXXX XXXXX
*STEERING WHEEL RADIO CONTROLS			WFP-3 MTH OPT-2
*FOLDING POWER OUTSIDE MIRRORS, HEATED			BANK: GMAC - 085
			CHG-TO 11-394
PCQ PREMIUM TRIM PKG:	800.00	736.00	SHIP WT: 3476
*LEATHER APPOINTED SEATS			HP: 36.5
*LEATHER WRAPPED STEERING WHEEL			GMS: 21571.09 ✓
*LEATHER WRAPPED SHIFT KNOB			SUPPLR: 22535.04
PCR CONVENIENCE PKG:	700.00	644.00	MRM: 23569.00
*UNIVERSAL HOME REMOTE			MEMO 995.95
*REMOTE VEHICLE START			
*HEATED FRONT SEATS			
*INSIDE REARVIEW MIRROR WITH AUTO DIMMING AND COMPASS			
PFG 17" MACHINE FACED ALUMINUM WHEEL	400.00	368.00	
R6H SDS CHARGE	0.00	51.00	
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	
R7Y COMMUNICATIONS PLUS	0.00	17.00	
U2K XM SATELLITE RADIO - SERVICE FEE EXTRA 1ST 3 MONTHS INCL.	199.00	183.08	
YF5 CALIFORNIA EMISSIONS	N/C	N/C	

TOTAL MODEL & OPTIONS	22919.00	21458.66	ACT 231	21421.09 ✓
DESTINATION CHARGE	650.00	650.00	H/B 261	687.57
MARKETING SERVICE CHARGE		400.00	ACT 231	400.00

TOTAL	23569.00	22508.66	PAY 310	22508.66
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		21515.91		

\*\*\*\*\*

# USED VEHICLE HISTORY DISCLOSURE

DEAL # 140920

STOCK# 79470

79470

Buyer/Lessee Name(s) [REDACTED]			
Address (Street) [REDACTED]	City CITRUS HEIGHTS	State CA	Zip [REDACTED]
			Contract Date 09/19/08

Year 2007	Make SATURN	Model AURA	VIN 1G8ZS57N97F [REDACTED]
--------------	----------------	---------------	-------------------------------

The undersigned buyer(s)/lessee(s) of the above described used motor vehicle from SATURN OF ROSEVILLE  
Dealership Name

acknowledge the following disclosure of the vehicle's prior history as known by the dealership at the time of delivery:

*(Customer(s) Initials)*

- 1. **Unregistered Factory Executive Vehicle** (Warranty Commencement Date: \_\_\_\_\_)
- 2. **Unregistered Dealer Demonstrator** (Warranty Commencement Date: \_\_\_\_\_)
- 3. **Dealer Registered Vehicle**
- 4. **Dealer Service Vehicle**
- 5. **Dealer Loaner Vehicle**
- 6. **Registered Dealer Lease Vehicle**
- 7. **Dealer Rental Vehicle**
- 8. **Other Rental Vehicle**
- 9. **Publicly Owned Vehicle (e.g. government agency)**
- 10. **Taxicab (includes limousines)**
- 11. **Insurance Salvage Vehicle**
- 12. **Revived Salvage Vehicle**
- 13. **Lemon Law Buyback** THIS VEHICLE WAS REPURCHASED BY ITS MANUFACTURER DUE TO A DEFECT IN THE VEHICLE PURSUANT TO CONSUMER WARRANTY LAWS. THE TITLE TO THIS VEHICLE HAS BEEN PERMANENTLY BRANDED WITH THE NOTATION "LEMON LAW BUYBACK."
- 14. **Rollback/Unwind** This vehicle has been previously sold/leased, delivered to a customer, then returned as a result of a sale/lease cancellation and is being represented as "used."

09/19/08  
Date

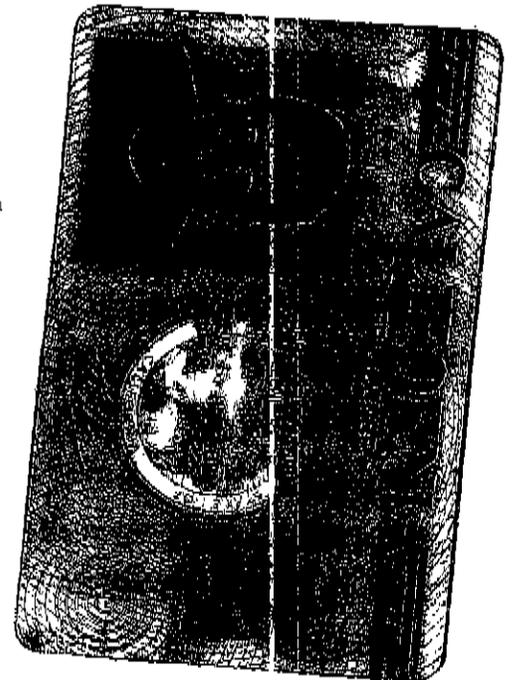
[REDACTED]  
Customer's Signature

[REDACTED]  
Customer's (co-buyer/co-lessee) Signature

09/19/08  
Date

[REDACTED]  
Dealership Signature

240928

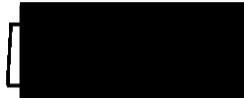




NAD #

STK # 7947U  
DEAL # 140928

### REPORT OF SALE—USED VEHICLE



DATE SOLD (MO./DAY/YR.) 09/19/08		DATE OPERATED (MO./DAY/YR.) 09/19/08			NRM/IND	
MAKE SATURN	YEAR MODEL 2007	BODY TYPE SD	MOTIVE POWER GAS	NUMBER OF AXLES 2	UNLADEN WEIGHT	
VEHICLE IDENTIFICATION NUMBER 1G8ZS57N97F			M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER			
LAST REGISTERED IN STATE OF			YEAR REGISTERED	LICENSE NUMBER	COUNTY OF RESIDENCE SACRAMENT	
IF REVIVED JUNK OR SALVAGE—DISMANTLER NOTICE OF ACQUISITION NUMBER						

SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW

(1) [Redacted] LAST [Redacted] FIRST [Redacted] MIDDLE [Redacted]

AND  OR (2)

BUSINESS OR RESIDENCE ADDRESS: [Redacted]

MAILING ADDRESS—IF DIFFERENT FROM ABOVE OR LOCATION (FOR TRAILER COACH/VESSEL): [Redacted] APT. NUMBER [Redacted] CITY CITRUS HEIGHTS STATE CA ZIP CODE [Redacted]

DEALER'S NAME: SATURN OF ROSEVILLE

ADDRESS: PO BOX 1205 CITY ROSEVILLE

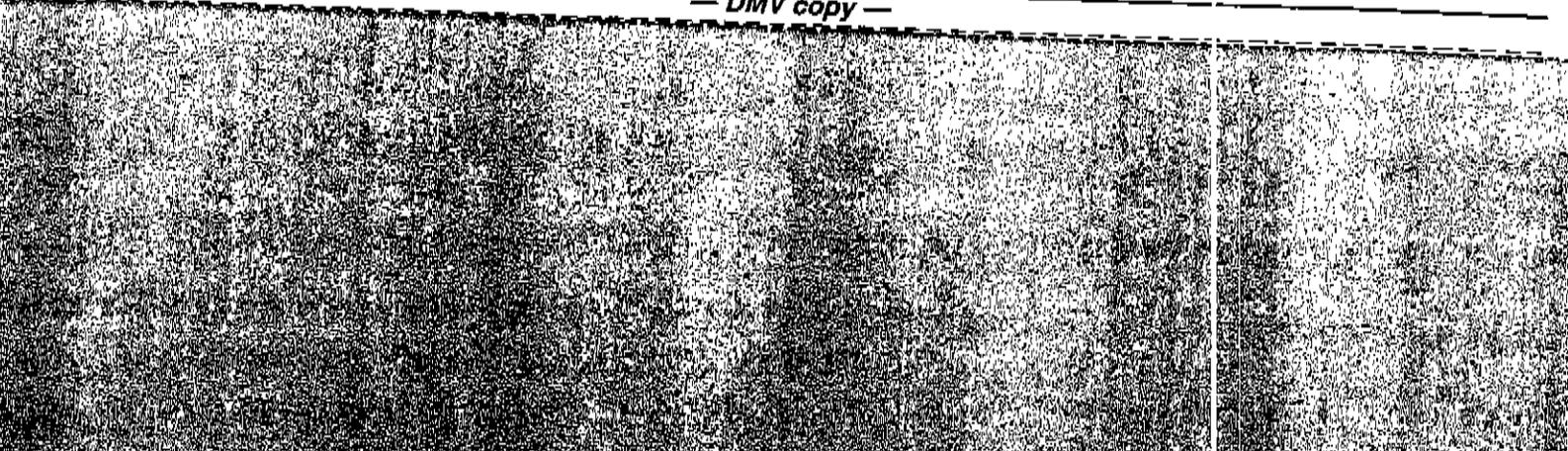
DEALER'S NUMBER: 55197 SALESPEOPLE'S NUMBER: S089343

SIG: [Redacted] (1) (2) X

MILEAGE 1285

#### REMINDERS TO PERSONS PREPARING THIS REPORT

1. Use these reports in numerical sequence.
2. Do not forget to have purchaser sign Report of Sale.
3. Make sure Temporary Identification copy is affixed to vehicle before delivery.
4. When necessary to void a report, refer to instructions enclosed in the Report of Sale package.





A Public Service Agency

# VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

SALE  
DEAL # 100000  
STK # 79471

This form is not the ownership certificate. It must accompany the titling document or application for a duplicate title.

INSTRUCTIONS ON REVERSE SIDE ALL SIGNATURES MUST BE IN INK PHOTOCOPIES NOT ACCEPTED

**SECTION 1: Vehicle/Vessel Description**

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF #	MOTORCYCLE ENGINE #
1G8ZS57N97F [REDACTED]	ALFA 2007	SATURN	CA [REDACTED]	

**SECTION 2: Bill of Sale**

I/We SATURN OF ROSEVILLE (PRINT SELLER'S NAME(S)) sell, transfer, and deliver the above vehicle/vessel to [REDACTED] (PRINT BUYER'S NAME(S)) on 09/19/2008 for the amount of \$ [REDACTED] (SELLING PRICE)

If this was a gift, indicate relationship: \_\_\_\_\_ (e.g., parents, spouse, friend, etc.) \$ [REDACTED] (GIFT VALUE)

**SECTION 3: Odometer Disclosure Statement (Void if Mileage is Altered or Erased)**

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 001,285 (no tenths) miles, and to the best of my knowledge reflects the actual mileage **unless one of the following statements is checked.**

Odometer reading is NOT the actual mileage  Mileage exceeds the odometer mechanical limits

Explain odometer discrepancy: \_\_\_\_\_

**SECTION 4: Buyer and Seller (MUST print his or her name, date and sign this section.)**

**BUYER**

I acknowledge the odometer reading and the facts of the transfer. I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
[REDACTED]	X [REDACTED]	09/19/08	CA 2787311
[REDACTED]	X [REDACTED]		
[REDACTED]	X [REDACTED]		

MAILING ADDRESS: [REDACTED] CITY: CITRUS HEIGHTS STATE: CA ZIP: [REDACTED] DAYTIME PHONE #: [REDACTED]

**SELLER**

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
SATURN OF ROSEVILLE	X [REDACTED]	09/19/08	55147
[REDACTED]	X [REDACTED]		
[REDACTED]	X [REDACTED]		

MAILING ADDRESS: PO BOX 1205 CITY: ROSEVILLE STATE: CA ZIP: 95661 DAYTIME PHONE #: 916 781-7040

**SECTION 5: Power of Attorney**

I/We [REDACTED] (PRINT NAME(S)) appoint [REDACTED] (PRINT NAME(S)) as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.

Signature of Attorney in Fact: \_\_\_\_\_ DATE: 09/19/08

Signature of Buyer: \_\_\_\_\_ DATE: \_\_\_\_\_

Signature of Seller: \_\_\_\_\_ DATE: \_\_\_\_\_

# JOHN L. SULLIVAN

A MEMBER OF THE SULLIVAN AUTOMOTIVE GROUP



916.782.1243

700 Automall Drive • Roseville, CA 95661

800.TRY.JOHN

## New/Used Vehicle Delivery Inspection Sheet

Stock # 8254 VIN # \_\_\_\_\_ CSI: \_\_\_\_\_

Customer Name [REDACTED]

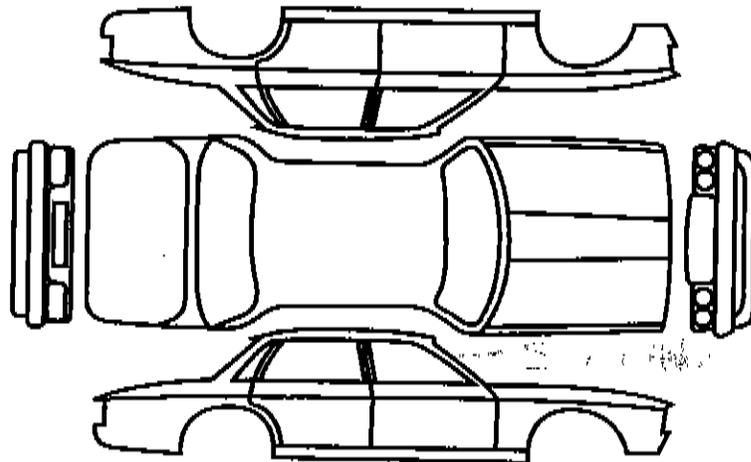
Phone # [REDACTED] Date \_\_\_\_\_

UNIT Here

By Appointment

Service will contact customer to set appointment in 7-10 working days.

Comments: Detail done front of vehicle  
\*HINT: spot correct in work  
small scratches on bumper



Indicate specific area to be repaired

All service work agreed upon by John L. Sullivan must be completed (unless arrangements are made with Service Manager) within a 30-day period, or agreement will be void. Customer agrees to above work to be completed. No other work to be done.

Manager x [Signature]

# JOHN L. SULLIVAN

A MEMBER OF THE SULLIVAN AUTOMOTIVE GROUP



916.782.1243

700 Automall Drive • Roseville, CA 95661

800.TRY.JOHN

## New/Used Vehicle Delivery Inspection Sheet

Stock # 20012 VIN # \_\_\_\_\_ CSI: \_\_\_\_\_

Customer Name [REDACTED]

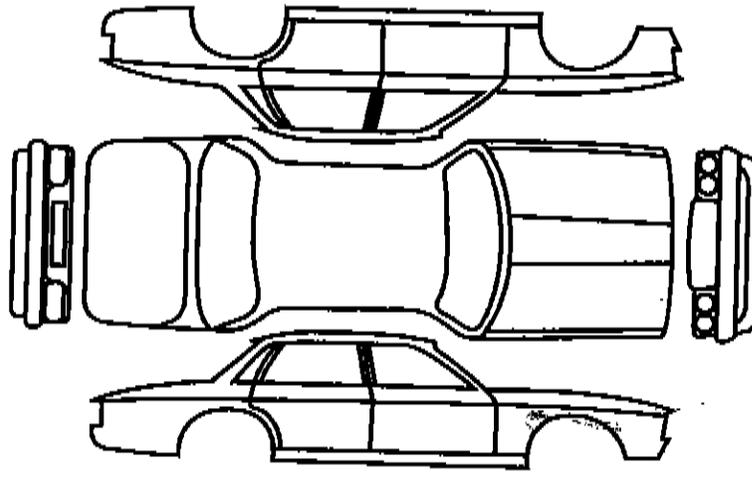
Phone # [REDACTED] Date 9/20/08

UNIT Here

By Appointment

Service will contact customer to set appointment in 7-10 working days.

Comments: 2008 silver pickup truck with New  
repair dents located on hood & fender  
front driver wheel



Indicate specific area to be repaired

All service work agreed upon by John L. Sullivan must be completed (unless arrangements are made with Service Manager) within a 30-day period, or agreement will be void. Customer agrees to above work to be completed. No other work to be done.



# Wrap Vehicle Service Contract Application

<b>Please Type or Print Clearly</b>		<b>Contract No.</b> 2010280		<b>CIS</b>
Applicant Name: [REDACTED]		Phone: [REDACTED]		
Address: [REDACTED]				
City: [REDACTED]		State: [REDACTED]	Zip: [REDACTED]	
Dealer Name: [REDACTED]		Phone: [REDACTED]		
Dealer Address: [REDACTED]		Dealer Code: [REDACTED]		
City: [REDACTED]		State: [REDACTED]	Zip: [REDACTED]	
Contract Purchase Date: 08/19/08	Vehicle Purchase Date: 08/19/08	Contract Purchase Price: [REDACTED]		
Manufacturer's Warranty In-Service Date: 08/19/08	Manufacturer's Warranty Term: Months	Miles	Lienholder: <b>SCHOOLS FNCL CU K43</b> <b>PO BX 526001</b> <b>SACRAMENTO CA 95855</b>	
VIN: [REDACTED]	Year: 2007	Make: [REDACTED]	Model: [REDACTED]	
Present Odometer Reading: 1455	Vehicle Class: 2	Number of Cylinders: 04	Contract to be ZIP Financed? <input type="radio"/> Yes	
<b>COVERAGE</b>		<b>OPTIONS &amp; SURCHARGES</b>		<b>DEDUCTIBLE</b>
<input type="radio"/> <b>DIAMOND</b> - New/Extended Eligibility (within FULL Factory Warranty) <input type="radio"/> 5 yr./60,000 miles <input type="radio"/> 7 yr./70,000 miles <input type="radio"/> 5 yr./75,000 miles <input type="radio"/> 7 yr./75,000 miles <input checked="" type="radio"/> 5 yr./100,000 miles <input type="radio"/> 7 yr./100,000 miles <input type="radio"/> 6 yr./70,000 miles <input type="radio"/> 8 yr./80,000 miles <input type="radio"/> 6 yr./75,000 miles <input type="radio"/> 10 yr./100,000 miles <input type="radio"/> 6 yr./100,000 miles <input type="radio"/> [REDACTED]		<input type="radio"/> Extended Eligibility <input type="radio"/> Luxury Electronics <input type="radio"/> Commercial Use <input type="radio"/> [REDACTED]		<input checked="" type="radio"/> \$100 Standard <input type="radio"/> [REDACTED]
<p><b>NOTICE: Performance to You under this Contract is guaranteed by a California approved insurance company. You may file a claim with this insurance company if any promise made in the Contract has been denied or has not been honored within sixty (60) days from the date proof of loss was filed. The name and address of the insurance company is Dealer Assurance Company, P.O. Box 21185, Upper Arlington, OH 43221. If You are not satisfied with the insurance company's response, You may contact the California Department of Insurance at 1-800-927-4367.</b></p>				
<p>The Contract Applicant whose signature appears below acknowledges that: (1) The purchase of this Contract is a separate consideration from the purchase price of the Vehicle; (2) This Contract is not connected, either directly or indirectly, with the warranty issued by the manufacturer of this Vehicle. This document is an Application for the Vehicle Service Contract and does not constitute a Contract until accepted by Administrator below.</p>				
<p>I hereby declare that I have read the terms of this Contract and I understand and accept all the provisions therein.</p>				
Contract Applicant's Signature		Date		Dealer Representative's Signature
[REDACTED]		[REDACTED]		[REDACTED]
				Date
				[REDACTED]
				Salesperson Code: [REDACTED]

Administered by:  
**Interstate National Dealer Services, Inc.,**  
 333 Earle Ovington Blvd.,  
 P.O. Box 9340, Uniondale, NY 11553-9340  
 800-842-0400 www.indse.com



# SATURN CUSTOMER ALLOWANCE AND ONSTAR ACKNOWLEDGMENT FORM



Revised 5/26/06

CUSTOMER NAME: [REDACTED]

VIN: 1G181215171N19171F1 [REDACTED]

### 1. Customer Allowance

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)

Allowance Program Reference	Amount	Notes
BLK	\$ 150	Dealer Cash
XPO / OR XLI	\$ 2500	FINAL PAYMENT
X5044	\$	
	\$	

Total Allowance Amount Received \$ \_\_\_\_\_

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

I elect to receive the Saturn supported financing option of \_\_\_\_\_ (Indicate percentage rate.)

I elect to receive the Saturn supported lease/balloon option.

### - CUSTOMER AND RETAILER ALLOWANCE AND ONSTAR ACKNOWLEDGMENT -

a. Vehicle Allowance 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 Retailer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on \_\_\_/\_\_\_/\_\_\_ I acknowledge receipt of allowance(s) as described in Item \_\_\_ and release Saturn Corp. from any future claim or obligation for allowance(s) on this unit  
and/or

b. OnStar 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](http://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: 9/19/2008

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

Authorized Retailer Signature: [Signature]  
Retail Facility Name: \_\_\_\_\_

SATURN OF ROSEVILLE  
P.O. Box 1205  
750 Automall Dr.  
Roseville, CA 95661

Date: 9/19/08  
Retailer Code: \_\_\_\_\_

Retailer 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 allowances or rate support available. A copy of this document must be provided to the customer.

Morley  
O: JOHN COMPANY:

11/6/2008 1:38 PM PAGE 2/002 Fax Server

# WARRANTY BUYBACK NOTICE

**VEP Case #: 33125**

**VEP CA Disclosure 2<sup>nd</sup> page**

(Check One)

This vehicle was repurchased by the vehicle's manufacturer after the last retail owner or lessee requested its repurchase due to the problem's listed below.

**THIS VEHICLE WAS REPURCHASED BY ITS MANUFACTURER DUE TO A DEFECT IN THE VEHICLE PURSUANT TO CONSUMER WARRANTY LAWS. THE TITLE TO THIS VEHICLE HAS BEEN PERMANENTLY BRANDED WITH THE NOTATION "LEMON LAW BUYBACK".** Under California Law, the manufacturer must warrant to you, for a one-year period, that the vehicle is free of the problem(s) listed below.

Facility Name: SATURN OF ROSEVILLE

BAC: 188932

VIN	Year	Make	Model
1G8ZS57N97F [REDACTED]	2007	Saturn	Aura

<b>Problem(s) Reported by Original Owner:</b> Owner stated they wanted an SUV	<b>Repairs Made, if any, to correct Reported Problem(s):</b>
	CSO#:

Signature of Manufacturer:  
[REDACTED]

Date:  
12/12/2006

Signature of Dealer(s):  
E. Allen Johnson

Date:  
11-12-08

Signature of Retail Buyer or Lessee:  
[REDACTED]

Date:  
11-11-2008

MOLLEY  
John COMPANY:

11/6/2008 1:33 PM PAGE 1/002 Fax Server



# Disclosure of Vehicle Exchange Repurchase or Reacquisition Notice

VEP Case #: 33125

VEP CA Disclosure

**Facility Information:**

**SATURN OF ROSEVILLE**

**BAC: 188932**

**Contact: John**

**Phone: 9167818715**

**Fax: 9167824844**

This used vehicle 1G8ZS57N97K [redacted], 2007 Saturn Aura, Mileage: 970 Prior Title Number: N/A, was purchased or reacquired by Saturn Corporation or an authorized Saturn Retailer from a previous owner or lessee in the State of CA.

This Vehicle was repurchase or reacquired under Saturn Corporation's Vehicle Exchange Program, which allows for exchange of the vehicle - for any reason - within the first 30 days or 1,500 miles, whichever comes first. The previous owner or lessee's stated reason for exchange was:

Owner stated they wanted an SUV

**IMPORTANT: The following incentive information MUST be provided in order to process any applicable incentives. Failure to provide all of the incentive information requested below will result in non-payment of any applicable funds.**

<b>Purchaser Name:</b> [redacted]	<b>Date of Sale:</b> 9-19-08		
<b>Address:</b> [redacted]	<b>Zip:</b> [redacted]		
Citrus Heights, ca 95621			
<b>Incentive Code:</b>	<b>Description:</b>	<b>Cert/Guideline #:</b> (if applicable)	<b>Amount:</b>
JTBG	on June 08 Flooring statement		\$ 150
XDR / 06 XL1			\$ 2500
			\$
			\$
			\$

Lois Schmidt  
Saturn Corporation Representative

[Signature]  
Signature

Date

[Signature]  
Subsequent Purchaser (Type or Print)

Signature

11-11-2008  
Date

Arthur Thompson  
Retailer Representative (Type or Print)

Arthur Thompson  
Signature

11-12-08  
Date

**IMPORTANT NOTE TO PURCHASING RETAILER(S):** State laws may require Dealers / Retailers to provide certain disclosures to the next purchaser of some repurchased vehicles. Such disclosures may include title branding. Retailer(s) should seek legal counsel to ensure compliance.

Please fax signed disclosure to (866) 802-6668 or Call Vehicle Exchange Program at (877) 477-1025

WATKIN

	<input checked="" type="checkbox"/> <b>Completely Satisfied</b> New Vehicle Delivery System
-----------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------

Vehicle Identification Number

1G8Z3S7N97

PDI Date: 07 AUG 08

Delivery Date: 9-19-08

DAVIDSON, M

Pre-Delivery Check (Sales consultant performs these checks prior to delivery date/customer arrival.)

- I reviewed the completed GM Pre-Delivery Inspection form, verified that the correct Regular Production Accessories (RPAs) are installed, prepared the Dealer Disclosure of Non-GM Products Used form, inspected the body and paint surfaces for fit and appearance, and confirmed that all financial paperwork is in order (e.g., title/registration, financing, service contract). Vehicle has been driven on road test and battery is fully charged.

Completed \_\_\_\_\_ (Initial)

Consultation at Delivery

- Present all glovebox material including the Owner Manual, Maintenance Schedule, Warranty information, XM Radio and OnStar literature, if equipped. Emphasize the importance that the customer reviews the material.
- Review Roadside Assistance and Courtesy Transportation procedures.
  - Provide state-required Lemon Law information, if applicable.
- Explain the importance of regularly scheduled maintenance and the GM Oil Life System (as equipped).
- Remind customer that, in order to better serve them, they will be receiving the Purchase and Delivery Satisfaction Survey and, if applicable, the Service Satisfaction Survey from GM.
- Advise the customer of a potential follow-up call to ensure that they are completely satisfied.

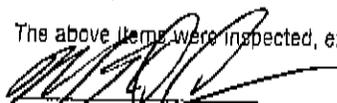
Vehicle Presentation with Customer

- Review body and paint to make sure they are clean and damage-free.
- Review exterior items, including:
- Location of hood latch, prop rod and trunk release, if applicable (Section 5)
  - Location and checking procedure for all fluids (oil levels, etc.) (Section 5)
  - Fuel filler door and cap operation (Section 5)
  - Spare tire removal and jack location (Section 5)
  - Remote Keyless Entry and Remote Start operation, if equipped (Section 2)
- Review interior to make sure it is clean and damage-free.
- Review and demonstrate all vehicle features and controls using the Owner Manual and "Getting to Know Your" vehicle booklet or other supplemental feature information. Customer understanding of the described features is key to their satisfaction with the vehicle.
- Reset Average Fuel Economy on Driver Information Center (DIC), if equipped. (Section 3)
  - Help the customer set personalized, programmable and memory functions, including Universal Home Remote System, if equipped. (Sections 2 & 3)
  - Seat, steering wheel, mirror, and power adjustable pedal positioning, if equipped. (Sections 1 & 2)
  - Climate Control system: automatic, dual zone, and recirculation functions; heated/cooled seats, if equipped. (Section 3)
  - Audio/Infotainment systems: clock, radio, RDS, XM, CD, DVD, MP3 and Navigation functions, as equipped. (Section 3)
  - Safety features, safety belts, child restraints and LATCH system. (Section 1)
  - Inform customer of OnStar benefits and operation, if equipped. (Section 2)
- Offer orientation drive, or recommend that customer drive the vehicle for sufficient familiarization.

Service Introduction and Orientation

- Introduce the customer to Service Department personnel and familiarize the customer with the dealer's Service facilities.
- Present dealership service benefits (e.g., hours of operation, shuttles, early bird drop-off, after hours pickup, factory-trained technicians)
  - Discuss convenience and competitive pricing for regular maintenance items (e.g., wiper blades, filters, batteries, brakes, tires, etc.)
  - Suggest a follow-up visit (e.g., courtesy inspection or New Owner Clinic)
  - First follow-up visit scheduled for: \_\_\_\_\_ (Date)

The above items were inspected, explained and demonstrated to my complete satisfaction.



9-19-2008

# Loan Amortization Calculator

Almost any data field on this form may be calculated. Enter the appropriate numbers in each slot, leaving blank (or zero) the value that you wish to determine, and then click "Calculate" to update the page.

Principal

Payments per Year

Annual Interest Rate

Number of Regular Payments

Balloon Payment

Payment Amount

 Show Amortization Schedule

This loan calculator is written and maintained by Bret Whissel.  
See [Bret's Blog](#) for more information.

---

## Summary

**Principal borrowed:** \$22543.00

**Annual Payments:** 12 **Total Payments:** 84 (7.00 years)

**Annual interest rate:** 6.69% **Periodic interest rate:** 0.5575%

**Regular Payment amount:** \$337.75 **Final Balloon Payment:** \$239.35

**Minimum amortizing payment for this Principal and Interest rate:** \$125.69

*The following results are estimates which do not account for values being rounded to the nearest cent. See the amortization schedule for more accurate values.*

**Total Repaid:** \$28272.60

**Total Interest Paid:** \$5729.60

**Interest as percentage of Principal:** 25.416%



<b>Pmt</b>	<b>Principal</b>	<b>Interest</b>	<b>Cum Prin</b>	<b>Cum Int</b>	<b>Prin Bal</b>
1	212.07	125.68	212.07	125.68	22330.93
2	213.26	124.49	425.33	250.17	22117.67
3	214.44	123.31	639.77	373.48	21903.23
4	215.64	122.11	855.41	495.59	21687.59
5	216.84	120.91	1072.25	616.50	21470.75
6	218.05	119.70	1290.30	736.20	21252.70
7	219.27	118.48	1509.57	854.68	21033.43
8	220.49	117.26	1730.06	971.94	20812.94
9	221.72	116.03	1951.78	1087.97	20591.22
10	222.95	114.80	2174.73	1202.77	20368.27
11	224.20	113.55	2398.93	1316.32	20144.07
12	225.45	112.30	2624.38	1428.62	19918.62
<hr/>					
13	226.70	111.05	2851.08	1539.67	19691.92
14	227.97	109.78	3079.05	1649.45	19463.95
15	229.24	108.51	3308.29	1757.96	19234.71
16	230.52	107.23	3538.81	1865.19	19004.19
17	231.80	105.95	3770.61	1971.14	18772.39
18	233.09	104.66	4003.70	2075.80	18539.30
19	234.39	103.36	4238.09	2179.16	18304.91
20	235.70	102.05	4473.79	2281.21	18069.21
21	237.01	100.74	4710.80	2381.95	17832.20
22	238.34	99.41	4949.14	2481.36	17593.86
23	239.66	98.09	5188.80	2579.45	17354.20
24	241.00	96.75	5429.80	2676.20	17113.20
<hr/>					
25	242.34	95.41	5672.14	2771.61	16870.86
26	243.69	94.06	5915.83	2865.67	16627.17
27	245.05	92.70	6160.88	2958.37	16382.12
28	246.42	91.33	6407.30	3049.70	16135.70
29	247.79	89.96	6655.09	3139.66	15887.91
30	249.17	88.58	6904.26	3228.24	15638.74
31	250.56	87.19	7154.82	3315.43	15388.18
32	251.96	85.79	7406.78	3401.22	15136.22
33	253.37	84.38	7660.15	3485.60	14882.85
34	254.78	82.97	7914.93	3568.57	14628.07
35	256.20	81.55	8171.13	3650.12	14371.87
36	257.63	80.12	8428.76	3730.24	14114.24
<hr/>					
37	259.06	78.69	8687.82	3808.93	13855.18
38	260.51	77.24	8948.33	3886.17	13594.67
39	261.96	75.79	9210.29	3961.96	13332.71
40	263.42	74.33	9473.71	4036.29	13069.29
41	264.89	72.86	9738.60	4109.15	12804.40
42	266.37	71.38	10004.97	4180.53	12538.03
43	267.85	69.90	10272.82	4250.43	12270.18
44	269.34	68.41	10542.16	4318.84	12000.84
45	270.85	66.90	10813.01	4385.74	11729.99
46	272.36	65.39	11085.37	4451.13	11457.63
47	273.87	63.88	11359.24	4515.01	11183.76
48	275.40	62.35	11634.64	4577.36	10908.36
<hr/>					
49	276.94	60.81	11911.58	4638.17	10631.42
50	278.48	59.27	12190.06	4697.44	10352.94
51	280.03	57.72	12470.09	4755.16	10072.91
52	281.59	56.16	12751.68	4811.32	9791.32
53	283.16	54.59	13034.84	4865.91	9508.16
54	284.74	53.01	13319.58	4918.92	9223.42
55	286.33	51.42	13605.91	4970.34	8937.09
56	287.93	49.82	13893.84	5020.16	8649.16
57	289.53	48.22	14183.37	5068.38	8359.63
58	291.15	46.60	14474.52	5114.98	8068.48

59	292.77	44.98	14767.29	5159.96	7775.71
60	294.40	43.35	15061.69	5203.31	7481.31
61	296.04	41.71	15357.73	5245.02	7185.27
62	297.69	40.06	15655.42	5285.08	6887.58
63	299.35	38.40	15954.77	5323.48	6588.23
64	301.02	36.73	16255.79	5360.21	6287.21
65	302.70	35.05	16558.49	5395.26	5984.51
66	304.39	33.36	16862.88	5428.62	5680.12
67	306.08	31.67	17168.96	5460.29	5374.04
68	307.79	29.96	17476.75	5490.25	5066.25
69	309.51	28.24	17786.26	5518.49	4756.74
70	311.23	26.52	18097.49	5545.01	4445.51
71	312.97	24.78	18410.46	5569.79	4132.54
72	314.71	23.04	18725.17	5592.83	3817.83
73	316.47	21.28	19041.64	5614.11	3501.36
74	318.23	19.52	19359.87	5633.63	3183.13
75	320.00	17.75	19679.87	5651.38	2863.13
76	321.79	15.96	20001.66	5667.34	2541.34
77	323.58	14.17	20325.24	5681.51	2217.76
78	325.39	12.36	20650.63	5693.87	1892.37
79	327.20	10.55	20977.83	5704.42	1565.17
80	329.02	8.73	21306.85	5713.15	1236.15
81	330.86	6.89	21637.71	5720.04	905.29
82	332.70	5.05	21970.41	5725.09	572.59
83	334.56	3.19	22304.97	5728.28	238.03
84	*238.03	1.33	22543.00	5729.61	-0.00

\*The final payment has been adjusted to account for payments having been rounded to the nearest cent.

Michael A. Saunders, Esq.  
1901 First Avenue  
First Floor  
San Diego, CA 92101

General Motors Corporation  
Saturn Customer Assistance Center  
P.O. Box 33173  
Detroit, MI 48232-5173

06-23-09A09:48 RCVD

**FCM**



U.S. POSTAGE  
**\$1.56**  
FCM LG ENV  
92024  
Date of sale  
06/19/09  
02 1P00  
09241894 APC  
FC0026000304 '87

**USPS® FIRST-CLASS MAIL®**

0lb. 4.10 oz.

SHIP  
TO:

**DETROIT MI 48232-5173**



ZIP



**(420) 48232-5173**

**Law Offices of Michael A. Saunders**

1901 First Avenue, First Floor

San Diego, CA 92101

Fax (858) 272-9009

(858) 272-9988

June 12, 2009

General Motors Corporation  
Saturn Customer Assistance Center  
P.O. Box 33173  
Detroit, MI 48232-5173

Re: [REDACTED] vs-General Motors Corporaton

Our Client: [REDACTED]  
Vehicle: 2007 Saturn Aura XE  
Date of Delivery: September 19, 2008  
VIN: 1G8ZS57N97F [REDACTED]

Dear Sir or Madam:

Please be advised this law firm has been retained by [REDACTED] to enforce his legal rights regarding the purchase of the above-identified vehicle. The purpose of this letter is to set forth the facts of this case, cite the applicable law and attempt to resolve this matter as quickly and efficiently as possible.

[REDACTED] purchased his vehicle from Saturn of Roseville in Roseville, California on September 19, 2008. My client was understandably excited about his 2007 Saturn Aura XE, feeling he had made a quality choice for his driving needs and enjoyment. My client's anticipation and excitement, however, quickly turned to disappointment and frustration due to numerous unsuccessful repair attempts, which have substantially impaired the vehicle to him. This is not what my client was promised nor bargained-for when he purchased the above-identified vehicle.

As you are undoubtedly aware, under the Song-Beverly Consumer Warranty Act, when a motor vehicle is sold with a "substantial, material impairment in use, value and safety" and a reasonable number of attempts have been made to repair the defects, the consumer must be reimbursed or the vehicle replaced, *See Schreidel v. American Honda Motor Co.* (1985) 34 Cal.App.4th 1242; Cal. Civ. Code §1793.22(e)(1).

When my client took possession of the subject-vehicle, there were only 1285 miles on the odometer. The car was purchased with a 36,000-mile warranty and falls well within the provisions of the Song-Beverly Consumer Warranty Act. Cal. Civ. Code §1793.22(e)(2); See Jenson v. BMW of North America, Inc. (1995) 35 Cal.App.4th 112.

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 State and Federal 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) Defective engine as evidenced by the engine dying, engine not starting, rough idle, reduced power, and numerous illuminated dashboard warning lights, including: "Reduced Power," "Service Traction," "Check Engine," and "Airbag Disable," causing the vehicle to have to be towed to the dealership for warranty repairs.

The vehicle's onboard computer has recorded numerous error codes, including: CO242, P2135, and B0081. The dealership has replaced several critical engine-related components in an attempt to fix [REDACTED] defective Saturn, including installing a new throttle body assembly, electronic control module, new battery, body control module and under hood electrical buss panel.

During the first 18 months and 18,000 miles, this vehicle has been to the shop for warranty repairs on over four (4) separate occasions. Accordingly, this vehicle meets the requirements of the Tanner Consumer Protection Act, Cal. Civ. Code §1793.22, which provides:

It shall be presumed that a reasonable number of attempts have been made to conform a new motor vehicle to the applicable express warranties if, within eighteen months from delivery to the buyer or 18,000 miles on the odometer of the vehicle, whichever occurs first, ... **the same nonconformity has been subject to repair four or more times by the manufacturer.** Emphasis added.

As you are well aware, this presumption shifts the burden of proof to the manufacturer. If this case goes to trial, General Motors will have to prove, by a preponderance of the evidence, my client did not afford a "reasonable number of attempts" to conform this vehicle to the applicable express warranties.

Based on this extraordinary repair history, my client understandably has lost confidence in this vehicle. As General Motors is aware, my client is not required to live with this problematic vehicle and is herein demanding his entitlement under the Song-Beverly Consumer Warranty Act (the "Lemon Law"), Cal. Civ. Code §1790 et seq., which provides:

If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle... to conform to applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle... or promptly make restitution to the buyer... However, the buyer shall be free to elect restitution in lieu of replacement.

(B) In the case of restitution, the manufacturer shall make restitution in an amount equal to the actual price paid or payable by the buyer, including any charges for transportation and manufacturer installed options... and including any collateral charges such as sales tax, license fees, registration fees and other official fees, plus any incidental damages... including but not limited to reasonable repairs, towing and rental car costs..."

Cal. Civ. Code §1793.2(d)(2) (emphasis added).

The Lemon Law goes on to state:

(a) Any buyer of consumer goods who is damaged by a failure to comply with an obligation under this chapter or under an implied or express warranty or service contract, may bring an action for recovery of damages and other legal and equitable relief.

(b) If the buyer prevails in an action under this section, the buyer shall be allowed by the court to recover as part of the judgment a sum equal to the aggregate amount of costs and expenses, including attorney's fees, determined by the court to have been reasonably incurred by the buyer in connection with the commencement and prosecution of such action.

Cal. Civ. Code § § 1794 (emphasis added).

In light of the facts of this case as applied to the Lemon Law, there is no doubt General Motors is obligated to make restitution to my client for the "lemon" which was sold to him. In light of the facts of this case where liability is clear, further denial of your obligations under the Lemon Law can only be described as "willful," triggering the civil penalty provision quoted above.

Clearly, the persistence of the subject-vehicle's various defects, despite the numerous attempts which have been made to repair them, creates the type of problem which constitutes a "substantial, material impairment in the use, value and safety" of my client's vehicle which requires restitution or replacement under Cal. Civ. Code §1791 et seq.

Under the Song-Beverly Act, my client has the choice of taking a replacement vehicle or, if he wishes, he may insist on restitution in this matter. Cal. Civ. Code §1793.2 (d)(2). My client hereby demands restitution for his "lemon" as determined by Cal. Civ. Code §1793.2(d)(2)(B).<sup>1</sup>

Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. Think of the time, money and effort both sides would save with a quick resolution of this claim.

Please give this demand the serious consideration it deserves. If I do not hear from you, **in writing**, by July 12, 2009, I shall assume General Motors is denying its obligations under the law and my client will be left with no choice but to initiate legal proceedings. As I am sure you are aware, under the circumstances, the Song-Beverly Consumer Warranty Act provides a consumer shall be awarded reasonable costs and attorney fees if resort to the court system is necessary.

██████████ does not seek anything beyond what he should have received in the first instance... fairness on the part of General Motors.

Thank you for your anticipated attention to this matter. I trust this will be resolved rapidly.

Very truly yours,

LAW OFFICES OF MICHAEL A. SAUNDERS



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Michael A. Saunders, Esq.  
Attorney for Michael Davidson

Enclosures

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<sup>1</sup>Under California Civil Code Section 1793.2(d)(2)(B), the amount of restitution due is "equal to the actual price paid or payable by the buyer, including any charges for transportation and manufacturer installed options, but excluding nonmanufacturer items installed by a dealer or the buyer, and including any collateral charges, such as sales tax, license fees, registration fees, and other official fees, plus any incidental damages."

<b>Dated Mileage Invoice#</b>	<b>Description of Complaint</b>	<b>Description of Repair Attempt by the Dealership</b>
8-22-07 900 Miles RO# 685381	<b>Warranty towing</b> courtesy of GM Roadside Assistance	
8-27-09 970 Miles RO#219401	Saturn used car safety inspection	
8-29-07 916 Miles? RO#219269	Customer states <b>reduced power light came on</b>	No trouble found. Cleared code. Test 60 miles. Could not get light to come back on.
11-17-07 1241 Miles RO# 222090	Customer states <b>vehicle died at stop sign, restarted, then vehicle had lost power, would not exceed 20mph, would die at every stop sign, severe loss of power</b>	Defective part. Inspected system, found code <b>CO242</b> and <b>P2135 throttle position sensor code</b> , checked connections at TB and ECM, contacted TAC-Case #9981942 – <b>Replaced throttle body assembly</b> - road test- operation normal.
12-8-08 2656 Miles RO# 233402	Customer states the <b>service traction light and reduced power comes on the display.</b>	Verified customers concern and found internal failure to the ECM. <b>Installed new ECM</b> and all ok at this time.
2-9-09 4423 Miles RO#235106	Customer states same concern as last visit the <b>check engine light, traction off and reduced engine power on also died at stop 1 time.</b> See history.	Verified customers concern and found internal failure to the battery <b>installed new battery</b> and cleared codes and <b>test-drove and code came back for CO242.</b> Inspected and found <b>internal failure to the throttle body.</b> <b>Installed new throttle body</b> and cleared codes. Test drove and all ok at this time. <b>Replaced throttle body due to codes P2135.</b>
5-26-09 6-2-09 6797 Miles RO#238626	Customer states driving down the freeway, <b>airbag disable, engine power reduced, traction disable, engine disable lights all came on and car died, would not start back up. Had towed in. Once here it started.</b>	<b>Scanned and verified codes P2135, CO242, and B0081.</b> Tested and inspected, unable to verify. Road Tested multiple times. Per discussion with area service manager, <b>replaced body control module and under hood electrical buss panel.</b>

**Warranty Repair Summary – Michael Davidson vs. General Motors Corporation**

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

\*\*\*\*\* DO NOT DETACH - REGISTERED OWNER INFORMATION \*\*\*\*\*



REGISTRATION CARD VALID FROM: 08/02/2008 TO: 08/02/2009

MAKE	YR MODEL	YR 1ST SOLD	VLV CLASS	*YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
STRN	2007	2007	EY	2007	120	11	[REDACTED]
BODY TYPE MODEL	MP	MO					VEHICLE ID NUMBER
4D	G	PX					1G8ZS57N97F [REDACTED]
TYPE VEHICLE USE		DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC		STICKER ISSUED
AUTOMOBILE		10/22/08	34	10/14/08	2		[REDACTED]

PR EXP DATE: 08/02/2008

REGISTERED OWNER



AMOUNT DUE	AMOUNT RECVD
\$ 238.00	CASH :
	CHCK :
	CRDT :

AMOUNT PAID  
\$ 238.00

CITRUS HTS  
CA



LIENHOLDER  
SCHOOLS FNCL CU  
PO BX 526001

SACRAMENTO  
CA 95852

F01 195 17 0023800 0299 CB F01 102208 11 6BDN799 393

### RETAIL INSTALLMENT SALE CONTRACT - SIMPLE FINANCE CHARGE

Dealer Number 140928 Contract Number NAD# 140928 R.O.S. Number 19783592 Stock Number 794711

Buyer Name and Address <b>[REDACTED]</b> CITRUS HEIGHTS CA <b>[REDACTED]</b>	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address) <b>SATURN OF ROSEVILLE</b> PO BOX 1205 ROSEVILLE CA 95661
------------------------------------------------------------------------------------	--------------------------------------------------------------	-------------------------------------------------------------------------------------------------------

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
USED	2007	SATURN AURA XE	1285	1G8ZS57N97F <b>[REDACTED]</b>	<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
6.69 %	\$ 5,828.00(e)	\$ 22,543.00	\$ 28,371.00(e)	\$ 4,277.75 is \$ 32,648.75(e)

(e) means an estimate

#### YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	
One Payment of	N/A	
N/A Payments	N/A	Monthly, Beginning N/A
83 Payments	337.75	Monthly, Beginning 11/03/08
One Final Payment	337.75	10/03/15

**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 \$ 21576.09 (A)
    - Cash Price Vehicle \$ 21576.09
    - Cash Price Accessories \$ N/A
    - Other (Nontaxable)
 

Describe	\$	N/A
Describe	\$	N/A
  - Document Preparation Fee (not a governmental fee) \$ 55.00 (B)
  - \$mog 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) Theft Deterrent Device (to whom paid) \$ N/A (F)
  - (Optional) Surface Protection Product (to whom paid) \$ N/A (G)
  - (Optional) Surface Protection Product (to whom paid) \$ N/A (H)
  - Sales Tax (on taxable items in A through H) 7.75 \$ 1676.41 (I)
  - Optional DMV Electronic Filing Fee \$ N/A (J)
  - (Optional) Service Contract (to whom paid) CLS \$ N/A (K)
  - (Optional) Service Contract (to whom paid) \$ 2695.00 (L)
  - (Optional) Service Contract (to whom paid) \$ N/A (M)
  - (Optional) Service Contract (to whom paid) \$ N/A (N)
  - (Optional) Service Contract (to whom paid) \$ N/A (O)
  - Prior Credit or Lease Balance paid by Seller to SYNERGY BANK \$ N/A (P)  
(see downpayment and trade-in calculation)
  - (Optional) Gap Contract (to whom paid) JLS \$ 795.00 (Q)
  - (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (R)
  - Other (to whom paid) \$ N/A (S)

#### STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

#### Vehicle Insurance

	Term	Premium
\$ N/A Ded. Comp., Fire & Theft	N/A Mos.	\$ N/A
\$ N/A Ded. Collision	N/A Mos.	\$ N/A
Bodily Injury \$ N/A Limits	N/A Mos.	\$ N/A
Property Damage \$ N/A Limits	N/A Mos.	\$ N/A
Medical N/A	N/A Mos.	\$ N/A
Total Vehicle Insurance Premiums		\$ N/A

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 credit.

Buyer **[REDACTED]**  
 Co-Buyer   
 Seller  **SATURN OF ROSEVILLE**

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

#### Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	N/A Mos.	N/A	N/A
Credit Disability	N/A Mos.	N/A	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**

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 \$ 8.25 (4)

5. Subtotal (1 through 4) \$ 26820.75 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr 2000 Make SATURN \$ 1700.00 (A)

Model LS1 Odor 8427

VIN 1G8JUS2F9Y

B. Less Prior Credit or Lease Balance ESTIMATED \$ 2922.25 (B)

C. Net Trade-In (A less B) (indicate if a negative number) \$ 1222.25- (C)

D. Deferred Downpayment \$ N/A (D)

E. Manufacturer's Rebate \$ 2500.00 (E)

F. Other \$ N/A (F)

G. Cash \$ 3000.00 (G)

Total Downpayment (C through G) \$ 4277.75 (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) \$ 22543.00 (7)

Date Co-Buyer Signature Age
OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1Q of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.
Term 84 Mos. CALIF GAP
Name of Gap Contract
I want to buy
Buyer Signs

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 CITIZENS INSURANCE SERVICES
Term 60 Mos. or 100000 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
Buyer Signs

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 N/A Buyer X N/A Co-Buyer

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign
Buyer Signs
Co-Buyer Signs

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 SELLER UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X

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

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

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an equal change.

Buyer Sign Co-Buyer Signature X

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. SUBJECT TO LENDER'S CREDIT APPROVAL

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This law does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Sign Date 09/19/08 Co-Buyer Signature X Date

Co-Buyers and Other Owner agrees to the security interest in the vehicle given to us in this contract. does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X N/A Address N/A

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a

PRINT DATE: 5/26/09 17:03:57  
REPORT DATE: 5/26/09

SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 1  
USER: AFARIN13

Vehicle Type: C  
Year: 2007

Make: SATURN

Owner: DAVIDSON, MICHAEL  
Model: AURA XE

VIN: 1G8ZS57N97F

Unit Number:  
Stock Number: 7947U

SO#: 235106 Date: 02/09/09 SA#: 312 Miles: 4423 FAC#: 11394 SO Tot: 469.06 Lbr: 166.97 Pts: 287.00 Net Itm: 74.00

L#	Type	Amount	ST	Description	Technician
1				Comp: CUSTOMER STATES SAME CONCERN AS LAST VISIT THE CHECK ENGINE LIGHT TRACTION OFF AND REDUCED ENGINE POWER ON ALSO DIED AT STOP 1 TIME SEE HISTORY Tech Comm: ELECTRICAL - SHORTED Tech Comm: VERIFIED CUSTOMERS CONCERN AND FOUND INTERNAL FAILURE TO THE BATTERY INSTALLED NEW BATTERY AND CLEARED CODES AND TEST DROVE CODE CAME BACK FOR C0242 INSPECTED AND FOUND INTERNAL FAILURE TO THE THROTTLE BODY INSTALLED NEW THROTTLE BODY AND CLEARED CODES TEST DROVE AND ALL OK AT THIS TIME.	
	NET ITEM	74.00	W	RENTAL CAR-	
	LABOR	49.11	W	Corr: BATTERY - ONE - REPLACE	443 Tom Heintz
	LABOR Op: N0110				
	PARTS	105.86	W	Part/Desc: 19001628 75- 5YR DELCO BATT 065	

L#	Type	Amount	ST	Description	Technician
2*				Comp: CONVERTED CLAIM Tech Comm: MODL/COMPNT - SHORTED Tech Comm: REPLACED THROTTLE BODY DUE TO CODES P2135	
	LABOR	117.86	W	Corr: THROTTLE BODY ASSEMBLY REPLACEMENT	443 Tom Heintz
	LABOR Op: J5490				
	PARTS	181.14	W	Part/Desc: 12609500 BODY ASM-THROT (W/ 390	

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SO#: 233402 Date: 12/08/08 SA#: 312 Miles: 2656 FAC#: 11394 SO Tot: 296.19 Lbr: 223.24 Pts: 526.91 Net Itm: 74.00

L#	Type	Amount	ST	Description	Technician
1				Comp: CUSTOMER STATES THE SERVICE TRACTION LIGHT AND REDUCED POWER COMES ON DISPLAY PLS ADVISE Tech Comm: MODL/COMPNT - SHORTED Tech Comm: VERIFIED CUSTOMERS CONCERN AND FOUND INTERNAL FAILURE TO THE ECM INSTALLED NEW ECM AND ALL OK AT THIS TIME.	
	LABOR	56.27	W	Corr: POWERTRAIN CONTROL MODULE REPLACEMENT	443 Tom Heintz
	LABOR Op: J6360				
	PARTS	239.91	W	Part/Desc: 12597121 MODULE ASM-ENG CON 133	

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PRINT DATE: 5/26/09 17:03:57  
REPORT DATE: 5/26/09

SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 2  
USER: AFARIN13

Vehicle Type: C  
Year: 2007

Make: SATURN

Owner: [REDACTED]  
Model: AURA XK

VIN: 1G8ZS57N97F [REDACTED]

Unit Number:  
Stock Number: 7947U

SO#: 233918 Date:12/05/08 SA#:312 Miles: 3532 FAC#:11394 SO Tot: 39.95 Lbr: 241.24 Pts: 535.27 Net Itm: 74.00

L#	Type	Amount	ST	Description	Technician
1				Comp: QUICK OIL AND FILTER SERVICE S Comm: PERFORMED LOP	
	LABOR	18.00	CQ	Corr: CHANGE ENGINE OIL AND FILTER CHANGE ENGINE OIL AND	443 Tom Heintz
	Labor Op: M5010				
	PARTS	5.65	CQ	Part/Desc: 89017342 FILTER ASM,OIL (PF 133	
		2.71	CQ	Part/Desc: P3663 MOBIL SW30 133	
	LABOR	.00	CQ	Corr: RESET ENGINE OIL LIFE INDICATOR LAMP RESET ENGINE	443 Tom Heintz
	Labor Op: M5303				
	LABOR	.00	CQ	Corr: EXTERIOR LIGHTING CHECK EXTERIOR LIGHTING CHECK	443 Tom Heintz
	Labor Op: M5004				
	LABOR	.00	CQ	Corr: TOP OFF ALL FLUIDS TOP OFF ALL FLUIDS	443 Tom Heintz
	Labor Op: M5005				
	LABOR	.00	CQ	Corr: CHECK AND/OR ADJUST TIRE PRESSURE (ALL) CHECK AND/	443 Tom Heintz
	Labor Op: M5008				

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SO#: 232342 Date:10/07/08 SA#: 42 Miles: 1980 FAC#:11394 SO Tot: 151.01 Lbr: 290.13 Pts: 637.39 Net Itm: 74.00

L#	Type	Amount	ST	Description	Technician
1				Comp: CUST REQUEST ONE NEW REMOTE AND ONE KEY PER DUE BI LL	
				Tech Comm: PROGRAMMED ONE NEW REMOTE AND KEY.	
	LABOR	48.89	ID	Corr: TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - R	019 tony valadez
	Labor Op: R4490				
	PARTS	25.71	ID	Part/Desc: 15871576 KEY-DR LK & IGN LK 510	
		76.41	ID	Part/Desc: 22733524 TRANSMITTER ASM-R/ 510	
2				Comp: CUST REQUEST FLOOR MATS PER DUE BILL	
				Tech Comm: INSTALLED FLOOR MATS PER DUE BILL	
	LABOR	.00	ID	Corr: INSTALL MATS	
	Labor Op: M5300				

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REPORT DATE: 5/26/09

SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 3  
USER: AFARIN13

Vehicle Type: C  
Year: 2007

Make: SATURN

Owner: [REDACTED]  
Model: AURA XE

VIN: 1G8ZS57N97F [REDACTED]

Unit Number:  
Stock Number: 7947U

SO#: 222740 Date: 11/29/07 SA#: 84 Miles: 1523 FAC#: 11394 SO Tot: 246.40 Lbr: 422.13 Pts: 691.29 Net Itm: 134.50

L#	Type	Amount	ST	Description	Technician
1				Comp: SATURN USED CAR SAFETY INSPEC. Comm: QUICK CHECK NO LOF	
	LABOR	97.50	IR	Corr: SATURN USED CAR SERVICE INSPECTION	
	Labor Op: M6000				073 ROBERT APPINO 079 ROGER STARKEY

L#	Type	Amount	ST	Description	Technician
2				Comp: SMOG CHECK Comm: PASSED VISUAL SMOG	
	LABOR	19.50	IR	Corr: STATE NEW CAR EMISSION TEST	
	Labor Op: M6010				126 ALBERT AGUILAR

L#	Type	Amount	ST	Description	Technician
3				Comp: DETAIL SUBLET Comm: DETAIL SUBLET	
	NET ITEM	60.50	IR	Detail (Sublet)--chevrolet	
	LABOR	.00	IR	Corr: DETAIL CAR (WAX & BUFF)	
	Labor Op: M5090				

L#	Type	Amount	ST	Description	Technician
4				Comp: aftermarket alarm used Comm: INSTALLED IDENTITY	
	LABOR	15.00	IIU	Corr: NON-SATURN ALARM INSTALLATION	
	Labor Op: M5170				073 ROBERT APPINO 079 ROGER STARKEY

L#	Type	Amount	ST	Description	Technician
	PARTS	53.90	IIU	Part/Desc: RS2 IDENITY GM 008	
5				Comp: CHECK FOR TRACKER & ADVISE Comm: CHECKED FOR TRACKER YEA	
	LABOR	.00	IR	Corr: INFORMATION LINE	
	Labor Op: M5300				

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SO#: 222090 Date: 11/17/07 SA#: 293 Miles: 1241 FAC#: 11394 SO Tot: 517.93 Lbr: 458.53 Pts: 875.33 Net Itm: 386.50

L#	Type	Amount	ST	Description	Technician
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1  
 Comp: CUSTOMER STATES VEHICLE DIED AT STOP SIGN, RESTARTED, THEN VEHICLE HAD LOST POWER--WOULD NOT EXCEED 20 MPH, WOULD DIE AT EVERY STOP SIGN--SEVERE LOSS OF POWER  
 Caus: DEFECTIVE PART  
 Tech Comm: CUSTOMER STATES VEH DIED AT STOP, SEVERE LOSS OF POWER, INSPECTED SYSTEM, FOUND CODE C0242 AND P2135 THROTTLE POSITION SENSOR CODE, CHECKED CONNECTIONS AT TB AND BCM, CONTACTED TAC CASE #9981942--REPLACED THROTTLE BODY ASSY--ROAD TEST-OPERATION NORMAL

LABOR 36.40 W Corr: BODY UNIT, THROTTLE - REPLACE 126 ALBERT AGUILAR  
 Labor Op: J5490

PARTS 178.29 W Part/Desc: 12577029 BODY ASM-THROT (W/ 065  
 5.75 W Part/Desc: 12579933 SEAL-THROT BODY 065

L#	Type	Amount	ST	Description	Technician
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2  
 Comp: RENTAL  
 Caus: DEFECTIVE PART  
 Tech Comm: 7 DAYS RENTAL--CONTACTED DSM AND LEFT MESSAGES CONCERNING EXTENDED RENTAL--SCOTT ALLISON VIN #2G1WT55K489

NET ITEM 252.00 W RENTAL CAR--ENTERPRISE

LABOR .00 W Corr: COURTESY TRANSPORTATION SATURN COURTESY 6+ DAY CAR  
 Labor Op: Z4636

L#	Type	Amount	ST	Description	Technician
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3\*  
 Comp: platinum seal  
 Tech Comm: NEED TO RESCHEDULE DURING WEEK

LABOR .00 IS Corr: INFORMATION LINE  
 Labor Op: M5300

\*\*\*\*\*  
 SO#: 219269 Date:08/29/07 SA#:293 Miles: 916 FAC#:11394 SO Tot: 90.99 Lbr: 549.52 Pts: 875.33 Net Itm: 386.50

L#	Type	Amount	ST	Description	Technician
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1  
 Comp: ~~CUSTOMER STATES REDUCED POWER LIGHT CAME ON~~  
 Caus: ~~NO TROUBLE FOUND~~  
 Tech Comm: CUSTOMER STATES REDUCED POWER LIGHT CAME ON, INSPECT, DID FIND REDUCED POWER CODE, CLEARED CODE --ROAD TEST 60 MILES--COULD NOT GET LIGHT TO COME BACK ON  
~~CUSTOMER STATES REDUCED POWER LIGHT CAME ON, INSPECT, DID FIND REDUCED POWER CODE, CLEARED CODE --ROAD TEST 60 MILES--COULD NOT GET LIGHT TO COME BACK ON~~  
 ADD TIME DIAG

LABOR 90.99 W Corr: ENGINE/MOTOR - SYMPTOM DIAGNOSIS

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SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 5  
USER: AFARIN13

Vehicle Type: C  
Year: 2007

Make: SATURN

Owner: [REDACTED]  
Model: AURA XE

VIN: 1G8ZS57N97F [REDACTED]

Unit Number:  
Stock Number: 7947U

L#	Type	Amount	ST	Description	Technician
1				Continued.....	
	Labor Op: J9995				073 ROBERT APPINO 079 ROGER STARKEY

L#	Type	Amount	ST	Description	Technician
2				Comp: CUSTOMER STATES SERVICE TRACTION LIGHT CAME ON Tech Comm: NO CODES--DID NOT COME ON DURING ROAD TEST	
	LABOR	.00	IS	Corr: INFORMATION LINE	
	Labor Op: M5300				

L#	Type	Amount	ST	Description	Technician
3				Comp: CUSTOMER STATES HOOD GETS TOO HOT TO TOUCH AFTER D RIVING Tech Comm: HOOD FEELS NORMAL AFTER ROAD TEST..	
	LABOR	.00	IS	Corr: INFORMATION LINE	
	Labor Op: M5300				

L#	Type	Amount	ST	Description	Technician
4*				Comp: CUSTOMER STATES CLUNK NOISE FROM LEFT REAR WHEN BA CKING AND TURNING RT OVER CURB Tech Comm: UNABLE TON DUPLICATE CONCERN	
	LABOR	.00	IS	Corr: INFORMATION LINE	
	Labor Op: M5300				

\*\*\*\*\*  
SO#: 219401 Date:08/27/07 SA#: 84 Miles: 970 FAC#:11394 SO Tot: 177.50 Lbr: 666.52 Pts: 875.33 Net Itm: 447.00

L#	Type	Amount	ST	Description	Technician
1				Comp: SATURN USED CAR SAFETY INSPEC. Tech Comm: PERFORMED SAFETY QUICK CHECK- NO LOF	
	LABOR	97.50	IR	Corr: SATURN USED CAR SERVICE INSPECTION	
	Labor Op: M6000				124 RICHARD DOUGLAS

L#	Type	Amount	ST	Description	Technician
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REPORT DATE: 5/26/09

SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 6  
USER: AFARIN13

Vehicle Type: C  
Year: 2007

Make: SATURN

Owner: [REDACTED]  
Model: AURA XE

VIN: 1G8ZS57N97F [REDACTED]

Unit Number:  
Stock Number: 7947U

L#	Type	Amount	ST	Description	Technician
2				Comp: SMOG CHECK Tech Comm: PASSED VISUAL SMOG	
	LABOR	19.50	IR	Corr: STATE NEW CAR EMISSION TEST	
	Labor Op: M6010				126 ALBERT AGUILAR

L#	Type	Amount	ST	Description	Technician
3				Comp: DETAIL SUBLET Tech Comm: DETAIL SUBLET (CHEVORLET)	
	NET ITEM	60.50	IR	Detail (Sublet)--chevrolet	
	LABOR	.00	IR	Corr: DETAIL CAR (WAX & BUFF)	
	Labor Op: M5090				

L#	Type	Amount	ST	Description	Technician
5				Comp: CHECK FOR TRACKER & ADVISE Tech Comm: CHECKED FOR TRACKER	
	LABOR	.00	IR	Corr: INFORMATION LINE	
	Labor Op: M5300				

\*\*\*\*\*  
SO#: 685381 Date:08/22/07 SA#: Miles: 900 FAC#:11331 SO Tot: .00 Lbr: 666.52 Pts: 875.33 Net Itm: 447.00

L#	Type	Amount	ST	Description	Technician
1				Tech Comm: 34416	
	NET ITEM	.00			
	LABOR	.00		Corr: WARRANTY TOWING COURTESY, GM ROADSIDE	
	Labor Op: Z4531				

\*\*\*\*\*  
SO#: 217376 Date:07/07/07 SA#: 42 Miles: 3 FAC#:11394 SO Tot: 178.08 Lbr: 790.70 Pts: 929.23 Net Itm: 447.00

L#	Type	Amount	ST	Description	Technician
1				Comp: PRE-DELIVERY INSP AURA Caus: PDI Tech Comm: PERFORMED PDI.	

PRINT DATE: 5/26/09 17:03:57  
REPORT DATE: 5/26/09

SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 7  
USER: AFARIN13

Vehicle Type: C  
Year: 2007

Make: SATURN

Owner: [REDACTED]  
Model: AURA XE

VIN: 1G8ZS57N97F [REDACTED]

Unit Number:  
Stock Number: 7947U

L#	Type	Amount	ST	Description	Technician
1				Continued.... Tech Comm: PERFORMED PDI.	
	LABOR	109.18	WI	Corr: NEW VEHICLE INSPECTION - BASE TIME	
	Labor Op: Z7000				116 JESSE WALKER
3*				Comp: Install Aftermarket Alarm Tech Comm: INSTALLED IDENTITY.	
	LABOR	15.00	IIN.	Corr: NON-SATURN ALARM INSTALLATION	
	Labor Op: M5170				116 JESSE WALKER
	PARTS	53.90	IIN	Part/Desc: RS2 IDENITY GM 065	

\*\*\* Following the line number denotes added operation.

\*\* End of Report \*\*



SATURN OF ROSEVILLE

750 Automall Drive  
Roseville, CA 95661

Toll Free (800) 825-8558 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7090  
Sacramento Local (916) 909-0102

SERVICE INVOICE

BAR# RCAF222030  
CAL# 000308679

WWW.SATURNOFROSEVILLE.COM

Co.# 01

<b>SALES</b> [REDACTED] CITRUS HEIGHTS CA [REDACTED] Business Phone: [REDACTED] Home Phone: [REDACTED]	Service Order Number		Service Advisor		VIN	
	[REDACTED]		Justin Nicholson		1G8ZS57N97F [REDACTED]	
	Color	Year	Make/Model	License	Engine	Stk.#
	GREY / UPPER	2007	SATURN AURA XE		LZ4 3.5LV6	7947U
	Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
	2656 / 3532	W945	7/31/2007	----	1	
	Tax Exempt		Date/Time In		Date/Time Out	
		11/14/2008 15:18		12/05/2008 9:58		

LINE 1 CUSTOMER STATES THE SERVICE TRACTION LIGHT AND REDUCED POWER COMES ON DISPLAY PLS ADVISE  
 CAUSE: OTHER - FOLLOW OPERATION  
 TECH COMM: VERIFIED CUSTOMERS CONCERN AND FOUND INTERNAL FAILURE TO THE ECM. INSTALLED NEW ECM AND ALL OK AT TJH IS TIME.

REPAIR 1 INFORMATION LINE  
 OPCODE: M5300  
 HRS: 1.40  
 PRIMARY TECH: 443  
 WARR PARTS: 1

SALE TYPE: WARRANTY - WTY

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
SN	12597121 MODULE AS Y		1		WARRANTY - GM	WTY

THANK YOU FOR CHOOSING SATURN OF ROSEVILLE

CUSTOMER SIGNATURE \_\_\_\_\_ CUSTOMER TOTAL ..... \$ .00

*[Signature]*  
 DEC 05 2008

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

**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.

TEAR DOWN 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. Page 1



SATURN OF ROSEVILLE

750 Autsmall Drive  
Roseville, CA 95661

Toll Free (899) 825-8556 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7060  
Sacramento Local (916) 909-0102

SERVICE INVOICE

BAR# RCAF222030  
CAL# 000308679

WWW.SATURNOFROSEVILLE.COM

Co.# 01

<b>Sold To:</b>  CITRUS HEIGHTS CA  Business Phone: Home Phone:	<b>Service Order Number</b>		<b>Service Advisor</b>		<b>VIN</b>		
	[REDACTED]		Justin Nicholson		1G8ZS57N97F [REDACTED]		
	<b>Color</b>	<b>Year</b>	<b>Make/Model</b>		<b>License</b>	<b>Engine</b>	<b>Stk.#</b>
	GREY / UPPER	2007	SATURN ALPHEA			LZ4 3.5LV6	7947U
	<b>Mileage In/Out</b>		<b>Tag</b>	<b>Delivery Date</b>	<b>Rate</b>	<b>Doc. Count</b>	<b>Plan</b>
	4423 / 4423		W366	7/31/2007	-----	1	
	<b>Tax Exempt</b>			<b>Date/Time In</b>		<b>Date/Time Out</b>	
			1/17/2009 12:28		2/06/2009 9:36		

LINE 1 CUSTOMER STATES SAME CONCERN AS LAST VISIT THE CHECK ENGINE LIGHT, TRACTION OFF AND REDUCED ENGINE POWER ON ALSO DIED AT STOP 1 TIME SEE HISTORY.  
 CAUSE: OTHER - FOLLOW OPERATION  
 TECH COMM: VERIFIED CUSTOMERS CONCERN AND FOUND INTERNAL FAILURE TO THE BATTERY INSTALLED NEW BATTERY AND CLEARED CODES AND TEST DROVE CODE CAME BACK FOR C0242 INSPECTED AND FOUND INTERNAL FAILURE TO THE THROTTLE BODY. INSTALLED NEW THROTTLE BODY AND CLEARED CODES TEST DROVE AND ALL OK AT THIS TIME.

REPAIR 1 INFORMATION LINE  
 OPCODE: M5300 SALE TYPE: WARRANTY - WTY  
 HRS: 1.00  
 PRIMARY TECH: 443  
 WARR PARTS: 2

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
OT	19001628 75- 5YR D Y		1		WARRANTY - GM	WTY
SN	12609500 BODY ASM- N		1		WARRANTY - GM	WTY

NET ITEM: C RENTAL CAR- SALE TYPE  
 PO#: 295753 L#: 1 WARRANTY - GM WTY  
 UNIT QTY: 3 UNIT AMT: RENTAL DAYS: 3

THANK YOU FOR CHOOSING SATURN OF ROSEVILLE

CUSTOMER SIGNATURE \_\_\_\_\_ CUSTOMER TOTAL ..... \$ 00

\*By law, you may choose another facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

**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.

TEAR DOWN 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. Page 1



SATURN OF ROSEVILLE

750 Automall Drive  
Roseville, CA 95661

Toll Free (866) 825-8556 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7080  
Sacramento Local (916) 969-0102

SERVICE INVOICE

BAR# RCAF222030  
CAL# 000308679

Co.# 01

WWW.SATURNOFROSEVILLE.COM

<b>Sold To:</b>  [REDACTED] CITRUS HEIGHTS CA [REDACTED]  Business Phone: [REDACTED] Home Phone: [REDACTED]	<b>Service Order Number</b>		<b>Service Advisor</b>		<b>VIN</b>		
	[REDACTED]		ASHLEY PULLIN		1G8ZS57N97F [REDACTED]		
	<b>Color</b>	<b>Year</b>	<b>Make/Model</b>		<b>License</b>	<b>Engine</b>	<b>Stk.#</b>
	GREY / UPPER	2007	SATURN AURAXE			LZ4 3.5LV6	7947U
	<b>Mileage In/Out</b>		<b>Tag</b>	<b>Delivery Date</b>	<b>Rate</b>	<b>Doc. Count</b>	<b>Plan</b>
	6797 / 6868		L222	7/31/2007	---	1	
	<b>Tax Exempt</b>			<b>Date/Time In</b>		<b>Date/Time Out</b>	
			5/26/2009 7:52		6/02/2009 16:10		

LINE 1 CUST STATES DRIVING DOWN FREEWAY, AIRBAG DISABLE, ENGINE POWER REDUCED, TRACTION DISABLE, ENGINE DISABLED LIGHTS ALL CAME ON AND CAR DIED, WOULD NOT START BACK UP, HAD TOWED IN. ONCE HERE IT STARTED, CK AND ADVISE

CAUSE: MODL/COMPNT - NO/BAD COMM  
TECH COMM: SCANNED, VERIFID CODES P2135--C0242--B0081--TESTED INSPECTED, UNABLE TO VERIFY, ROAD TESTED MULTIPLE TIMES, SHOP FOREMAN TEST DROVE HOME, CHECKED POWER AND GROUNDS, PER DICUSSION WITH AREA SERVICE MANAGER, REPLACED BODY CONTROL MODULE AND UNDER HOOD ELECTRICAL BUSS PANEL

REPAIR 1 INFORMATION LINE  
OPCODE: M5300 SALE TYPE: WARRANTY - WTY  
HRS: 2.50  
PRIMARY TECH: 866  
WARR PARTS: 2

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
SN	25861370 MODULE AS	Y	1		WARRANTY - GM	WTY
SN	15859578 BLOCK ASM	N	1		WARRANTY - GM	WTY

NET ITEM: C RENTAL CAR-ENTERPRISE-626550 SALE TYPE  
PO#: 18191 WARRANTY - GM WTY  
UNIT QTY: 6 UNIT AMT: RENTAL DAYS: 6

LINE 2 TOW IN  
CAUSE: OTHER - FOLLOW OPERATION  
TECH COMM: TOWED IN

REPAIR 1 INFORMATION LINE  
OPCODE: M5300 SALE TYPE: WARRANTY - WTY

THANK YOU FOR CHOOSING SATURN OF ROSEVILLE

CUSTOMER SIGNATURE \_\_\_\_\_ CUSTOMER TOTAL ..... \$ .00

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

**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.

TEAR DOWN 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. Page 1

# HILL ENTERPRISES TOWING

20786 Daley Lane  
 RED BLUFF, CA 96080  
 Phone (938) 528-8711

**TOWING  
 REPORT**

Home Phone		Company	Date
Business Phone		511 1010 011	6/16
CALL NO.		TOWED FROM	
TYPE OF CALL		15 S 130	
EXTRA MAN		TOWED TO	
MILEAGE START		JOHN L	
9.9 miles overage		750 A 010 111	
<input type="checkbox"/> START <input type="checkbox"/> BATTERY <input type="checkbox"/> FLAT TIRE <input type="checkbox"/> GAS <input type="checkbox"/> LOCKOUT		<input type="checkbox"/> WRECK <input type="checkbox"/> TOW <input type="checkbox"/> CARRIER <input type="checkbox"/> FLAT BED <input type="checkbox"/> INSURED	
TOWING CHARGE		TOWING CHARGE	
SUB TOTAL		SUB TOTAL	
TOTAL		TOTAL	

0010096



**Case Number:** 158744  
**Originator Name:** Saquanda Johnson 866-760-5600 Saquanda\_Johnson@gmexpert.com  
**Created Date:** 08/04/2009

**Vehicle Info**

**\*VIN:** 1G8ZS57N97F [REDACTED] **MSRP:** 23569.0 **\*TAC #:** 10874403  
**Year:** 2007 **Make:** Saturn **Model:** Aura

**Vehicle Comments & TAC Explanation:**

Between TAC & DVM suggested to replace fuse block.

**Original Purchase Date:** 07/31/2007

**\* Repurchase Mileage:** 7282

**Vehicle Owner(s)**

**\* Original Purchase Condition:** Used

**Entity Type** Person

**\* Names(s) on Title:** [REDACTED]

**\* Title State:** CA

**\* Primary Owner:** [REDACTED]

**\* Address** [REDACTED]

**\* City** Citrus Hts

**\* State** CA

**\* ZIP Code:** [REDACTED]

**\* Day Phone:** [REDACTED]

**\* Home Phone:**

**\* Cell Phone:** [REDACTED]

**\* E-mail:**

**\* Fax Phone:**

**\* Reason Repurchase** Reduce power light and traction light coming on

**UCC Codes** (J5708) Engine Emissions - ECM / PCM / MEMCAL / PROM - Warning Lamp On

**Repurchasing Dealer:**

**\* Dealer #:** 188932 **Dealer Name:** SATURN OF ROSEVILLE  
**Region:** 10 **District:** 1211  
**\* Phone:** (916) 781-7040 **Fax:** (916) 781-8280  
**\* Contact Name:** John Cartmill or Chris Kirc.. **\* Contact Title:** Finance Department **E-Mail:**

**Repair**

**\* Contact Name:** **\* Contact Title:**

**Vehicle Location:**

**Customer's Attorney**

**Legal Case Ref. #:** **Tax Id:** 556-98-9599 **Tax Id Type:** Fed ID  
**Firm Name:** Law Offices of Michael A. .. **Contact:** Michael Saunders **1099:** Y  
**Address:** 1901 First Avenue, First Fl..  
**City:** San Diego **State:** CA **Zip Code:** 92101  
**Phone:** 858-272-9009 **Fax:** 858-272-9988 **E-mail:**

**Local Counsel**

**Firm Name:** **Contact Person:**  
**Address:** **State:** **Zip Code:**  
**City:** **Fax:** **E-mail:**  
**Phone:**



**Case Number:** 158744  
**Originator Name:** Saquanda Johnson 866-760-5600 Saquanda\_Johnson@gmexpert.com  
**Created Date:** 08/04/2009

**Vehicle Lien Holder**

<b>Type of Secured Interest:</b> Standard Lien	<b>* Company:</b> Schools of Financial Cr..	<b>Account #:</b> [REDACTED]
<b>Payoff Amount:</b> 20475.27	<b>Per Diem:</b> 3.56	<b>Payoff Date:</b> 2009-08-24
<b>Contact or Attention:</b> Auto Loan Dept.	<b>Address:</b> 5210 Madison Ave.	
<b>City:</b> Sacramento	<b>State:</b> CA	<b>ZIP Code:</b> 95841
<b>Day Phone:</b> 916-569-5400	<b>Fax:</b>	<b>E-mail:</b>

**Transaction Details**

<b>Siebel Request #:</b> 71-727850462	<b>* Disposition:</b> Auction	<b>Trans. State:</b> CA
<b>* Trans. Type:</b> Straight	<b>Trans. Source:</b> Early Res - NISM - Vol Mediated	
<b>Compliance Type:</b>	<b>Compliance Date:</b>	
<b>* Closing Date:</b> 2009-08-14	<b>Money to Dealer:</b> 0.0	<b>Money to Manuf.:</b> 0.0

**Repurchase Vehicle**

**Replacement VIN:**

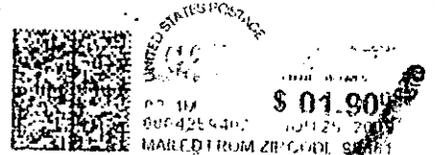
**Disposition:**

**\* Processing Instructions:** None

**Disbursement(s)**

Payment Type	Payee	Payee Line 2	Amount
Lien Payoff	Schools of Financial Credit Un		20475.27
Joint Customer/Attorney Repurchase	Michael E. Davidson	Law Offices of Michael A. Saun	4215.5

Saturn of Roseville  
P.O. Box 1205  
750 Automall Drive  
Roseville, CA 95661



General Motors Corporation

P.O. 33170

Detroit, Mi.

07-01-70  
48232-5170  
LVD

Attention: Cynthia Reyes.

Cynthia,

Our FAX isn't very

reliable, so I am

mailing the copies

and will try and fax

them also.

Thanks  
Webb's Choice



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

VIA FAX ONLY

June 22, 2009

Rob Stein  
Saturn of Roseville  
750 Automall Dr.  
Roseville, CA. 95661-3024

RE:

[REDACTED]  
Service Request: 71-727850462  
2007 Saturn AURA  
Vehicle Identification Number: 1G8ZS57N97F [REDACTED]  
Legal Research Specialist: Cynthia Reyes

Dear Mr. Stein:

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, the Actual Cash Value statement of any trade, and the application of title.
- 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 1-866-363-8695. 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 our Business Resource Center at 1-866-790-5600 Ext. 11153 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation



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

Dealer Number 140926 Contract Number NAD# 140928 R.O.S. Number 19783592 Stock Number 704711

Buyer Name and Address _____ _____ _____	Co-Buyer Name and Address (Including County and Zip Code) _____ _____	Creditor-Seller (Name and Address) <b>SATURN OF ROSEVILLE</b> PO BOX 1205 ROSEVILLE CA 95671
---------------------------------------------------	--------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------

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
USED	2007	SATURN AURA XE	1285	1G8ZS57N97F _____	<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
6.69 %	\$ 5,828.00(e)	\$ 22,543.00	\$ 28,371.00(e)	\$ 4,277.75 is \$ 32,648.75(e)

(e) means an estimate

**YOUR PAYMENT SCHEDULE WILL BE:**

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	
One Payment of	N/A	
N/A Payments	N/A	Monthly, Beginning N/A
53 Payments	337.75	Monthly, Beginning 11/03/08
One Final Payment	337.75	10/03/15

**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.)**

<b>1. Total Cash Price</b>		
A. Cash Price of Motor Vehicle and Accessories	\$ 21576.09 (A)	
1. Cash Price Vehicle	\$ 21576.09	
2. Cash Price Accessories	\$ N/A	
3. Other (Nontaxable)	\$ N/A	
Describe _____	\$ N/A	
Describe _____	\$ N/A	
B. Document Preparation Fee (not a governmental fee)	\$ 55.00 (B)	
C. Smog Fee Paid to Seller	\$ N/A (C)	
D. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (D)	
E. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (E)	
F. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (F)	
G. (Optional) Surface Protection Product (to whom paid)	\$ N/A (G)	
H. (Optional) Surface Protection Product (to whom paid)	\$ N/A (H)	
I. Sales Tax (on taxable items in A through H)	\$ 1676.41 (I)	7.75
J. Optional DMV Electronic Filing Fee	\$ N/A (J)	
K. (Optional) Service Contract (to whom paid) <u>JLS</u>	\$ N/A (K)	
L. (Optional) Service Contract (to whom paid)	\$ 2695.00 (L)	
M. (Optional) Service Contract (to whom paid)	\$ N/A (M)	
N. (Optional) Service Contract (to whom paid)	\$ N/A (N)	
O. (Optional) Service Contract (to whom paid)	\$ N/A (O)	
P. Prior Credit or Lease Balance paid by Seller to <u>SINGLY BANK</u>	\$ N/A (P)	
(see downpayment and trade-in calculation)		
Q. (Optional) Gap Contract (to whom paid) <u>JLS</u>	\$ 795.00 (Q)	
R. (Optional) Used Vehicle Contract Cancellation Option Agreement	\$ N/A (R)	
S. Other (to whom paid)	\$ N/A (S)	
For _____		
<b>Total Cash Price (A through S)</b>	\$ 26797.50 (1)	
<b>2. Amounts Paid to Public Officials</b>		
A. License Fees	ESTIMATED \$ N/A (A)	
B. Registration/Transfer/Titling Fees	ESTIMATED \$ 15.00 (B)	
C. California Tire Fees	\$ N/A (C)	
D. Other	\$ N/A (D)	
<b>Total Official Fees (A through D)</b>	\$ 15.00 (2)	
<b>3. Amount Paid to Insurance Companies</b>		
(Total premiums from Statement of Insurance column a + b)	\$ N/A (3)	
<b>4. Smog Certification or Exemption Fee Paid to State</b>		
	\$ 8.25 (4)	
<b>5. Subtotal (1 through 4)</b>	\$ 26820.75 (5)	
<b>6. Total Downpayment</b>		
A. Agreed Trade-In Value	\$ 1700.00 (A)	
Yr <u>2000</u> Make <u>SATURN</u>		
Model <u>IS1</u> Odome <u>58427</u>		
VIN <u>1G8JUS2P9Y _____</u>		

**STATEMENT OF INSURANCE**

**NOTICE.** No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

**Vehicle Insurance**

Term	Premium
\$ N/A Ded. Comp., Fire & Theft	N/A Mos. \$ N/A
\$ N/A Ded. Collision	N/A Mos. \$ N/A
Bodily Injury \$ N/A Limits	N/A Mos. \$ N/A
Property Damage \$ N/A Limits	N/A Mos. \$ N/A
Medical _____	N/A Mos. \$ N/A
_____	N/A Mos. \$ N/A
<b>Total Vehicle Insurance Premiums</b>	\$ N/A

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

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

Buyer \_\_\_\_\_  
 Co-Buyer X \_\_\_\_\_  
 Seller X **SATURN OF ROSEVILLE**

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>
<b>Total Credit Insurance Premiums</b>		\$ <u>N/A (b)</u>
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 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.

<u>N/A</u>	<u>X</u> <u>N/A</u>	<u>N/A</u>
Date	Buyer Signature	Age
<u>N/A</u>	<u>X</u> <u>N/A</u>	<u>17</u>
Date	Co-Buyer Signature	Age

**OPTIONAL GAP CONTRACT** A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1Q of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 84 Mos. CALIF GAP  
 Name of Gap Contract \_\_\_\_\_

D. Other \_\_\_\_\_ \$ N/A (D)  
**Total Official Fees (A through D)** \$ 15.00 (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** \$ 3.25 (4)  
**5. Subtotal (1 through 4)** \$ 18.25 (5)  
**6. Total Downpayment**  
 A. Agreed Trade-In Value Yr 2004 Make CADILLAC \$ 1000.00 (A)  
 Model ES Odor 8477  
 VIN 1G6US2F477G07792  
 B. Less Prior Credit or Lease Balance ESTIMATED \$ 2922.25 (B)  
 C. Net Trade-In (A less B) (indicate if a negative number) \$ 1222.25 (C)  
 D. Deferred Downpayment \$ N/A (D)  
 E. Manufacturer's Rebate \$ 2500.00 (E)  
 F. Other \$ N/A (F)  
 G. Cash \$ 3000.00 (G)  
**Total Downpayment (C through G)** \$ 4277.75 (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)** \$ 22543.00 (7)

Date	Buyer Signature	Age
<u>N/A</u>	<u>X N/A</u>	<u>N/A</u>
Date	Co-Buyer Signature	Age

**OPTIONAL GAP CONTRACT** A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 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 36 Mos. CALTY GAP  
 Name of Gap Contract  
 I want to buy a gap contract.  
 Buyer Signs X \_\_\_\_\_

**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 CITIZENS INSURANCE SERVICES  
 Term 60 Mos. or 100000 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 \_\_\_\_\_

**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 N/A Buyer  
 X N/A Co-Buyer

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

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

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

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

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

PROTECT YOU IN THE EVENT OF LOSS OF DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. PLEASE UNDERSTAND THE PUBLIC LIABILITY TERMS AND CONDITIONS.

**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 difference. 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 \_\_\_\_\_ Co-Buyer X \_\_\_\_\_

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

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

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

Buyer Signature X \_\_\_\_\_ Co-Buyer Signature X \_\_\_\_\_

**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. SUBJECT TO LENDER'S CREDIT APPROVAL.**

**THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION**  
 California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

**YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.**

Buyer Signature X \_\_\_\_\_ Date 09/19/08 Co-Buyer Signature X \_\_\_\_\_ Date \_\_\_\_\_  
 Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X N/A Address N/A

**GUARANTY:** To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X N/A Date \_\_\_\_\_ Guarantor X N/A Date \_\_\_\_\_  
 Address \_\_\_\_\_

Seller Signs SPURIN OF ROSEVILLE Date 09/19/08 By \_\_\_\_\_ Title FINANCE MGR

Debt Cancellation Agreement #	<u>2481RC</u>
Plan Code	<u>DC1</u>
Agreement Effective Date	<u>09/19/08</u>
Agreement Purchase Price	<u>5795</u>

**GUARANTEED AUTO PROTECTION PROGRAM  
Debt Cancellation Agreement/Addendum**

(PLEASE PRINT OR TYPE)

**Dealer Information**

Name SATURN OF ROSEVILLE			Dealer Code 54251	
Address PO BOX 1205				
City ROSEVILLE	State CA	Zip 95661	Telephone	

**Customer Information** NAD # 140928

Customer Name [REDACTED]				
Co-Buyer/Co-Lessee Name				
Address [REDACTED]				
City CITRUS HEIGHTS	State CA	Zip [REDACTED]	Telephone [REDACTED]	

**Vehicle Information**

Make SATURN	Model AURA	Model Year 2007	Mileage 1285	
Vehicle Identification Number 1G8ZS57N97F [REDACTED]				

**Financial Institution Information**

Name SCHOOLS FNCL CU K43				
Address PO BX 526001 SACRAMENTO CA 95852				
City	State	Zip	Telephone	
Finance (R) or Lease (L) Contract R	Finance or Lease Contract Term (months) 84	Finance or Lease Contract Start Date 09/19/08		

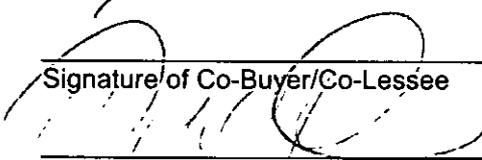
The purchase of this Debt Cancellation Agreement/Addendum is strictly voluntary. You agree to purchase the protection ("GAP Protection") described in this Agreement for the additional charge set forth above as the "Agreement Purchase Price." GAP Protection is not required in order for You to obtain credit, or to obtain any particular or more favorable credit terms.

**Benefit Provided**

In return for the payment of the Agreement Purchase Price, and subject to the terms, limitations, exclusions and conditions of this Agreement, We agree to waive the difference between the Vehicle's Cash Value and Net Payoff in the event of a Total Loss within the United States or Canada, as such terms are defined on the back of this Agreement. GAP Protection is not a substitute for collision or property damage insurance.

The term of this Agreement must equal the original term of Your finance or lease contract. This Agreement is not transferable unless the original finance or lease contract transfers. Please retain Your copy of this Agreement. Program details are outlined on the back of this Agreement.

By Your signature below, You acknowledge that You have read and understand both sides of this Agreement, that You have received a completed copy of this Agreement, and that You accept this Agreement.

	<u>09/19/08</u>
Signature of Customer	Date
	<u>09/19/08</u>
Signature of Co-Buyer/Co-Lessee	Date
	<u>09/19/08</u>
Signature of Dealer	Date

# DUE BILL

## WORK PROMISED TO BE PERFORMED AT TIME OF SALE

DATE	DESCRIPTION OF CAR	LICENSE	CUSTOMER'S NAME	SALESPERSON	STOCK NO.
9/19	07 AURA		[REDACTED]	MINIFER	79474

**PRESENT THIS ORDER WHEN WORK IS TO BE COMPLETED**

PARTS TO CUT AND PROGRAM ONE KEY AND KEYLESS ENTRY  
PARTS TO ORDER FLOOR MATS

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, AND YOU MUST MAKE AN ADVANCE APPOINTMENT WITH THE SERVICE DEPARTMENT BEFORE THE ABOVE WORK CAN BE PERFORMED.

Signed: Sales Mgr. **X** *[Signature]* #071

Signed: Customer **X**

**DUE TO INSURANCE REGULATIONS — NO LOAN CARS AVAILABLE**

# AGREEMENT TO FURNISH INSURANCE POLICY

(TO BE USED WITH SECURITY AGREEMENT ON SALE OF VEHICLE)

Date SEP 9 07 2008

TO SELLER SATURN OF ROSEVILLE

PO BOX 1205

ROSEVILLE

CA 95661

The undersigned Purchaser(s) agree(s) to furnish his/their own Insurance Policy, covering property which is the subject of a Security

Agreement dated this 19TH day of SEPTEMBER, YR 2008

The vehicle referred to herein is described as follows:

Year	Make	Model	Body	Vehicle Identification No.
<u>2007</u>	<u>SATURN</u>	<u>AURA</u>	<u>4DR SDN</u>	<u>1G8ZS57N97F</u>

Such Insurance Policy must be delivered to the Seller within 2 (TWO) days from the date hereof, and if Seller does not receive such Policy by the time stated, Seller may (but is not required to) procure insurance of the kind and type agreed to be furnished under the terms of the above mentioned Security Agreement.

Ins. Co. ESURANCE INS Agent 1-888-378-7262

ADDRESS OF AGENT - STREET \_\_\_\_\_ CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_ AGENT'S PHONE NUMBER \_\_\_\_\_  
Policy No. \_\_\_\_\_ Exp. Date 2-10-2009

Fire & Theft -  Additional Coverage -  \$ 500 Deductible Comprehensive -  \$ 500 Deductible Collision

In the event I fail to furnish a valid insurance policy, or written evidence, from an insurance company for comprehensive and deductible collision insurance coverage, within the time specified from above date, I hereby agree to pay to Seller or its assignees any earned premium for any policy they may have to place for the above described vehicle in accordance with repayment procedures established under California Civil Code Section 2982.8.

I/we further agree to assume forthwith any and all responsibility for damage to the property referred to above or resulting from the use, maintenance or operation thereof, and agree to hold Seller free of any loss, claim, or liability resulting from any damage to said property or from the use, maintenance or operation thereof.

Loss Payee SCHOOLS AND CU

**NOTICE TO BUYER:** This Agreement does not authorize the ordering of **Public Liability or Property Damage Insurance**. Any insurance ordered by the financial institution will cover loss of or damage to the above described vehicle only and will not include **Public Liability or Property Damage Insurance**.

**"WARNING: IT IS YOUR RESPONSIBILITY UNDER CALIFORNIA LAW TO OBTAIN LIABILITY INSURANCE OR BE SUBJECT TO PENALTIES FOR VIOLATING SECTION 16020 OF THE VEHICLE CODE, WHICH MAY INCLUDE LOSS OF LICENSE OR FINE. THE INSURANCE ACQUIRED BY THE LIENHOLDER DOES NOT PROVIDE LIABILITY COVERAGE AND DOES NOT SATISFY YOUR RESPONSIBILITY UNDER CALIFORNIA LAW."**

TRUS HEIGH CA  
95621

HOME PHONE

BUSINESS PHONE

CO-BUYER'S SIGNATURE

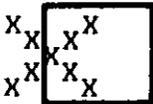
# BUYERS GUIDE

**IMPORTANT:** Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

SATURN                      AURA                      2007                      1G8ZS57N97E [REDACTED]  
VEHICLE MAKE                      MODEL                      YEAR                      VIN NUMBER

7947U  
DEALER STOCK NUMBER (Optional)

## WARRANTIES FOR THIS VEHICLE:



# AS IS-NO WARRANTY

**YOU WILL PAY ALL COSTS FOR ANY REPAIRS.** The dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.



# WARRANTY

FULL  LIMITED WARRANTY. The dealer will pay \_\_\_ % of the labor and \_\_\_ % of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty document for a full explanation of warranty coverage, exclusions, and the dealer's repair obligations. Under state law, "implied warranties" may give you even more rights.

SYSTEMS COVERED:

DURATION:

XX  SERVICE CONTRACT. A service contract is available at an extra charge on this vehicle. Ask for details as to coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of the time of sale, state law "implied warranties" may give you additional rights.

**PRE-PURCHASE INSPECTION: ASK THE DEALER IF YOU MAY HAVE THIS VEHICLE INSPECTED BY YOUR MECHANIC EITHER ON OR OFF THE LOT.**

**SEE THE BACK OF THIS FORM** for important additional information, including a list of some major defects that may occur in used motor vehicles.

**Below is a list of some major defects that may occur in used motor vehicles.**

**Frame & Body**

Frame-cracks, corrective welds, or rusted through  
Dogtracks-bent or twisted frame

**Engine**

Oil leakage, excluding normal seepage  
Cracked block or head  
Belts missing or inoperable  
Knocks or misses related to camshaft lifters and push rods  
Abnormal exhaust discharge

**Transmission & Drive Shaft**

Improper fluid level or leakage, excluding normal seepage  
Cracked or damaged case which is visible  
Abnormal noise or vibration caused by faulty transmission  
or drive shaft  
Improper shifting or functioning in any gear  
Manual clutch slips or chatters

**Differential**

Improper fluid level or leakage, excluding normal seepage  
Cracked or damaged housing which is visible  
Abnormal noise or vibration caused by faulty differential

**Cooling System**

Leakage including radiator  
Improperly functioning water pump

**Electrical System**

Battery leakage  
Improperly functioning alternator, generator, battery, or starter

**Fuel System**

Visible leakage

**Inoperable Accessories**

Gauges or warning devices  
Air conditioner  
Heater & Defroster

**Brake System**

Failure warning light broken  
Pedal not firm under pressure (DOT specs.)  
Not enough pedal reserve (DOT specs.)  
Does not stop vehicle in straight line (DOT specs.)  
Hoses damaged  
Drum or rotor too thin (Mfr. specs.)  
Lining or pad thickness less than 1/32 inch  
Power unit not operating or leaking  
Structural or mechanical parts damaged

**Steering System**

Too much free play at steering wheel (DOT specs.)  
Free play in linkage more than 1/4 inch  
Steering gear binds or jams  
Front wheel aligned improperly (DOT specs.)  
Power unit belts cracked or slipping  
Power unit fluid level improper

**Suspension System**

Ball joint seals damaged  
Structural parts bent or damaged  
Stabilizer bar disconnected  
Spring broken  
Shock absorber mounting loose  
Rubber bushings damaged or missing  
Radius rod damaged or missing  
Shock absorber leaking or functioning improperly

**Tires**

Tread depth less than 2/32 inch  
Sizes mismatched  
Visible damage

**Wheels**

Visible cracks, damage or repairs  
Mounting bolts loose or missing

**Exhaust System**

Leakage

DEALER

ADDRESS

SEE FOR COMPLAINTS

**SATURN OF ROSEVILLE  
750 AUTOMALL DRIVE  
ROSEVILLE, CA 95661**

**Sales Manager  
Greg Jimenez  
(916) 781-7040**

**IMPORTANT: The information on this form is part of any contract to buy this vehicle. Removal of this label before consumer purchase (except for purpose of test-driving) is a violation of federal law (18 C.F.R. 455).**

CUSTOMER SIGNATURE

I hereby acknowledge receipt of the  
Buyers Guide at the closing of this sale

**VEHICLE INFORMATION SHEET**

140928

Customer

Deal Number

**VEHICLE**

Year: 2007  
 Make: SATURN  
 Model: AURA  
 Body: 4DR  
 License Plate Number: /  
 Expiration Date: /  
 Tab Number: /  
 Engine (No. of cylinders): 6  
 Trans. (Auto, 4, 5, ect.): Auto  
 Color: \_\_\_\_\_

Stock Number: 7947 U  
 VIN: 1G8Z557M97F

New  Used  Demo  4 x 2  4 x 4

**Odometer Reading**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10ths
		1		5	3	0		

(no tenth) Miles

Dealer Security:  Identity  None  
 Theft Registration  Yes  No  
 Theft Registration Number: 180053  
 Manufacture Date (Used Cars): \_\_\_\_\_

**"Body" examples:** Coupe, Sedan, Convertible, Wagon, SUV, Pickup, ect.

**TRADE**

Year: 2000  
 Make: SATURN  
 Model: \_\_\_\_\_  
 Body: \_\_\_\_\_  
 License Plate Number: \_\_\_\_\_  
 Expiration Date: 4/2009  
 Tab Number: \_\_\_\_\_  
 Engine (No. of cylinders): \_\_\_\_\_  
 Trans. (Auto, 4, 5, ect.): AUTO  
 Color: SILVER  
 State Title Issued in: CALIF

VIN: 1G8JU52F944  
 COMPLETE ALL 3 ODOMETER BOX SECTIONS

**1** The odometer now reads **EXACTLY**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10ths
		5		8	4	2	6	

(no tenth) Miles

**2** Check **ONE** box only for the odometer type:

5 Digit Odometer  
 6 Digit Odometer  
 Digital Odometer

**3** Check **ONE** box only for the odometer status:

Actual Miles  
 Mileage exceeds mechanical limits  
 Reading is **NOT** the actual miles

Title (Pink Slip) Location:  Deal Package  Lienholder  Other

**IMPORTANT:** If vehicle has a 5 digit odometer and over 100,000 miles, **ONLY** enter mileage visible on odometer then check the box "Mileage exceeds mechanical limits", do **NOT** fill in 6<sup>th</sup> digit. Include the zeros to the left of any numerals.

2007 SATURN AURA XE 4DR SEDAN  
15U GOLDEN CASHMERE /V6G  
702 TAN

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

ORDER NO. KVGXPN/TRE STOCK NO.  
VIN 1G8 ZS57 N9 7F

\*\*\*\*\*22\*11394S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
ZZS69 SATURN AURA XE 4DR SEDAN	20345.00	19022.58	INVOICE 06/08/07
B50 PREMIUM FLOOR/TRUNK MATS	100.00	92.00	SHIPPED 06/08/07
LZ4 ENGINE, 3.5L V6 SFI	N/C	N/C	EXP I/T 06/21/07
MN5 TRANSMISSION, 4 SPEED AUTO	0.00	0.00	INT COM 06/21/07
PCM PREFERRED PKG:	375.00	345.00	PRC EFF 06/08/07
*POWER SEAT ADJUST, DRIVER, 8 WAY WITH LUMBAR ADJUST			KEYS XXXXX XXXXX
*STEERING WHEEL RADIO CONTROLS			WFP-S MTH OPT-2
*FOLDING POWER OUTSIDE MIRRORS, HEATED			BANK: GMAC - 085
			CHG-TO 11-394
PCQ PREMIUM TRIM PKG:	800.00	736.00	SHIP WT: 3476
*LEATHER APPOINTED SEATS			HP: 36.5
*LEATHER WRAPPED STEERING WHEEL			GMS: 21571.09
*LEATHER WRAPPED SHIFT KNOB			SUPPLR: 22535.04
PCR CONVENIENCE PKG:	700.00	644.00	MRM: 23569.00
*UNIVERSAL HOME REMOTE			MEMO 995.95
*REMOTE VEHICLE START			
*HEATED FRONT SEATS			
*INSIDE REARVIEW MIRROR WITH AUTO DIMMING AND COMPASS			
PFG 17" MACHINE FACED ALUMINUM WHEEL	400.00	368.00	
R6H SDS CHARGE	0.00	51.00	
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	
R7Y COMMUNICATIONS PLUS	0.00	17.00	
U2K XM SATELLITE RADIO - SERVICE	199.00	183.08	
FEE EXTRA 1ST 3 MONTHS INCL.			
YF5 CALIFORNIA EMISSIONS	N/C	N/C	

TOTAL MODEL & OPTIONS	22919.00	21458.66	ACT 231	21421.09
DESTINATION CHARGE	650.00	650.00	H/B 261	687.57
MARKETING SERVICE CHARGE		400.00	ACT 231	400.00

TOTAL	23569.00	22508.66	PAY 310	22508.66
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		21515.91		

\*\*\*\*\*

# USED VEHICLE HISTORY DISCLOSURE

DEAL # 140920

STOCK# 79470

79470

Buyer/Lessee Name(s)				
[REDACTED]				
Address (Street)	City	State	Zip	Contract Date
[REDACTED]	CITRUS HEIGHTS	CA	[REDACTED]	09/19/08

Year	Make	Model	VIN
2007	SATURN	AURA	1G8ZS57N97F [REDACTED]

The undersigned buyer(s)/lessee(s) of the above described used motor vehicle from SATURN OF ROSEVILLE  
Dealership Name

acknowledge the following disclosure of the vehicle's prior history as known by the dealership at the time of delivery:

(Customer(s) initials)

- \_\_\_ \_\_\_ 1. **Unregistered Factory Executive Vehicle (Warranty Commencement Date: \_\_\_\_\_)**
- \_\_\_ \_\_\_ 2. **Unregistered Dealer Demonstrator (Warranty Commencement Date: \_\_\_\_\_)**
- \_\_\_ \_\_\_ 3. **Dealer Registered Vehicle**
- \_\_\_ \_\_\_ 4. **Dealer Service Vehicle**
- \_\_\_ \_\_\_ 5. **Dealer Loaner Vehicle**
- \_\_\_ \_\_\_ 6. **Registered Dealer Lease Vehicle**
- \_\_\_ \_\_\_ 7. **Dealer Rental Vehicle**
- \_\_\_ \_\_\_ 8. **Other Rental Vehicle**
- \_\_\_ \_\_\_ 9. **Publicly Owned Vehicle (e.g. government agency)**
- \_\_\_ \_\_\_ 10. **Taxicab (includes limousines)**
- \_\_\_ \_\_\_ 11. **Insurance Salvage Vehicle**
- \_\_\_ \_\_\_ 12. **Revived Salvage Vehicle**
- \_\_\_ \_\_\_ 13. **Lemon Law Buyback THIS VEHICLE WAS REPURCHASED BY ITS MANUFACTURER DUE TO A DEFECT IN THE VEHICLE PURSUANT TO CONSUMER WARRANTY LAWS. THE TITLE TO THIS VEHICLE HAS BEEN PERMANENTLY BRANDED WITH THE NOTATION "LEMON LAW BUYBACK."**
- W*   14. **Rollback/Unwind** This vehicle has been previously sold/leased, delivered to a customer, then returned as a result of a sale/lease cancellation and is being represented as "used."

09/19/08  
Date

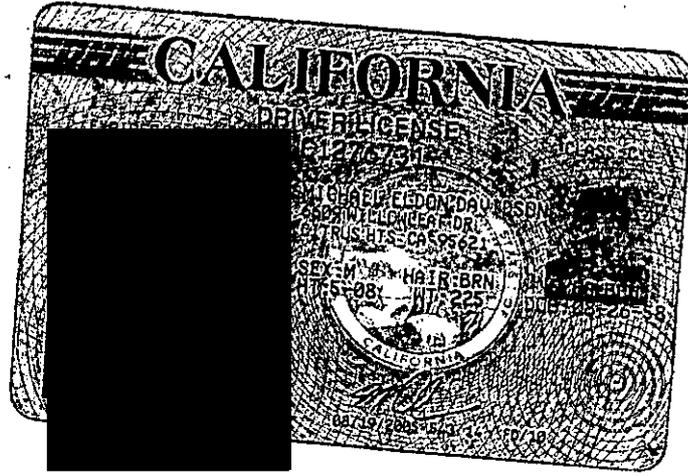
[REDACTED]  
Customer's Signature

[REDACTED]  
Customer's (co-buyer/co-lessee) Signature

09/19/08  
Date

[REDACTED]  
Dealer Representative's Signature

8260728





A Public Service Agency

NAD #

STK 7947U  
DEAL # 140928

### REPORT OF SALE—USED VEHICLE

DATE SOLD (MO./DAY/YR.) 09/19/08		DATE OPERATED (MO./DAY/YR.) 09/19/08			NRM/IND
MAKE SATURN	YEAR MODEL 2007	BODY TYPE SD	MOTIVE POWER GAS	NUMBER OF AXLES 2	UNLADEN WEIGHT
VEHICLE IDENTIFICATION NUMBER 1G8ZS57N97F			M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER		
LAST REGISTERED IN STATE OF			YEAR REGISTERED	LICENSE NUMBER	COUNTY OF RESIDENCE SACRAMENTO
IF REVIVED JUNK OR SALVAGE—DISMANTLER NOTICE OF ACQUISITION NUMBER					

SOLD TO: PRINT TRIPLES OR ID CARD IN THE ORDER SHOWN BELOW

(1) [REDACTED] LAST FIRST MIDDLE DRIVER LICENSE/ID CARD NO. [REDACTED]

AND  OR (2)

BUSINESS OR RESIDENCE ADDRESS: 6161 SHADOW LN # 225 APT. NUMBER CITY CITRUS HEIGHTS CA 95621 STATE ZIP CODE

MAILING ADDRESS—IF DIFFERENT FROM ABOVE OR LOCATION (FOR TRAILER COACH/VESSEL) APT. NUMBER CITY STATE ZIP CODE

DEALER'S NAME: SATURN OF ROSEVILLE BY [Signature]

ADDRESS: PO BOX 1205 CITY ROSEVILLE

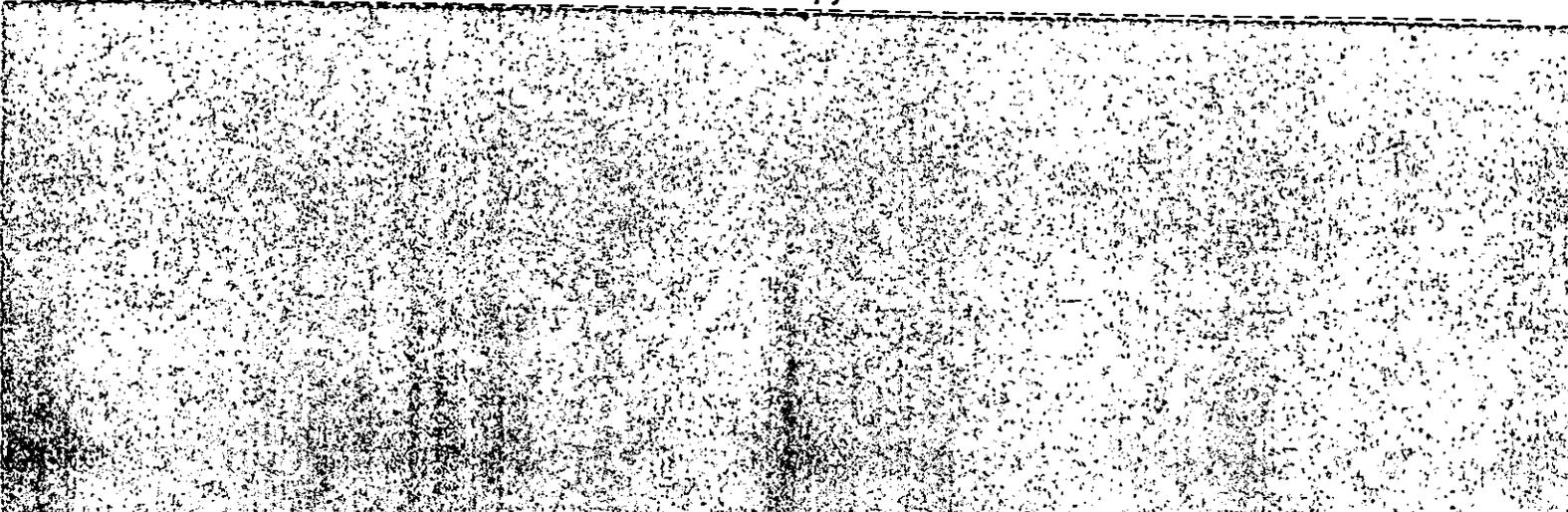
DEALER'S NUMBER: 55197 SALESPERSON'S NUMBER: S089343

SIGNATURE (1) [REDACTED] (2) X

MILEAGE 1285

#### REMINDERS TO PERSONS PREPARING THIS REPORT

1. Use these reports in numerical sequence.
2. Do not forget to have purchaser sign Report of Sale.
3. Make sure Temporary Identification copy is affixed to vehicle before delivery.
4. When necessary to void a report, refer to instructions enclosed in the Report of Sale package.





# VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

SALE  
DEAL # [REDACTED]  
STK # 794711

This form is not the ownership certificate. It must accompany the titling document or application for a duplicate title.

INSTRUCTIONS ON REVERSE SIDE ALL SIGNATURES MUST BE IN INK PHOTOCOPIES NOT ACCEPTED

Vehicle/Vessel ID

### SECTION 1: Vehicle/Vessel Description

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF #	MOTORCYCLE ENGINE #
1 G 8 Z S 5 7 N 9 7 F [REDACTED]	2007	SATURN	[REDACTED]	

Bill of Sale

### SECTION 2: Bill of Sale

I/We SATURN OF ROSEVILLE (PRINT SELLER'S NAME(S)) sell, transfer, and deliver the above vehicle/vessel to [REDACTED] (PRINT BUYER'S NAME(S)) on 09 19 2008 for the amount of \$ [REDACTED] (SELLING PRICE)

If this was a gift, indicate relationship: \_\_\_\_\_ (e.g., parents, spouse, friend, etc.) \$ [REDACTED] (GIFT VALUE)

Odometer

### SECTION 3: Odometer Disclosure Statement (Void if Mileage is Altered or Erased)

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 0 0 1 2 8 5 (no tenths) miles, and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

**WARNING—ODOMETER DISCREPANCY**  
 Odometer reading is NOT the actual mileage  
 Mileage exceeds the odometer mechanical limits  
 Explain odometer discrepancy: \_\_\_\_\_

Buyer

### SECTION 4: Buyer and Seller (MUST print his or her name, date and sign this section.)

#### BUYER

I acknowledge the odometer reading and the facts of the transfer. I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
[REDACTED]	[REDACTED]	09/19/08	C 1 2 7 4 7 3 1
[REDACTED]	[REDACTED]		
[REDACTED]	[REDACTED]		

MAILING ADDRESS: [REDACTED] CITY: CITRUS HEIGHTS STATE: CA ZIP: [REDACTED] DAYTIME PHONE #: [REDACTED]

#### SELLER

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
SATURN OF ROSEVILLE	[Signature]	09/19/08	5 5 1 9 7
BY: DAVID A DAVIS	[Signature]		
[REDACTED]	[REDACTED]		

MAILING ADDRESS: [REDACTED] CITY: ROSEVILLE STATE: CA ZIP: [REDACTED] DAYTIME PHONE #: [REDACTED]

Power of Attorney

### SECTION 5: Power of Attorney

I/We [REDACTED] (PRINT NAME(S)) appoint [REDACTED] (PRINT NAME(S)) as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.

Signature required by person appointing Power of Attorney	DATE
X [Signature]	09/19/08
Signature required by person appointing Power of Attorney	DATE
X	

# JOHN L. SULLIVAN

A MEMBER OF THE SULLIVAN AUTOMOTIVE GROUP



916.782.1243

700 Automall Drive • Roseville, CA 95661

800.TRY.JOHN

## New/Used Vehicle Delivery Inspection Sheet

Stock # 8254 VIN # \_\_\_\_\_ CSI: \_\_\_\_\_

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

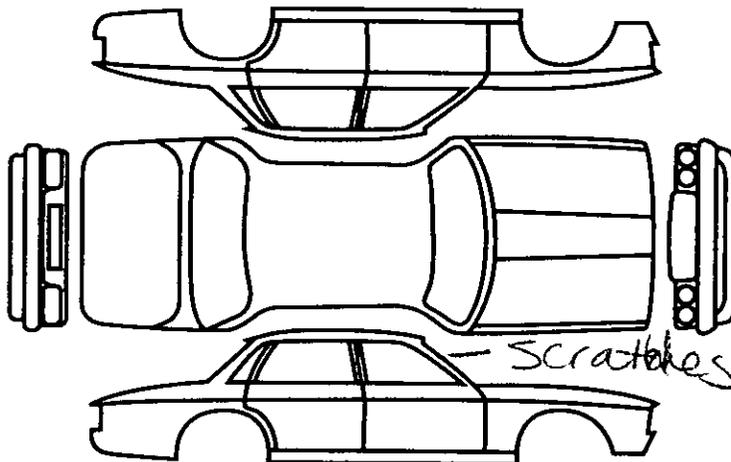
Phone # \_\_\_\_\_ Date \_\_\_\_\_

UNIT Here

By Appointment

Service will contact customer to set appointment in 7-10 working days.

Comments: Detail interior of vehicle  
\*ATTN TO SCOT ON ROOF OF VEHICLE  
Small scratches near pass window



Indicate specific area to be repaired

All service work agreed upon by John L. Sullivan must be completed (unless arrangements are made with Service Manager) within a 30-day period, or agreement will be void.

Customer agrees to above work to be completed. No other work to be done.

Manager x [Signature]

Customer x \_\_\_\_\_

# JOHN L. SULLIVAN

A MEMBER OF THE SULLIVAN AUTOMOTIVE GROUP



916.782.1243

700 Automall Drive • Roseville, CA 95661

800.TRY.JOHN

## New/Used Vehicle Delivery Inspection Sheet

Stock # 8546

VIN # \_\_\_\_\_

CSI: \_\_\_\_\_

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

Phone # \_\_\_\_\_

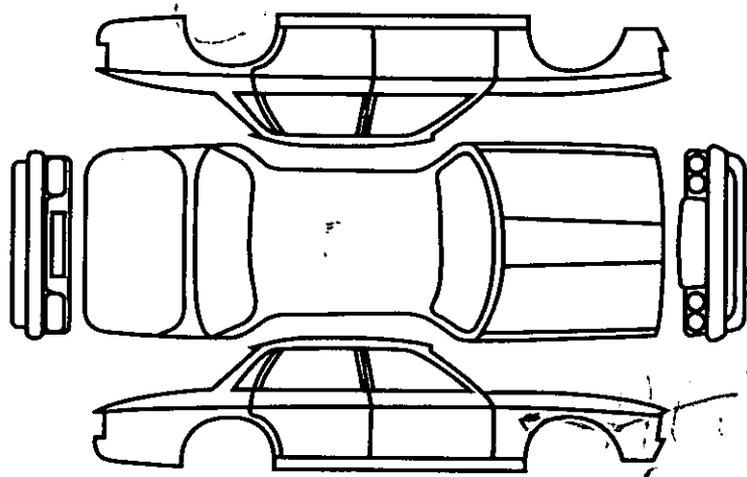
Date 9-16-08

UNIT Here

By Appointment

Service will contact customer to set appointment in 7-10 working days.

Comments: 'Customer will be out of town until Nov. repair dents located on pass side front above wheel'



Indicate specific area to be repaired

All service work agreed upon by John L. Sullivan must be completed (unless arrangements are made with Service Manager) within a 30-day period, or agreement will be void. Customer agrees to above work to be completed. No other work to be done.

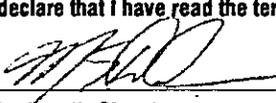
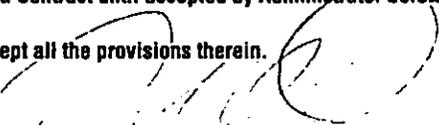
Manager x [Signature]

Customer x \_\_\_\_\_



DEAL # 140928

# Wrap Vehicle Service Contract Application

<b>Please Type or Print Clearly</b>		<b>Contract No.</b> [REDACTED]		<b>CIS</b>
Applicant Name: [REDACTED]		Phone: [REDACTED]		
Address: [REDACTED]				
City: CITRUS HEIGHTS		State: CA	Zip: [REDACTED]	
Dealer Name: SATURN OF ROSEVILLE		Phone: [REDACTED]		
Dealer Address: PO BOX 1205		Dealer Code: [REDACTED]		
City: ROSEVILLE		State: CA	Zip: 95661	
Contract Purchase Date: 09/19/08	Vehicle Purchase Date: 09/19/08	Contract Purchase Price: [REDACTED]		
Manufacturer's Warranty In-Service Date: 091908	Manufacturer's Warranty Term: Months	Miles	Lienholder: SCHOOLS FNCL CU K43 PO BX 526001 SACRAMENTO CA 95857	
VIN: 1G8ZS57N97F [REDACTED]	Year: 2007	Make: SATURN	Model: AURA	
Present Odometer Reading: 1285	Vehicle Class: 2	Number of Cylinders: 04	Contract to be ZIP Financed? <input type="radio"/> Yes	
<b>COVERAGE</b>	<b>OPTIONS &amp; SURCHARGES</b>		<b>DEDUCTIBLE</b>	
<input type="radio"/> <b>DIAMOND</b> - New/Extended Eligibility (within FULL Factory Warranty) <input type="radio"/> 5 yr./60,000 miles <input type="radio"/> 7 yr./70,000 miles <input type="radio"/> 5 yr./75,000 miles <input type="radio"/> 7 yr./75,000 miles <input checked="" type="radio"/> 5 yr./100,000 miles <input type="radio"/> 7 yr./100,000 miles <input type="radio"/> 6 yr./70,000 miles <input type="radio"/> 8 yr./80,000 miles <input type="radio"/> 6 yr./75,000 miles <input type="radio"/> 10 yr./100,000 miles <input type="radio"/> 6 yr./100,000 miles <input type="radio"/> [REDACTED]	<input type="radio"/> Extended Eligibility <input type="radio"/> Luxury Electronics <input type="radio"/> Commercial Use <input type="radio"/> [REDACTED]		<input checked="" type="radio"/> \$100 Standard <input type="radio"/> [REDACTED]	
<p><b>NOTICE:</b> Performance to You under this Contract is guaranteed by a California approved insurance company. You may file a claim with this insurance company if any promise made in the Contract has been denied or has not been honored within sixty (60) days from the date proof of loss was filed. The name and address of the insurance company is Dealers Assurance Company, P.O. Box 21185, Upper Arlington, OH 43221. If You are not satisfied with the insurance company's response, You may contact the California Department of Insurance at 1-800-927-4357.</p>				
<p>The Contract Applicant whose signature appears below acknowledges that: (1) The purchase of this Contract is a separate consideration from the purchase price of the Vehicle; (2) This Contract is not connected, either directly or indirectly, with the warranty issued by the manufacturer of this Vehicle. This document is an Application for the Vehicle Service Contract and does not constitute a Contract until accepted by Administrator below.</p>				
I hereby declare that I have read the terms of this Contract and I understand and accept all the provisions therein.				
 Contract Applicant's Signature		9-19-2008 Date		 Dealer Representative's Signature
				Date
		Salesperson Code: [REDACTED]		

09/19/08

09/19/08

Administered by:  
 Interstate National Dealer Services, Inc.,  
 333 Earle Ovington Blvd.,  
 P.O. Box 9340, Uniondale, NY 11553-9340  
 800-942-0400 www.indcs.com

7866





**SATURN CUSTOMER ALLOWANCE  
AND ONSTAR ACKNOWLEDGMENT FORM**  
-Revised 5/26/06-



CUSTOMER NAME: [REDACTED]

VIN: 1191812155171N19171F [REDACTED]

**1. Customer Allowance**

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).

Allowance Program Reference	Amount	Notes
JBL	\$ 150	Dealer Cash
XPQ / OR XL1	\$ 2500	FINAL PAYMENT
X5044	\$	
	\$	
	\$	
	\$	
	\$	

Total Allowance Amount Received \$ \_\_\_\_\_

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

I elect to receive the Saturn supported financing option of \_\_\_\_\_ (Indicate percentage rate.)

I elect to receive the Saturn supported lease/balloon option.

**- CUSTOMER AND RETAILER ALLOWANCE AND ONSTAR ACKNOWLEDGMENT -**

a. **Vehicle Allowance 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 Retailer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 1/1/08. I acknowledge receipt of allowance(s) as described in Item \_\_\_ and release Saturn Corp. from any future claim or obligation for allowance(s) on this unit  
and/or

b. **OnStar 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](http://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: 9/19/2008

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

Authorized Retailer Signature: [Signature]  
Retail Facility Name: SATURN OF ROSEVILLE  
P.O. Box 1205  
750 Automall Dr.  
Roseville, CA 95661

Date: 9/19/08  
Retailer Code: \_\_\_\_\_

**Retailer 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 allowances or rate support available. A copy of the completed form should be provided to the customer.

91-679433P16

# WARRANTY BUYBACK NOTICE

VEP Case #: 33125

VEP CA Disclosure 2<sup>nd</sup> page

(Check One)

This vehicle was repurchased by the vehicle's manufacturer after the last retail owner or lessee requested its repurchase due to the problem's listed below.

**THIS VEHICLE WAS REPURCHASED BY ITS MANUFACTURER DUE TO A DEFECT IN THE VEHICLE PURSUANT TO CONSUMER WARRANTY LAWS. THE TITLE TO THIS VEHICLE HAS BEEN PERMANENTLY BRANDED WITH THE NOTATION "LEMON LAW BUYBACK".** Under California Law, the manufacturer must warrant to you, for a one-year period, that the vehicle is free of the problem(s) listed below.

Facility Name: SATURN OF ROSEVILLE

BAC: 188932

VIN	Year	Make	Model
1G8ZS57N97F [REDACTED]	2007	Saturn	Aura

<b>Problem(s) Reported by Original Owner:</b> Owner stated they wanted an SUV	<b>Repairs Made, if any, to correct Reported Problem(s):</b>
	CSO#:

Signature of Manufacturer: \_\_\_\_\_ Date: 12/12/2006

Signature of Dealer(s): [Signature] Date: 11-10-08

Signature of Retail Buyer or Lessee: \_\_\_\_\_ Date: 11-11-2008



# Disclosure of Vehicle Exchange Repurchase or Reacquisition Notice

VEP Case #: [REDACTED]

VEP CA Disclosure

**Facility Information:**

SATURN OF ROSEVILLE

BAC: 188932

Contact: John

Phone: 9167818715

Fax: 9167824844

This used vehicle 1G8ZS57N97F [REDACTED], 2007 Saturn Aura, Mileage: 970 Prior Title Number: N/A, was purchased or reacquired by Saturn Corporation or an authorized Saturn Retailer from a previous owner or lessee in the State of CA.

This Vehicle was repurchase or reacquired under Saturn Corporation's Vehicle Exchange Program, which allows for exchange of the vehicle - for any reason - within the first 30 days or 1,500 miles, whichever comes first. The previous owner or lessee's stated reason for exchange was:

SA  
Owner stated they wanted an SUV

**IMPORTANT: The following incentive information MUST be provided in order to process any applicable incentives. Failure to provide all of the incentive information requested below will result in non-payment of any applicable funds.**

Purchaser Name: [REDACTED] Date of Sale: 9-19-08  
Address: [REDACTED] Zip: [REDACTED]

Citrus Heights, CA [REDACTED]

Incentive Code:	Description:	Cert/Guideline #: (if applicable)	Amount:
TRG	on June 08 Flooring statement		\$ 150
X20 / 02 XLI			\$ 2500
			\$
			\$
			\$

Owner: Lorrie Schmidt  
Saturn Corporation Representative

[Signature]  
Signature

Date  
11-11-2008

Subsequent Purchaser (Type or Print)

[Signature]  
Signature

Date  
11-12-08

[Signature]  
Retailer Representative (Type or Print)

**IMPORTANT NOTE TO PURCHASING RETAILER(S):** State laws may require Dealers / Retailers to provide certain disclosures to the next purchaser of some repurchased vehicles. Such disclosures may include title branding. Retailer(s) should seek legal counsel to ensure compliance.  
Please fax signed disclosure to (866) 802-6668 or Call Vehicle Exchange Program at (877) 477-1025

DATE



# Completely Satisfied New Vehicle Delivery System

Vehicle Identification Number

1G8Z5S7W97F

PDI Date: 07 AUG

Delivery Date: 9-19-08

DAVIDSON, M

### Pre-Delivery Check (Sales consultant performs these checks prior to delivery date/customer arrival.)

I reviewed the completed GM Pre-Delivery Inspection form, verified that the correct Regular Production Accessories (RPAs) are installed, prepared the Dealer Disclosure of Non-GM Products Used form, inspected the body and paint surfaces for fit and appearance, and confirmed that all financial paperwork is in order (e.g., title/registration, financing, service contract). Vehicle has been driven on road test and battery is fully charged.

Completed \_\_\_\_\_ (Initial)

### Consultation at Delivery

Present all glovebox material including the Owner Manual, Maintenance Schedule, Warranty information, XM Radio and OnStar literature, if equipped. Emphasize the importance that the customer reviews the material.

- Review Roadside Assistance and Courtesy Transportation procedures.
- Provide state-required Lemon Law information, if applicable.

Explain the importance of regularly scheduled maintenance and the GM Oil Life System (as equipped).

Remind customer that, in order to better serve them, they will be receiving the Purchase and Delivery Satisfaction Survey and, if applicable, the Service Satisfaction Survey from GM.

- Advise the customer of a potential follow-up call to ensure that they are completely satisfied.

### Vehicle Presentation with Customer

Review body and paint to make sure they are clean and damage-free.

Review exterior items, including:

- Location of hood latch, prop rod and trunk release, if applicable (Section 5)
- Location and checking procedure for all fluids (oil levels, etc.) (Section 5)
- Fuel filler door and cap operation (Section 5)
- Spare tire removal and jack location (Section 5)
- Remote Keyless Entry and Remote Start operation, if equipped (Section 2)

Review interior to make sure it is clean and damage-free.

Review and demonstrate all vehicle features and controls using the Owner Manual and "Getting to Know Your" vehicle booklet or other supplemental feature information. Customer understanding of the described features is key to their satisfaction with the vehicle.

- Reset Average Fuel Economy on Driver Information Center (DIC), if equipped. (Section 3)
- Help the customer set personalized, programmable and memory functions, including Universal Home Remote System, if equipped. (Sections 2 & 3)
- Seat, steering wheel, mirror, and power adjustable pedal positioning, if equipped. (Sections 1 & 2)
- Climate Control system: automatic, dual zone, and recirculation functions; heated/cooled seats, if equipped. (Section 3)
- Audio/Infotainment systems: clock, radio, RDS, XM, CD, DVD, MP3 and Navigation functions, as equipped. (Section 3)
- Safety features, safety belts, child restraints and LATCH system. (Section 1)
- Inform customer of OnStar benefits and operation, if equipped. (Section 2)

Offer orientation drive, or recommend that customer drive the vehicle for sufficient familiarization.

### Service Introduction and Orientation

Introduce the customer to Service Department personnel and familiarize the customer with the dealership's Service facilities.

- Present dealership service benefits (e.g., hours of operation, shuttles, early bird drop-off, after hours pickup, factory-trained technicians)
- Discuss convenience and competitive pricing for regular maintenance items (e.g., wiper blades, filters, batteries, brakes, tires, etc.)
- Suggest a follow-up visit (e.g., courtesy inspection or New Owner Clinic)
- First follow-up visit scheduled for: \_\_\_\_\_

(Date)

\_\_\_\_\_ explained and demonstrated to my complete satisfaction.

Customer's signature \_\_\_\_\_ Date 9-19-2008

Salesperson's signature \_\_\_\_\_ Date

2007 SATURN AURA XE 4DR SEDAN  
 15U GOLDEN CASHMERE /V6G  
 702 TAN  
 ORDER NO. KVGXPN/TRE STOCK NO.  
 VIN 1G8 ZS57 N9 7F

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

\*\*\*\*\*22\*11394S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
ZZS69 SATURN AURA XE 4DR SEDAN	20345.00	19022.58	INVOICE 06/08/07
B50 PREMIUM FLOOR/TRUNK MATS	100.00	92.00	SHIPPED 06/08/07
LZ4 ENGINE, 3.5L V6 SFI	N/C	N/C	EXP I/T 06/21/07
MN5 TRANSMISSION, 4 SPEED AUTO	0.00	0.00	INT COM 06/21/07
PCM PREFERRED PKG:	375.00	345.00	PRC EFF 06/08/07
*POWER SEAT ADJUST, DRIVER, 8 WAY WITH LUMBAR ADJUST			
*STEERING WHEEL RADIO CONTROLS			
*FOLDING POWER OUTSIDE MIRRORS, HEATED			
PCQ PREMIUM TRIM PKG:	800.00	736.00	SHIP WT: 3476
*LEATHER APPOINTED SEATS			
*LEATHER WRAPPED STEERING WHEEL			
*LEATHER WRAPPED SHIFT KNOB			
PCR CONVENIENCE PKG:	700.00	644.00	HP: 36.5
*UNIVERSAL HOME REMOTE			
*REMOTE VEHICLE START			
*HEATED FRONT SEATS			
*INSIDE REARVIEW MIRROR WITH AUTO DIMMING AND COMPASS			
PFG 17" MACHINE FACED ALUMINUM WHEEL	400.00	368.00	GMS: 21571.09
R6H SDS CHARGE	0.00	51.00	SUPPLR: 22535.04
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	MRM: 23569.00
R7Y COMMUNICATIONS PLUS	0.00	17.00	MEMO 995.95
U2K XM SATELLITE RADIO - SERVICE	199.00	183.08	
FEE EXTRA 1ST 3 MONTHS INCL.			
YF5 CALIFORNIA EMISSIONS	N/C	N/C	

TOTAL MODEL & OPTIONS	22919.00	21458.66	ACT 231	21421.09
DESTINATION CHARGE	650.00	650.00	H/B 261	687.57
MARKETING SERVICE CHARGE		400.00	ACT 231	400.00

TOTAL	23569.00	22508.66	PAY 310	22508.66
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		21515.91		

\*\*\*\*\*  
 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 ROSEVILLE

REMIT TO GMAC NO. 085  
 VIN 1G8ZS57N97F  
 \$ 22508.66 INV ZAD02465425  
 DUE 06/21/07 DEALER 11-394

VIN:	1G8ZS57N9 7F [REDACTED]	Model:	ZZS69
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Order Information			
Number	Date	Fleet Account Number	Type
KVXGPN	03/14/07		TRE

Delivery Information			
Dealer Code	Date	Fleet Account Number	Type
22 11394	07/31/07		010

Service Type:		Mileage:	
Cancellation Date Of Entry:		Trade Date:	
Into Service Date:		Delivery Date Of Entry:	07/31/07

Invoice Sent To:	SATURN OF ROSEVILLE P O BOX 1205 ROSEVILLE CA 95678-8205
Delivered To:	M BULMER 4124 RAMSEY DRIVE NORTH HIGHLANDS CA 95660

Incentives						
Code	Dealer	Reference Number	Date	Payment Amount	Method	Error Code
CTF	22 11394	00035375641	12/09/08	1000.00	OA	
CTG	22 11394		09/13/07	0.00	OP	
CWE	22 11394	00032846356	08/04/07	1500.00	OA	
CWE	22 11394	00033070332	09/13/07	-1500.00	OA	
FFC	22 11394	00032829057	08/02/07	40.34	OA	
JBG	22 11394	00032846356	08/04/07	200.00	OA	
SXL	22 11394	2543081	08/10/07	150.00	OP	
XPQ	22 11394	00035394522	12/16/08	2500.00	OA	



**SCHOOLS FINANCIAL CREDIT UNION**

0030843029 DAVIDSON, MICHAEL Loan 00: 2007 SATURN AURA 307393 Transaction Summary

07/21/2009

Post Date	ID	Eff Date	Transaction	Trans Amt	Balance Chg	Int/Pnlty	Fees	New Balance	Description	Prev Available
			Personal Branch Transfer							
07/20/2009	L 00	07/20/2009	Home Bankin...	334.39	-273.01	61.38	0.00	20,350.64	From Share 20	0.00
			Personal Branch Transfer							
07/03/2009	L 00	07/03/2009	Home Bankin...	334.39	-221.26	113.13	0.00	20,623.85	From Share 20	0.00
			Personal Branch Transfer							
06/02/2009	L 00	06/02/2009	Home Bankin...	334.39	-205.41	128.98	0.00	20,844.91	From Share 20	0.00
			Personal Branch Transfer							
04/28/2009	L 00	04/28/2009	Home Bankin...	334.39	-218.96	115.43	0.00	21,050.32	From Share 20	0.00
			Personal Branch Transfer							
03/28/2009	L 00	03/28/2009	Home Bankin...	334.39	-202.82	131.57	0.00	21,269.28	From Share 20	0.00
			Personal Branch Transfer							
02/21/2009	L 00	02/21/2009	Home Bankin...	334.39	-248.94	87.45	0.00	21,472.10	From Share 20	0.00
			Personal Branch Transfer							
01/29/2009	L 00	01/29/2009	Home Bankin...	334.39	-203.90	130.49	0.00	21,719.04	From Share 20	0.00
			Personal Branch Transfer							
12/26/2008	L 00	12/26/2008	Home Bankin...	334.39	-202.69	131.70	0.00	21,922.94	From Share 20	0.00
			Personal Branch Transfer							
11/22/2008	L 00	11/22/2008	Home Bankin...	334.39	-209.27	125.12	0.00	22,125.63	From Share 03	0.00
			Personal Branch Transfer							
10/21/2008	L 00	10/21/2008	Home Bankin...	334.39	-208.10	126.29	0.00	22,334.90	From Share 20	0.00
09/30/2008	L 00	[09/19/2008]	New Loan	22,543.00	22,543.00	0.00	0.00	22,543.00		0.00

**SCHOOLS FINANCIAL CREDIT UNION**

0030843029

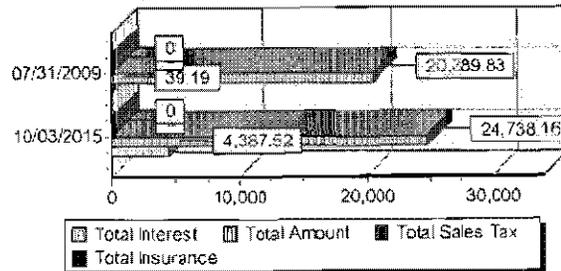
Loan 00: 2007 SATURN AURA 307393 Payoff

07/21/2009

A payment of \$20,389.83 is required to pay off this loan on 07/31/09.

Principal Balance: 20,350.64  
 Interest Type: Daily  
 Interest Rate: 6.390  
 Interest Due: 39.19  
 One Day's Interest: 3.5628  
 Due Date: 09/03/2009  
 Amount Past Due by Payoff Date: 0.00  
 Past Due Payment Count: 0  
 Late Charge Due: 0.00

Payoff on 07/31/2009 vs. 10/03/2015



Better Value. Outstanding Service.™

916.563.5400  
 916.563.2240 fax  
 3210 Madison Ave  
 Sacramento, CA 95841  
 asalgado@schools.org

Angela Salgado  
 Member Service Representative

Better Value. Outstanding Service.™



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

**VIA FAX ONLY**

June 22, 2009

Rob Stein  
Saturn of Roseville  
750 Automall Dr.  
Roseville, CA. 95661-3024

RE: [REDACTED]  
Service Request: 71-727850462  
2007 Saturn AURA  
Vehicle Identification Number: 1G8ZS57N97F [REDACTED]  
Legal Research Specialist: Cynthia Reyes

Dear Mr. Stein:

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, the Actual Cash Value statement of any trade, and the application of title.**
- **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 1-866-363-8695. 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 our Business Resource Center at 1-866-790-5600 Ext. 11153 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation





# John L Sullivan Chevrolet



*From the desk of Rob Stein*

## Fax Cover Sheet

Date: June 22, 2009

To: GM Legal

Attention: Cynthia Reyes

Number of Pages (including this cover sheet)

Comments:

**██████████ RO info second of 2 batches. SR# 71-727850462**

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Please call (916) 782-1243 ext. 8740 if you have any questions or concerns regarding the following information.

Thank you,

Rob Stein  
 Service Manager  
 John L. Sullivan Chevrolet/  
 Saturn of Roseville



SATURN OF ROSEVILLE

750 Autumnall Drive  
Roseville, CA 95661

Toll Free (888) 825-8586 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7086  
Sacramento Local (916) 989-0102

SERVICE INVOICE

BAR# RCAF222030  
CAL# 000308679

Co.# 01

WWW.SATURNOFROSEVILLE.COM

Sold To:		Service Order Number		Service Advisor		VIN	
[REDACTED]		238626		ASHLEY PULLIN		1G8ZS57N97F [REDACTED]	
CITRUS HEIGHTS CA [REDACTED]		Color	Year	Make/Model	License	Engine	Stk #
Business Phone: [REDACTED]		GREY / UPPER	2007	SATURN AURA XE		L24 3.5LV6	7947U
Home Phone: [REDACTED]		Mileage (ODO)	Tag	Delivery Date	Rate	Doc. Count	Plan
		6797 / 6868	L222	7/31/2007	—	1	
		Tax Exempt		Date/Time In		Date/Time Out	
				5/26/2009 7:52		6/02/2009 16:10	

LINE 1 CUST STATES DRIVING DOWN FREEWAY, AIRBAG DISABLE, ENGINE POWER REDUCED, TRACTION DISABLE, ENGINE DISABLED LIGHTS ALL CAME ON AND CAR DIED, WOULD NOT START BACK UP, HAD TOWED IN. ONCE HERE IT STARTED, CK AND ADVISE

CAUSE: MODL/COMENT - NO/BAD COMM  
TECH COMM: SCANNED, VERIFID CODES P2135--C0242--B0081--TESTED INSPECTED, UNABLE TO VERIFY, ROAD TESTED MULTIPLE TIMES, SHOP FOREMAN TEST DROVE HOME, CHECKED POWER AND GROUNDS, PER DISCUSSION WITH AREA SERVICE MANAGER, REPALCED BODY CONTROL MODULE AND UNDER HOOD ELECTRICAL BUSS PANEL

JUN 05 2009  
SM

REPAIR 1 INFORMATION LINE  
OPCODE: M5300 SALE TYPE: WARRANTY - WTY  
HRS: 2.50  
PRIMARY TECH: 866  
WARR PARTS: 2

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	25861370 MODULE AS Y		1		WARRANTY - GM	WTY
SN	15859578 BLOCK ASM N		1		WARRANTY - GM	WTY

NET ITEM: C RENTAL CAR-ENTERPRISE-626550 SALE TYPE  
PO#: 18191 WARRANTY - GM WTY  
UNIT QTY: 6 UNIT AMT: RENTAL DAYS: 6

LINE 2 TOW IN  
CAUSE: OTHER - FOLLOW OPERATION  
TECH COMM: TOWED IN

REPAIR 1 INFORMATION LINE  
OPCODE: M5300 SALE TYPE: WARRANTY - WTY

THANK YOU FOR CHOOSING SATURN OF ROSEVILLE

CUSTOMER SIGNATURE [REDACTED] CUSTOMER TOTAL ..... \$ .00

\*By law, you may choose another facility to perform any needed repairs or adjustments which the State Check law requires.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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 warrants any other products or services for any liability or otherwise with respect to any products.

TEAR DOWN 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. Page

No. 5017 P. 38/53

Service Department

Jun. 22, 2009 11:19AM



SATURN OF ROSEVILLE

750 Automall Drive  
Roseville, CA 95661

Toll Free (888) 825-8555 Main (916) 781-7060  
Service (916) 781-7575 Parts (916) 781-7060  
Sacramento Local (916) 989-0102

SERVICE  
INVOICE

WWW.SATURNOFROSEVILLE.COM

\*\*\* ACCOUNTING COPY \*\*\*

SO# 238626 DATE/TIME IN: 5/26/2009 7:52 DATE/TIME OUT: 6/08/2009 14:45  
TAG# L222 SA: ASHLEY PULLIN DOC COUNT: 2 PAGE: 1

01 1G8ZS57N97F [REDACTED]  
2007 SATURN AURA XE GREY / UPPER  
ENGINE: LZ4 3.5LV6  
STK#: 7947U  
MILES IN/OUT 6797 / 6868  
DEL DATE: 7/31/2007

email: -----  
LINE 1 CUST STATES DRIVING DOWN FREEWAY, AIRBAG DISABLE,  
ENGINE POWER REDUCED, TRACTION DISABLE, ENGINE DID  
ABLED LIGHTS ALL CAME ON AND CAR DIED, WOULD NOT S  
TART BACK UP, HAD TOWED IN. ONCE HERE IT STARTED,  
CK AND ADVISE

CAUSE: MODL/COMPNT - NO/BAD COMM AUTH: 9  
TECH COMM: SCANNED, VERIFID CODES P2135--C0242--B0081--TESTED  
UNINSPECTED, UNABLE TO VERIFY, ROAD TESTED MULTIPLE  
TIMES, SHOP FOREMAN TEST DROVE HOME, CHECKED POWE  
R AND GROUNDS, PER DICUSSION WITH AREA SERVICE MAN  
AGER, REPALCED BODY CONTROL MODULE AND UNDER HOOD  
ELECTRICAL BUSS PANEL 7 DAYS RENTAL DIFFICULT DIAG

REPAIR 1 BLOCK ASSEMBLY, WIRING HARNESS JUNCTION - ENGINE -  
OPCODE: N1730 SALE RATE: A COST RATE: A COST: 66.50  
HRS: 1.30 OTH HRS: .60 SALE TYPE: W \$186.62  
PRIMARY TECH: 866  
WARR PARTS: 2 AMT: 346.16

PARTS	DESC	FP	QTY	PRICE	COST	ST	
SN	25861370 MODULE AS Y		1	168.280	120.20	W	\$168.28
SN	15859578 BLOCK ASM N		1	177.884	127.06	W	\$177.88

NET ITEM: C ENTERPRISE-1G2AS18H197 [REDACTED] SALE TYPE  
PO#: 18191 L#: COST: 370.00 W \$370.00  
UNIT QTY: 10 UNIT AMT: 37.00 RENTAL DAYS: 10

LINE TOTAL \$683.76 \$902.78

LINE 2 TOW IN  
CAUSE: OTHER - FOLLOW OPERATION  
TECH COMM: TOWED IN

REPAIR 1 INFORMATION LINE  
OPCODE: M5300 SALE RATE: A COST RATE: A COST:  
HRS: SALE TYPE: IS \$ .00

LINE TOTAL \$ .00 \$ .00

\*By law, you may  
choose another  
facility to perform  
any needed re-  
pairs or adjust-  
ments which the  
Shop Check lists  
and/or recommend  
necessary.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

<p><b>Disclaimer of Warranties</b> The Seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and all other express or implied warranties, and other persons, to assume for it any liability in connection with the sale of said products.</p>	<p><b>TEAR DOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN ABOVE. IF I CHANGE MY MIND, I AUTHORIZE THE SERVICES RECOMMENDED.</b></p>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

No. 5017 P. 40/53  
Service Department  
Jun. 22. 2009 11:20AM

SATURN OF ROSEVILLE

750 Arjona Drive  
Roseville, CA 95661



Toll Free (866) 825-8556 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7080  
Sacramento Local (916) 969-0102

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SERVICE  
INVOICE

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SO# 238626 DATE/TIME IN: 5/26/2009 7:52 DATE/TIME OUT: 6/08/2009 14:45  
TAG# L222 SA: ASHLEY PULLIN DOC COUNT: 2 PAGE: 2

01 1G8ZS57N97F

ACCOUNT NO	SALE AMT	COST AMT	CNTL NO	CUSTOMER TOTAL	
	186.62-	66.50			
	370.00-	370.00	626550		
	346.16-	247.26			
	902.78				
					\$ .00

GW

\*By law, you may choose another facility to perform any needed repairs or adjustments which the Smog Check will indicate and necessary.

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

**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 a third party, salesperson, nor authorizes any other person to assume for it any liability in connection with the sale of said product.

**TEAR DOWN 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.**

Jun. 22. 2009 11:20AM Service Department

No. 5017 P. 39/53



750 Automall Drive  
Roseville, CA 95661  
Toll Free (866) 825-8556 Main (916) 781-7040  
Service (916) 781-7676 Parts (916) 781-7090  
Sacramento Local (916) 969-0102

BAR# ARD00222030  
CAL# 000308678

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# Work Order

CUSTOMER WARRANTY INTERNAL

WWW.SATURNOFROSEVILLE.COM

Date	VIN	Mileage	Del. Date	Miles	In-Serv-Date	License No.	Yr	Make	Model
06/26/09	1G8Z957N97E	6797	07/31/07	24	07/31/07		07	SATURN	AURA XE
Name		Address		City / State / Zip		Eng	Transmission	Color	SA# SO#
6857		6868		CITRUS HEIGHTS CA		LZ4	3.5LV6 4 SPD AUTO	GREY / UPP	42 238626
Home		Business Phone		Customer Number		Stock #	Labor Rate		Tag# Ref SO#
				6857		7947U	.00		L222 01
Payment Type		Diag Codes		Doo Cnt:		Prom/ae Date / Time			
01				1		05/26/09			

WEAR DOWN 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.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

PRINTED: 7:52:30 Attention:  
Comments:

#	Codes	ST	Hrs	Labor	Parts	Total
1		W				
	CUST STATES DRIVING DOWN FREEWAY, AIRBAG DISABLE, ENGINE POWER REDUCED, TRACTION DISABLE, ENGINE DISABLED LIGHTS ALL CAME ON AND CAR DIED, WOULD NOT START BACK UP, HAD TOWED IN. ONCE HERE IT STARTED, CK AND ADVISE					
	TOW IN	W				

6857

Rental 18191

Third time in.

PRE 467915

3-104  
6-105  
6-109

B0081  
C0242  
R 2135

Casa 10874403

(\*) HAZARDOUS MATERIAL: A hazardous waste disposal charge will be added when items removed from your vehicle or items used in connection with the repair of your vehicle must be disposed of in compliance with federal, state and local government hazardous waste regulations. This item could include any of the following: Oil, grease, antifreeze, brake oil, brake pads, anti-rattle/loose items, etc.

\*Below, you may choose another facility to perform any needed repairs or adjustments which the Brnoo Check-list indicates are necessary.

I hereby authorize the repair work to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and I agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason that you or your agent or employee or any other person to whom you have liability in connection with such repair, and you shall not be responsible for loss of or damage to the above vehicle or contents therein, to date of fix, due to or other cause beyond your control, when an express mechanic's job is hereby acknowledged on the above vehicle to include the amount of repair charges, and your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and repairing such vehicle.

SA: ASHLEY PULLIN	ESTIMATE TOTAL:			
HOURS	LABOR	PARTS	NT ITEM	MISC
HAZDS	DISC	DEDCT	TAKES	TOTAL

Job #	MECHANIC'S FINDINGS AND REMARKS:		R.O. No. W.O. No.	Empl. No.	Job No.	Plat Rate Time	W-Time	Repair Order Time	On/Off
	MILEAGE OUT	1ST 2ND	MILEAGE IN	1ST 2ND					
Cause	866 - ck codes P2135 TPS correlation								On MAY 26 10:2AM
	C0242 - Power management								
Cure	B-0081 PPS			888	1				On JUN 21 2:5PM
	Start and Run Inspect TPS - Prior work								Off JUN 21 11:0AM
	Inspect Harness Routing & Remove Term			888	1				On MAY 28 4:2PM
Cause	Ends & addn - each term. Ready.								
	Customer Advise that Engine would not								
Cure	crank (Pos. Dead Battery) Reck - Run								
	4 hours @ 2000 RPM ck change 9998								On JUN 21 4:5
	Advise Tech Asy - ck 6 - 104 105 - 109			888	1				On JUN 21 2:5PM
Cause	Remove grounds & voltage drop wack								
	wire & all test - OK, READY, REMOVE								
Cure	Relay Box (under hood) ck all connections								On
	READY - R.F. Home for weekend								Off
	NO PROBLEM UNR Dup - advise with ASM								On
Cause	89, causes, under hood fuse box								Off
	& BCM - Replace Box & Ready								On
Cure	Replace BCM & Program R.F.								Off
									On
Cause									Off
									On
Cure									Off

\*Parts Return - Warranty  Core  - Desc. Initial

1st Addition to Estimate	Total 1st Revised Est.	1st Addition to Estimate	Total 2nd Revised Est.
\$	\$	\$	\$
Date Contacted	Time Contacted	Type of Repair	Price OK'd By
<input type="checkbox"/> Phone <input type="checkbox"/> In Person			Phone #
2nd Addition to Estimate	Total 2nd Revised Est.	2nd Addition to Estimate	Total 3rd Revised Est.
\$	\$	\$	\$
Date Contacted	Time Contacted	Type of Repair	Price OK'd By
<input type="checkbox"/> Phone <input type="checkbox"/> In Person			Phone #

Technical Information

Battery - Volts \_\_\_\_\_ Amps \_\_\_\_\_  
 Charging - Volts \_\_\_\_\_ Amps \_\_\_\_\_ Diodes \_\_\_\_\_  
 Computer Codes \_\_\_\_\_  
 Brakes - Thickness measured inner or outer  
 Front \_\_\_\_\_ m/m Rear \_\_\_\_\_ m/m  
 Tires Lbs. LF \_\_\_\_\_ RF \_\_\_\_\_ RR \_\_\_\_\_ LR \_\_\_\_\_ Spare \_\_\_\_\_  
 Depth LF \_\_\_\_\_ RF \_\_\_\_\_ RR \_\_\_\_\_ LR \_\_\_\_\_ Spare \_\_\_\_\_



COURTESY TRANSPORTATION  
EXTENDED TIME DOCUMENTATION

REPAIR ORDER # [REDACTED] DATE OF REPAIR ORDER 05/26/09

DAY UNIT CAME IN: MON (TUE) WED THR FRI SAT SUN

TIME IN: 7:52 AM NUMBER OF DAYS REQUESTED 8

TOTAL HOURS OF WARRANTY LABOR ON REPAIR ORDER \_\_\_\_\_

TOTAL HOURS OF CUSTOMER PAY LABOR ON REPAIR ORDER \_\_\_\_\_

REASON FOR REQUEST

PARTS DELAY: DATE ORDERED \_\_\_/\_\_\_/\_\_\_ DATE PART CAME IN \_\_\_/\_\_\_/\_\_\_

HOW ORDERED? D.R.O C.S.O.3 S.P.A.C.# \_\_\_\_\_

EXTENSIVE REPAIRS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CUSTOMER ASSISTANCE CASE # \_\_\_\_\_

DATE CASE OPENED \_\_\_/\_\_\_/\_\_\_ DATE CLOSED \_\_\_/\_\_\_/\_\_\_

EXPLANATION OF DAILY SEQUENCE OF EVENTS

DAY 1 Towed in. Started Diag.

DAY 2 Continued Diag.

DAY 3 Continued Diag.

DAY 4 Continued Diag. Test Drive home over weekend to Continued Diag.

DAY 5 Continued Diag.

DAY 6 Continued Diag.

DAY 7 Ordered Parts.

Day 8: Parts Arrived - installed.

SER. MGR. SIGNATURE [Signature] DATE \_\_\_/\_\_\_/\_\_\_

IN 10:23AM 6/05/09  
OUT 05:19PM 5/26/09

ENTERPRISE RENT-A-CAR COMPANY OF SACRAMENTO  
199 N SUNRISE AVE DEPT Z 916-783-3800  
ROSEVILLE CA 95661-2900 3042  
RENTAL TYPE D SOURCE N30084 - 049

RENTAL AGREEMENT  
D626550  
PAGE 1 OF 1

24-HOUR DAY

UNIT 1  
UNIT # DE13R2  
LIC# [REDACTED]  
MODEL G5  
COLOR 1-BLU  
IN 17807  
OUT 17696  
V# 1G2AS18H197 [REDACTED]

RENTER [REDACTED]  
CITRUS HEIGHTS CA [REDACTED]  
LOCAL [REDACTED]

SUMMARY OF CHARGES  
DAY = 24 HOUR PERIOD  
MILES  
NO CHARGE  
150 MI FREE/DA

10 DAYS @ 34.18 341.80

DR. LICENSE [REDACTED]  
STATE CA EXPIRE 8/26/10  
DOB [REDACTED] HT [REDACTED] WT [REDACTED]  
EYES [REDACTED] HAIR [REDACTED]  
S.S.# [REDACTED]  
EMPLOYER [REDACTED]

BILL TO Y CUST # N30084  
SATURN OF ROSEVILLE  
ATTN: ASHLEY\*\*  
700 AUTOMALL DR  
ROSEVILLE CA  
916-781-8200 95661

SALESTAX 8.25 28.20

ADDITIONAL DRIVER  
NO OTHER DRIVER PERMITTED

CLAIM INFO  
POL/CLAIM/PO# [REDACTED]

PERMISSION TO LEAVE STATE  
YES NO X

INSURED

CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 370.00

LOSS DATE  
THEFT ACCIDENT

PAYMENT INFORMATION  
AMOUNT PD. BY TYPE DATE AUTH

DEPOSITS  
REFUND

TYPE CAR

SHOP SATURN OF RO  
PHONE 916-781-8200  
NAME ASHLEY\*\*

BILL TO CUST N30084 370.00

CLOSED TICKET PAYMENT INFO  
CLOSED TICKET PAYMENT INFO

OPENED BY #573FD RACHEAL L CRAIG  
CLOSED BY #6603S PATRICK R MCGIFF

No. 5017 P. 41/53  
Service Department  
Jun. 22. 2009 11:20AM

SATURN OF ROSEVILLE



750 Automobile Drive  
 Roseville, CA 95661  
 Toll Free (800) 825-8556 Main (916) 781-7040  
 Service (916) 781-7575 Parts (916) 781-7090  
 Sacramento Local (916) 825-0102

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BAR# RCAF222030  
 CAL# 000308679

SERVICE INVOICE

Co.# 01

Sold To:		Service Order Number		Service Advisor		VIN	
[REDACTED]		[REDACTED]		Justin Nicholson		1G8ZS57N979 [REDACTED]	
CITRUS HEIGHTS CA [REDACTED]		Color	Year	Make/Model	License	Engine	Stk.#
Business Phone: [REDACTED]		GREY / UPPER	2007	SATURN ALPAXE		LZ4 3.5LV6	7947U
Home Phone: [REDACTED]		Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
		4423 / 4423	W386	7/31/2007	—	1	
		Tax Exempt		Date/Time In	Date/Time Out		
				1/17/2009 12:28	2/06/2009 9:36		

LINE 1 CUSTOMER STATES SAME CONCERN AS LAST VISIT THE CHECK ENGINE LIGHT, TRACTION OFF AND REDUCED ENGINE POWER ON ALSO DIED AT STOP 1 TIME SEE HISTORY.  
 CAUSE: OTHER - FOLLOW OPERATION  
 TECH COMM: VERIFIED CUSTOMERS CONCERN AND FOUND INTERNAL FAILURE TO THE BATTERY INSTALLED NEW BATTERY AND CLEARED CODES AND TEST DROVE CODE CAME BACK FOR C0242 INSPECTED AND FOUND INTERNAL FAILURE TO THE THROTTLE BODY. INSTALLED NEW THROTTLE BODY AND CLEARED CODES TEST DROVE AND ALL OK AT THIS TIME.

REPAIR 1 INFORMATION LINE  
 OPCODE: M5300  
 HRS: 1.00  
 PRIMARY TECH: 443  
 WARR PARTS: 2

SALE TYPE: WARRANTY - WTY

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
OT	19001628 75- 5YR D Y		1		WARRANTY - GM	WTY
SN	12609500 BODY ASM- N		1		WARRANTY - GM	WTY

NET ITEM: C RENTAL CAR- SALE TYPE  
 PO#: 295753 L#: 1 WARRANTY - GM WTY  
 UNIT QTY: 3 UNIT AMT: RENTAL DAYS: 3

THANK YOU FOR CHOOSING SATURN OF ROSEVILLE

CUSTOMER SIGNATURE [REDACTED]

CUSTOMER TOTAL \$ .00  
 FEB 06 2009

\*By law, you may choose another facility to perform any needed repairs or adjustments which the Street Check test indicates are necessary.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

**Disclaimer of Warranties**  
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TEAR DOWN 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. Page 1

Jun. 22. 2009 11:17AM

Service Department

No. 5017 P. 19/53

SATURN OF ROSEVILLE



750 Autumn Drive  
 Roseville, CA 95661  
 Toll Free (866) 625-8550 Main (916) 781-7040  
 Service (916) 781-7575 Parts (916) 781-7000  
 Sacramento Local (916) 990-0102

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SERVICE  
 INVOICE

\*\* ACCOUNTING COPY \*\*

SO# [REDACTED] DATE/TIME IN: 1/17/2009 12:28 DATE/TIME OUT: 2/09/2009 14:00  
 TAG# W366 SA: Justin Nicholson DOC COUNT: 2 PAGE: 1

[REDACTED] 01 1G8ZS57N97F [REDACTED]  
 2007 SATURN AURA XR GREY / UPPER  
 CITRUS HEIGHTS CA [REDACTED] ENGINE: L24 3.5LV6  
 [REDACTED] STK#: 7947U  
 MILES IN/OUT 4423 / 4423  
 DEL DATE: 7/31/2007

-----email:-----  
 LINE 1 CUSTOMER STATES SAME CONCERN AS LAST VISIT THE CHECK ENGINE LIGHT, TRACTION OFF AND REDUCED ENGINE POWER ON ALSO DIED AT STOP 1 TIME SEE HISTORY. AUTH: B

CAUSE: ELECTRICAL - SHORTED  
 TECH COMM: VERIFIED CUSTOMERS CONCERN AND FOUND INTERNAL FAILURE TO THE BATTERY INSTALLED NEW BATTERY AND CLEARED CODES AND TEST DROVE CODE CAME BACK FOR C0242 INSPECTED AND FOUND INTERNAL FAILURE TO THE THROTTLE BODY. INSTALLED NEW THROTTLE BODY AND CLEARED CODES TEST DROVE AND ALL OK AT THIS TIME.

REPAIR 1 BATTERY - ONE - REPLACE  
 OPCODE: N0110 SALE RATE: A COST RATE: A COST: 13.75  
 HRS: .20 OTH HRS: .30 SALE TYPE: W \$49.11  
 PRIMARY TECH: 443  
 WARR PARTS: 1 AMT: 105.87

PARTS	DESC	FP	QTY	PRICE	COST	ST	
OT	19001628 75- 5YR D Y		1	105.868	75.62	W	\$105.87

NET ITEM: C RENTAL CAR- SALE TYPE  
 PO#: 295753 L#: 1 COST: 74.00 W \$74.00  
 UNIT QTY: 2 UNIT AMT: 37.00 RENTAL DAYS: 2

LINE TOTAL \$163.37 \$228.98

LINE 2\* CONVERTED CLAIM  
 CAUSE: MODL/COMPNT - SHORTED  
 TECH COMM: REPLACED THROTTLE BODY DUE TO CODES P2135

REPAIR 1 THROTTLE BODY ASSEMBLY REPLACEMENT  
 OPCODE: J5490 SALE RATE: A COST RATE: A COST: 16.50  
 HRS: .60 SALE TYPE: W \$58.93  
 PRIMARY TECH: 443  
 WARR PARTS: 1 AMT: 181.15

PARTS	DESC	FP	QTY	PRICE	COST	ST	
SN	12609500 BODY ASM- Y		1	181.146	129.39	W	\$181.15

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TEAR DOWN 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.

Jun. 22, 2009 11:17AM

Service Department

No. 5017

P. 21/53

SATURN OF ROSEVILLE

750 Automall Drive  
Roseville, CA 95661



Toll Free (888) 425-8656 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7000  
Sacramento Local (916) 939-0102

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SERVICE  
INVOICE

\*\* ACCOUNTING COPY \*\*

SO# [REDACTED] DATE/TIME IN: 1/17/2009 12:28 DATE/TIME OUT: 2/09/2009 14:00  
TAG# W366 SA: Justin Nicholson DOC COUNT: 2 PAGE: 2

[REDACTED] 01 1G8ZS57N97F [REDACTED]

LINE TOTAL \$145.89 \$240.08

\*\*\* Following the line number denotes added operation.

ACCOUNT NO	SALE AMT	COST AMT	CNTL NO	CUSTOMER TOTAL .....	\$ .00
[REDACTED]	108.04-	30.25			
	74.00-	74.00	618064		
	287.02-	205.01			
	469.06				

By law, you may choose another facility to perform any needed repairs or adjustments which the Shop Check Test indicates are necessary.

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Jun. 22. 2009 11:17AM

Service Department

No. 5017 P. 20/53



750 Automall Drive  
Roseville, CA 95681  
Toll Free (866) 828-8556 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7090  
Sacramento Local (916) 969-0102

BAR# ARD00222030  
CAL# 000308679

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# Work Order

CUSTOMER  WARRANTY  INTERNAL

WWW.SATURNOFROSEVILLE.COM

Date 01/17/09 VIN 1G8ZS57N97E Mileage 4423 Del. Date 07/31/07 Miles 24 In-Serv-Date 07/31/07 License No. Yr Make Model 07 SATURN AURA XE

**YEAR-DOWN 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.

Eng LZA 3.5LV6 4 SPD AUTO Transmission Color GREY / UPP BA# 312 SO# 235106  
Business Phone Tag# Ref SO#

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.**  
PRINTED: 12:28:00 Attention: Commshle:

City / State / Zip CITRUS HEIGHTS CA Customer Number Stock # 7947U Lab# W.86  
Payment Type Promise Date / Time 01/17/09  
Doc Cnt: 1 Prk Lot: 01 Dleg Codea \*\*\*\*\*ESTIMATE\*\*\*\*\*

L# 1 Codes

CUSTOMER STATES SAME CONCERN AS LAST VISIT THE CHEV CK ENGINE LIGHT, TRACTION OFF AND REDUCED ENGINE P OWER ON ALSO DIED AT STOP 1 TIME SEE HISTORY.

#443

T.P.M.T. RECEIVED

BASED ON [Signature]

3.5 AS PART OF LINE 1 DIAG INSTALL ENGINE THROTTLE-BODY

EBCM (OLM) P2135/00 SIR B1325/03 DON NOW  
ECM P2135/00 B0081/71  
RADIO B1325/03 DON NOW

12-38V  
H.49 CCA

FAIL CODE SKSR7-\$8

HAZARDOUS MATERIALS: A hazardous waste disposal charge will be added when items removed from your vehicle or those used in conjunction with the repair of your vehicle must be disposed of in compliance with federal, state and local government hazardous waste regulations. These items could include any of the following: Oil, coolant, antifreeze, insect, cleaning fluids, brake pads, shock absorbers, etc.  
\*If you have a hazardous waste disposal facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary, you may choose another facility to perform the work. However, you must be the provider for any of the necessary parts and other materials such as oil, and you must be the provider of any disposal of or damage to the above vehicle. If you do not have a hazardous waste disposal facility, you must be the provider of any disposal of or damage to the above vehicle.

SA: Justin Nicholson	ESTIMATE TOTAL:			
HOURS	LABOR	PARTS	NT ITEM	MISC
HAZDS	DISC	DECT	TAXES	TOTAL

Job #	MECHANIC'S FINDINGS AND REMARKS:				R.O. No. / W.O. No.	Empl. No.	Job No.	Est. Rate Time	W-Time	Repair Order Time	On/Off
											11
MILEAGE OUT	1ST	2ND	MILEAGE IN	1ST	END						
Cause	(PREVIOUS ROPAIRS DIAGNOSIS BY TONY)										
Cure	① SES LIGHT ON, TRAC LIGHT ON #443 CODES FROM CO242 - PCM COMMONS TRAC OFF ECM P235 - TP 1-2 CONNECTION										
Cause	RADIO & SIR B1325 - DET. VOLTAGE LOW. C. TEST BATTERY FOR REF VOLTAGE										
Cure	BATTERY FAILS MIDTUNICS TESTER 12.88 VOLTS 449 CCA TEST FAIL CODE 5V										
Cause	REPLACE BATTERY - CLEAR CODES - ROAD TEST										
Cure	② P2135 & CO242 CODES REPEAT - 2135 - CURRENT OTHER VOLTAGE CODES GONE, WITH CURRENT FAILING TP 1-2 DIAGNOSIS - HANDLES AT LOW SURVIVAL BATTERY WHEN TOUCHING - TP - A GAGE SHOWN TO JEFF SMITH & JUSTIN										
Cure	② 1/2 REPAIRS THROUGH BODY PERSONAL - (ORDERED AFTER GARY F. INSPECTED) REPAIRING HANDS AT LOW SURVIVAL										
Cause											
Cure											

Parts Return - Warranty  Core  - Desc. \_\_\_\_\_ Initial \_\_\_\_\_

1st Addition to Estimate \$	Total 1st Revised Est. \$	1st Addition to Estimate \$	Total 3rd Revised Est. \$
Date Contacted	Time Contacted	Date Contacted	Time Contacted
Price OK'd By	Phone #	Price OK'd By	Phone #
2nd Addition to Estimate \$	Total 2nd Revised Est. \$	2nd Addition to Estimate \$	Total 4th Revised Est. \$
Date Contacted	Time Contacted	Date Contacted	Time Contacted
Price OK'd By	Phone #	Price OK'd By	Phone #

Technical Information

Battery - Volts \_\_\_\_\_ Amps \_\_\_\_\_

Charging - Volts \_\_\_\_\_ Amps \_\_\_\_\_

Computer Codes \_\_\_\_\_ Diodes \_\_\_\_\_

Brake - Thinnest measured inner or outer \_\_\_\_\_

Tires W/LF \_\_\_\_\_ RF \_\_\_\_\_ RR \_\_\_\_\_ LR \_\_\_\_\_ Spare \_\_\_\_\_

Depth LF \_\_\_\_\_ RF \_\_\_\_\_ RR \_\_\_\_\_ LR \_\_\_\_\_ Spare \_\_\_\_\_

09 JAN 17 1.6PM  
09 JAN 17 2.9PM

# CHECK IN SHEET

John L. Sullivan Chevrolet

Saturn of Roseville



LANE # 3

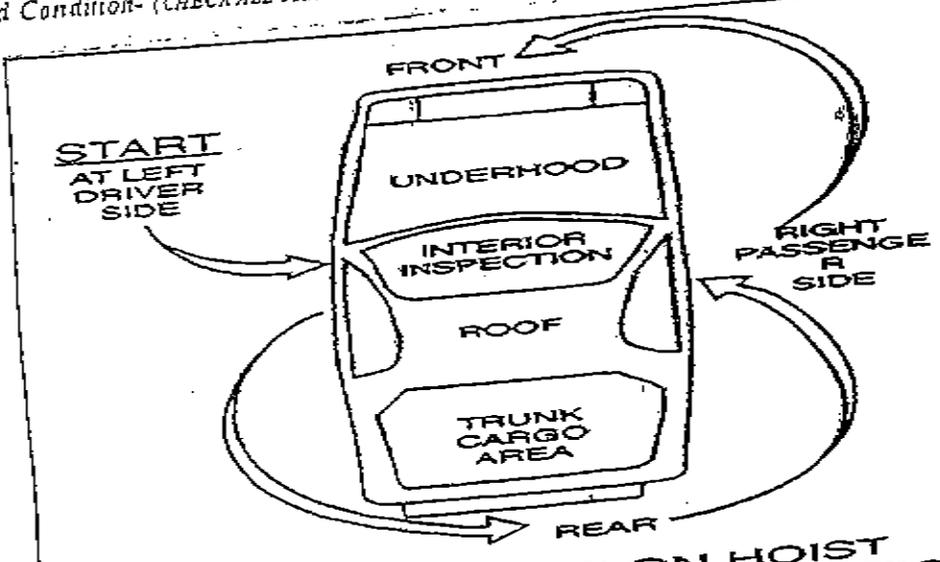
Name \_\_\_\_\_

TN. \_\_\_\_\_

mileage 4423

Type Vehicle/Color 2007 AURA XE

Windshield Condition- (CHECK ALL THAT APPLY)- Cracked \_\_\_\_\_ Chipped \_\_\_\_\_ Pitted \_\_\_\_\_



(PLACE VEHICLE ON HOIST FOR UNDERCARRIAGE INSPECTION)

Wheel Covers \_\_\_\_\_ X - Small Dent    ≈ - Scrape    Q - Large Dent

Customer's Signature \_\_\_\_\_

IN 05:12PM 1/19/09  
OUT 02:16PM 1/17/09

ENTERPRISE RENT-A-CAR COMPANY OF SACRAMENTO  
199 N SUNRISE AVE DEPT Z 916-783-3800  
ROSEVILLE CA 95661-2900 3042  
RENTAL TYPE D SOURCE N30084 - 062

RENTAL AGREEMENT  
D618064  
PAGE 1 OF 1

24-HOUR DAY

UNIT 1  
UNIT # DE4584  
LIC# [REDACTED]  
MODEL SPRI  
COLOR 2-WHT -  
IN 37179  
OUT 37163  
V# 2G2WP552281 [REDACTED]

RENTER [REDACTED]  
CITRUS HEIGHTS CA [REDACTED]  
LOCAL: [REDACTED]  
DR. LICENSE [REDACTED]  
STATE CA EXPIRE 8/26/10  
DOB [REDACTED] HT WT  
EYES HAIR  
S.S.#  
EMPLOYER

SUMMARY OF CHARGES  
DAY = 24 HOUR PERIOD  
MILES  
NO CHARGE  
150 MI FREE/DA  
2 DAYS 0 34.49 69.00

BILL TO Y CUST # N30084  
SATURN OF ROSEVILLE  
ATTN: JUSTIN\*\*  
700 AUTOMALL DR  
ROSEVILLE CA  
916-781-8200 95661

ADDITIONAL DRIVER  
NO OTHER DRIVER PERMITTED

SALESTAX 7.25 5.00

CLAIM INFO  
POL/CLAIM/PO#

PERMISSION TO LEAVE STATE  
YES X NO

INSURED

STATES CA ONLY  
CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 74.00

LOSS DATE  
THEFT ACCIDENT

PAYMENT INFORMATION  
AMOUNT PD.BY TYPE DATE AUTH

DEPOSITS  
REFUND

TYPE CAR

BILL TO CUST N30084 74.00

SHOP  
PHONE  
NAME

CLOSED TICKET PAYMENT INFO  
CLOSED TICKET PAYMENT INFO

OPENED BY #342FM SHANE M JONES  
CLOSED BY #593GF ZACEARY J NICHOLS

Jun. 22. 2009 11:16AM Service Department

No. 5017 P. 18/53



SATURN OF ROSEVILLE

750 Automall Drive  
Roseville, CA 95661

Toll Free (800) 826-8558 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7000  
Sacramento Local (916) 998-9102

WWW.SATURNOFROSEVILLE.COM

SERVICE INVOICE

BAR# RCAF222030  
CAL# 000308679

Co.# 01

<b>Sold To:</b> [REDACTED] CITRUS HEIGHTS CA [REDACTED] Business Phone: [REDACTED] Home Phone: [REDACTED]		<b>Service Order Number</b> [REDACTED]		<b>Service Advisor</b> Justin Nicholson		<b>VIN</b> 1G6ZS57N37F [REDACTED]	
<b>Color</b>	<b>Year</b>	<b>Make/Model</b>		<b>License</b>	<b>Engine</b>	<b>Size</b>	
GREY / UPPER	2007	SATURN ALRAXE			LZ4 3.5LV6	7947U	
<b>Mileage In/Out</b>		<b>Tag</b>	<b>Delivery Date</b>	<b>Rate</b>	<b>Doc Count</b>	<b>Plan</b>	
2856 / 3532		W945	7/31/2007	—	1		
<b>Tax Exempt</b>			<b>Date/Time In</b>		<b>Date/Time Out</b>		
			11/14/2008 15:18		12/05/2008 9:58		

LINE 1 CUSTOMER STATES THE SERVICE TRACTION LIGHT AND REDUCED POWER COMES ON DISPLAY PLS ADVISE  
 CAUSE: OTHER - FOLLOW OPERATION  
 TECH COMM: VERIFIED CUSTOMERS CONCERN AND FOUND INTERNAL FAILURE TO THE ECM. INSTALLED NEW ECM AND ALL OK AT THIS TIME.

REPAIR 1 INFORMATION LINE  
 OPCODE: M5300  
 HRS: 1.40  
 PRIMARY TECH: 443  
 WARR PARTS: 1

SALE TYPE: WARRANTY - WTY

PARTS	DESC	PP	QTY	PRICE	SALE TYPE	WTY
SN	12597121 MODULE AS Y		1		WARRANTY - GM	WTY

THANK YOU FOR CHOOSING SATURN OF ROSEVILLE

CUSTOMER SIGNATURE [REDACTED]

CUSTOMER TOTAL ..... \$ .00

DEC 05 2008

\*Be sure you use correct another facility to perform are needed for parts or adjustments which the Shop Check test indicates are necessary.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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.

TEAR DOWN 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. Page 1

Jun. 22. 2009 11:14AM

Service Department

No. 5017. P. 3/53



SATURN OF ROSEVILLE

750 Automall Drive  
Roseville, CA 95661

Toll Free (800) 825-8558 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7080  
Sacramento Local (916) 938-0102

WWW.SATURNOFROSEVILLE.COM

SERVICE  
INVOICE

\*\* ACCOUNTING COPY \*\*

SO# [REDACTED] DATE/TIME IN: 11/14/2008 15:18 DATE/TIME OUT: 12/08/2008 10:11  
TAG# W945 SA: Justin Nicholson DOC COUNT: 2 PAGE: 1

[REDACTED] 01 1G8ZS57N97F [REDACTED]  
2007 SATURN AURA XE GRKY / UPPER  
CITRUS HEIGHTS CA [REDACTED]  
ENGINE: LZ4 3.5LV6  
STK#: 7947U  
MILES IN/OUT 2656 / 3532  
DEL DATE: 7/31/2007

-----email:-----

LINE 1 CUSTOMER STATES THE SERVICE TRACTION LIGHT AND RED  
UCED POWER COMES ON DISPLAY PLS ADVISE

AUTH: R

CAUSE: MODL/COMPNT - SHORTED  
TECH COMM: VERIFIED CUSTOMERS CONCERN AND FOUND INTERNAL FAIL  
URE TO THE ECM. INSTALLED NEW ECM AND ALL OK AT THE  
IS TIME.

REPAIR 1 POWERTRAIN CONTROL MODULE REPLACEMENT  
OPCODE: J6360 SALE RATE: A COST RATE: A COST: 16.50  
HRS: .30 OTH HRS: .30 SALE TYPE: W \$56.27  
PRIMARY TECH: 443  
WARR PARTS: 1 AMT: 239.92

PARTS	DESC	FP	QTY	PRICE	COST	ST	
SN	12597121 MODULE AS	Y	1	239.918	171.37	W	\$239.92
						LINE TOTAL	\$187.87 \$296.19

ACCOUNT NO	SALE AMT	COST AMT	CNTL NO		CUSTOMER TOTAL	
462	56.27-	16.50				\$ .00
480	239.92-	171.37				
263	296.19					

DATE DEC 08 2008  
AUTH CODE A B E G  
SIGNATURE [Signature]  
[Signature]

\*By law, you may choose another facility to perform any needed repairs or adjustments which the Song Check best interests are necessary.\*

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Disclaimer of Warranties  
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Jun. 22, 2009, 11:14AM Service Department No. 5017 P. 4/53



Job #	MECHANIC'S FINDINGS AND REMARKS	R.O. No. W.O. No.	Empl. No.	Job No.	Flat Rate Time	W-Time	Repair Order Time	Off
	MILEAGE OUT 1ST 2ND MILEAGE IN 1ST 2ND							11
Cause	P2135							On
Cure	C0242							Off
	check for leaks							On
	check for low coolant							Off
Cause	check coolant and water check water							On
Cure	fill with coolant							Off
	12/5 ① C. REPLACES ENGINE CONTROL MODULE -							On
Cause	HAZ. PROGRAM TO VEHICLE OPTIONS							Off
Cure	WARRANT CODE - 117 P							On
Cause	ROAD TEST 10 MILES OK							Off
Cure								On
Cause								Off
Cure								On
Cause								Off
Cure								On

\*Parts Return - Warranty  Core  - Desc.

Initial

1st Addition to Estimate \$	Total 1st Revised Est. \$	1st Addition to Estimate \$	Total 2nd Revised Est. \$
Date Contacted	Time Contacted	Type of Repair	
Contacted Via <input type="checkbox"/> Phone <input type="checkbox"/> In Person	Price OK'd By	Phone #	
2nd Addition to Estimate \$	Total 2nd Revised Est. \$	2nd Addition to Estimate \$	Total 3rd Revised Est. \$
Date Contacted	Time Contacted	Type of Repair	
Contacted Via <input type="checkbox"/> Phone <input type="checkbox"/> In Person	Price OK'd By	Phone #	

**Technical Information**

Battery - Volts 6578 12/05/08 08.2

Charging - Volts \_\_\_\_\_ Amps \_\_\_\_\_ Diodes \_\_\_\_\_

Compute Codes \_\_\_\_\_

Brakes - Thinnest measured inner or outer

Front \_\_\_\_\_ m/m - Rear \_\_\_\_\_ m/m

Tires Lbs. LF \_\_\_\_\_ RF \_\_\_\_\_ RR \_\_\_\_\_ LR \_\_\_\_\_ Spare \_\_\_\_\_

Depth LF \_\_\_\_\_ RF \_\_\_\_\_ RR \_\_\_\_\_ LR \_\_\_\_\_ Spare \_\_\_\_\_

6577 12/05/08 08.6

The Repair Shop Company, Incorporated

Tech2 Pass Thru Final Instructions

Programming Complete.

Warranty Claim Code: [REDACTED]

Record this code on the warranty repair order (if applicable).

Post Programming Instructions:

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

Controller Specific Instructions:

Clearing DTCs will erase stored history data from all controllers, and will reset the PCM I/M flags.

After successful programming, the HVAC module may need to be reset. Remove the HVAC CTRL (BATT) fuse, wait ten seconds, then replace it.



RO 233402  
LINE 1

Print

VIN: 1G8ZS57N97F [REDACTED]

Clear DTCs

New

Cancel

**Summary**

VIN: 1G8ZS57N97F

Controller	Id	Current #	Selected #	Description
ECM	1	Unknown	12612739	Main Operating System. Replaces 2609099 (CVN 0000DC3C).
	2	Unknown	12609790	System
	3	Unknown	12609785	Fuel System
	4	Unknown	12609793	Speedometer
	5	Unknown	12620063	Diagnostic enhancements for DTC P0112. Use the calibration only for vehicles equipped with RPO NU2.
	6	Unknown	12612740	New calibration to ensure proper catalyst monitoring at idle. Use this calibration only for vehicles equipped with RPO NU2.
	7	Unknown	12605899	Slave Operating System
	8	Unknown	12609778	Engine

**Vehicle Data**

Attribute	Value
-----------	-------

# Sullivan Chevrolet Town of Roseville

SERVICE LIGHT

LANE No. 1

## Vehicle Check In

SN: [REDACTED] MAKE [REDACTED]

License

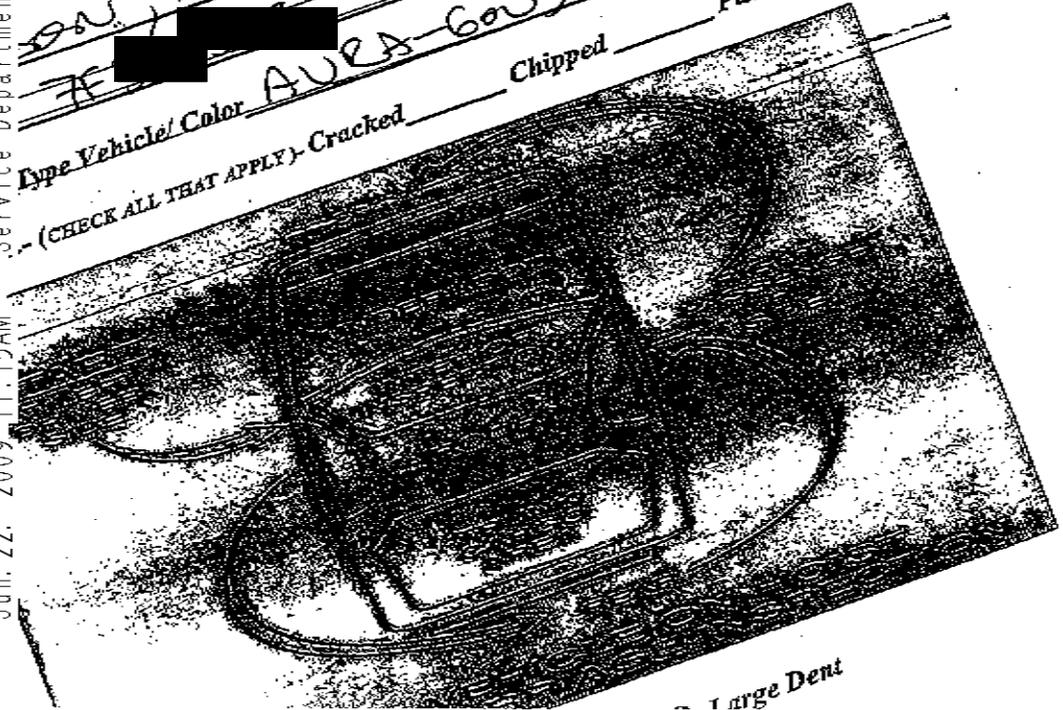
Resv. [REDACTED]

Type Vehicle/Color AUX-600

Chipped

Pitted

(CHECK ALL THAT APPLY) - Cracked



Large Dent

**SATURN OF ROSEVILLE**

750 Automall Drive  
 Roseville, CA 95661  
 Toll Free (909) 825-8566 Main (916) 781-7040  
 Service (916) 781-7575 Parts (916) 781-7080  
 Sacramento Local (916) 688-0102

WWW.SATURNOFROSEVILLE.COM

BAR# RCAF222030  
 CAL# 000308679

**SERVICE INVOICE**

Co.# 01

Sold To:		Service Order Number:		Service Advisor:		VIN:	
[REDACTED]		[REDACTED]		Justin Nicholson		1G8ZS57N97F [REDACTED]	
CITRUS HEIGHTS CA [REDACTED]		Color:	Year:	Make/Model:	License:	Engine:	SALE:
Business Phone: [REDACTED]		GREY/UPPER	2007	SATURN AURA		LZ4 3.5LV6	7947U
Home Phone: [REDACTED]		Mileage In/Out:	Tag:	Delivery Date:	Rate:	Doc. Court:	Plan:
		9532 / 8532	W872	7/31/2007		1	
		Tax Exempt:		Date/Time In:		Date/Time Out:	
				12/05/2008 7:23		12/05/2008 9:57	

-----email:-----

LINE 1 QUICK OIL AND FILTER SERVICE S EST.: \$39.95  
 TECH COMM: PERFORMED LOF

REPAIR 1 CHANGE ENGINE OIL AND FILTER CHANGE ENGINE OIL AND FILTER  
 OPCODE: M5010 SALE TYPE: Customer Qu \$18.00  
 PRIMARY TECH: 443

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
SN	89017342 FILTER AS N	N	1	5.650	Customer Quick	\$5.65
OT	P3663 MOBIL 5W3 N	N	6	2.717	Customer Quick	\$16.30

REPAIR 2 RESET ENGINE OIL LIFE INDICATOR LAMP RESET ENGINE OIL LIFE I  
 OPCODE: M5303 SALE TYPE: Customer Qu \$.00

REPAIR 3 EXTERIOR LIGHTING CHECK EXTERIOR LIGHTING CHECK  
 OPCODE: M5004 SALE TYPE: Customer Qu \$.00

REPAIR 4 TOP OFF ALL FLUIDS TOP OFF ALL FLUIDS  
 OPCODE: M5005 SALE TYPE: Customer Qu \$.00

REPAIR 5 CHECK AND/OR ADJUST TIRE PRESSURE (ALL) CHECK AND/OR ADJUST  
 OPCODE: M5008 SALE TYPE: Customer Qu \$.00

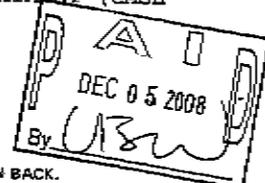
LINE TOTAL \$39.95

THANK YOU FOR CHOOSING SATURN OF ROSEVILLE

CUSTOMER SIGNATURE

[REDACTED SIGNATURE]

LABOR ..... \$18.00  
 PARTS ..... \$21.95  
 TAX (CALIFORNIA STAT) ..... \$1.59  
 CUSTOMER TOTAL ..... \$41.54  
 PAYMENT (CASH ) ..... \$41.54



\*By law, you may  
 choose another  
 facility to perform  
 any needed re-  
 pairs or adjust-  
 ments which the  
 Service Check text  
 indicates are nec-  
 essary.\*

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

**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.

TEAR DOWN 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. Page

Jun. 22, 2009 11:15AM

Service Department

No. 5017 P. 11/53



SATURN OF ROSEVILLE

750 Automall Drive  
Roseville, CA 95681  
Toll Free (800) 825-6550 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7060  
Sacramento Local (916) 969-0102

SERVICE INVOICE

WWW.SATURNOFROSEVILLE.COM

\*\* ACCOUNTING COPY \*\*

SO# [REDACTED] DATE/TIME IN: 12/05/2008 7:33 DATE/TIME OUT: 12/05/2008 9:57  
TAG# W872 SA: Justin Nicholson DOC COUNT: 1 PAGE: 1

[REDACTED] 01 1G8ZS57N97F [REDACTED]  
2007 SATURN AURA XE GREY / UPPER  
CITRUS HEIGHTS CA [REDACTED] ENGINE: LZ4 3.5LV6  
[REDACTED] STK#: 7947U  
MILES IN/OUT 3532 / 3532  
DEL DATE: 7/31/2007  
TOTAL EST.: 41.54

-----email:-----

LINE 1 QUICK OIL AND FILTER SERVICE S EST.: \$39.95  
TECH COMM: PERFORMED LOF

REPAIR 1 CHANGE ENGINE OIL AND FILTER CHANGE ENGINE OIL AND FILTER  
OPCODE: M5010 SALE RATE: A COST RATE: A COST: 8.25  
HRS: .30 SALE TYPE: CQ \$18.00  
PRIMARY TECH: 443

PARTS	DESC	FP	QTY	PRICE	COST	ST
SN	89017342 FILTER AS N	1	1	5.650	4.26	CQ \$5.65
OT	P3663 MOBIL SW3 N	6	6	2.717	12.30	CQ \$16.30

REPAIR 2 RESET ENGINE OIL LIFE INDICATOR LAMP RESET ENGINE OIL LIFE I  
OPCODE: M5303 SALE RATE: A COST RATE: A COST:  
HRS: SALE TYPE: CQ \$0.00  
PRIMARY TECH: 443

REPAIR 3 EXTERIOR LIGHTING CHECK EXTERIOR LIGHTING CHECK  
OPCODE: M5004 SALE RATE: A COST RATE: A COST:  
HRS: SALE TYPE: CQ \$0.00  
PRIMARY TECH: 443

REPAIR 4 TOP OFF ALL FLUIDS TOP OFF ALL FLUIDS  
OPCODE: M5005 SALE RATE: A COST RATE: A COST:  
HRS: SALE TYPE: CQ \$0.00  
PRIMARY TECH: 443

REPAIR 5 CHECK AND/OR ADJUST TIRE PRESSURE (ALL) CHECK AND/OR ADJUST  
OPCODE: M5008 SALE RATE: A COST RATE: A COST:  
HRS: SALE TYPE: CQ \$0.00  
PRIMARY TECH: 443

LINE TOTAL \$24.81 \$39.95

\*By law, you may choose another facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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.

TEAR DOWN 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.

Jun. 22. 2009 11:16AM

Service Department

No. 5017 P. 12/53



SATURN OF ROSEVILLE

750 Autumn Drive  
Roseville, CA 95681  
Toll Free (800) 625-9668 Main (916) 781-7040  
Service (916) 781-7575 Parts (916) 781-7000  
Sacramento Local (916) 909-0102

SERVICE INVOICE

WWW.SATURNOFROSEVILLE.COM

\*\* ACCOUNTING COPY \*\*

SO# [REDACTED] DATE/TIME IN: 12/05/2008 7:33 DATE/TIME OUT: 12/05/2008 9:57  
TAG# W872 SA: Justin Nicholson DOC COUNT: 1 PAGE: 2

01 1G8ZS57N97E [REDACTED]

ACCOUNT NO	SALE AMT	COST AMT	CNTL NO		
[REDACTED]	1.59-			LABOR .....	\$18.00
	18.00-	8.25		PARTS .....	\$21.95
	5.65-	4.26		TAX (CALIFORNIA STAT)	\$1.59
	16.30-	12.30		CUSTOMER TOTAL .....	\$41.54
	41.54		CASH	PAYMENT (CASH )	\$41.54

\*By law, you may choose either liability to perform any needed repairs or adjustment within the Spring Check test mileage and necessary.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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

TEAR DOWN 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.

Jun. 22, 2009 11:16AM Service Department No. 5017 P. 13/53



750 Automall Drive  
Roseville, CA 95661  
Toll Free (866) 828-8388 Main (916) 781-7040  
Service (916) 781-7576 Parts (916) 781-7090  
Sacramento Local (916) 969-0102

BAR# ARD00222030  
CAL# 000308679

**Disclaimer of Warranties**  
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# Work Order

WWW.SATURNROSEVILLE.COM

CUSTOMER  WARRANTY  INTERNAL

Date 12/05/08 VIN 1G8Z857N97E Mileage 3532 Del. Date 07/31/07 Miles 24 In-Serv-Date 07/31/07 License No. Yr 07 Make SATURN Model AURA XE

**TEAR DOWN 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.**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City/State/Zip \_\_\_\_\_  
CITRUS HEIGHTS CA \_\_\_\_\_  
Eng LZ4 3.5LV6 4 SPD AUTO Transmission Color GREY / UPF SA# 312 Ref SO# 01  
Phone Tag# W872 Ref SO# 01

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.  
PRINTED: 7:33:26 Attention:  
Comments:

Customer Number \_\_\_\_\_ Stock # 7947U Labor Rate .00  
Payment Type 01 Promise Date/Time 12/05/08  
Doc Cnt: 1 Prk Lot: 01 Diag Codes \_\_\_\_\_

L# Codes

1 QL QUICK OIL AND FILTER SERVICE S  
M5010 CHANGE ENGINE OIL AND FILTER CHANGE ENGINE OIL AND  
M5303 RESET ENGINE OIL LIFE INDICATOR LAMP RESET ENGINE  
M5004 EXTERIOR LIGHTING CHECK EXTERIOR LIGHTING CHECK  
M5005 TOP OFF ALL FLUIDS TOP OFF ALL FLUIDS  
M5008 CHECK AND/OR ADJUST TIRE PRESSURE (ALL) CHECK AND/

\*\*\*\*\* ESTIMATE \*\*\*\*\*

Labor	Parts	Total
18.00	21.95	41.54

#443

# WAITER

**HAZARDOUS MATERIALS** & hazardous waste disposal charges will be added when hazardous materials are removed from your vehicle or when used in conjunction with the repair of your vehicle...  
By law, you may choose another facility to perform any needed repairs or adjustments which the Service Check test indicates are necessary.  
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, nor do I authorize any other person to assume (or 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 still therein, in case of fire, theft or other losses beyond your control that are beyond manufacturer's liability and coverage on the above vehicle to cover the amount of repairs thereto; that your employees may operate the above vehicle on (freeway, highway or elsewhere) for the purpose of testing and/or repairing such vehicle.

SA: Justin Nicholson  
HOURS 18.00  
HAZDS DISC

ESTIMATE TOTAL:		PARTS		MISC	
NET	ITEM	NET	TAXES	TOTAL	TOTAL
21.95			1.59	41.54	

Job #	MECHANIC'S FINDINGS AND REMARKS:				R.O. No. W.O. No.	Empl. No.	Job No.	Flat Rate Time	W-Time	Repair Order Time	On/Off
	MILEAGE OUT	1ST	2ND	MILEAGE IN	1ST	2ND					
Cause											On
Cure	* 444 <i>Ⓟ e. Pomeroy LASS, DR., ALTA SERRA</i>										Off
Cause											On
Cure											Off
Cause											On
Cure											Off
Cause											On
Cure											Off
Cause											On
Cure											Off
Cause	6576 12/05/08 09.6										On
Cure											Off
Cause	6574 12/05/08 08.7										On
Cure											Off
Cause											On
Cure											Off

\*Parts Return - Warranty  Core  - Desc.  Initial

1st Addition to Estimate \$	Total 1st Revised Est. \$	3rd Addition to Estimate \$	Total 3rd Revised Est. \$
Date Contacted	Time Contacted	Type of Repair	
<input type="checkbox"/> Phone <input type="checkbox"/> In Person	Price OK'd By	Phone #	
2nd Addition to Estimate \$	Total 2nd Revised Est. \$	4th Addition to Estimate \$	Total 4th Revised Est. \$
Date Contacted	Time Contacted	Type of Repair	
<input type="checkbox"/> Phone <input type="checkbox"/> In Person	Price OK'd By	Phone #	

**Technical Information**

Battery - Volts \_\_\_\_\_ Amps \_\_\_\_\_

Charging - Volts \_\_\_\_\_ Amps \_\_\_\_\_ Diodes \_\_\_\_\_

Computer Codes \_\_\_\_\_

Brakes - Thinnest measured Inner or outer

Front \_\_\_\_\_ m/m Rear \_\_\_\_\_ m/m

Tires Lbs. LF \_\_\_\_\_ RF \_\_\_\_\_ RR \_\_\_\_\_ LR \_\_\_\_\_ Spare \_\_\_\_\_

Depth LF \_\_\_\_\_ RF \_\_\_\_\_ RR \_\_\_\_\_ LR \_\_\_\_\_ Spare \_\_\_\_\_

## 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 : 1G8ZS57N97F [REDACTED]

### VEHICLE INFORMATION

Merchandising Model :	ZZS69 -2007 SATURN AURA XE 4DR SEDAN	Warranty Start Date :	07/31/2007
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	N/A	Selling Source :	N/A
		Site Code :	N/A
		Business Associate Code :	N/A
Service Contract :	No	Branded Title :	No
Warranty Block :	No	PDI Status :	Open

### REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

### SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

### ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Inactive	Refer to Help page for details or go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.	
XM Equipped	Yes	XM Radio ID	7YJJU0M2	XM Status	Active
Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677)					

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	07/31/2007	24 miles	07/31/2010	36024 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	07/31/2007	24 miles	07/31/2013	100024 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	07/31/2007	24 miles	07/31/2015	80024 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	07/31/2007	24 miles	07/31/2012	100024 miles
36/50000 CALIFORNIA EMISSIONS	07/31/2007	24 miles	07/31/2010	50024 miles

No. 5017 P. 14/53

Jun. 22. 2009 11:16AM Service Department

8470000 CALIFORNIA SELECT COMPONENT	07/31/2007	24 miles	07/31/2014	70024 miles
-------------------------------------	------------	----------	------------	-------------

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
08/22/2007	085381	#	Z4S31 - ROADSIDE SERVICE (TOWING) - SATURN U.S.	900 miles

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No. 5017 P. 15/53  
 Jun. 22. 2009 11:16AM Service Department

## DTC P0120, P0122, P0123, P0220, P0222, P0223, or P2135

### Diagnostic Instructions

- Perform the Diagnostic System Check - Vehicle prior to using this diagnostic procedure.
- Review Strategy Based Diagnosis for an overview of the diagnostic approach.
- Diagnostic Procedure Instructions provide an overview of each diagnostic category.

### DTC Descriptors

**DTC P0120:** Throttle Position (TP) Sensor 1 Circuit

**DTC P0122:** Throttle Position (TP) Sensor 1 Circuit Low Voltage

**DTC P0123:** Throttle Position (TP) Sensor 1 Circuit High Voltage

**DTC P0220:** Throttle Position (TP) Sensor 2 Circuit

**DTC P0222:** Throttle Position (TP) Sensor 2 Circuit Low Voltage

**DTC P0223:** Throttle Position (TP) Sensor 2 Circuit High Voltage

**DTC P2135:** Throttle Position (TP) Sensor 1-2 Correlation

### Diagnostic Fault Information

Circuit	Short to Ground	Open/High Resistance	Short to Voltage	Signal Performance
TP Sensor 1 Signal	P0122	P0122, P2135,	P0123	P0068, P0121
TP Sensor 1 and 2 5-Volt Reference	P0651	P0122, P0222, P2135	P0651, P2135	--
TP Sensor 1 and 2 Low Reference	--	P0123, P0223, P2135	--	--
TP Sensor 2 Signal	P0222	P0223, P2135	P0223	P0068, P0121

### Typical Scan Tool Data

#### TP Sensor 1

Circuit	Short to Ground	Open	Short to Voltage
<i>Operating Conditions:</i> Engine Running			
<i>Parameter Normal Range:</i> 4.75-0.35 V			
TP Sensor 1 Signal	0 V	0 V	5 V
TP Sensor 5-Volt Reference	0 V	0 V	5 V

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TP Sensor Low Reference	--	5 V	--
-------------------------	----	-----	----

**TP Sensor 2**

Circuit	Short to Ground	Open	Short to Voltage
<i>Operating Conditions:</i> Engine Running			
<i>Parameter Normal Range:</i> 0.25–4.59 V			
TP Sensor 2 Signal	0 V	5 V	5 V
TP Sensor 5-Volt Reference	0 V	0 V	5 V
TP Sensor Low Reference	--	5 V	--

**Circuit/System Description**

The throttle actuator control (TAC) system uses two throttle position (TP) sensors to monitor the throttle position. The TP sensors 1 and 2 are located within the throttle body assembly. Each sensor has the following circuits:

- A 5-volt reference circuit
- A low reference circuit
- A signal circuit

Two processors are also used to monitor the TAC system data. Both processors are located within the engine control module (ECM). Each signal circuit provides both processors with a signal voltage proportional to throttle plate movement. Both processors monitor each other's data to verify that the indicated TP calculation is correct.

**Conditions for Running the DTC****P0120, P0122, P0123, P0220, P0222, and P0223**

- DTCs P0601, P0602, P0603, P0604, P0606, P0607, P0641, P0651 are not set.
- The system voltage is more than 5.23 volts.
- The ignition is in the Unlock/Accessory or Run position.
- DTCs P0120, P0122, P0123, P0220, P0222, P0223 run continuously when the above conditions are met.

**P2135**

- The system voltage is more than 5.23 volts.
- The ignition is in the Unlock/Accessory or Run position.
- DTCs P0120, P0220, P0641, P0651 are not set.
- DTC P2135 runs continuously when the above conditions are met.

**Conditions for Setting the DTC****P0120**

TP sensor 1 voltage is less than 0.325 volt or more than 4.75 volts for more than 1 second.

**P0122**

The ECM detects that the TP sensor 1 voltage is less than 0.325 volt for more than 1 second.

**P0123**

The ECM detects that the TP sensor 1 voltage is more than 4.75 volts for more than 1 second.

**P0220**

The TP sensor 2 voltage is less than 0.25 volt or more than 4.59 volts for more than 1 second.

**P0222**

The ECM detects that the TP sensor 2 voltage is less than 0.25 volt for more than 1 second.

**P0223**

The ECM detects that the TP sensor 2 voltage is more than 4.59 volts for more than 1 second.

**P2135**

The difference between the TP sensor 1 and TP sensor 2 exceeds a predetermined value for more than 2 seconds.

**Action Taken When the DTC Sets**

- DTCs P0120, P0122, P0123, P0220, P0222, P0223, and P2135 are Type A DTCs.
- The control module commands the TAC system to operate in the Reduced Engine Power mode.
- A message center or an indicator displays Reduced Engine Power.
- Under certain conditions the control module commands the engine OFF.

**Conditions for Clearing the MIL/DTC**

DTCs P0120, P0122, P0123, P0220, P0222, P0223, and P2135 are Type A DTCs.

**Reference Information****Schematic Reference**

Engine Controls Schematics

**Connector End View Reference**

- Engine Control Module Connector End Views

- [Engine Controls Connector End Views](#)

## Description and Operation

Throttle Actuator Control (TAC) System Description

## Electrical Information Reference

- [Circuit Testing](#)
- [Connector Repairs](#)
- [Testing for Intermittent Conditions and Poor Connections](#)
- [Wiring Repairs](#)

## DTC Type Reference

[Powertrain Diagnostic Trouble Code \(DTC\) Type Definitions](#)

## Scan Tool Reference

- [Scan Tool Data List](#)
- [Scan Tool Data Definitions](#)

## Circuit/System Verification

1. If DTC P0641 or P0651 is set, refer to DTC P0641 or P0651 .
2. Ignition ON, observe the scan tool TP sensor 1 voltage parameter. The reading should be between 4.75-0.35 volts and change with accelerator pedal input.
3. Ignition ON, observe the scan tool TP sensor 2 voltage parameter. The reading should be between 0.25-4.59 volts and change with accelerator pedal input.
4. Ignition ON, observe the scan tool TP sensor 1 and 2 parameter. The scan tool should indicate agree.
5. Clear the DTCs with the scan tool. Operate the vehicle within the Conditions for Running the DTC, or within the conditions that you observed from the Freeze Frame/Failure Records.
6. Verify that DTC P0120 or P0220 are not the only throttle position DTCs set.
  - If DTC P0120 or P0220 are the only DTCs set, replace the control module.
7. If the vehicle passes the Circuit/System Verification test, operate the vehicle within the Conditions for running the DTC. You may also operate the vehicle within the conditions that are captured in the Freeze Frame/Failure Records list.

## Circuit/System Testing

1. Ignition OFF, disconnect the harness connector at the throttle body.
2. Ignition OFF for 90 seconds, test for less than 5 ohms of resistance between the low reference circuit terminal C and ground.
  - If greater than 5 ohms, test the low reference circuit for an open/high resistance. If the circuit tests normal, replace the ECM.
3. Ignition ON, test for 4.8-5.2 volts between 5-volt reference circuit terminal E and ground.
  - If less than 4.8 volts, test 5-volt reference circuit for a short to ground or an open/high

- resistance. If the circuit tests normal, replace the ECM.
- If greater than 5.2 volts, test the 5-volt reference circuit for a short to voltage. If the circuit tests normal, replace the ECM.
4. Verify the scan tool TP sensor 1 voltage is less than 0.1 volt.
    - If greater than 0.1 volt, test the signal circuit terminal D for a short to voltage. If the circuit tests normal, replace the ECM.
  5. Verify the scan tool TP sensor 2 voltage is greater than 4.8 volts.
    - If less than 4.8 volts, test the signal circuit for a short to ground. If the circuit tests normal, replace the ECM.
  6. Install a 3A fused jumper wire between the signal circuit terminal D and the 5-volt reference circuit terminal E of the TP sensor 1. Verify the TP sensor 1 voltage is greater than 4.8 volts.
    - If less than 4.8 volts, test the TP sensor 1 signal circuit for a short to ground or an open/high resistance. If the circuit tests normal, replace the ECM.
  7. Install a 3A fused jumper wire between the signal circuit terminal F and the low reference circuit terminal C of the TP sensor 2. Verify that the TP sensor 2 voltage is less than 0.1 volt.
    - If greater than 1.0 volt, test the TP sensor 2 signal circuit for a short to voltage or an open/high resistance. If the circuit tests normal, replace the ECM.
  8. Ignition OFF for 90 seconds, disconnect the harness connector at the ECM.
  9. Test for less than 5 ohms of resistance on all TP sensor circuits between the following terminals:
    - ECM C2 signal circuit terminal 65 to TP terminal D
    - ECM C2 signal circuit terminal 63 to TP terminal F
    - ECM C2 5-volt reference circuit terminal 3 to terminal E
    - If greater than 5 ohms, repair the affected circuit for open/high resistance.
  10. Test for infinite resistance between TP sensor 1 signal circuit terminal D and TP sensor signal circuit terminal F.
    - If less than infinite resistance, repair the short between TP sensor 1 signal circuit and TP sensor 2 signal circuit.
  11. If all circuits test normal, replace the throttle body.

## Repair Instructions

Perform the Diagnostic Repair Verification after completing the diagnostic procedure.

- Control Module References for ECM replacement, setup, and programming
- Throttle Body Assembly Replacement



SATURN OF ROSEVILLE

750 A. Terminal Drive  
Roseville, CA 95661  
Tel/Fax: (916) 826-8560 Main (916) 781-7040  
Sales (916) 781-7515 Parts (916) 781-3600  
Sacramento Local (916) 955-2182

BAR# RCAF222030  
CAL# 000308679

SERVICE INVOICE

WWW.SATURNOFROSEVILLE.COM

Doc# 01

Customer Name	033402	Justin Nicholson	1082857N47F3
Address	CITRUS HEIGHTS CA		
Business Phone			
Home Phone			
Color	GREY/UPPER	2007 SATURN AURA XE	L24 3.5L V6 79479
Model	285G / 0532	W045	7/31/2007
Invoice Date			11/14/2008 15:18
Invoice Time			12/03/2008 0:58

LINE 1 CUSTOMER STATES THE SERVICE TRACTION LIGHT AND RED  
 CAUSE: UCED POWER COMMS ON DISPLAY PLS ADVISE  
 OTHER - FOLLOW OPERATION  
 TECH COMM: VERIFIED CUSTOMERS CONCERN AND FOUND INTERNAL FAIL  
 URE TO THE ECM. INSTALLED NEW ECM AND ALL OK AT TWH  
 IS TIME.

REPAIR 1 INFORMATION LINE  
 OPCODE: M5300  
 HRS: 1.40  
 PRIMARY TECH: 443  
 WARR PARTS: 1

SALE TYPE: WARRANTY - WTY

BAR#	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	12597121 MODULE AS X	1	1		WARRANTY - GM	WTY

THANK YOU FOR CHOOSING SATURN OF ROSEVILLE

CUSTOMER SIGNATURE \_\_\_\_\_ CUSTOMER TOTAL ..... \$ 0.00

DEC 03 2008

To be used only when  
 doing a repair  
 under a warranty  
 or service  
 contract.  
 Any other use  
 is prohibited.  
 Saturn Corp. may  
 modify this rec-  
 ommendation  
 without notice.

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.**  
 Disclaimer of Warranty  
 The Title, description and/or quantity of any goods, including any implied  
 warranty of merchantability or fitness for a particular purpose, that appear on this invoice are  
 subject to change without notice and are not binding on the consumer.

**YEAR DOWN ESTIMATE: UNDERSTAND THAT MY  
 VEHICLE WILL BE REASSURED WITHIN  
 90 DAYS  
 OF THE DATE GIVEN ABOVE IF I CHOOSE NOT TO  
 AUTHORIZE THE SERVICES RECOMMENDED.**



SATURN OF ROSEVILLE

780 Autumn Drive  
Roseville, CA 95671  
Tel: (916) 925-4555 Fax: (916) 741-7000  
Service: (916) 741-4575 Parts: (916) 741-7000  
Sacramento Local: (916) 928-0102

SERVICE  
INVOICE

WWW.SATURNOFROSEVILLE.COM

\*\* ACCOUNTING COPY \*\*

SO# 233402 DATE/TIME IN: 11/14/2008 15:18 DATE/TIME OUT: 12/08/2008 10:11  
TAG# W945 SA: Justin Nicholson DOC COUNT: 2 PAGE: 1

01 1G8ZS57N97F  
2007 SATURN AURA XE GREY / UPPER  
ENGINE: L24 3.5LV6  
STK#: 7947U  
MILES IN/OUT 2656 / 3532  
DEL DATE: 7/31/2007

-----email-----  
LINE 1 CUSTOMER STATES THE SERVICE TRACTION LIGHT AND RED  
UCED POWER COMES ON DISPLAY PLS ADVISE AUTH: E

CAUSE: MODL/COMENT - SHORTED  
TECH COMM: VERIFIED CUSTOMERS CONCERN AND FOUND INTERNAL FAIL  
URE TO THE ECM. INSTALLED NEW ECM AND ALL OK AT TVH  
IS TIME,

REPAIR 1 POWERTRAIN CONTROL MODULE REPLACEMENT  
OPCODE: J6360 SALE RATE: A COST RATE: A COST: 16.50  
HRS: .30 OTH HRS: .30 SALE TYPE: W \$56.27  
PRIMARY TECH: 443  
WARR PARTS: 1 AMT: 239.92

PARTS	DESC	PR	QTY	PRICE	COST	ST	
SN	12597121 MODULE AS X	1	1	239.918	171.37	W	\$239.92
LINE TOTAL							\$296.19

ACCOUNT NO	SALE AMT	COST AMT	CYCL NO	CUSTOMER TOTAL	
	56.27-	16.50			\$
	239.92-	171.37			
	286.19				

DATE DEC 08 2008  
AUTH CODE A B E G  
SIGNATURE [Signature]

\*Not to be used if any other  
salesperson is involved  
in the sale of this vehicle  
except as noted on this  
invoice. This invoice is  
valid only for the vehicle  
and parts listed on this  
invoice.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.  
Department of Weighbridge  
The Vehicle Industry Association's standards are representative. Other products and/or equipment, including any optional  
equipment, may be available. All items are sold as-is. No warranty is made. All vehicles are sold as-is. All vehicles are  
sold as-is. All vehicles are sold as-is. All vehicles are sold as-is. All vehicles are sold as-is. All vehicles are sold as-is.

TEAR DOWN ESTIMATE: I UNDERSTAND THAT MY  
VEHICLE WILL BE REASSEMBLED WITHIN  
DATE  
BY THE DATE SHOWN ABOVE IF I CHOOSE NOT TO  
AUTHORIZE THE SERVICES RECOMMENDED.



Job	MSG. No.	Serial No.	Job No.	Est. No.	Wk Type	Plant Order	CR
MESSAGE OUT	MSG. No.	Serial No.	Job No.	Est. No.	Wk Type <td>Plant Order</td> <td>CR</td>	Plant Order	CR
CAUSE	22135						10
CURE	C/D242						
CAUSE							
CURE							
CAUSE							
CURE							
CAUSE							
CURE							
CAUSE							
CURE							
CAUSE							
CURE							
CAUSE							
CURE							
CAUSE							
CURE							
CAUSE							
CURE							

\*Parts Return - Warranty  Core  Desc. Initial

Est. Address to Estimate \$	Est. to Rebuild Est. \$	Est. Address to Estimate \$	Est. to Rebuild Est. \$
Date Contacted	Time Contacted	Date Contacted	Time Contacted
Specified by <input type="checkbox"/> Phone <input type="checkbox"/> In Person	Specified by <input type="checkbox"/> Phone <input type="checkbox"/> In Person	Specified by <input type="checkbox"/> Phone <input type="checkbox"/> In Person	Specified by <input type="checkbox"/> Phone <input type="checkbox"/> In Person
Est. Address to Estimate \$	Est. to Rebuild Est. \$	Est. Address to Estimate \$	Est. to Rebuild Est. \$
Date Contacted	Time Contacted	Date Contacted	Time Contacted
Specified by <input type="checkbox"/> Phone <input type="checkbox"/> In Person	Specified by <input type="checkbox"/> Phone <input type="checkbox"/> In Person	Specified by <input type="checkbox"/> Phone <input type="checkbox"/> In Person	Specified by <input type="checkbox"/> Phone <input type="checkbox"/> In Person

Technical Information  
 Battery - Volts: 6578-12/45/08 00.2  
 Charging - Volts: \_\_\_\_\_ Amps: \_\_\_\_\_  
 Computer Codes: \_\_\_\_\_  
 Brakes - Front \_\_\_\_\_ m/m Rear \_\_\_\_\_ m/m  
 Tires - LF \_\_\_\_\_ RF \_\_\_\_\_ RH \_\_\_\_\_ LR \_\_\_\_\_ Spare \_\_\_\_\_  
 Depth - LF \_\_\_\_\_ RF \_\_\_\_\_ RH \_\_\_\_\_ LR \_\_\_\_\_ Spare \_\_\_\_\_  
 Date: 05/12/05/08/09

Teach Pass Thru/ Erase Instructions

Programming Complete.

Warranty Claim Code: [REDACTED]

Record this code on the warranty repair order (if applicable).

Post Programming Instructions:

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

Controller Specific Instructions:

Clearing DTCs will erase stored history data from all controllers, and will reset the PCM I/M flag.

After successful programming, the HVAC module may need to be reset. Remove the HVAC CTRL (BATT) fuse, wait ten seconds, then replace it.



PO 237402  
LINSI

Print

Auto HELPSPRINT  
Clear DTCs Help Erase

VIN: 1G8ZS57N97F [REDACTED]

**Summary**

Controller	Id	Current #	Selected #	Description
ECM -	1	Unknown	12612739	Main Operating System, Replaces 2609099 (CVN B000DC3C).
	2	Unknown	12609790	System
	3	Unknown	12609785	Fuel System
	4	Unknown	12609793	Speedometer
	5	Unknown	12620063	Diagnostic enhancements for DTC P0112. Use the calibration only for vehicles equipped with RPO NU2.
	6	Unknown	12612740	New calibration to ensure proper catalyst monitoring at idle. Use this calibration only for vehicles equipped with RPO NU2.
	7	Unknown	12605899	Slave Operating System
	8	Unknown	12609778	Engine

**Vehicle Data**

Attribute	Value

# ACDelco

## Professional

Car and Truck Batteries

Baterias para camionetas y autos

Bateria para camionetas y camionetas

5 Year Warrant de 5 ans Garantie de 5 años

Detach for warranty information / Detachez pour avoir de l'information sur la garantie. Separar para tener la informacion sobre la garantia.

75-5VR  
091  
182318

2009/06/22

**PARTS REQUISITION**

Customer: [REDACTED] R.O. #: 735106

Entered on R.O.: ICP 2357N07E [REDACTED] Date: 1-19-09

Yr.: 07 Make: SAT Model: AURA Trim: [REDACTED]

QTY	PART NUMBER	DESCRIPTION	LINE #	PRICE	COST
<u>1</u>		<u>ECM</u>	<u>1</u>		

*SOLD  
gone*

Ordered by: \_\_\_\_\_ The Reynolds and Reynolds Company RC45222 Q (04/08)

## 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 :	1G8ZS57N47F
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### VEHICLE INFORMATION

Merchandising Model :	ZZS69 -2007 SATURN AURA XE 4DR SEDAN	Warranty Start Date :	03/29/2007
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	N/A	Selling Source :	N/A
		Site Code :	N/A
		Business Associate Code :	N/A
Service Contract :	No	Branded Title :	No
Warranty Block :	No	PDI Status :	Open

### REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

### SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

### ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Inactive	Refer to Help page for details or go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	No	XM Radio ID	N/A	XM Status	N/A	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	03/29/2007	27 miles	03/29/2010	36027 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	03/29/2007	27 miles	03/29/2013	100027 miles

96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/29/2007	27 miles	03/29/2015	80027 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	03/29/2007	27 miles	03/29/2012	100027 miles
36/50000 CALIFORNIA EMISSIONS	03/29/2007	27 miles	03/29/2010	50027 miles
84/70000 CALIFORNIA SELECT COMPONENT	03/29/2007	27 miles	03/29/2014	70027 miles

## CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
05/01/2007	R92640	#	Z4534 - ROADSIDE SERVICE (BATTERY/JUMP START) - SATURN U.S.	1300 miles

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PRINT DATE: 5/26/09 8:01:57  
REPORT DATE: 5/26/09

SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 1  
USER: AFARIN13

Vehicle Type: C Owner: [REDACTED] Unit Number: [REDACTED]  
Year: 2007 Make: SATURN Model: AURA XE VIN: 1G8ZB67N97F [REDACTED] Stock Number: 7947U

SO#: 235106 Date: 02/09/09 SA#: 312 Miles: 4423 FAC#: 11394 SO Tot: 469.06 Lbr: 166.97 Pts: 297.00 Net Itm: 74.00

L#	Type	Amount	ST	Description	Technician
1				Comp: CUSTOMER STATES SAME CONCERN AS LAST VISIT THE CHECK ENGINE LIGHT, TRACTION OFF AND REDUCED ENGINE POWER ON ALSO DIED AT STOP 1 TIME SEE HISTORY. Cause: ELECTRICAL - SHORTED Tech Comm: VERIFIED CUSTOMERS CONCERN AND FOUND INTERNAL FAILURE TO THE BATTERY INSTALLED NEW BATTERY AND CLEARED CODES AND TEST DROVE CODE CAME BACK FOR C0242 INSPECTED AND FOUND INTERNAL FAILURES TO THE THROTTLE BODY. INSTALLED NEW THROTTLE BODY AND CLEARED CODES TEST DROVE AND ALL OK AT THIS TIME.	

*T-Bore*

NET ITEM 74.00 W RENTAL CAR-  
LABOR 49.11 W Corr: BATTERY - ONE - REPLACE  
Labor Op: N0110 443 Tom Heintz  
PARTS 105.86 W Part/Desc: 19001628 75- SYR DELCO BATT 065

L#	Type	Amount	ST	Description	Technician
2*				Comp: CONVERTED CLAIM Cause: MODL/COMMENT - SHORTED Tech Comm: REPLACED THROTTLE BODY DUE TO CODES P2135	

*T/Bore*

LABOR 117.86 W Corr: THROTTLE BODY ASSEMBLY REPLACEMENT  
Labor Op: J5490 443 Tom Heintz  
PARTS 181.14 W Part/Desc: 12609500 BODY ASM-THROT (N/ 390

\*\*\*\*\*

SO#: 233402 Date: 12/08/08 SA#: 312 Miles: 2656 FAC#: 11394 SO Tot: 296.19 Lbr: 223.24 Pts: 526.91 Net Itm: 74.00

L#	Type	Amount	ST	Description	Technician
1				Comp: CUSTOMER STATES THE SERVICE TRACTION LIGHT AND REDUCED POWER COMES ON DISPLAY PLS ADVISE Cause: MODL/COMMENT - SHORTED Tech Comm: VERIFIED CUSTOMERS CONCERN AND FOUND INTERNAL FAILURE TO THE ECM. INSTALLED NEW ECM AND ALL OK AT THIS TIME.	

*ECM Replaced*

LABOR 56.27 W Corr: POWERTRAIN CONTROL MODULE REPLACEMENT  
Labor Op: J6360 443 Tom Heintz  
PARTS 239.91 W Part/Desc: 12697121 MODULE ASM-ENG COM 133

\*\*\*\*\*

PRINT DATE: 5/25/09 9:01:57  
REPORT DATE: 5/26/09

SATURN OF ROBEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 2  
USER: AFARIN13

Vehicle Type: C Owner: [REDACTED] Unit Number: [REDACTED]  
Year: 2007 Make: SATURN Model: AURA XB VIN: 1G8Z957N97P [REDACTED] Stock Number: 7947U

SO#: 233916 Date:12/05/08 SA#:312 Miles: 3532 FACH:11394 SO Tot: 39.95 Lbr: 241.24 Pts: 535.27 Net Itm: 74.00

L#	Type	Amount	ST	Description	Technician
1				Comp: QUICK OIL AND FILTER SERVICE S Tech Comm: PERFORMED LOF	
	LABOR Labor Op: M5010	18.00	CQ	Corr: CHANGE ENGINE OIL AND FILTER CHANGE ENGINE OIL AND	443 Tom Heintz
	PARTS	5.65 2.71	CQ CQ	Part/Desc: 99017342 FILTER ASM.OIL (PF 133 Part/Desc: P3663 MOBIL 5W30 133	
	LABOR Labor Op: M5303	.00	CQ	Corr: RESET ENGINE OIL LIFE INDICATOR LAMP RESET ENGINE	443 Tom Heintz
	LABOR Labor Op: M5004	.00	CQ	Corr: EXTERIOR LIGHTING CHECK EXTERIOR LIGHTING CHECK	443 Tom Heintz
	LABOR Labor Op: M5005	.00	CQ	Corr: TOP OFF ALL FLUIDS TOP OFF ALL FLUIDS	443 Tom Heintz
	LABOR Labor Op: M5008	.00	CQ	Corr: CHECK AND/OR ADJUST TYRE PRESSURE (ALL) CHECK AND/	443 Tom Heintz

\*\*\*\*\*  
SO#: 232342 Date:10/07/08 SA#: 42 Miles: 1980 FACH:11394 SO Tot: 151.01 Lbr: 290.13 Pts: 637.39 Net Itm: 74.00

L#	Type	Amount	ST	Description	Technician
1				Comp: CUST REQUEST ONE NEW REMOTE AND ONE KEY PER DUE BI LL Tech Comm: PROGRAMMED ONE NEW REMOTE AND KEY.	
	LABOR Labor Op: R4490	48.89	ID	Corr: TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - R	019 tony valadez
	PARTS	25.71 76.41	ID ID	Part/Desc: 15871576 KEY-DR LK & IGN LK 510 Part/Desc: 22733524 TRANSMITTER ASM-R/ 510	

L#	Type	Amount	ST	Description	Technician
2				Comp: CUST REQUEST FLOOR MATS PER DUE BILL Tech Comm: INSTALLED FLOOR MATS PER DUE BILL	
	LABOR Labor Op: M5300	.00	ID	Corr: INSTALL MATS	

\*\*\*\*\*

PRINT DATE: 5/26/09 8:01:57  
REPORT DATE: 5/26/09

SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 3  
USER: AFARIN13

Vehicle Type: C Make: SATURN Owner: [REDACTED] Unit Number:  
Year: 2007 Model: AURA XE VIN: 1G8ZS57N97F [REDACTED] Stock Number: 7947U

SO#: 222740 Date: 11/29/07 SA#: 84 Miles: 1523 FAC#: 11394 SO Tot: 246.40 Lbr: 422.13 Pts: 691.29 Net Itm: 134.50

L#	Type	Amount	ST	Description	Technician
1				Comp: SATURN USED CAR SAFETY INSPEC. Tech Comm: QUICK CHECK NO LOF	
	LABOR	97.50	IR	Corr: SATURN USED CAR SERVICE INSPECTION	
	Labor Op: M6000				073 ROBERT APPINO 079 ROGER STARKEY

L#	Type	Amount	ST	Description	Technician
2				Comp: SMOG CHECK Tech Comm: PASSED VISUAL SMOG	
	LABOR	19.50	IR	Corr: STATE NEW CAR EMISSION TEST	
	Labor Op: M6010				126 ALBERT AGUILAR

L#	Type	Amount	ST	Description	Technician
3				Comp: DETAIL SUBLET Tech Comm: DETAIL SUBLET	
	NET ITEM	60.50	IR	Detail (Sublet)--chevrolet	
	LABOR	.00	IR	Corr: DETAIL CAR (WAX & BUFF)	
	Labor Op: M5090				

L#	Type	Amount	ST	Description	Technician
4				Comp: aftermarket alarm used Tech Comm: INSTALLED IDENTITY	
	LABOR	15.00	IIU	Corr: NON-SATURN ALARM INSTALLATION	
	Labor Op: M5170				073 ROBERT APPINO 079 ROGER STARKEY
	PARTS	53.90	IIU	Part/Desc: RS2 IDENTITY GM 008	

L#	Type	Amount	ST	Description	Technician
5				Comp: CHECK FOR TRACKER & ADVISE Tech Comm: CHECKED FOR TRACKER YEA	
	LABOR	.00	IR	Corr: INFORMATION LINE	
	Labor Op: M5300				

\*\*\*\*\*  
 SO#: 222090 Date: 11/17/07 SA#: 293 Miles: 1241 FAC#: 11394 SO Tot: 517.93 Lbr: 458.53 Pts: 875.33 Net Itm: 386.50  
 L# Type Amount ST Description Technician

1  
 Comp: CUSTOMER STATES VEHICLE DIED AT STOP SIGN, RESTART  
 ED, THEN VEHICLE HAD LOST POWER--WOULD NOT EXCEED  
 30 MPH, WOULD DIE AT EVERY STOP SIGN--SEVERE LOSS  
 OF POWER  
 Caus: DEFECTIVE PART  
 Tech Comm: CUSTOMER STATES VEH DIED AT STOP, SEVERE LOSS OF P  
 OWER, INSPECTED SYSTEM, FOUND CODE C0242 AND P2135  
 -THROTTLE POSITION SENSOR CODE, CHECKED CONNECTION  
 S AT TB AND ECM, CONTACTED TAC-CASE #9961942--REPLA  
 CED THROTTLE BODY ASSY--ROAD TEST-OPERATION NORMAL

LABOR 36.40 W Corr: BODY UNIT, THROTTLE - REPLACE  
 Labor Op: J5490

PARTS 178.29 W Part/Desc: 12577029 BODY ASM-THROT (W/ 065  
 5.75 W Part/Desc: 12579933 SEAL-THROT BODY 065

L#	Type	Amount	ST	Description	Technician
2				Comp: RENTAL Caus: DEFECTIVE PART Tech Comm: 7 DAYS RENTAL--CONTACTED DEM AND LEFT MESSAGES CON CERTAIN EXTENDED RENTAL--SCOTT ALLISON VIN #2G1W755K489	
	NET ITEM	252.00	W	RENTAL CAR--ENTERPRISE	
	LABOR	.00	W	Corr: COURTESY TRANSPORTATION SATURN COURTESY 6+ DAY CAR	
	Labor Op:	Z4636			

L#	Type	Amount	ST	Description	Technician
3*				Comp: platinum seal Tech Comm: NEED TO RESCHEDULE DURING WEEK	
	LABOR	.00	IS	Corr: INFORMATION LINE	
	Labor Op:	M5300			

\*\*\*\*\*  
 SO#: 219269 Date: 08/29/07 SA#: 293 Miles: 916 FAC#: 11394 SO Tot: 90.99 Lbr: 549.52 Pts: 875.33 Net Itm: 386.50

L#	Type	Amount	ST	Description	Technician
1				Comp: CUSTOMER STATES REDUCED POWER LIGHT CAME ON Caus: NO TROUBLE FOUND Tech Comm: CUSTOMER STATES REDUCED POWER LIGHT CAME ON, INSPE CT, DID FIND REDUCED POWER CODE, CLEARED CODE --RO AD TEST 60 MILES--COULD NOT GET LIGHT TO COME BACK ON CUSTOMER STATES REDUCED POWER LIGHT CAME ON, INSPE CT, DID FIND REDUCED POWER CODE, CLEARED CODE --RO AD TEST 60 MILES--COULD NOT GET LIGHT TO COME BACK ON -ADD TIME DIAG	
	LABOR	90.99	W	Corr: ENGINE/MOTOR - SYMPTOM DIAGNOSIS	

PRINT DATE: 5/26/09 8:01:57  
 REPORT DATE: 5/26/09

SATURN OF ROSEVILLE  
 ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 5  
 USER: AFARIN13

Vehicle Type: C Make: SATURN Owner: [REDACTED] Unit Number:  
 Year: 2007 Model: AURA XB VIN: 1G8ZS57N97F [REDACTED] Stock Number: 7947U

L#	Type	Amount	ST	Description	Technician
1				Continued.....	
Labor Op: J9995					073 ROBERT APPINO 079 ROGER STARKEY

L#	Type	Amount	ST	Description	Technician
2				Comp: CUSTOMER STATES SERVICES TRACTION LIGHT CAME ON Comm: NO CODES--DID NOT COME ON DURING ROAD TEST	
	LABOR	.00	IS	Corr: INFORMATION LINE	
Labor Op: M5300					

L#	Type	Amount	ST	Description	Technician
3				Comp: CUSTOMER STATES HOOD GETS TOO HOT TO TOUCH AFTER D RIVING Tech Comm: HOOD FEELS NORMAL AFTER ROAD TEST..	
	LABOR	.00	IS	Corr: INFORMATION LINE	
Labor Op: M5300					

L#	Type	Amount	ST	Description	Technician
4*				Comp: CUSTOMER STATES CLUNK NOISE FROM LEFT REAR WHEN BR CKING AND TURNING RT OVER CURB Tech Comm: UNABLE TO DUPLICATE CONCERN	
	LABOR	.00	IS	Corr: INFORMATION LINE	
Labor Op: M5300					

\*\*\*\*\*  
 SO#: 219401 Date: 09/27/07 SA#: 94 Miles: 970 FAC#: 11394 SO Tot: 177.50 Lbr: 666.52 Pts: 975.33 Net Itm: 447.00

L#	Type	Amount	ST	Description	Technician
1				Comp: SATURN USED CAR SAFETY INSPEC. Comm: PERFORMED SAFETY QUICK CHECK- NO LOF	
	LABOR	97.50	IR	Corr: SATURN USED CAR SERVICE INSPECTION	
Labor Op: M6000					124 RICHARD DOUGLAS

L#	Type	Amount	ST	Description	Technician
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PRINT DATE: 5/26/09 8:01:57  
REPORT DATE: 5/26/09

SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 6  
USER: AFARIN13

Vehicle Type: C Make: SATURN Owner: [REDACTED] Unit Number:  
Year: 2007 Model: AURA XE VIN: 1GBZS57N97E [REDACTED] Stock Number: 79470

L#	Type	Amount	ST	Description	Technician
2				Comp: SMOG CHECK Tech Comm: PASSED VISUAL SMOG	
	LABOR	19.50	IR	Corr: STATE NEW CAR EMISSION TEST	126 ALBERT AGUILAR
	Labor Op: M6010				

L#	Type	Amount	ST	Description	Technician
3				Comp: DETAIL SUBLET Tech Comm: DETAIL SUBLET (CHEVORLET)	
	NET ITEM	60.50	IR	Detail (sublet)--chevrolet	
	LABOR	.00	IR	Corr: DETAIL CAR (MAX & BUFF)	
	Labor Op: M5090				

L#	Type	Amount	ST	Description	Technician
5				Comp: CHECK FOR TRACKER & ADVISE Tech Comm: CHECKED FOR TRACKER	
	LABOR	.00	IR	Corr: INFORMATION LINE	
	Labor Op: M5300				

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SO#: 695381 Date:08/22/07 SA#: Miles: 900 FAC#:11331 SO Tot: .00 Lbr: 666.52 Pts: 875.33 Net Itm: 447.00

L#	Type	Amount	ST	Description	Technician
1				Tech Comm: 34416	
	NET ITEM	.00			
	LABOR	.00		Corr: WARRANTY TOWING COURTESY, GM ROADSIDE	
	Labor Op: Z4531				

\*\*\*\*\*

SO#: 217376 Date:07/07/07 SA#: 42 Miles: 3 FAC#:11394 SO Tot: 178.08 Lbr: 790.70 Pts: 929.23 Net Itm: 447.00

L#	Type	Amount	ST	Description	Technician
1				Comp: PRE-DELIVERY INSP AURA Caus: FDI Tech Comm: PERFORMED FDI.	

PRINT DATE: 5/26/09 8:01:57  
REPORT DATE: 5/26/09

SATURN OF ROSEVILLE  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 7  
USER: AFARXN1Y

Vehicle Type: C Make: SATURN Owner: [REDACTED] Unit Number: [REDACTED]  
Year: 2007 Model: AURA XE VIN: 1G8ZS57N97F [REDACTED] Stock Number: 7947U

L#	Type	Amount	ST	Description	Technician
1				Continued..... Tech Comm: PERFORMED PDI.	
	LABOR	109.18	WI	Corr: NEW VEHICLE INSPECTION - BASE TIME	116 JESSE WALKER
	Labor Op: 37000				

L#	Type	Amount	ST	Description	Technician
3*				Comp: Install Aftermarket Alarm Tech Comm: INSTALLED IDENTITY.	
	LABOR	15.00	IIN	Corr: NON-SATURN ALARM INSTALLATION	116 JESSE WALKER
	Labor Op: M5170				
	PARTS	53.90	IIN	Part/Desc: RS2 IDENTITY GW 065	

\*\*\* Following the line number denotes added operation. \*\* End of Report \*\*

### PARTS REQUISITION

Customer: 7F [REDACTED] R.O. No. [REDACTED]

Entered on R.O. \_\_\_\_\_ Date \_\_\_\_\_

Yr.	Make	Model	Trim	LINE NO.	PRICE	COST
07	Acura					
QUAN.	PARTS NUMBER	DESCRIPTION				
1	25787949	AC				
		6/8/2007				

Ordered by: 866

### PARTS REQUISITION

Customer: 7F [REDACTED] R.O. No. 238626

Entered on R.O. \_\_\_\_\_ Date \_\_\_\_\_

Yr.	Make	Model	Trim	LINE NO.	PRICE	COST
07	Acura	Acura				
QUAN.	PARTS NUMBER	DESCRIPTION				
1	15859578	FUSE BOX			228.71	
1	25861370	DCM			216.36	

Ordered by: 866

No. 5017 P. 53/53

Service Department

Jun. 22. 2009 11:22AM



**JOHN L. SULLIVAN**  
A MEMBER OF THE SULLIVAN AUTOMOTIVE GROUP



700 Automall Drive • Roseville, Ca 95661  
Mon-Fri 7am-6pm • Sat-Sun 8am-5:30pm

**TO OUR EARLY BIRD/NITE OWL CUSTOMERS.**

1. WRITE YOUR ORDER ON THIS ENVELOPE
2. LEAVE YOUR VEHICLE ON SERVICE DRIVE
3. PLACE YOUR KEYS IN THIS ENVELOPE
4. PLACE ENVELOPE IN EARLY BIRD/NITE OWL SLOT

NAME [REDACTED] License No. [REDACTED]  
 ADDRESS [REDACTED]  
 CITY CITRUS HEIGHTS CA Mileage 6500+  
 Home Phone [REDACTED] Business Phone [REDACTED] cell  
 What time will you call for your vehicle? 7  AM  PM  
 Year 2007 Make & Model SATURN AURA Color GOLD

USE THIS HANDY CHECK LIST

- |                                                                                                      |                                                    |
|------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| <input type="checkbox"/> Lubrication                                                                 | <input type="checkbox"/> Change Oil and Filter     |
| <input type="checkbox"/> Adjust Brakes                                                               | <input type="checkbox"/> Change Transmission Oil   |
| <input type="checkbox"/> Front End Alignment                                                         | <input type="checkbox"/> Check AC / Heating System |
| <input type="checkbox"/> Balance Wheels <input type="checkbox"/> Front <input type="checkbox"/> Rear | <input type="checkbox"/> Check Exhaust System      |
| <input type="checkbox"/> Repack Front Wheel Bearings                                                 | <input type="checkbox"/> Check Steering and Shocks |
| <input type="checkbox"/> Flush Radiator - Add Anti Freeze                                            | <input type="checkbox"/> Aim Headlights            |
| <input type="checkbox"/> Engine Tune Up                                                              | <input type="checkbox"/> _____ Mile Service        |

Other Service Desired / Description of Problem COMPUTER FAILED AND  
SHUT DOWN THE ENGINE ON THE FREEWAY.  
THIS IS THIRD TIME FOR THIS PROBLEM

**TERMS CASH- UNLESS ARRANGEMENTS MADE**

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

No work will be performed without required authorization and estimate.

CUSTOMER'S SIGNATURE [REDACTED] DATE 5/25/2009

Michael A. Saunders, Esq.  
1901 First Avenue  
First Floor  
San Diego, CA 92101

SAN DIEGO CA 92101

11 JUL 1993 PM 4:00 T



7-14-09A09:31 RCVD

General Motors Corporation  
Business Resource Center  
P.O. Box 33170  
Detroit, MI 48232-5170

48232+5170



**Law Offices of Michael A. Saunders**

1901 First Avenue, First Floor  
San Diego, CA 92101  
Fax (858) 272-9009  
(858) 272-9988

July 9, 2009

General Motors Corporation  
Business Resource Center  
P.O. Box 33170  
Detroit, MI 48232-5170

Re: [REDACTED] vs-General Motors Corporaton

GM Service  
Request: 71-727850462  
Our Client: [REDACTED]  
Vehicle: 2007 Saturn Aura XE  
Date of Delivery: September 19, 2008  
VIN: 1G8ZS57N97F [REDACTED]

Dear Sir or Madam:

We are in receipt of General Motors' correspondence, dated June 22, 2009, wherein the manufacturer requested a RELEASE OF LIEN information/authoraton form to be completed by [REDACTED]

Please find attached a copy of the completed RELEASE OF LIEN form in response to your request. Please feel free to call me anytime if you have questions.

Very truly yours,

LAW OFFICES OF MICHAEL A. SAUNDERS



Michael A. Saunders, Esq.  
Attorney for Michael Davidson

Encl: Release of Lien Form

RELEASE OF LIEN INFORMATION

I [REDACTED]  
(Client's Name) (Client's Social Security Number)

hereby authorize SCHOOLS FINANCIAL CREDIT UNION  
(Lien holder Name)

5210 MADISON AVENUE, SACRAMENTO, CA 916-569-5400  
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # [REDACTED]  
(Account Number)

with SCHOOLS FINANCIAL CREDIT UNION  
(Lien holder Name)

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

Date 7-7-2009

VEHICLE INFORMATION

The current vehicle mileage is 7144 Date mileage read: 7-7-2009

[REDACTED]  
Signature





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

VIA FAX ONLY

August 4, 2009

***Dealer -Repurchase Confirmation  
For Internal Use Only***

Customer's Name: [REDACTED]  
2007 Saturn Aura  
VIN: 1G8ZS57N97F [REDACTED]  
Service Request: 71-727850462  
Customer Relationship Specialist: Saquanda Johnson  
CRS Phone: 1-(866) 790-5600, ext. 41341  
CRS Fax #: (866) 629-2945

Dear Finance Dept:

This is to advise you that General Motors has reached an agreement for a repurchase with the above reference customer. As your dealership is the selling and servicing dealership, we would like to do the closing there. In approximately two (2) weeks you will receive a repurchase package from RVDC detailing the closing information. The attorney or customer has been instructed to contact you the day prior to the repurchase to verify the paperwork has arrived. Please schedule an appropriate time for the repurchase with the customer at that time. In the event that the paperwork has not arrived please contact the CRS listed above and they will assist with gathering the needed information.

Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 x21339 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation



GMC



HUMMER



**RELEASE OF CLAIM**

I. [REDACTED] (hereinafter referred to as "Releasor(s)"), as (buyers(s) of a certain 2007 Saturn AURA, bearing Vehicle Identification Number 1G8ZS57N97F [REDACTED] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Company of \$24,605.33, said payment to be made as outlined below, does for him and each and all of his representatives, heirs, successors and assigns, hereby releases and discharges General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable (hereinafter referred to as "Releasees"), of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of \$4,215.50, made payable to [REDACTED] and The Law Offices of Michael A. Saunders; the second in the amount of \$20,389.83, made payable to Schools Financial Credit Union.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to General Motors Company, will execute a limited Power of Attorney in favor of General Motors Company to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before General Motors Company tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to General Motors Company upon receipt of \$24,605.33, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below General Motors Company shall make payment of said consideration to Releasor(s) of \$24,605.33, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2007 Saturn AURA as determined by the Edmunds book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 10,000 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasees or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from Releasees by Releasor(s):

(d) That neither General Motors Company's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by Releasees to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above:

(e) That Releasor(s) and his attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution:

(f) That Releasor(s) represents and warrant(s) that he is entitled to give a full and complete release of the claims which are the subject hereof:

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof:

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein:

(i) That Releasor(s) does hereby for himself, his heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless Releasees from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above:

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to be relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and Releasees.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE  
UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 29<sup>TH</sup> DAY OF  
July, 2009.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 7282

DATE SIGNED: 7-29-2009

Initials: W  
Page 2 of 3

WITNESS: \_\_\_\_\_

[Redacted]  
Claimant's Signature

\_\_\_\_\_  
Claimant's Signature

[Redacted]  
Address

\_\_\_\_\_  
Address

CITRUS HTS CA [Redacted]  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

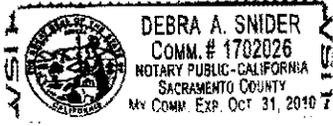
STATE OF California

COUNTY OF Sacramento

Sworn to (or affirmed) and subscribed before me this 28<sup>th</sup> day of July, 2009, by [Redacted]

Debra A Snider  
Signature of Notary Public

Debra A Snider  
Print, type or stamp Commissioned Name of Notary Public



Personally Known \_\_\_\_\_ OR Produced identification

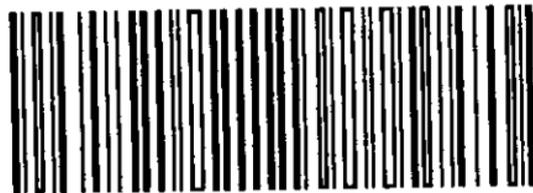
Type of identification California DL

My commission expires: Oct 31, 2010

CC: File

OF THE RETURN ADDRESS FOLD ALONG DOTTED LINE

**CERTIFIED MAIL™**



7009 0080 0001 4985 8421

COWETA, OK



1000

48232

U.S. POSTAGE  
PAID  
COWETA, OK  
74429  
NOV 04 09  
AMOUNT

**\$5.54**

00042311-04

General Motors  
Attn: Chevrolet  
PO BOX 33170  
Detroit, MI

11-10-09A11:14 RCVD

-48232-5170-

482325170



November 2<sup>nd</sup>, 2009

To Whom It May Concern at General Motors:

██████████ and myself, ██████████ are owners of a 2008 Chevrolet Malibu VIN # 1G1ZH57B48F██████████. The vehicle was purchased on March 8<sup>th</sup>, 2008 from Riverside Chevrolet in Tulsa, Oklahoma. The Chevrolet Malibu was purchased new with 9 miles upon purchase. At approximately 6,000 miles the vehicle began having various brake issues; brake pedal "popping" back after release of pedal, master cylinder had a **mechanical failure** causing brake fluid to leak into the break booster and causing the brake pedal to harden when applied, the vehicle was considered un-safe to drive per Southpointe Chevrolet in Tulsa, Oklahoma until the master cylinder was replaced, the rotors have been turned numerous times, Lake Country Chevrolet in Muskogee, Oklahoma recommended for the rotors to be replaced. The vehicle has had other numerous issues as well that have been documented with both GM Customer Service Representative Tia Collins and also with the Better Business Bureau Auto Line Representative, Carolyn Hill but at this time are not to my concern since they are not posing a safety hazard to myself, family and others on the road. In August 2009, I brought the car into Southpointe Chevrolet on three occasions to have a "popping" in the steering wheel fixed. The first attempt I was turned away from my service writer Randy Brooks at Southpointe Chevrolet since the problem could not be duplicated so Randy advised that I bring the vehicle back in when the "popping" became more persistent/worsened. The district manager specialist for the Tulsa dealerships, Tony Dietro (sp) notified all Tulsa dealerships via e-mail to NOT work on my vehicle unless the "problem" was duplicated and if the problem was duplicated then the vehicle could not be worked on until he was notified. The 2<sup>nd</sup> time, just a few days later I brought the Malibu back into the dealership to have the same, steering wheel "popping" repaired, the service manager at Southpointe Chevrolet, Kevin Kunkle (sp) test drove the vehicle and attempted to fix the problem by loosening the sub-frame bolts and re-tightening them within specs. A week or so later the issue was still not fixed, I brought the vehicle in, Kevin (service manager at Southpointe) drove the vehicle and claimed that the sub-frame tightening fixed the problem and that he did not duplicate the "popping" issue. I told him that I would like to drive the vehicle and have him ride with me, the problem was duplicated 6 times, in which he acknowledged the problem twice, my backpack did rustle in the backseat one time during the noise, we pull back up to the dealership and he refused to work on my car. I told him that GM didn't want to "strike-out" again on another repair attempt and exceed the number of attempts per the Oklahoma Lemon Law because the vehicle would need to be bought back and he said, "yes, pretty much." Tia Collins contacted him after I was turned away, although he

acknowledged the issue, [REDACTED] lied to [REDACTED] and said that he never heard the issue and that he just heard things moving around in the backseat. As stated above, one of the two times that he heard the popping noise my backpack did rustle in the backseat. I drove to Lake Country Chevrolet in Muskogee, Oklahoma to have a second opinion and to be out of the Tulsa district specialists, Tony Dietro's (sp) region. On September 8<sup>th</sup>, 2009 I brought the car into Lake Country, Wesley Tollett was my service writer; I told him about the issues I was having with the car, his technician drove it and found that it was the steering wheels I-shaft that needed to be re-positioned and re-lubed, the problem was then fixed for only a short time. On October 27<sup>th</sup>, 2009 the Malibu was again brought back to Lake Country for the same "popping" issues, Wesley Tollett was again my service writer, the technician looked over the car, re-positioned the I-shaft and again re-lubed the shaft using a different lubrication. I asked Wesley Tollett why the I-shaft is having problems and he wasn't sure why, I then asked if I needed to be concerned about the steering not working when I am driving down the road and he said that it should be fine, which was not the answer I was hoping for and it did not give me assurance that everything was fine. He then proceeded in saying that the I-shaft may have a **mechanical failure**. Upon pressing the brakes my steering wheels shakes and makes a slight jerk most of the time therefore I feel as if the I-shaft is being affected by my brakes. As mentioned above, the vehicle has had numerous brake issues and is posing a safety hazard to myself, my family, other passengers in the vehicle and innocent travelers on the road. I have been told by Lake Country Chevrolet that the rotors need to be turned but cannot be since there isn't anything left to turn and instead they need to be replaced. I asked Tia Collins to talk to Tony Dietro back in August 2009 to replace the rotors and he refused since I am asking for the vehicle to be bought back. Secondly, why would a vehicle with only 36,500 miles need to have the rotors replaced? That should be a warning sign about the vehicles brake system. For example, the 2<sup>nd</sup> vehicle we own is a 1999 Pontiac Grand Am with 130,000 miles and the original rotors are still in place or have the brakes ever posed an issue.

I have been turned down by General Motors to have my 2008 Chevrolet Malibu bought back although it has posed mechanical failures and has been in the shop repeatedly therefore I have contacted the Better Business Bureau. I am offering GM a final repair attempt to fix the brakes to my satisfaction and prove that the vehicle is safe to drive and that another issue will not arise.

The vehicle is obviously a safety hazard and has been from day one. When my master cylinder failed, I was fortunate enough to have the issue discovered on the 3<sup>rd</sup> time before someone or myself was injured or killed due to the brakes failing. And now with the latest "popping" issue that keeps arising that I feel is brake related, could possibly be a mechanical failure per Lake Country Chevrolet, I want the vehicle bought back. I am paranoid to drive the vehicle but it is my only form of transportation at this time. It is very sad to say but if the

various brake issues or steering wheel issues failed and resulted in a fatal or injury crash GM would buy the vehicle back, GM should not wait for an injury or fatality to occur before they take action. As the driver of the vehicle, if my vehicle causes a fatal accident I could be held accountable for manslaughter until I am able to prove that the cars mechanics caused the accident. I am not complaining about petty issues, for example, a window not rolling down or my sunroof not working, I am complaining and concerned about two major components in the vehicle that pose safety hazards.

Regards,

A large black rectangular redaction box covering the signature and name of the sender.

Coweta, OK 

A black rectangular redaction box covering the street address of the sender.



## BBB AUTO LINE

### AGREEMENT TO ARBITRATE

Date: 12/02/2009

Case Number: [REDACTED]

Customer: [REDACTED]

Business: Chevrolet

Mfr-Info: 1716 OK 1G1ZH57B48F [REDACTED]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Malibu

Year : 2008

All parties named above submit to arbitration the following:

#### CONCERNS REPORTED WITHIN THE FIRST YEAR FROM DELIVERY DATE

- \*Popping noise during acceleration and turns
- \*Brake pedal snapping back
- \*Cruise control stopped working
- \*Break pedal stiffening/master cylinder leaking- safety concern
- \*Sputters during acceleration
- \*Turn signal switch went out/Replaced
- \*Brake light stays on
- \*Warped rotors
- \*Brakes squeak
- \*Vibration in brake pedal
- \*Steering wheel vibration
- \*Wheel cover has plastic tab sticking out

The parties have come to agreement on the following:

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase

Manufacturer : Denial

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are: TBD

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: N/A

## Overallowance/Negative Equity/Incentives Form (Non-Florida)

Customer: [REDACTED]	SR [REDACTED]	BBB#: [REDACTED]
----------------------	---------------	------------------

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.)	23434.54
MSRP (from BARS Invoice screen)	- 22930.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= 1504

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)	15500.00
Actual Cash Value (ACV) (from ACV Statement)	- 14000.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 1500.00

### Section 3

Trade Allowance (from Bill of Sale)	15500.00
Payoff on Trade (from Bill of Sale)	- 15500.00
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.)	23434.54
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.	- 0.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 1500.00
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).	= 21934.54

If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.



## BBB AUTO LINE

### NOTICE OF HEARING/INSPECTION

Date: 12/07/09

Case Number: [REDACTED]  
Customer: [REDACTED]

Business: Chevrolet  
Mfr Info: 1716 OK 1G1ZH57B48F [REDACTED]

Arbitrators: [REDACTED]

Hearing Date, Time, Place: 12/21/09 10 AM CST  
BBB of Tulsa  
1722 S. Carson Ave., Ste. 3200  
Tulsa, OK 741190000

Hearing Site Phone: (918) 481-6222  
AUTOLINE Director Phone: (918) 481-6222 Fax : (918) 492-1276

Customer Will Participate:  in person  by phone  in writing  
Manufacturer Will Participate:  in person  by phone  in writing

Customer Represented By:  Self  Attorney

### INSTRUCTIONS

1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.
3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.

**Council of Better Business Bureaus, Inc.**

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

2008 MALIBU 1LT /L4G GENERAL MOTORS CORPORATION  
 15U SANDSTONE METALLIC & SUBSIDIARIES  
 34B COCOA/CASHMERE RENAISSANCE CENTER  
 ORDER NO. MNDSGF/TRE STOCK NO. DETROIT MI 48243-1114  
 VIN 1G1 ZH57 B4 8F [REDACTED] VEHICLE INVOICE [REDACTED]

\*\*\*\*\*13\*05225S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZH69 MALIBU 1LT	20630.00	19495.35	INVOICE 02/12/08
B86 BODY COLOR BODYSIDE MOLDINGS	150.00	124.50	SHIPPED 02/12/08
CF5 SUNROOF, POWER TILT AND SLIDE	800.00	664.00	EXP I/T 02/18/08
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 02/19/08
LE5 ENGINE, 2.4L DOHC MFI	N/C	N/C	PRC EFF 02/12/08
MN5 4-SPEED AUTO TRANSMISSION	0.00	0.00	KEYS G1419 G1419
PDC POWER CONVENIENCE PACKAGE:	515.00	427.45	WFP-S QTR OPT-1
*POWER 6-WAY DRIVER SEAT			BANK: GMAC - 005
*REMOTE START			CHG-TO 05-225
*POWER ADJUSTABLE PEDALS			
			SHIP WT: 3415
PDM PREMIUM MAT PACKAGE:	185.00	153.55	HP: 19.3
*PREMIUM CARPETED FLOOR MATS,			GMS: 20996.45
FRONT/BACK			SUPLR: 21934.54
*TRUNK MAT			MRM: 22930.00
*CARGO NET			MEMO 964.00
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	

TOTAL MODEL & OPTIONS	22280.00	20864.85	ACT 231	20846.45
DESTINATION CHARGE	650.00	650.00	H/B 261	668.40
LAM DEALER CONTRIBUTION		222.80	ADV 261	222.80
LAM GROUP CONTRIBUTION		111.40	EXP 65A	111.40

TOTAL 22930.00 21849.05 PAY 310 21849.05

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 20768.05

\*\*\*\*\*  
 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.

RIVERSIDE CHEVROLET  
 REMIT TO GMAC NO. 005  
 VIN 1G1ZH57B48F [REDACTED]  
 \$ 21849.05 INV [REDACTED]  
 DUE 02/19/08 DEALER 05-225



## Denial Decision

Submitted Date: 01/02/10

VIN: 1G1ZH57B48F [REDACTED]

Customer: [REDACTED] - Hearing Date: 12/21/09

Arbitrator: John Kloiber, Jr.

### Question 1

The customer's request (listed below) is denied.

Denied

CASE: [REDACTED]  
Arbitrator: John Kloiber, Jr.

Customer: [REDACTED]  
Date: 01/02/10



## Reasons for Decision

Submitted Date: 01/02/10

VIN: 1G1ZH57B48F

Customer: [REDACTED] Hearing Date: 12/21/09

Arbitrator: John Kloiber, Jr.

### Question 1

It is determined that a { Please list below } decision is a fair resolution of this dispute.

Denial

- 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 customer failed to present convincing evidence that there is a substantial impairment to the use, value, or safety of the vehicle due to manufacturer's defective materials or workmanship. The customer stated that all concerns listed on the ATA were "something I can live with" other than the concerns about items affecting the brakes. On the test drive there was no evidence demonstrated of any of the problems affecting the brakes (or any other item listed on the ATA). The customer stated that the problems with the brakes were intermittent. Specifically the manufacturer stated that warped rotors were not intermittent. I find that to be a convincing statement. Therefore, a denial is the appropriated resolution of this dispute.

### 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.

### Question 3

Please indicate the cumulative number of days the vehicle was out of service for all problems

15

### Question 4

Was final notice given? (Yes / No / Not Applicable)

Yes

### Question 5

Please identify the mileage on the vehicle at the time of the hearing/inspection:

39318

CASE: CHV0943593-1R  
Arbitrator: John Kloiber, Jr.

Customer: [REDACTED]  
Date: 01/02/10

CUSTOMER #: [REDACTED]

307804

**SOUTH POINTE  
CHEVROLET**

\*ACCOUNTING\*

9146 S. Memorial  
Tulsa, OK 74133  
SERVICE DIRECT (918) 491-7222  
(918) 481-8000  
www.southpointechevrolet.com

PAGE 1

\*\* PRE-INVOICE \*\*

SERVICE ADVISOR: 5135 RANDY W BROOKS

COWETA, OK

HOME: [REDACTED]

CONT:N/A

BUS:

CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	08	CHEVROLET MALIBU	1G1ZH57B48E		21731/21731	TS173

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 27FEB09		0.00	CASH	27FEB09

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: DLR:05241  
 ENG:2.4 Liter MFI DOHC HO ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A BRAKES SQUEAKING ALOT  
 CAUSE: F  
 H0042 PADS, DISC BRAKE FRONT R&R OR REPLACE  
 5034 BRO, ISRAEL LIC#: 5034  
 WWC 1.47 1.80 3474 14648  
 1 22731037 PAD KIT 5100 7140 0 101.97 71.40 146.48 146.48  
 FC: 93  
 PART#: 22731037  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH. CODE:  
 OJ

5100 7140 TPARTS  
 3474 14648 TLABOR

MISC PO#34801JF MMP INV#261561 Z5000  
 WWC 765 765 7.65 7.65  
 FC:

VERSION 1 (EMP# 5034, 27FEB09 16:43): 21731 REPLACED WITH UPDATED PADS DUE TO REPEAT RETURN FROM ANOTHER DEALER FOUND THAT THE LAST DEALER LEFT CHATTER MARKS IN ROTORS. FC 93 5034 H0042 1.8 HRS TOTAL 1.80 08-05-23-002

B C/S STEERING WHEEL IS DISCOLORED IN THE MIDDLE OF WHEEL.  
 CAUSE: F

SOP SPECIAL ORDERED PART  
 5215 DON JOHNSON LIC#: 5215  
 WWC 0.02 0.00 0 0 0.00 0.00  
 0 0 TPARTS  
 0 0 TLABOR

VERSION 1 (EMP# 5215, 27FEB09 14:43): 21731 SOP STEERING WHEEL  
 C\*\* BRAKE PEDAL WILL GET REAL HARD AT TIMES..

CAUSE: F  
 000 SEE LINE A  
 5034 BRO, ISRAEL LIC#: 5034  
 WWC 0.00 0.00 0 0 0.00 0.00

In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.  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	DESCRIPTION	TOTALS	
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT		
		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC. CHARGES		
		TOTAL CHARGES		
		LESS INSURANCE		
		SALES TAX		
		PLEASE PAY THIS AMOUNT		

CUSTOMER # [REDACTED]

307804

**SOUTH POINTE  
CHEVROLET**

\*ACCOUNTING\*

9146 S. Memorial  
Tulsa, OK 74133  
SERVICE DIRECT (918) 491-7222  
(918) 481-8000  
www.southpointechevrolet.com

PAGE 2

\*\* PRE-INVOICE \*\*

SERVICE ADVISOR: 5135 RANDY W BROOKS

COWETA, OK

HOME: [REDACTED]

BUS: [REDACTED]

CONT:N/A

CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48E [REDACTED]		21731/21731	T5173	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DL			WAIT 27FEB09		0.00	CASH	27FEB09
R.O. OPENED	READY	OPTIONS: DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC					
14:01 27FEB09	16:50 27FEB09						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						0	0	TPARTS			
						0	0	TLABOR			

VERSION 1 (EMP# 5034,27FEB09 16:43): 21731 SEE LINE A

YOU MAY HAVE BEEN SELECTED TO RECEIVE A SURVEY FROM CHEVROLET MOTOR DIVISION ABOUT YOUR SERVICE EXPERIENCE. PLEASE COMPLETE YOUR SURVEY, AND IF, FOR ANY REASON, YOU CANNOT GIVE US THE HIGHEST MARKS "(COMPLETELY SATISFIED)", PLEASE CALL OUR SERVICE MANAGER KEVIN BENTON AT (918) 491-7231 THANK YOU!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-27-09	14:42	14:43	0.02	W	5215	B	
	14:57	15:01	0.07	W	5034	A	
	15:01	15:06	0.08	W	5034	A	
	15:24	16:43	1.32	W	5034	A	
	16:43	16:43	0.00	W	5034	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
[REDACTED]	14648	3474		[REDACTED]	7140	5100	
[REDACTED]	765	765		[REDACTED]	22553	*****	

**COST, SALE, & COMP TOTALS**      9339      22553      0

In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	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
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

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

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

308332

**SOUTH POINTE  
CHEVROLET**

\*ACCOUNTING\*

9146 S. Memorial  
Tulsa, OK 74133  
SERVICE DIRECT (918) 491-7222  
(918) 481-8000  
www.southpointechevrolet.com

COWETA, OK

PAGE 1

HOME: [REDACTED]

CONT: N/A

\*\* PRE-INVOICE \*\*

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR:

5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		22602/22602	T3891	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
01JAN08 DE			17:00 13MAR09		0.00	CASH	14MAR09
R.O. OPENED	READY	OPTIONS:					
15:06 13MAR09	10:23 14MAR09	DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A 10-12	TOMES	YESTERDAY	BRAKE PEDAL GOT REAL HARD								

CAUSE: F

SOP SPECIAL ORDERED PART

5034 BRO, ISRAEL LIC#: 5034

WVC 0.00 0.00

0 0

0.00 0.00

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

0 0 TPARTS

0 0 TLABOR

VERSION 1 (EMP# 5034, 13MAR09 16:06): 22602 SOP MASTER

CYLINDER/BOOSTER 5034 SOP

B ONE WHEEL COVER PEELING//CRACKING (COREY HAS 2 IN STOCK)

CAUSE: F

E0022 WHEEL TRIM COVER REPLACEMENT

5034 BRO, ISRAEL LIC#: 5034

WVC 0.00 0.20

386 1628

16.28

16.28

1 9596921 COVER

4720 6608

0 79.99

66.08

66.08

FC: 5L

PART#: 9596921

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

4720 6608 TPARTS

386 1628 TLABOR

VERSION 1 (EMP# 5034, 13MAR09 16:06): 22602 REPLACED RF COVER .FC 5L

5034 E0022 .2 HRS 0.20

C STEERING WHEEL DISCOLORED IN CENTER SOP IN 5215

CAUSE: F

E7020 STEERING WHEEL REPLACEMENT

5215 DON JOHNSON LIC#: 5215

WVC 0.25 0.40

700 3255

32.55

32.55

In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	
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 #: [REDACTED]

308332

**SOUTH POINTE  
CHEVROLET**

\*ACCOUNTING\*

9146 S. Memorial  
Tulsa, OK 74133  
SERVICE DIRECT (918) 491-7222  
(918) 481-8000  
www.southpointchevrolet.com

COWETA OK

PAGE 2

HOME [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL [REDACTED]

\*\* PRE-INVOICE \*\*  
SERVICE ADVISOR:

5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		22602/22602	T3891	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 13MAR09		0.00	CASH	14MAR09
R.O. OPENED	READY	OPTIONS:					
15:06 13MAR09	10:23 14MAR09	DLR:05241 ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
1	25898297	F-WHEEL				6678	9349	0	117.15	93.49	93.49

FC: 5L  
PART#: 25898297  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE:  
OJ

6678 9349 TPARTS  
700 3255 TLABOR

VERSION 1 (EMP# 5215,14MAR09 10:09): 22602 STEERING WHEEL 5L  
VERSION 2 (EMP# 5215,14MAR09 10:10): 22602 STEERING WHEEL 5L THE  
STEERING WHEEL WAS DISCOLORED. REPLACED THE STEERING WHEEL PER  
KEVIN.E7020 0.4 TECH 5215

D ENTERPRISE RENTAL  
CAUSE: F

SUBLET SUBLET

5999	WWT	0.00	0.00	0	3500		35.00	35.00
0				0	0	TPARTS		
0				0	3500	TLABOR		

YOU MAY HAVE BEEN SELECTED TO RECEIVE A SURVEY FROM CHEVROLET MOTOR DIVISION ABOUT YOUR SERVICE EXPERIENCE. PLEASE COMPLETE YOUR SURVEY, AND IF, FOR ANY REASON, YOU CANNOT GIVE US THE HIGHEST MARKS "(COMPLETELY SATISFIED)", PLEASE CALL OUR SERVICE MANAGER KEVIN BENTON AT (918) 491-7231 THANK YOU!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-13-09	16:06	16:06	0.00	W	5034	A	
	16:06	16:06	0.00	W	5034	B	
03-14-09	10:04	10:19	0.25	W	5215	C	

In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

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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

CUSTOMER #: [REDACTED]

308332

**SOUTH POINTE  
CHEVROLET**

\*ACCOUNTING\*

9146 S. Memorial  
Tulsa, OK 74133  
SERVICE DIRECT (918) 491-7222  
(918) 481-8000  
www.southpointchevrolet.com

COWETA, OK

PAGE 3

HOME: [REDACTED]

CONT: N/A

\*\* PRE-INVOICE \*\*

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		22602/22602	T3891	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 13MAR09		0.00	CASH	14MAR09
R.O. OPENED	READY	OPTIONS: DLR:05241					
15:06 13MAR09	10:23 14MAR09	ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
TRGT/ACCOUNT	SALE					COST CONTROL	TRGT/ACCOUNT	SALE		COST CONTROL	
[REDACTED]	8383					1086	[REDACTED]	15957		11398	
[REDACTED]	24340					*****					

COST, SALE, & COMP TOTALS 12484 24340 0

In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

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

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

CUSTOMER SIGNATURE

\*--- 1 of 2 - Dealer: BH7-S -----\*

RO No: 308332 Opened: 13MAR09 Closed: 23MAR09 Mileage: 22602

Line Code: A Booker: 32721 Comeback: N

Complaint: BRAKE 10-12 TOMES YESTERDAY BRAKE PEDAL GOT REAL HARD

Cause: F

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....	PTSS\$	LBR\$	MSC\$	
5135	5034	WVC	H1220		POWER VACUUM BRAKE BOOSTER REPLACEMENT	255.33	154.62	0.00	
5135	5034	WVC	H0640		MASTER CYLINDER REPLACEMENT	0.00	97.66	0.00	
5135	5034	WVC	H0700		HYDRAULIC BRAKE SYSTEM BLEEDING	0.00	40.69	0.00	
5135		WVC	9997		MISC. SHOP CHARGES	0.00	0.00	9.16	

Line Code: B Booker: 39891 Comeback: N

Complaint: BRAKE ONE WHEEL COVER PEELING//CRACKING (COREY HAS 2 IN STOCK)

Cause: F

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....	PTSS\$	LBR\$	MSC\$	
5135	5034	WVC	E0022		WHEEL TRIM COVER REPLACEMENT	66.08	16.28	0.00	

Line Code: C Booker: 32721 Comeback: N

Press S#, Return for next page, EST#, ?, or E to Exit:

RO No: 308332 Opened: 13MAR09 Closed: 23MAR09 Mileage: 22602

Line Code: C Booker: 32721 Comeback: N

Complaint: TRIM STEERING WHEEL DISCOLORED IN CENTER SOP IN 5215

Cause: F

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....	PTSS\$	LBR\$	MSC\$	
5135	5215	WVC	E7020		STEERING WHEEL REPLACEMENT	93.49	32.55	0.00	

Line Code: D Booker: 39891 Comeback: N

Complaint: SUBLET ENTERPRISE RENTAL

Cause: F

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....	PTSS\$	LBR\$	MSC\$	
5135	5999	WWT	SUBLET		SUBLET	0.00	0.00	0.00	
5135		WWT				0.00	0.00	370.00	

\*--- 2 of 2 - Dealer: BH7-S -----\*

RO No: 307804 Opened: 27FEB09 Closed: 27FEB09 Mileage: 21731

Line Code: A Booker: 32721 Comeback: N

Complaint: BRAKE BRAKES SQUEAKING ALOT

Cause: F

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....	PTSS\$	LBR\$	MSC\$	
-------	-------	-------	-------------	---------	------------------	--------	-------	-------	--

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 307804 Opened: 27FEB09 Closed: 27FEB09 Mileage: 21731

Line Code: A Booker: 32721 Comeback: N

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....	PTSS\$	LBR\$	MSC\$	
5135	5034	WVC	H0042		PADS, DISC BRAKE FRONT R&R OR REPLACE	71.40	146.48	0.00	
5135		WVC	9997		MISC. SHOP CHARGES	0.00	0.00	7.65	

Line Code: B Booker: 32721 Comeback: N

Complaint: TRIM C/S STEERING WHEEL IS DISCOLORED IN THE MIDDLE OF WHEEL.

Cause: F

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....	PTSS\$	LBR\$	MSC\$	
5135	5215	WVC	SOP		SPECIAL ORDERED PART				

Line Code: C Booker: 32721  
 Complaint: BRAKE BRAKE PEDAL WILL GET REAL HARD AT TIMES..  
 Cause: F  
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
 5135 5034 WWC 000 NO WORK DONE OR SEE PREV LINE  
 COMMENTS: ST CLOSED

PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00  
 Comeback: N  
 PTSS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Press B, \$#, EST#, ?, or E to Exit:  
 Invalid Reply

**GMC****HUMMER****General Motors Business Resource Center****FAX****To: Kevin Benton**

Company:

Fax: 918-491-7238

Phone:

**From: Daniel Ramones**

Fax: 8667759476

Phone: 866-790-5700 ext 41062

E-mail:

**CC:**

---

**NOTES:**

Per our conversation I am sending this letter as a formal request for documentation of the customers RO's for thier BBB case. Thank you.



GENERAL MOTORS BUSINESS RESOURCE CENTER

3/25/2009

Kevin Benton  
South Pointe Chevrolet  
9146 S Memorial Dr  
Tulsa, OK 74133-4338

Re: [REDACTED]  
Siebel Request: 71-703081327  
2008 Chevrolet Malibu  
VIN: 1G1ZH57B4SF [REDACTED]

Dear Mr. Benton:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

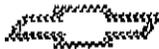
- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgment form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

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

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

Sincerely,

Daniel Rantonez  
ERC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 1, extension 41061  
FAX# 866-775-9476



GMC

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

10/2/2009

Tammie Gwin  
Riverside Chevrolet  
707 W 51ST ST  
Tulsa OK, 74107

Re: [REDACTED]  
Siebel Request: 71-752383737  
2008, Chevrolet Malibu  
VIN # 1G1ZH57B43F [REDACTED]

Dear Mr. Gwin:

This is a letter of notification regarding a (Better Business Bureau case/State case) involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

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

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

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

Sincerely,

Tia Collins  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 1, extension 41244  
FAX# 866-363-8698

**CUSTOMER (BORROWER/LESSEE) INFORMATION**

LAST NAME [REDACTED] FIRST NAME [REDACTED] MIDDLE INITIAL [REDACTED] APT # ENK  
 STREET ADDRESS [REDACTED] CITY CORNETA STATE OR ZIP CODE [REDACTED]  
 HOME PHONE # [REDACTED] BUS. PHONE # N/A

**COVERED VEHICLE INFORMATION**

MANUFACTURER CHEVROLET MODEL MALIBU YEAR 2008  
 VEHICLE ID NUMBER 7ELZHS7B40H ORIGINAL DATE OF INSTALLMENT 03/07/2008  
 CHANGE TO CUSTOMER FOR DEFICIENCY WAIVER ADDENDUM \$ SALES CONTRACT ACN/LEASE #  
 INSTALLMENT TYPE BALLOON  LEASE  LEASE AMOUNT FINANCING 450.00 TERM (IN MONTHS) 72 NEW VEHICLE  USED VEHICLE   
 CONTRACT / LOAN # 24442.54 MAX. TERM IN MONTHS 72 FOR ADMIN PURPOSES, CLASS  
 DEALER/CREDITOR INFORMATION

DEALER/ CREDITORS # 12974 DEALERSHIP RIVERSIDE CHEVROLET  
 STREET ADDRESS 707 WEST 51ST STREET CITY 74107

**FINANCIAL INSTITUTION/LENDER INFORMATION**

ASSIGNMENT GMAC (IN CARE OF PDA-GROUP) FINANCING CONTRACT / LOAN / LEASE ACCT. # 12974  
 STREET ADDRESS PO BOX 8102 CITY CONYERSVILLE STATE MD ZIP CODE 21030

This Guaranteed Automobile Protection (GAP) Contract Addendum (addendum) amends the financing contract. This GAP addendum is between the customer/borrower (I, you or your) and the dealer/creditor (we, us, or our), or if assigned with the assignee. ENROLLMENT IS AVAILABLE ONLY AT THE TIME THE FINANCING CONTRACT IS ORIGINALLY EXECUTED. BY YOUR SIGNATURE BELOW, YOU ACKNOWLEDGE AND AGREE THAT YOUR ACCEPTANCE OF THIS GAP ADDENDUM IS VOLUNTARY AND IS NOT REQUIRED IN ORDER FOR YOU TO OBTAIN CREDIT, DOES NOT IMPACT YOUR ABILITY TO OBTAIN ANY PARTICULAR OR MORE FAVORABLE CREDIT TERMS, AND HAS NO EFFECT ON THE TERMS OF THE RELATED SALE OF THIS VEHICLE. This coverage may decrease over the term of your financing contract and may not extend for the full term of your loan/financing contract. You may wish to consult an alternative source to determine whether similar coverage may be obtained and at what cost. You also acknowledge that you have read and understand this addendum and its provisions. No other verbal representations have been made to you that differ from those written provisions. If you purchase GAP from the dealer/creditor, you understand that the financial institution/lender may retain all or a portion of the charge held by you. This addendum includes a binding arbitration clause. You should carefully read the back of this addendum for additional information on eligibility, requirements, conditions and exclusions that could prevent you from receiving benefits under this addendum.  
 Yes, I accept this GAP addendum and its terms and conditions.

DATE [REDACTED] CUSTOMER/BORROWER SIGNATURE [REDACTED] DEALER/CREDITOR SIGNATURE [REDACTED]  
 Although not required to do so, you have elected to participate in our GAP Program. GAP does not take the place of insurance on the vehicle. You are responsible for maintaining collision and comprehensive insurance for the full value of the vehicle and any other insurance required by the financing contract or applicable law. You are responsible for all notifications or claims that are required to be filed with your automobile insurance company. We will not process or handle your insurance claims for you.  
 In the event of a constructive total loss to the covered vehicle, we agree to waive our rights against you for the amount due under a payable loss. In addition to the provisions of payable loss, you will remain responsible for payment of any items stated under Exclusions.

**YOUR RIGHT TO CANCEL:** You have the unconditional right to cancel and terminate this optional addendum for a refund/credit of the unearned portion of the charge for this addendum at any time. If any termination occurs within 30 days of the addendum purchase you will receive a full refund/credit of the addendum cost, plus the amount of the applicable finance charge, provided no loss has occurred. After 30 days, you will receive a refund/credit of the addendum cost calculated by the Pro Rata method, or by the refund method as may be required by state or federal law, less a \$35.00 cancellation fee. We will refund all charges to the financial institution/lender. To cancel the addendum and request a refund/credit, you must contact the dealer/creditor. In writing, at the address shown above. If you do not receive the refund/credit within 60 days of notice of cancellation/termination, contact the GAP Administrator stated below.

**REPORT YOUR TOTAL LOSS TO OUR GAP ADMINISTRATOR:**  
 Automobile Protection Corporation (APCO)  
 P. O. Box 88230 / Atlanta, GA 30360-8230 / 800-521-2774  
 All payable loss claims must be reported to us within 90 days of receiving settlement from the primary carrier, or if no primary carrier coverage is in effect on the date of loss within 90 days of the accident or theft, or within 90 days of repossession, whichever applies. No payment for payable loss will be made by us if the claim is not reported within these stated time periods.

**ASSIGNMENT:** The GAP addendum will follow the loan/financing contract of lease with no subrogation rights against the customer/borrower, if the loan/financing contract or lease is sold or assigned by the dealer/creditor.

**LIMITATIONS:**  
 A. No addendum will be issued for the covered vehicle with a Manufacturer's Suggested Retail Price (MSRP) or NADA retail value of more than \$100,000, or if the amount financed exceeds \$100,000.  
 B. No coverage is provided for that portion of the net payoff that results from the amount financed/lease cost exceeding the Maximum Eligibility Limit stated above at the inception date of this addendum and will be deducted from the payable loss due.  
 C. The payable loss for loan/financing contracts or leases with terms greater than 66 months will be based on a net payoff calculated using 66 months.  
 D. Any addendum issued for an amount financed in excess of B or C above will be deemed eligible for enrollment as limited by this section.  
 E. No coverage is provided for a loan/financing contract or lease that does not have uniform monthly repayment terms for the full period of the financing agreement and/or for a loan/financing contract or lease that is self-financed. Balloon loans are excluded from these Limitations.

PLEASE REFER TO THE REVERSE SIDE OF THIS GAP ADDENDUM FOR ADDITIONAL DEFINITIONS, TERMS, CONDITIONS AND EXCLUSIONS.

**DECLINATION OF DEFICIENCY WAIVER ADDENDUM**

I DO NOT CHOOSE TO PURCHASE THE DEFICIENCY WAIVER ADDENDUM. I UNDERSTAND THAT BY NOT ELECTING THE DEFICIENCY WAIVER ADDENDUM, I AM NOT ENTITLED TO ANY OF THE BENEFITS IN THE EVENT OF A TOTAL LOSS OF THE VEHICLE.

DATE [REDACTED] CUSTOMER SIGNATURE [REDACTED] DEALER/CREDITOR SIGNATURE [REDACTED]  
 GAP Administrator: Automobile Protection Corporation - APCO  
 P. O. Box 88230, Atlanta, GA 30360-0830  
 800-521-2774

White - CUSTOMER Yellow - APCO Pink - DEALER Gold - FINANCIAL INSTITUTION



2008 MALIBU 1LT  
 15U SANDSTONE METALLIC /L4G GENERAL MOTORS CORPORATION  
 34B COCOA/CASHMERE RENAISSANCE CENTER & SUBSIDIARIES  
 ORDER NO. MNDSQF/TRE STOCK NO. DETROIT MI 48243-1114  
 VIN 1G1ZH57B48F VEHICLE INVOICE 1AD19914448  
 \*\*\*\*\*13\*052255

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
12H69 MALIBU 1LT	20630.00	19495.35	INVOICE 02/12/08
B86 BODY COLOR BODYSIDE MOLDINGS	150.00	124.50	SHIPPED 02/12/08
CF5 SUNROOF, POWER TILT AND SLIDE	800.00	664.00	EXP I/T 02/18/08
FE9 50-STATE EMISSIONS	N/C	N/C	JNT COM 02/19/08
LE5 ENGINE, 2.4L DOHC MFI	N/C	N/C	PRC EFF 02/12/08
MN5 4-SPEED AUTO TRANSMISSION	0.00	0.00	KEYS XXXXX XXXXX
FDC POWER CONVENIENCE PACKAGE: *POWER 6-WAY DRIVER SEAT *REMOTE START *POWER ADJUSTABLE PEDALS	515.00	427.45	WFP-S QTR OPT-1 BANK: GMAC - 005 CHG-TO 05-225
PDM PREMIUM MAT PACKAGE: *PREMIUM CARPETED FLOOR MATS, FRONT/BACK *TRUNK MAT *CARGO NET	185.00	153.55	SHIP WT: 3415 HP: 19.3 GMS: 20996.45 SUPPLR: 21934.54 MRM: 22930.00 MEMO 964.00
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	

TOTAL MODEL & OPTIONS	22280.00	20864.85	ACT 231	20846.45
DESTINATION CHARGE	650.00	650.00	H/B 261	668.40
LAM DEALER CONTRIBUTION		222.80	ADV 261	222.80
LAM GROUP CONTRIBUTION		111.40	EXP 65A	111.40

TOTAL 22930.00 21849.05 PAY 310 21849.05

MEMO: TOTAL 1.3% HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 20768.05

\*\*\*\*\*  
 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.

EVERSIDE CHEVROLET PERMIT TO GMAC NO. 005  
 VIN 1G1ZH57B48F  
 \$ 21849.05 INV 1AD19914448  
 005 02/19/08 DEALER 05-225

CUSTOMER #: [REDACTED]

# RIVERSIDE CHEVROLET

707 West 51st Street  
Tulsa, Oklahoma 74107  
SALES PHONE (918) 446-2200  
SERVICE PHONE (918) 446-7800

\*INVOICE\*

PAGE 1

COWETA, OK [REDACTED]

HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 5502 BRAD MCCRARY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
San	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		9146/9146	T5033

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07MAR08 DD			19:00 20AUG08		0.00	CPP	22AUG08

R.O. OPENED	READY	OPTIONS:	LIST	NET	TOTAL
10:57 20AUG08	15:38 22AUG08	STK:8F218870 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC TRN:A			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	1ST LOF	FREE					
	01A	1ST LOF	FREE			9.01	9.01
		5483	CQ			6.54	6.54
		1	12605566	FILTER	10.06	2.28	11.40
		5	BMOIL BUL-OIL		2.70		
PARTS:		17.94	LABOR:	9.01	OTHER:	0.00	TOTAL LINE A: 26.95

9146 T40 5483

\*\*\*\*\*

B W-NP BRAKE PEDAL SNAPS BACK WHEN FOOT LETS OFF BRAKES MAKES A POPPING NOISE

CAUSE: F

H1220 POWER VACUUM BRAKE BOOSTER REPLACEMENT

5498 WT (N/C)  
2 11518111 WASHER (N/C)

OLH OTHER LABOR HOURS

5498 WT (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

9146 H1220 1.9 HRS OLH 0.5 HRS , , , OLH OK08DT , , , DIAG AND R&R POWER BRAKE BOOSTER WITH ADJUSTABLE PEDALS AND INSTALL SPACERS AS PER SPECIALL BULLETIN PIC4883A TEST DROVE OK CODE 2F 5498.

\*\*\*\*\*

C W -VV-STEERING WHEEL DISCOLORED AT BOTTOM

CAUSE: F

50 TRIM MISC

5416 WT (N/C)

SUBL RE-COLOR STERRING WHEEL- 0821S8- COLOR GLO PO#441054

W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

9146 SUBLET

\*\*\*\*\*

D FREE VEHICLE MULTIPOINT INSPECTION

**STATEMENT OF DISCLAIMER**  
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller, Riverside Chevrolet 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.

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 vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

**FOR YOUR CONVENIENCE**  
**SERVICE DEPT. HOURS**  
MON. - FRI.  
7:00 a.m. - 7:00 p.m.  
SAT  
8:00 a.m. - 4:00 p.m.  
**PARTS DEPT. HOURS**  
MON. - FRI.  
8:00 a.m. - 6:00 p.m.  
SAT  
8:00 a.m. - 4:00 p.m.

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

CUSTOMER #: [REDACTED]

# RIVERSIDE CHEVROLET

707 West 51st Street  
Tulsa, Oklahoma 74107  
SALES PHONE (918) 446-2200  
SERVICE PHONE (918) 446-7800

\*INVOICE\*

PAGE 2

COWETA, OK

HOME: [REDACTED] CONT: N/A  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5502 BRAD MCCRARY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
San	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		9146/9146	T5033	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07MAR08 DD			19:00 20AUG08		0.00	CPP	22AUG08
R.O. OPENED	READY	OPTIONS: STK:8F218870 ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC TRN:A					
10:57 20AUG08	15:38 22AUG08						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

90 FREE VEHICLE MULTIPPOINT INSPECTION

PARTS:	5483 IRM	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	(N/C)	0.00
--------	----------	------	--------	------	--------	------	---------------	-------	------

\*\*\*\*\*

E\*\* W -MA- CAMPAIN 08102- WHEEL COVER APPERANCE ADD ON LINE OK20GW PER VISS

CAUSE: F

50 TRIM MISC

5416 WT

4 9596921 COVER

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	(N/C)	(N/C)	0.00
--------	------	--------	------	--------	------	---------------	-------	-------	------

9146 FC-95 V1799 .4 TECH 5416 ALL 4 WHEEL COVERS DID NOT HAVE MARKING ON THEM, REPLACED COVERS

\*\*\*\*\*

F\*\* ENTERPRISE RENTAL

CAUSE:

99 ENTERPRISE RENTAL

341 WT

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	(N/C)	(N/C)	0.00
--------	------	--------	------	--------	------	---------------	-------	-------	------

\*\*\*\*\*

EST: 1.00      20AUG08 10:57 SA: 5502

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

0.90

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I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or 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 vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

**FOR YOUR CONVENIENCE**

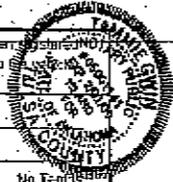
**SERVICE DEPT. HOURS**

MON. - FRI.  
7:00 a.m. - 7:00 p.m.  
SAT  
8:00 a.m. - 4:00 p.m.

**PARTS DEPT. HOURS**

MON. - FRI.  
8:00 a.m. - 6:00 p.m.  
SAT  
8:00 a.m. - 4:00 p.m.

DESCRIPTION	TOTALS
LABOR AMOUNT	9.01
PARTS AMOUNT	17.94
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.90
TOTAL CHARGES	27.85
LESS INSURANCE	29.46
SALES TAX	1.61
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>



I, the undersigned, severally certify to the best of my knowledge, information and belief under penalty of the law that the vehicle is new and has not been used in this or any state at the time of delivery and the vehicle is not subject to any security interests other than those disclosed herein and warrant title to

FOR VALUE RECEIVED I TRANSFER THE VEHICLE DESCRIBED ON THE FACE OF THIS CERTIFICATE TO:

ASSIGNMENT NUMBER 1  
 NAME OF PURCHASER(S) \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 I certify to the best of my knowledge that the odometer reading is 10. \_\_\_\_\_ No Title  
 DEALER NAME OF DEALERSHIP: **SONIC RIVERSIDE, INC. DBA RIVERSIDE CHEVROLET** BY: **Kevin Pesta**  
 State of **OK** before this **26** day of **March** 20**08**  
 County of **Adulsa** before me **Sammy Miller**  
 USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

ASSIGNMENT NUMBER 2  
 NAME OF PURCHASER(S) \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 I certify to the best of my knowledge that the odometer reading is \_\_\_\_\_ No Title  
 DEALER NAME OF DEALERSHIP \_\_\_\_\_ BY: \_\_\_\_\_  
 State of \_\_\_\_\_ before this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_  
 County of \_\_\_\_\_ before me \_\_\_\_\_  
 USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

ASSIGNMENT NUMBER 3  
 NAME OF PURCHASER(S) \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 I certify to the best of my knowledge that the odometer reading is \_\_\_\_\_ No Title  
 DEALER NAME OF DEALERSHIP \_\_\_\_\_ BY: \_\_\_\_\_  
 State of \_\_\_\_\_ before this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_  
 County of \_\_\_\_\_ before me \_\_\_\_\_  
 USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

ASSIGNMENT NUMBER 4  
 NAME OF PURCHASER(S) \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 I certify to the best of my knowledge that the odometer reading is \_\_\_\_\_ No Title  
 DEALER NAME OF DEALERSHIP \_\_\_\_\_ BY: \_\_\_\_\_  
 State of \_\_\_\_\_ before this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_  
 County of \_\_\_\_\_ before me \_\_\_\_\_  
 USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

FOR RETAIL SALE  
 Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment.  
 I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading \_\_\_\_\_ NO Title  The mileage stated is in excess of its mechanical limits  The odometer reading is not the actual mileage. **WARNING ODOMETER DISCREPANCY**  
 Signature(s) of Seller(s) \_\_\_\_\_ Date of Statement \_\_\_\_\_ Date of Sale \_\_\_\_\_  
 Printed Name(s) of Seller(s) \_\_\_\_\_ Dealer's No. \_\_\_\_\_ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_  
 Signature of Purchaser(s) \_\_\_\_\_ before me \_\_\_\_\_  
 Printed Name of Purchaser(s) \_\_\_\_\_ Notary Public  
 Company Name (if Applicable) \_\_\_\_\_ State of \_\_\_\_\_  
 Address of Purchaser(s) \_\_\_\_\_ County of \_\_\_\_\_  
 USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

1st lien in favor of **GMAC (IN CARE OF PDP GROUP)**  
 whose address is **PO BOX 8102**  
 2nd lien in favor of **COCKYSVILLE MD 21030**  
 whose address is \_\_\_\_\_

GM521 REV. 1-2000

OCT-12-09 15:04 FROM-Riverside Chevrolet 9184462204 T-709 P.007/009 F-640

CERTIFICATE OF ORIGIN FOR A VEHICLE

7882



RBLP0019  
INVOICE NO.

DATE  
02/12/08

VEHICLE IDENTIFICATION NO.  
1G1ZH57B48F

YEAR  
2008

MAKE  
CHEVROLET

BODY TYPE  
MALIBU 4-DOOR SEDAN

SHIPPING WEIGHT  
3415

H.P. (S.A.E.)  
19.3

G.V.W.R.  
4455

NO. CYLS.  
04

SERIES OR MODEL  
1ZH69

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the invoice number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, OR OKLAHOMA MOTOR VEHICLE  
RIVERSIDE CHEVROLET ENTERED  
PO BOX 2679 DATE 2/26/08 OK 74101-2679  
TULSA RECEIPT NO. [REDACTED]  
MOTOR LICENSE [REDACTED]

05225 MNDSGF

It is further certified that this was the first sale of this vehicle for commerce.

\*\*\*\*\*  
\* THIS VEHICLE \*  
\* HAS A \*  
\* 50-STATE \*  
\* EMISSION \*  
\* SYSTEM \*  
\*\*\*\*\*

GENERAL MOTOR CORPORATION  
& SUBSIDIARIES  
BY: Rachel [Signature]  
(SIGNATURE OF AUTHORIZED REPRESENTATIVE) (AGENT)

G52235390

DETROIT MI 48243-1114  
CITY - STATE

OCT-12-09 15:04 FROM-Riverside Chevrolet 9184462204 T-709 P. 008/009 F-640 GM 02 REV. 1/20 05

**INSTRUCTIONS**

**SECURED PARTY:**  Type one Lien Entry Form for each Vehicle, Boat or Outboard Motor.  Verify the accuracy of all information on the Lien Entry Form with the Manufacturer's Statement of Origin or the Certificate of Title.  Submit Copies 1 thru 6 (with stub and carbons intact), together with the required fee and title documents, to the Motor License Agent.

**MOTOR LICENSE AGENT:**  Process all Copies (1 thru 6).  Detach Copy 5 for M.L.A. file.  Send Copy 2 to Oklahoma Tax Commission.  Return Copies 1, 3, 4 and 6, together with the appropriate title documents, to the Secured Party.

403 116614 1018027

**DEBTOR NAMES AND ADDRESSES (Last Name First) SECURED PARTY NAME AND ADDRESS OKLAHOMA TAX COMMISSION USE ONLY**

[REDACTED] COWETA OK [REDACTED]	RIVERSIDE CHEVROLET 707 WEST 51ST STREET TULSA, OK 74107	<p style="text-align: center;"><b>MOTOR LICENSE AGENT USE ONLY</b></p> <table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">DATE LET RECEIVED 3-26-08</td> <td style="width: 50%;">TIME RECEIVED 3:00</td> </tr> <tr> <td colspan="2" style="text-align: right;"> <input type="checkbox"/> A.M.  <input type="checkbox"/> P.M.                 </td> </tr> </table>	DATE LET RECEIVED 3-26-08	TIME RECEIVED 3:00	<input type="checkbox"/> A.M. <input type="checkbox"/> P.M.	
DATE LET RECEIVED 3-26-08	TIME RECEIVED 3:00					
<input type="checkbox"/> A.M. <input type="checkbox"/> P.M.						

**THIS LIEN ENTRY FORM COVERS THE FOLLOWING VEHICLE RECEIPT NUMBER**

DATE OF SECURITY AGREEMENT 03/07/2008	ORIGINAL OKLAHOMA TITLE NO.	VEHICLE IDENTIFICATION NO. (V.I.N.) 1G1ZH57B48F [REDACTED]	[REDACTED]
MODEL YEAR 2008	MAKE AND MODEL CHEVROLET MALIBU	BODY TYPE SD	MOTOR LICENSE AGENT (Identification/Signature) JERRY CNREY 7230 J

**FOR SECURED PARTY USE - WHEN LIEN RELEASED ONLY**

DATE LIEN RELEASED \_\_\_\_\_ AUTHORIZED BY \_\_\_\_\_

RELEASE MAILED TO OKLA. TAX COM. (Date) \_\_\_\_\_ BY:  FIRST CLASS MAIL  CERTIFIED MAIL

RELEASE MAILED/DELIVERED TO DEBTOR ON \_\_\_\_\_ BY:  FIRST CLASS MAIL  CERTIFIED MAIL

ENCLOSURES  PAID NOTE  \_\_\_\_\_  DELIVERED IN PERSON

I have completed the above tasks: (SIGN) \_\_\_\_\_

**ASSIGNEE OF SECURED PARTY AND ADDRESS:**

GMAC (IN CARE OF PDP GROUP)  
 PO BOX 8102  
 COCKYSVILLE MD 21030

**ENCLOSURES SECURED PARTY/ASSIGNEE SIGNATURES**

<input type="checkbox"/> CERTIFICATE OF TITLE <input type="checkbox"/> APPLICATION FOR TITLE <input type="checkbox"/> MANUFACTURER'S STATEMENT OF ORIGIN (M.S.O.) <input type="checkbox"/> FEE	<p style="text-align: center;"><i>Jammie Lewis</i> Date Executed</p> <p>By: <u>RIVERSIDE CHEVROLET</u> 03/07/2008                  Representing Secured Party or Assignee</p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

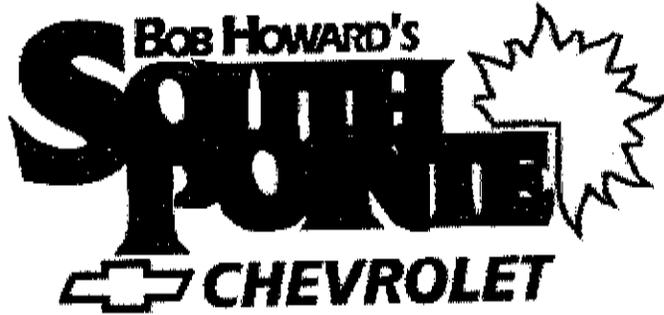
**LIEN ENTRY FORM - MOTOR VEHICLE - OKLAHOMA**

COPY 1: SECURED PARTY MASTER FILE - M.L.A. PROCESSES & RETURNS TO SECURED PARTY Form Approved by Oklahoma Tax Commission

OCT-12-09 15:04 FROM-Riverside Chevrolet 9184462204 T-709 P. 009/009 F-640

SOUTH POINTE CHEVROLET  
9146 SOUTH MEMORIAL DRIVE  
TULSA, OKLAHOMA 74133

DIRECT # 918-481-8000  
FAX # 918-491-7238  
[www.southpointechevrolet.com](http://www.southpointechevrolet.com)



# Fax

<b>To:</b> TIA	<b>From:</b> Kevin Benton
<b>Fax:</b> 866-363-8698	<b>Pages:</b> 6
<b>Phone:</b>	<b>Date:</b>
<b>Re:</b>	<b>CC:</b>

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

● **Comments:**

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CUSTOMER #:

309885

SOUTH POINTE  
CHEVROLET

\*ACCOUNTING\*

9146 S. Memorial  
Tulsa, OK 74133SERVICE DIRECT (918) 491-7222  
(918) 481-8000

www.southpointechevrolet.com

DUPLICATE 1

PAGE 1

\*\* PRE-INVOICE \*\*

SERVICE ADVISOR: 5135 RANDY W BROOKS

COWETA, OK

HOME

CONT:N/A

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		24440/24440	T5398	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 29APR09		0.00	CASH	29APR09

R.O. OPENED	READY	OPTIONS:	DLR:05241
14:39 29APR09	16:25 29APR09	ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A THERE IS POP NOISE SOMETIMES WHEN BRAKE PEDAL RELEASED SOP IN 5034

CAUSE: F

H1220 POWER VACUUM BRAKE BOOSTER REPLACEMENT

5034 BRO,ISRAEL LIC#: 5034

WVC	0.75	1.90	3667	15462					154.62	154.62
2 11518111 WASHER			484	678	0	4.25			3.39	6.78

FC: 93

PART#: 11518111

COUNT: 2

CLAIM TYPE:

AUTH CODE:

NP

484 678 TPARTS

3667 15462 TLABOR

VERSION 1 (EMP# 5034,29APR09 15:31): 24440 INSTALLED SOP WASHER PER PIC4883B TO CORRECT THE NOISE FROM BRAKE PEDAL HITTING THE P/S COLUMN ASSEMBLY TEST DROVE AFTER RELEARNING BPP AND 5034 H1220 1.9 HRS 1.90

THE NOISE IS GONE.FC 93

B 20 POINT INSPECTION

20 20 POINT INSPECTION

5999 CC	0.00	0.00	0	0					0.00	0.00
---------	------	------	---	---	--	--	--	--	------	------

VERSION 1 (EMP# 5999,29APR09 15:31): 24440 JUST DONE

C\*\* CUSTOMER STATES CHECK TRANS FOR LATE SHIFTS 3RD AND 4TH GEARS

TRANS TRANSMISSION

9059 COOPER,ROBERT LIC#: 9059

WVC	0.00	0.00	0	0					0.00	0.00
-----	------	------	---	---	--	--	--	--	------	------

0 0 TPARTS

0 0 TLABOR

VERSION 1 (EMP# 5135,29APR09 16:15): 24440 NO DTC CODES CURRENT OR HISTORY. SHIFT ADAPTS ARE ALL NORMAL AND WITHIN SPECS AT THIS TIME. ADVISOR TEST DROVE APPROX 7.5 MILES, TRANS SHIFTED PROPERLY FOR THE AMOUNT OF GIVEN THROTTLE PRESSURE AT THIS TIME

In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

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

## DESCRIPTION

## TOTALS

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

WARRANTY COPY

CUSTOMER #: [REDACTED]

309885

**SOUTH POINTE  
CHEVROLET**

\*ACCOUNTING\*

9146 S. Memorial  
Tulsa, OK 74133  
SERVICE DIRECT (918) 491-7222  
(918) 481-8000  
www.southpointechevrolet.com

DUPLICATE 1  
PAGE 2

\*\* PRE-INVOICE \*\*

SERVICE ADVISOR: 5135 RANDY W BROOKS

COWETA, OK [REDACTED]

HOME: [REDACTED]

CONT: N/A

BUS: [REDACTED]

CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		24440/24440	T5398

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 29APR09		0.00	CASH	29APR09

R.O. OPENED	READY	OPTIONS:
14:39 29APR09	16:25 29APR09	DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

YOU MAY HAVE BEEN SELECTED TO RECEIVE A SURVEY FROM CHEVROLET MOTOR DIVISION ABOUT YOUR SERVICE EXPERIENCE. PLEASE COMPLETE YOUR SURVEY, AND IF, FOR ANY REASON, YOU CANNOT GIVE US THE HIGHEST MARKS "(COMPLETELY SATISFIED)", PLEASE CALL OUR SERVICE MANAGER KEVIN BENTON AT (918) 491-7231 THANK YOU!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-29-09	14:44	14:50	0.10	W	5034	A	
	14:51	15:03	0.20	W	5034	A	
	15:04	15:31	0.45	W	5034	A	
	15:31	15:31	0.00	W	5999	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
[REDACTED]	15462	3667		[REDACTED]	678	484	
	0	0			16140	*****	
	0	*****					

COST, SALE, & COMP TOTALS 4151 16140 0

In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

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

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

CUSTOMER SIGNATURE



CUSTOMER #:

309252

**SOUTH POINTE  
CHEVROLET**

\*ACCOUNTING\*

9146 S. Memorial  
Tulsa, OK 74133  
SERVICE DIRECT (918) 491-7222  
(918) 481-8000  
www.southpointchevrolet.com

DUPLICATE 2  
PAGE 1

\*\* PRE-INVOICE \*\*

SERVICE ADVISOR: 5135 RANDY W BROOKS

COWETA, OK

HOME:

CONT:N/A

BUS:

CELL:520-4489

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	08	CHEVROLET MALIBU	1G1ZH57B48F		23674/23674	T1175	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 14APR09		0.00	CASH	15APR09
R.O. OPENED	READY	OPTIONS: DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC					
07:48 13APR09	17:15 14APR09						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A SATURDAY CRUISE WOULD SET THEN DROP OUT,, SUNDAY WONT SET ALL ALL  
NOW,, BRAKES LIGHTS ARE NOT STAYING ON

CAUSE: F

R1260 SWITCH, CRUISE CONTROL ENGAGEMENT REPLACE  
5034 BRO, ISRAEL LIC#: 5034

WVC	1.48	0.60	1158	4883		48.83	48.83
1 15942445 SWITCH			3421	4789	0	68.43	47.89
FC: 6F							
PART#: 15942445							
COUNT: 1							
CLAIM TYPE:							
AUTH CODE:							
OJ							

3421 4789 TPARTS  
1158 4883 TLABOR

VERSION 1 (EMP# 5034, 14APR09 08:49): 23674 FOUND WITH SCAN TOOL  
CONNECTED AND EACH CRUISE BUTTON DEPRESSED NO SIGNAL WHILE LOOKING AT  
THE TECH2 TESTED LH SIDE STEERING WHEEL SWITCH 5034 R1260 .6 HRS 0.60  
WHICH IS THE CRUISE AND TESTED RESISTANCE VALVES BETWEEN TERMINALS 4  
AND 5 AND MEASURE OL FOR ALL BUTTON DEPRESSES AT THE ON/OFF-SET-RES  
REPLACED SWITCH TEST DROVE AFTER CRUISE ENGAGED EVERYTIME AND DID NOT  
DROP OUT.FC 6F

B 20 POINT INSPECTION

20 20 POINT INSPECTION  
5034 BRO, ISRAEL LIC#: 5034

CC	0.00	0.00	0	0		0.00	0.00
----	------	------	---	---	--	------	------

VERSION 1 (EMP# 5034, 14APR09 08:49): 23674 COMPLETE NEEDS BAL-4  
5034 N/C

C\*\* ENTERPRISE RENTAL

SUBLET SUBLET  
5999 WVC 0.00 0.00

0 0 TPARTS  
0 0 TLABOR

	0.00	0.00				0.00	0.00
--	------	------	--	--	--	------	------

SUBL BILL PO#45106

In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.  
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

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

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

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

309252

**SOUTH POINTE  
CHEVROLET**

\*ACCOUNTING\*

9146 S. Memorial  
Tulsa, OK 74133  
SERVICE DIRECT (918) 491-7222  
(918) 481-8000  
www.southpointchevrolet.com

COWETA, OK

HOME:

BUS:

CONT:N/A

CELL:

\*\* PRE-INVOICE \*\*

SERVICE ADVISOR:

5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		23674/23674	T1175	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 14APR09		0.00	CASH	15APR09
R.O. OPENED	READY	OPTIONS:					
07:48 13APR09	17:15 14APR09	DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
			WVC			7400	7400			74.00	74.00

YOU MAY HAVE BEEN SELECTED TO RECEIVE A SURVEY FROM CHEVROLET MOTOR DIVISION ABOUT YOUR SERVICE EXPERIENCE. PLEASE COMPLETE YOUR SURVEY, AND IF, FOR ANY REASON, YOU CANNOT GIVE US THE HIGHEST MARKS "(COMPLETELY SATISFIED)", PLEASE CALL OUR SERVICE MANAGER KEVIN BENTON AT (918) 491-7231 THANK YOU!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-13-09	07:53	09:16	1.39	W	5034	A	
04-14-09	08:44	08:49	0.09	W	5034	A	
	08:49	08:49	0.00	W	5034	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
[REDACTED]	4883	1158		[REDACTED]	4789	3421	
	0	0			7400	7400	
	17072	*****			0	*****	

**COST, SALE, & COMP TOTALS 11979 17072 0**

<p>In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.</p> <p>ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</p>	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
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		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

WARRANTY COPY

CUSTOMER #: 487584

297925



2301 NORTH ASPEN AVE.
BROKEN ARROW, OK 74012
918-258-8000

\*INVOICE\*

PAGE 1

COWETA, OK
HOME:
BUS: CONT:N/A
CELL:

SERVICE ADVISOR: 2314 JAKE TUDOR

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: 08 CHEVROLET MALIBU, 1G1ZH57B48F, 16253/16253, T2816.

Table with columns: DEL DATE, PROD. DATE, WARR. EXP., PO NO., RATE, PAYMENT, INV. DATE. Row 1: 07MAR08 DD, 17:00 02DEC08, 85.00, CASH, 04DEC08.

R.O. OPENED: 16:13 02DEC08, READY: 10:37 04DEC08, OPTIONS: ENG:2.4 Liter\_MFI\_DOHC\_HO\_ECOTEC

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S STEERING WHEEL VIBRATES WHEN BRAKING AT HIGHWAY SPEEDS
CAUSE: F
H0122 FRONT BRAKE ROTOR REFINISHING
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)

16253 STEERING WHEEL SHUTTER WHEN BRAKING H0122 1.70 ROAD TEST FOUND
FRONT ROTORS OUT OF ROUND AND CAUSING THE SHUTTER TURNED BOTH FRONT
ROTORS SEE RUN OUT SHEET FOR SPECS

B C/S LF WHEEL COVER HAS PLASTIC TAB STICKING OUT INTO TIRE
600 REALIGNED WHEEL COVER LEFT FRONT
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

16253 REALIGNED WHEEL COVER LEFT FRONT 0.00
C C/S STEERING WHEEL IS PEELING ON BOTTOM PART SEE JAKE IF NEEDED
NWD NO REPAIRS PERFORMED AT THIS TIME
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

16253 TECH 3026 0.00 CUSTOMER TO RETURN VEHICLE TO SELLING DEALERSHIP
PER SERVICE MANAGER.

D SERVICE WASH
SW SERVICE WASH
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

16253 WASH 0.60
E RENTAL CAR DUE TO MULTIPLE APPTS TO BE AT HAS TO BE AT WORK AT 6:00
AM. ONLY TRANSPORTATION

Table with columns: DESCRIPTION, TOTALS. Rows include LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those of the manufacturer. Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.
CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.
I HEREBY AGREE THAT YOU ARE NOT RESPONSIBLE FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I FURTHER AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR TRUCKS OR PROPERTY LEFT IN CARS OR TRUCKS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.
I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on car or truck to secure the amount of repairs thereto. I further agree to pay the sum of \$3.00 per day for storage of the car or truck commencing five (5) days after receiving notice that the service requested or repair work has been completed. Storage fees shall be payable daily. I hereby expressly grant to Dealer a lien upon the car or truck herein described for payment of such storage costs and agree that Dealer may detain the same at any time such car or truck is lawfully in its possession until storage costs are paid. Such lien may be foreclosed in such manner as is provided for the foreclosure of mechanic's liens under the laws of the State of Oklahoma. The undersigned agrees to pay this account at the office of Dealer. I agree to pay reasonable attorney fees and court costs incurred by Dealer if this account is placed with an attorney for collection. LABOR AND PARTS GUARANTEED 12 MONTHS OR 12,000 MILES - WHICHEVER COMES FIRST.
READ BEFORE SIGNING X

CUSTOMER #: [REDACTED]

297925



\*INVOICE\*

2301 NORTH ASPEN AVE.  
BROKEN ARROW, OK 74012  
918-258-8000

COWETA, OK

PAGE 2

HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 2314 JAKE TUDOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		16253/16253	T2816
DEL DATE	PROD. DATE	WARR. EXP.	PO NO.	RATE	PAYMENT	INV. DATE
07MAR08 DD		17:00 02DEC08		85.00	CASH	04DEC08

R.O. OPENED	READY	OPTIONS:	ENG: 2.4 Liter MFI DOHC HO ECOTEC				
16:13 02DEC08	10:37 04DEC08						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CAUSE: F							
99R RENTAL CAR							
SUBL ENT		199	WC			(N/C)	
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E: 0.00

\*\*\*\*\*

EST: 0.00      02DEC08 16:13      SA: 2314

\*\*\*THANK YOU FOR USING SPEEDWAY CHEVROLET\*\*\*  
 WE ARE VERY INTERESTED IN YOUR OPINION. YOU  
 MAY SOON RECEIVE A SURVEY FROM YOUR VEHICLES'  
 MANUFACTURER. IF YOU CANNOT ANSWER  
 "COMPLETELY SATISFIED"  
 TO ALL QUESTIONS, PLEASE CONTACT YOUR SERVICE  
 ADVISOR. AGAIN, THANK YOU FOR YOUR BUSINESS.

SUBL ENT		WC			(N/C)		
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E: 0.00

\*\*\*\*\*

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

**DISCLAIMER OF WARRANTIES**  
 Any warranties on the products sold hereby are those of the manufacturer. Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose; and Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

**CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.**

I HEREBY AGREE THAT YOU ARE NOT RESPONSIBLE FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I FURTHER AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR TRUCKS OR PROPERTY LEFT IN CARS OR TRUCKS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on car or truck to secure the amount of repairs thereto. I further agree to pay the sum of \$3.00 per day for storage of the car or truck commencing five (5) days after receiving notice that the service requested or repair work has been completed. Storage fees shall be payable daily. I hereby expressly grant to Dealer a lien upon the car or truck herein described for payment of such storage costs and agree that Dealer may detain the same at any time such car or truck is lawfully in its possession until storage costs are paid. Such lien may be foreclosed in such manner as is provided for the foreclosure of mechanic's liens under the laws of the State of Oklahoma. The undersigned agrees to pay this account at the office of Dealer. I agree to pay reasonable attorney fees and court costs incurred by Dealer if this account is placed with an attorney for collection. LABOR AND PARTS GUARANTEED 12 MONTHS OR 12,000 MILES - WHICHEVER COMES FIRST.

ADVISOR. AGAIN, THANK

READ BEFORE SIGNING X

CUSTOMER #: [REDACTED]

\*INVOICE\*



2301 NORTH ASPEN AVE.  
BROKEN ARROW, OK 74012  
918-258-8000

DUPLICATE 1  
PAGE 1

COWETA, OK  
HOME [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 2069 RUSSELL PEARSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	08	CHEVROLET MALIBU	1G1ZH57B48[REDACTED]		21107/21107	T3352
DEL DATE	PROD. DATE	WARR. EXP.	PO NO	RATE	PAYMENT	INV. DATE
07MAR08 DD		17:00	17FEB09	85.00	CASH	17FEB09

R.O. OPENED: 12:30 17FEB09  
READY: 15:17 17FEB09  
OPTIONS: ENG:2.4 Liter MFI DOHC HO ECOTEC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A OIL & FILTER CHANGE							
OFC OIL & FILTER CHANGE							
			6542	CL		12.05	12.05
	1	12605566	FILTER		8.96	6.00	6.00
	5	OIL MOTOR OIL			1.98	1.98	9.90
PARTS:	15.90	LABOR:	12.05	OTHER:	0.00	TOTAL LINE A:	27.95

21107 LOF .4

C/S THERE IS A VIBRATION IN BRAKE PEDAL WHEN BRAKING AT TIMES. PEDAL IS NOT SMOOTH BLEND LEVELS LOW

NPF UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME, OPERATING WITHIN SPECS

266	CC				0.00	0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

21107 NO PROBLEM FOUND 0.00 CUSTOME DECLINED TO RIDE WITH TECH ON BRAKE PED ISSUE

C C/S BRAKES ARE MAKING A SQUEAKING NOISE WHEN STOPPING NPF UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME, OPERATING WITHIN SPECS

266	CC				0.00	0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

21107 NO PROBLEM FOUND 0.00

A OIL & FILTER

OFC OIL & FILTER CHANGE

EST:	0.00	17FEB09	12:30	SA: 2069			
					8.96	6.00	6.00
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER							1.21
							27.95

DISCLAIMER OF WARRANTIES

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CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

I HEREBY AGREE THAT YOU ARE NOT RESPONSIBLE FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I FURTHER AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR TRUCKS OR PROPERTY LEFT IN CARS OR TRUCKS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL. I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on car or truck to secure the amount of repairs thereto. I further agree to pay the sum of \$3.00 per day for storage of the car or truck commencing five (5) days after receiving notice that the service requested or repair work has been completed. Storage fees shall be payable daily. I hereby expressly grant to Dealer a lien upon the car or truck herein described for payment of such storage costs and agree that Dealer may detain the same at any time such car or truck is lawfully in its possession until storage costs are paid. Such lien may be foreclosed in such manner as is provided for the foreclosures of mechanic's liens under the laws of the State of Oklahoma. The undersigned agrees to pay this account at the office of Dealer. I agree to pay reasonable attorney fees and court costs incurred by Dealer if this account is placed with an attorney for collection. LABOR AND PARTS GUARANTEED 12 MONTHS OR 12,000 MILES - WHICHEVER COMES FIRST.

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

READ BEFORE SIGNING X

CUSTOMER #: [REDACTED]

**SOUTH POINTE  
CHEVROLET**

9146 S. Memorial  
Tulsa, OK 74133  
SERVICE DIRECT (918) 491-7222  
(918) 481-8000  
www.southpointechevrolet.com

\*ACCOUNTING\*

[REDACTED]  
COWETA, OK  
HOME [REDACTED]  
BUS: [REDACTED]

CONT: N/A  
CELL [REDACTED]

PAGE 1  
\*\* PRE-INVOICE \*\*  
SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		21731/21731	T5173

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 27FEB09		0.00	CASH	27FEB09

R.O. OPENED	READY	OPTIONS: DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC
14:01 27FEB09	16:50 27FEB09	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

~~A BRAKES SQUEAKING ALOT~~

CAUSE: F

<del>MO042 PADS, DISC BRAKE FRONT R&amp;R OR REPLACE</del>											
<del>5034 BRO, ISRAEL LIC#: 5034</del>											
<del>WWC 1.47 1.80 3474 14648 146.48 146.48</del>											
<del>1 22731037 PAD KIT 5100 7140 0 101.97 71.40 71.40</del>											
<del>FC: 93</del>											
<del>PART#: 22731037</del>											
<del>COUNT: 1</del>											
<del>CLAIM TYPE:</del>											
<del>AUTH CODE:</del>											
<del>OJ</del>											

						5100	7140	TPARTS			
						3474	14648	TLABOR			

MISC PO#34801JP MMP INV#261561 Z5000

						WWC	765	765	7.65	7.65
--	--	--	--	--	--	-----	-----	-----	------	------

VERSION 1 (EMP# 5034, 27FEB09 16:43): 21731 REPLACED WITH UPDATED PADS DUE TO REPEAT RETURN FROM ANOTHER DEALER FOUND THAT THE LAST DEALER LEFT CHATTER MARKS IN ROTORS FC 93 5034 MO042 1.47 HRS TOTAL 1.80 08-05-23-002

~~B/C/S STEERING WHEEL IS DISCOLORED IN THE MIDDLE OF WHEEL~~

CAUSE: F

SOP SPECIAL ORDERED PART											
5215 DON JOHNSON LIC#: 5215											
WWC 0.02 0.00 0 0 0.00 0.00											
0 0 TPARTS											
0 0 TLABOR											

VERSION 1 (EMP# 5215, 27FEB09 14:43): 21731 SOP STEERING WHEEL

~~C\*\* BRAKE PEDAL WILL GET REAL HARD AT TIMES~~

CAUSE: F

000 SEE LINE A

						WWC	0.00	0.00	0	0	0.00	0.00
--	--	--	--	--	--	-----	------	------	---	---	------	------

In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

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DESCRIPTION	TOTALS
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 #:

**SOUTH POINTE  
CHEVROLET**

\*ACCOUNTING\*

9146 S. Memorial  
Tulsa, OK 74133  
SERVICE DIRECT (918) 491-7222  
(918) 481-8000  
www.southpointechevrolet.com

COWETA, OK

PAGE 2

HOME: CONT:N/A

\*\* PRE-INVOICE \*\*

BUS: CELL:

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		21731/21731	T5173

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN08 DD			WAIT 27FEB09		0.00	CASH	27FEB09

R.O. OPENED	READY	OPTIONS:
14:01 27FEB09	16:50 27FEB09	DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

0 0 TPARTS  
0 0 TLABOR

VERSION 1 (EMP# 5034, 27FEB09 16:43): 21731 SEE LINE A  
 YOU MAY HAVE BEEN SELECTED TO RECEIVE A SURVEY FROM CHEVROLET MOTOR DIVISION ABOUT YOUR SERVICE EXPERIENCE. PLEASE COMPLETE YOUR SURVEY, AND IF, FOR ANY REASON, YOU CANNOT GIVE US THE HIGHEST MARKS " (COMPLETELY SATISFIED) ", PLEASE CALL OUR SERVICE MANAGER KEVIN BENTON AT (918) 491-7231 THANK YOU!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-27-09	14:42	14:43	0.02	W	5215		B
	14:57	15:01	0.07	W	5034		A
	15:01	15:06	0.08	W	5034		A
	15:24	16:43	1.32	W	5034		A
	16:43	16:43	0.00	W	5034		C

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
	14648	3474			7140	5100	
	765	765			22553	*****	

**COST, SALE, & COMP TOTALS 9339 22553 0**

In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

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

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

CUSTOMER #:

**SOUTH POINTE  
CHEVROLET**

\*ACCOUNTING\*

9146 S. Memorial  
Tulsa, OK 74133  
SERVICE DIRECT (918) 491-7222  
(918) 481-8000  
www.southpointechevrolet.com

COWETA, OK

PAGE 1

HOME

CONT. N/A

\*\* PRE-INVOICE \*\*

BUS:

CELL

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		22602/22602	T3891	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN08 DD			17:00 13MAR09		0.00	CASH	14MAR09

R/O OPENED	READY	OPTIONS:
15:06 13MAR09	10:23 14MAR09	DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

~~10-12 TOMES YESTERDAY BRAKE PEDAL GOT REAL HARD~~  
 CAUSE: F  
 SOP SPECIAL ORDERED PART  
 5034 BRO, ISRAEL LIC#: 5034  
 WWC 0.00 0.00 0 0 0.00 0.00  
 FC: PART#: COUNT:  
 CLAIM TYPE:  
 AUTH CODE:

0	0	TPARTS
0	0	TLABOR

VERSION 1 (EMP# 5034, 13MAR09 16:06): 22602 SOP ~~MASTER~~  
~~CYLINDER/BOOSTER 5034 SOP~~  
~~ONE WHEEL COVER BUBBLING//CRACKING (COREY HAS 2 IN STOCK)~~

CAUSE: F  
 E0022 ~~WHEEL TRIM COVER REPLACEMENT~~  
 5034 BRO, ISRAEL LIC#: 5034  
 WWC 0.00 0.20 386 1628 16.28 16.28  
 1 9596921 COVER 4720 6608 0 79.99 66.08 66.08  
 FC: 5L  
 PART#: 9596921  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 OJ

4720	6608	TPARTS
386	1628	TLABOR

VERSION 1 (EMP# 5034, 13MAR09 16:06): 22602 REPLACED RF COVER .FC 5L  
 5034 E0022 .2 HRS 0.20

C STEERING WHEEL DISCOLORED IN CENTER SOP IN 5215  
 CAUSE: F

~~E7020 STEERING WHEEL REPLACEMENT~~  
 5215 DON JOHNSON LIC#: 5215  
 WWC 0.25 0.40 700 3255 32.55 32.55

In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

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

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

CUSTOMER SIGNATURE

CUSTOMER #:

**SOUTH POINTE  
CHEVROLET**

\*ACCOUNTING\*

9146 S. Memorial  
Tulsa, OK 74133  
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(918) 481-8000  
www.southpointechevrolet.com

COWETA, OK

PAGE 2

HOME: CONT:N/A

\*\* PRE-INVOICE \*\*

BUS: CELL:

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		22602/22602	T3891

DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 13MAR09		0.00	CASH	14MAR09

R.O. OPENED      READY      OPTIONS: DLR:05241  
 15:06 13MAR09      10:23 14MAR09      ENG:2.4 Liter\_MFI\_DOHC\_HO\_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
1	25898297	F	WHEEL			6678	9349	0	117.15	93.49	93.49

FC: 5L

PART#: 25898297

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

6678      9349 TPARTS

700      3255 TLABOR

VERSION 1 (EMP# 5215,14MAR09 10:09): 22602 STEERING WHEEL 5L

VERSION 2 (EMP# 5215,14MAR09 10:10): 22602 STEERING WHEEL 5L THE

STEERING WHEEL WAS DISCOLORED. REPLACED THE STEERING WHEEL PER

KEVIN.E7020 0.4 TECH 5215

D ENTERPRISE RENTAL

CAUSE: F

SUBLET SUBLET

5999 WWT 0.00 0.00      0      3500      35.00      35.00

0      0 TPARTS

0      3500 TLABOR

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 SURVEY, AND IF, FOR ANY REASON, YOU CANNOT  
 GIVE US THE HIGHEST MARKS "(COMPLETELY  
 SATISFIED)", PLEASE CALL OUR SERVICE MANAGER  
 KEVIN BENTON AT (918) 491-7231 THANK YOU!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-13-09	16:06	16:06	0.00	W	5034	A	
	16:06	16:06	0.00	W	5034	B	
03-14-09	10:04	10:19	0.25	W	5215	C	

In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

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

CUSTOMER SIGNATURE

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

CUSTOMER #: [REDACTED]

**SOUTH POINTE  
CHEVROLET**

\*ACCOUNTING\*

9146 S. Memorial  
Tulsa, OK 74133  
SERVICE DIRECT (918) 491-7222  
(918) 481-8000  
www.southpointechevrolet.com

COWETA, OK

PAGE 3

HOME [REDACTED] CONT:N/A

\*\* PRE-INVOICE \*\*

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		22602/22602	T3891

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 13MAR09		0.00	CASH	14MAR09

R.O. OPENED: 15:06 13MAR09      READY: 10:23 14MAR09  
 OPTIONS: DLR:05241  
 ENG:2.4\_Liter\_MFI\_DOHC\_HO\_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL				
7/4501001	8383	1086		7/4402001	15957	11398					
7/121001	24340	*****									

**COST, SALE, & COMP TOTALS      12484      24340      0**

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

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

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

# SOUTH POINTE CHEVROLET

9146 S. Memorial  
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SERVICE DIRECT (918) 491-7222  
(918) 481-8000  
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\*ACCOUNTING\*

DUPLICATE 2  
PAGE 3

\*\* PRE-INVOICE \*\*

SERVICE ADVISOR: 5135 RANDY W BROOKS

COWETA, OK

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		22937/22937	T1042

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 30MAR09		0.00	CASH	31MAR09

R.O. OPENED	READY	OPTIONS:
14:55 30MAR09	17:06 31MAR09	DLR: 05241 ENG: 2.4 Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
[REDACTED]	4883	1158		[REDACTED]	1694	1210	
	6500	2895			3700	3700	
	975	0			83	0	
	10277	*****			7558	*****	

RECEIVED  
MAR 31 2009  
BY: [REDACTED]

COST, SALE, & COMP TOTALS      8963      17752      0

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DESCRIPTION	TOTALS
LABOR AMOUNT	65.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	9.75
TOTAL CHARGES	74.75
LESS INSURANCE	0.00
SALES TAX	0.83
<b>PLEASE PAY THIS AMOUNT</b>	<b>75.58</b>

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

CUSTOMER SIGNATURE

CUSTOMER #:

**SOUTH POINTE  
CHEVROLET**

\*ACCOUNTING\*

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DUPLICATE 2  
PAGE 1

\*\* PRE-INVOICE \*\*

SERVICE ADVISOR: 5135 RANDY W BROOKS

COWETA, OK

HOME: CONT: N/A

BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		22937/22937	T1042	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 30MAR09		0.00	CASH	31MAR09

R.O. OPENED	READY	OPTIONS:
14:55 30MAR09	17:06 31MAR09	DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A SINCE CAR PICKED UP LAST MONDAY, BRAKE LIGHTS STAY ON INTERMITTENTLY AND CRUISE DOESNT WORK

CAUSE: F

H2642 SENSOR BRAKE PEDAL POSITION REBRIDGE

5034 BRO, ISRAEL LIC#: 5034

1	22666955	SENSOR KI	FC: PART#: COUNT:	1210	1694	0	21.23	16.94	16.94	48.83	48.83
---	----------	-----------	-------------------	------	------	---	-------	-------	-------	-------	-------

CLAIM TYPE:  
AUTH CODE:

1210 1694 TPARTS  
1158 4883 TLABOR

VERSION 1 (EMP# 5034,30MAR09 17:02): 22937 FOUND BRAKE PEDAL POSITION WOULD NOT ALLOW DUE TO THE VOLTAGE WAS NOT WITHIN .73-1.47 VOLTS PER PIC4330B MINE WAS DISPLAYED .6 VOLTS ON TECH2 HAD TO ADJUST THE ROD GOING INBETWEEN THE LEGS OF THE BPPS TO CORRECT VALUES TO BE INBETWEEN THE SPECIFIED VOLTAGE. REPLACE PEDAL POSITION CLEARED DTC C0278 AND THE CONCERN IS CORRECTED.FC 93

VERSION 2 (EMP# 5034,30MAR09 17:03): 22937 THE BRAKE PEDAL POSITION SENSOR LEG BROKEN COUND NOT FIND BROKEN LEG ON THE FLOOR BORAD, REPLACED THE BROKEN SENSOR. 5034 H2642 .6 HRS 0.60 BRAKE PEDAL POSITION WOULD NOT ALLOW DUE TO THE VOLTAGE WAS NOT WITHIN .73-1.47 VOLTS PER PIC4330B MINE WAS DISPLAYED .6 VOLTS ON TECH2 HAD TO ADJUST THE ROD GOING INBETWEEN THE LEGS OF THE BPPS TO CORRECT VALUES TO BE INBETWEEN THE SPECIFIED VOLTAGE. REPLACE PEDAL POSITION CLEARED DTC C0278 AND THE CONCERN IS CORRECTED.FC 93

B SINCE CAR PICKED UP LAST MONDAY, NONE OF THE TIRE PRESSURE READ OUT, IT DID READ 3 OF THEM NOW NONE

CAUSE: F

NWP NO WORK PERFORMED

5034 BRO, ISRAEL LIC#: 5034

WVC	0.00	0.00	0	0	0.00	0.00
			0	0		

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
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	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 #:

**SOUTH POINTE  
CHEVROLET**

\*ACCOUNTING\*

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DUPLICATE 2

PAGE 2

\*\* PRE-INVOICE \*\*

SERVICE ADVISOR: 5135 RANDY W BROOKS

COWETA, OK

HOME:

CONT:N/A

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		22937/22937	T1042

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN08 DD			WAIT 30MAR09		0.00	CASH	31MAR09

R.O. OPENED	READY	OPTIONS:
14:55 30MAR09	17:06 31MAR09	DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						0	0	TLABOR			

VERSION 1 (EMP# 5034,30MAR09 17:05): 22937 SEE LINE C NOT WWC DUE TO MISSING RF TPM SENSOR. 5034 NWP  
 C\*\* INSTALL CUST PROVIDED TIRE PRESSURE MONITER SENSOR (WE PROVIDED NEW STEM N/C) INSTALL AND REST SYSTEM  
 RF REPAIRS AS FOLLOWS  
 5034 BRO, ISRAEL LIC#: 5034  
 CC 0.00 1.50 2895 6500 65.00 65.00

VERSION 1 (EMP# 5034,30MAR09 17:04): 22937 SEE LINE C NOT WWC DUE TO MISSING RF SENSOR 5034 NWP

VERSION 2 (EMP# 5034,30MAR09 17:05): 22937 REPLACED MISSING RF TPM SENSOR CUST PROVIDED SENSOR 5034 1.5 HRS 1.50

~~D\*\* ENTERPRISE RENTAL~~  
 SUBLET SUBLET

5999	WWC	0.00	0.00	0	0	0.00	0.00
				0	0	TPARTS	
				0	0	TLABOR	

SUBL RENTAL BILL PO#42030	WWC	3700	3700	37.00	37.00
SHOP SUPPLIES		0	975		9.75

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-30-09	15:04	17:02	1.96	W	5034	A	
	17:04	17:04	0.00	W	5034	C	
	17:05	17:05	0.00	W	5034	B	

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

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

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

**SOUTH POINTE  
CHEVROLET**

ACCOUNTING

9146 S. Memorial  
Tulsa, OK 74133  
SERVICE DIRECT (918) 491-7222  
(918) 481-8000  
www.southpointechevrolet.com

COWETA, OK  
HOME [REDACTED]  
BUS: [REDACTED]

PAGE 1

CONT: N/A  
CELL: [REDACTED]

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		24003/24003	T1284	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 21APR09		0.00	CASH	21APR09
R.O. OPENED	READY	OPTIONS: DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC					
14:07 21APR09	17:30 21APR09						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CUSTOMER STATES THERE IS INTERMITTENT POP/KNAP NOISE YOU HEAR WHEN BRAKE PEDAL IS RELEASED TO COME BACK UP

CAUSE: F

~~TOP SPECIAL ORDERED PART~~

5034 BRO, ISRAEL LIC#: 5034  
WVC 0.00 0.00

0	0	0.00	0.00
0	0	TPARTS	
0	0	TLABOR	

B 20 POINT INSPECTION

20 20 POINT INSPECTION

5999	CC	0.00	0.00	0	0	0.00	0.00
------	----	------	------	---	---	------	------

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\*\*\* NO RO PUNCH TIMES ON FILE \*\*\*

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
[REDACTED]	0	0		[REDACTED]	0	0	
[REDACTED]	0	*****		[REDACTED]	0	*****	

COST, SALE, & COMP TOTALS 0 0 0

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

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

CUSTOMER SIGNATURE

Customer was release with car before paper work was finish

CUSTOMER #: [REDACTED]

**SOUTH POINTE  
CHEVROLET**

9146 S. Memorial  
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\*ACCOUNTING\*

DUPLICATE 1  
PAGE 2

\*\* PRE-INVOICE \*\*

SERVICE ADVISOR: 5135 RANDY W BROOKS

COWETA, OK  
HOME [REDACTED]  
BUS: [REDACTED]

CONT: N/A  
CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		23674/23674	T1175

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 14APR09		0.00	CASH	14APR09

R.O. OPENED: 07:48 13APR09  
 READY: 17:15 14APR09  
 OPTIONS: DLR:05241  
 ENG:2.4 Liter\_MFI\_DOHC\_HO\_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
			WWC			7400	7400			74.00	74.00

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-13-09	07:53	09:16	1.39	W	5034	A	
04-14-09	08:44	08:49	0.09	W	5034	A	
	08:49	08:49	0.00	W	5034	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
[REDACTED]	4883	1158		[REDACTED]	4789	3421	
	0	0			7400	7400	
	17072	*****			0	*****	

COST, SALE, & COMP TOTALS 11979 17072 0

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

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

CUSTOMER SIGNATURE

Signature is on other page.

WARRANTY COPY

Shawn

CUSTOMER #:

**SOUTH POINTE  
CHEVROLET**

\*ACCOUNTING\*

9146 S. Memorial  
Tulsa, OK 74133  
SERVICE DIRECT (918) 491-7222  
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DUPLICATE 1  
PAGE 1

\*\* PRE-INVOICE \*\*

SERVICE ADVISOR: 5135 RANDY W BROOKS

COWETA, OK

HOME:

BUS:

CONT: N/A

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		23674/23674	T1175

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 14APR09		0.00	CASH	14APR09

R.O. OPENED: 07:48 13APR09  
 READY: 17:15 14APR09  
 OPTIONS: DLR:05241  
 ENG:2.4\_Liter\_MFI\_DOHC\_HO\_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

~~A SATURDAY CRUISE WOULD SET THEN DROP OUT SUNDAY WONT SET ALL ALL~~  
~~NOW, BRAKES LIGHTS ARE NOT STAYING ON~~

CAUSE: F

~~R1260 SWITCH, CRUISE CONTROL ENGAGEMENT REPLACE~~  
 5034 BRO, ISRAEL LIC#: 5034

1	15942445	SWITCH		1.48	0.60	1158	4883		68.43	47.89	47.89
---	----------	--------	--	------	------	------	------	--	-------	-------	-------

FC: 6F  
 PART#: 15942445  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 OJ

3421 4789 TPARTS  
 1158 4883 TLABOR

VERSION 1 (EMP# 5034, 14APR09 08:49): 23674 FOUND WITH SCAN TOOL  
 CONNECTED AND EACH CRUISE BUTTON DEPRESSED NO SIGNAL WHILE LOOKING AT  
 THE TECH2 TESTED LH SIDE STEERING WHEEL SWITCH 5034 R1260 .6 HRS 0.60  
 WHICH IS THE CRUISE AND TESTED RESISTANCE VALVES BETWEEN TERMINALS 4  
 AND 5 AND MEASURE OL FOR ALL BUTTON DEPRESSES AT THE ON/OFF-SET-RES  
 REPLACED SWITCH TEST DROVE AFTER CRUISE ENGAGED EVERYTIME AND DID NOT  
 DROP OUT.FC 6F

B 20 POINT INSPECTION

20 20 POINT INSPECTION

5034 BRO, ISRAEL LIC#: 5034

	CC	0.00	0.00	0	0				0.00	0.00
--	----	------	------	---	---	--	--	--	------	------

VERSION 1 (EMP# 5034, 14APR09 08:49): 23674 COMPLETE NEEDS BAL-4

5034 N/C

~~\*\*\* ENTERPRISE RENTAL~~

SUBLET SUBLET

	5999	WVC		0.00	0.00	0	0			0.00	0.00
--	------	-----	--	------	------	---	---	--	--	------	------

0 0 TPARTS  
 0 0 TLABOR

SUBL BILL PO#45106

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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 #: [REDACTED]

### SOUTH POINTE CHEVROLET

9146 S. Memorial  
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\*ACCOUNTING\*

DUPLICATE 1  
PAGE 2

\*\* PRE-INVOICE \*\*

SERVICE ADVISOR: 5135 RANDY W BROOKS

COWETA, OK

HOME [REDACTED]

BUS: [REDACTED]

CONT: N/A

CELL [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		24440/24440	T5398

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN08 DD			WAIT 29APR09		0.00	CASH	29APR09

R.O. OPENED	READY	OPTIONS:
14:39 29APR09	16:25 29APR09	DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-29-09	14:44	14:50	0.10	W	5034	A	
	14:51	15:03	0.20	W	5034	A	
	15:04	15:31	0.45	W	5034	A	
	15:31	15:31	0.00	W	5999	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
[REDACTED]	15462	3667		[REDACTED]	678	484	
	0	0			16140	*****	
	0	*****					

COST, SALE, & COMP TOTALS 4151 16140 0

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

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

*[Signature]*

CUSTOMER #:

**SOUTH POINTE  
CHEVROLET**

\*ACCOUNTING\*

9146 S. Memorial  
Tulsa, OK 74133  
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COWETA, OK

HOME

BUS:

CONT: N/A

CELL:

DUPLICATE 1

PAGE 1

\*\* PRE-INVOICE \*\*

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	08	CHEVROLET MALIBU	1G1ZH57B48H		24440/24440	T5398	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 29APR09		0.00	CASH	29APR09

R.O. OPENED	READY	OPTIONS:
14:39 29APR09	16:25 29APR09	DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A THERE IS POP NOISE SOMETIMES WHEN BRAKE PEDAL RELEASED SOP IN 5034  
CAUSE: F

<del>H1220 POWER VACUUM BRAKE BOOSTER REPLACEMENT</del>											
5034 BRO, ISRAEL LIC#: 5034											
WVC 0.75 1.90 3667 15462 154.62 154.62											
2	11518111	WASHER				484	678	0	4.25	3.39	6.78

FC: 93

PART#: 11518111

COUNT: 2

CLAIM TYPE:

AUTH CODE:

NP

484 678 TPARTS  
3667 15462 TLABOR

VERSION 1 (EMP# 5034, 29APR09 15:31): 24440 INSTALLED SOP WASHER PER  
PIC4883B TO CORRECT THE NOISE FROM BRAKE PEDAL HITTING THE P/S COLUMN  
ASSEMBLY TEST DROVE AFTER RELEARNING BPP AND 5034 H1220 1.9 HRS 1.90  
THE NOISE IS GONE FC 93

B 20 POINT INSPECTION

20 20 POINT INSPECTION

5999	CC	0.00	0.00	0	0				0.00	0.00
------	----	------	------	---	---	--	--	--	------	------

VERSION 1 (EMP# 5999, 29APR09 15:31): 24440 JUST DONE

C\*\* CUSTOMER STATES CHECK TRANS FOR LATE SHIFTS 3RD AND 4TH GEARS  
TRANS TRANSMISSION

9059 COOPER, ROBERT LIC#: 9059

WVC	0.00	0.00	0	0					0.00	0.00
-----	------	------	---	---	--	--	--	--	------	------

0 0 TPARTS

0 0 TLABOR

VERSION 1 (EMP# 5135, 29APR09 16:15): 24440 NO DTC CODES CURRENT OR  
HISTORY. SHIFT ADAPTS ARE ALL NORMAL AND WITHIN SPECS AT THIS TIME.  
ADVISOR TEST DROVE APPROX 7.5 MILES TRANS SHIFTED PROPERLY FOR THE  
AMOUNT OF GIVEN THROTTLE PRESSURE AT THIS TIME

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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 #:

**SOUTH POINTE  
CHEVROLET**

ACCOUNTING

9146 S. Memorial  
Tulsa, OK 74133  
SERVICE DIRECT (918) 491-7222  
(918) 481-8000  
www.southpointechevrolet.com

COWETA, OK

PAGE 3

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		22602/22602	T3891	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 13MAR09		0.00	CASH	23MAR09
R.O. OPENED	READY	OPTIONS:					
15:06 13MAR09	15:48 23MAR09	DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						0	0	TPARTS			
						0	0	TLABOR			
SUBL RENTAL BILL PO#40057											
						37000	37000			370.00	370.00

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-13-09	16:06	16:06	0.00	W	5034	A	
	16:06	16:06	0.00	W	5034	B	
03-14-09	10:04	10:19	0.25	W	5215	C	
03-20-09	10:38	12:27	1.82	W	5034	A	
03-21-09	09:04	12:23	3.31	W	5034	A	
03-23-09	12:15	12:16	0.02	W	5034	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
	34180	8034			41490	29635	
	916	916			37000	37000	
	113586	*****					

**COST, SALE, & COMP TOTALS 75585 113586 0**

In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

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

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

CUSTOMER SIGNATURE

CUSTOMER #:

**SOUTH POINTE  
CHEVROLET**

ACCOUNTING

9146 S. Memorial  
Tulsa, OK 74133  
SERVICE DIRECT (918) 491-7222  
(918) 481-8000  
www.southpointechevrolet.com

COWETA, OK

PAGE 2

HOME:

CONT: N/A

BUS:

CELL:

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		22602/22602	T3891	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN08 DD			17:00 13MAR09		0.00	CASH	23MAR09
R.O. OPENED	READY	OPTIONS:					
15:06 13MAR09	15:48 23MAR09	DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
			WVC	0.00	0.20	386	1628			16.28	16.28
1	9596921		COVER			4720	6608	0	79.99	66.08	66.08

FC: 5L

PART#: 9596921

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

4720 6608 TPARTS

386 1628 TLABOR

VERSION 1 (EMP# 5034, 13MAR09 16:06): 22602 REPLACED RF COVER .FC 5L

5034 E0022 .2 HRS 0.20

**C STEERING WHEEL DISCOLORED IN CENTER SOP IN 5215**

CAUSE: F

**E7020 STEERING WHEEL REPLACEMENT**

5215 DON JOHNSON LIC#: 5215

WVC 0.25 0.40 700 3255

1	25898297	F-WHEEL				6678	9349	0	117.15	93.49	93.49
---	----------	---------	--	--	--	------	------	---	--------	-------	-------

FC: 5L

PART#: 25898297

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

6678 9349 TPARTS

700 3255 TLABOR

VERSION 1 (EMP# 5215, 14MAR09 10:09): 22602 STEERING WHEEL 5L

VERSION 2 (EMP# 5215, 14MAR09 10:10): 22602 STEERING WHEEL 5L THE

STEERING WHEEL WAS DISCOLORED. REPLACED THE STEERING WHEEL PER

KEVIN.E7020 0.4 TECH 5215

**D ENTERPRISE RENTAL**

CAUSE: F

SUBLET SUBLET

5999	WWT	0.00	0.00	0	0	0.00	0.00
------	-----	------	------	---	---	------	------

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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

Vehicle is on the 20th Invoiced today

CUSTOMER #: ENKEY

314635

**SOUTH POINTE  
CHEVROLET**

9146 S. Memorial  
Tulsa, OK 74133  
SERVICE DIRECT (918) 491-7222  
(918) 481-8000  
www.southpointechevrolet.com

\*ACCOUNTING\*

COWETA, OK

HOME:

BUS:

CONT:N/A

CELL:

PAGE 1

\*\* PRE-INVOICE \*\*

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		31938/31938	TSERV	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 31AUG09		0.00	CASH	31AUG09

R.O. OPENED	READY	OPTIONS:
09:14 31AUG09	09:17 31AUG09	DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

NOISE IN FRONT END ON SHARP TURNS  
NC NO CHARGE

5034 BRO, ISRAEL LIC#: 5034  
CC 0.00 0.00 0 0 0.00 0.00

VERSION 1 (EMP# 39891, 31AUG09 09:17): 31938 LOOSEND AND RE TIGHTEND  
CRADLE BOLTS N/C

YOU MAY HAVE BEEN SELECTED TO RECEIVE A SURVEY FROM CHEVROLET MOTOR DIVISION ABOUT YOUR SERVICE EXPERIENCE. PLEASE COMPLETE YOUR SURVEY, AND IF, FOR ANY REASON, YOU CANNOT GIVE US THE HIGHEST MARKS "(COMPLETELY SATISFIED)", PLEASE CALL OUR SERVICE MANAGER KEVIN BENTON AT (918) 491-7231 THANK YOU!

\*\*\* NO RO PUNCH TIMES ON FILE \*\*\*

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
					0	*****	

COST, SALE, & COMP TOTALS 0 0 0

In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

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

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

CUSTOMER SIGNATURE

CUSTOMER #:

SOUTH POINTE CHEVROLET

\*ACCOUNTING\*

9146 S. Memorial
Tulsa, OK 74133
SERVICE DIRECT (918) 491-7222
(918) 481-8000
www.southpointechevrolet.com

COWETA, OK

PAGE 1

HOME CONT:N/A

\*\* PRE-INVOICE \*\*

BUS: CELL SERVICE ADVISOR: 5135 RANDY W BROOKS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: TAN, 08, CHEVROLET MALIBU, 1G1ZH57B48F, 31938/31938, TSERV. Row 2: DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 3: 01JAN08 DD, WAIT 31AUG09, 0.00, CASH, 31AUG09.

R.O. OPENED READY OPTIONS: DLR:05241
ENG:2.4\_Liter\_MFI\_DOHC\_HO\_ECOTEC
09:14 31AUG09 09:17 31AUG09

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Row 1: A NOISE IN FRONT END ON SHARP TURNS, NC NO CHARGE.

5034 BRO, ISRAEL LIC#: 5034
CC 0.00 0.00 0 0 0.00 0.00
VERSION 1 (EMP# 30891, 31AUG09 09:17): 31938 LOOSEND AND RE TIGHTEND

CRADLE BOLTS N/C

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\*\*\* NO RO PUNCH TIMES ON FILE \*\*\*

Table with columns: TRGT/ACCOUNT, SALE, COST, CONTROL, TRGT/ACCOUNT, SALE, COST, CONTROL. Row 1: 0, 0, 0, 0, 0, 0, \*\*\*\*\*

COST, SALE, & COMP TOTALS 0 0 0

In addition to the charges for parts, labor, tax, et., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge. 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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Table with columns: DESCRIPTION, TOTALS. Rows: LABOR AMOUNT 0.00, PARTS AMOUNT 0.00, GAS, OIL, LUBE 0.00, SUBLET AMOUNT 0.00, MISC. CHARGES 0.00, TOTAL CHARGES 0.00, LESS INSURANCE 0.00, SALES TAX 0.00, PLEASE PAY THIS AMOUNT 0.00.

WARRANTY COPY

CUSTOMER # [REDACTED]



CHEVROLET

9146 S. Memorial · Tulsa, OK 74133  
SERVICE DIRECT (918) 491-7222  
(918) 481-8000  
www.southpointechevrolet.com

WORKORDER

PAGE 1

COWETA OK

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5135 BROOKS, RANDY W



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		31938/	TSERV	
IN SERV DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			** WAITER **		0.00	CASH	
R.O. OPENED	READY	OPTIONS: DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC					
31AUG2009 09:14							

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MISC	CC		NOISE IN FRONT END ON SHARP TURNS

*503 of loose end + re tighten  
cradle bolts etc*

In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

**EXCLUSION OF WARRANTIES**

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

**AUTHORIZATION FOR REPAIRS**

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

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

# SOUTH POINTE CHEVROLET

CUSTOMER # [REDACTED]

WORKORDER

9146 S. Memorial · Tulsa, OK 74133  
SERVICE DIRECT (918) 491-7222  
(918) 481-8000  
www.southpointechevrolet.com

COWETA, OK

PAGE 1

HOME [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5135 BROOKS, RANDY W

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		31938/	TSERV	
IN SERV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			** WAITER **		0.00	CASH	
R.O. OPENED		READY	OPTIONS: DLR:05241				
31AUG2009 09:14			ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC				

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MISC	CC	NOISE IN FRONT END ON SHARP TURNS

In addition to the charges for parts, labor, tax, etc., South Pointe Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

PRELIMINARY ESTIMATE · \$ \_\_\_\_\_

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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

**TECHNICIAN COPY**

CUSTOMER #:

**SOUTH POINTE  
CHEVROLET**

\*ACCOUNTING\*

9146 S. Memorial  
Tulsa, OK 74133  
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(918) 481-8000  
www.southpointchevrolet.com

COWETA, OK

PAGE 1

HOME:

CONT:N/A

\*\* PRE-INVOICE \*\*

BUS:

CELL:

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		31618/31618	T1414	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			WAIT 28AUG09		0.00	CASH	28AUG09

R.O. OPENED	READY	OPTIONS:
08:38 28AUG09	09:59 28AUG09	DLR:05241 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
<del>A ONLY WHEN BRIGHTS ARE ON AND YOU MAKE RIGHT TURN, THE BRIGHTS WILL GO OFF AND/OR FLASH (CUST DUPLICATED ON DRIVE, YOU CAN WIGGLE TURN SIGNAL LEVER ALITTLE AND OT DIES IT)</del>											

CAUSE: F

~~E7059 TURN SIGNAL MULTIFUNCTION SWITCH~~

~~REPLACEMENT~~

5659 VIETS, CHAD L LIC#: 5659

1	15913467	SWITCH	FC: 6F	WVC	0.74	0.90	2250	7324	0	48.56	73.24	73.24
			PART#: 15913467				2428	3399			33.99	33.99
			COUNT: 1									
			CLAIM TYPE:									
			AUTH CODE:									
			OJ									

2428 3399 TPARTS  
2250 7324 TLABOR

VERSION 1 (EMP# 5659,28AUG09 09:17): 31618 6F INTERNAL OPEN IN TURN  
SIGNAL SWITCH WHEN MOVED. REPLACED SWITCH E7059 .9 5659 CHAD

B 20 POINT INSPECTION

20 20 POINT INSPECTION

5999	CC	0.00	0.00	0	0	0.00	0.00
------	----	------	------	---	---	------	------

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-28-09	09:05	09:49	0.74	W	5659	A	
	09:49	09:49	0.00	W	5999	B	

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	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	LABOR AMOUNT
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		<b>PLEASE PAY THIS AMOUNT</b>	

WARRANTY COPY

CUSTOMER #:

**SOUTH POINTE  
CHEVROLET**

\*ACCOUNTING\*

9146 S. Memorial  
Tulsa, OK 74133  
SERVICE DIRECT (918) 491-7222  
(918) 481-8000  
www.southpointechevrolet.com

PAGE 2

COWETA, OK

HOME:

CONT:N/A

\*\* PRE-INVOICE \*\*

BUS:

CELL:

SERVICE ADVISOR: 5135 RANDY W BROOKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG					
TAN	08	CHEVROLET MALIBU	1G1ZH57B48F		31618/31618	T1414					
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE				
01JAN08 DD			WAIT 28AUG09		0.00	CASH	28AUG09				
R.O. OPENED	READY	OPTIONS: DLR:05241 ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC									
08:38	28AUG09	09:59	28AUG09								
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
	7324	2250			3399	2428	
	0	0			10723	*****	
	0	*****					

**COST, SALE, & COMP TOTALS**      4678      10723      0

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

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
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

**WARRANTY COPY**

CUSTOMER #: [REDACTED]

\*INVOICE\*

# LAKE COUNTRY



144 West Shawnee · Muskogee, OK 74401  
918-683-0311 · Fax 918-682-8151 · 800-299-0315

COWETA, OK [REDACTED]

PAGE 1

HOME: [REDACTED]

CONT:N/A

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 9490 WESLEY TOLLETT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	08	CHEVROLET MALIBU	1G1ZH57B48F[REDACTED]		32920/32920	TFSDD2	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN09 DD			17:00 08SEP09		0.00	CASH	08SEP09
R.O. OPENED	READY	OPTIONS: DLR:05285					
08SEP09	08SEP09	ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
<b>A POPPING OR CLUCKING NOISE ON ACCL TURNING</b>							
CAUSE: F							
E9448 REPOSITION I-SHAFT TO CORRECT NOISE							
				9763		21.85	21.85
				1 26098237	13.90	11.10	11.10
FC: 93							
PART#: 26098237							
COUNT: 1							
CLAIM TYPE:							
AUTH CODE:							
NE							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

\*\*\*\*\*

<b>B SHAKES WHEN SLOWING DOWN</b>							
50 STRG/SUSP/TIRES & WHEELS							
9999 CPR							
9763 CPR							
						0.00	0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*\*\*\*

<b>C JERKING/JUMPS SOMETIME AND PRM GO UP/DOWN</b>							
30 DRIVEABILITY							
9999 CPR							
9763 CPR							
						0.00	0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

\*\*\*\*\*

<b>D GM QUICKLUBE 5W30</b>							
10 GM QUICKLUBE 5W30							

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		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



**GMC**

**HUMMER**

**General Motors Business Resource Center**

**FAX**

**To: Jeff Cantrell**

Company:

Fax: 9182599345

Phone:

**From: Daniel Ramones**

Fax: 8667759476

Phone: 866-790-5700 ext 41062

E-mail:

**cc:**

---

**NOTES:**

Re [REDACTED] 2008 Malibu BBB Claim

Fax Server

3/26/2009 12:45:26 PM PAGE 2/002 Fax Server



3/26/2009

Jeff Cantrell  
Speedway Chevrolet  
2301 N Aspen Ave  
Broken Arrow, OK 74012-1182

Re: [REDACTED]  
Siebel Request: 71-703081327  
2008 Chevrolet Malibu  
VIN: 1G1ZHS7B48F [REDACTED]

Dear Mr. Thompson:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

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

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

Sincerely,

Daniel Ramones  
BRC Customer Relationship Specialist  
Ph# 800-231-1341, prompt 1, extension 41062  
FAX# 366-773-9476

CUSTOMER #:



\*ACCOUNTING\*

2301 NORTH ASPEN AVE.  
BROKEN ARROW, OK 74012  
918-258-8000

COWETA, OK

DUPLICATE 1  
PAGE 1

HOME: CONT:N/A

\*\* PRE-INVOICE \*\*

BUS: CELL:

SERVICE ADVISOR: 2069 RUSSELL PEARSON

COLOUR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	08	CHEVROLET MALIBU	1G1ZH57B48F		21107/21107	T3352
DEL DATE	PROD DATE	WARR EXP	PO NO	RATE	PAYMENT	INV DATE
07MAR08 DD		17:00	17FEB09	85.00	CASH	17FEB09
R.O. OPENED	READY	OPTIONS: ENG:2.4 Liter_MFI_DOHC_HO_ECOTEC				

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A OIL & FILTER CHANGE  
OFC OIL & FILTER CHANGE

6542	CL	0.00	0.40	400	1205					12.05	12.05
1	12605566	FILTER		508	600	0	8.96			6.00	6.00
5	OIL MOTOR OIL			680	990	0	1.98			1.98	9.90

VERSION 1 (EMP# 6542,17FEB09 12:52): 21107 LOF .4  
B C/S THERE IS A VIBRATION IN BRAKE PEDAL WHEN BRAKING AT TIMES, PEDAL IS NOT SMOOTH FLUID LEVEL IS LOW  
NPF UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME, OPERATING WITHIN SPECS

266	CC	0.00	0.00	0	0					0.00	0.00
-----	----	------	------	---	---	--	--	--	--	------	------

VERSION 1 (EMP# 266,17FEB09 14:01): 21107 NO PROBLEM FOUND 0.00

VERSION 2 (EMP# 6590,17FEB09 15:17): 21107 NO PROBLEM FOUND 0.00

CUSTOMER DECLINED TO RIDE WITH TECH ON BRAKE PED ISSUE  
C C/S BRAKES ARE MAKING A SQUAKING NOISE WHEN STOPPING  
NPF UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME, OPERATING WITHIN SPECS

266	CC	0.136	0.00	0	0					0.00	0.00
-----	----	-------	------	---	---	--	--	--	--	------	------

VERSION 1 (EMP# 266,17FEB09 14:02): 21107 NO PROBLEM FOUND 0.00

EST: 0.00 17FEB09 12:30 SA: 2069

CUSTOMER PAY SHOP CHARGE FOR REPA 0 121 1.21

\*\*\*THANK YOU FOR USING SPEEDWAY CHEVROLET\*\*\*  
WE ARE VERY INTERESTED IN YOUR OPINION. YOU MAY SOON RECEIVE A SURVEY FROM YOUR VEHICLES' MANUFACTURER. IF YOU CANNOT ANSWER "COMPLETELY SATISFIED" TO ALL QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR. AGAIN, THANK YOU FOR YOUR BUSINESS.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-17-09	13:40	14:02	0.36	W	266	C B	

**DISCLAIMER OF WARRANTIES**  
Any warranties on the products sold hereby are those of the manufacturer. Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

**CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.**  
I HEREBY AGREE THAT YOU ARE NOT RESPONSIBLE FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I FURTHER AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR TRUCKS OR PROPERTY LEFT IN CARS OR TRUCKS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.  
I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on car or truck to secure the amount of repair thereto. I further agree to pay the sum of \$3.00 per day for storage of the car or truck commencing five (5) days after receiving notice that the service requested or repair work has been completed. Storage fees shall be payable daily. I hereby expressly grant to Dealer a lien upon the car or truck herein described for payment of such storage costs and agree that Dealer may foreclose in such manner as is provided for the foreclosure of mechanic's liens under the laws of the State of Oklahoma. The undersigned agrees to pay this account at the office of Dealer. I agree to pay reasonable attorney fees and court costs incurred by Dealer if this account is placed with an attorney for collection. LADOR AND FIRST

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

READ BEFORE SIGNING

CUSTOMER #:



\*ACCOUNTING\*

2301 NORTH ASPEN AVE.  
BROKEN ARROW, OK 74012  
918-258-8000

COWETA, OK

DUPLICATE 1

PAGE 2

HOME:

CONT:N/A

\*\* PRE-INVOICE \*\*

BUS:

CELL:

SERVICE ADVISOR: 2069 RUSSELL PEARSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	08	CHEVROLET MALIBU	1G1ZH57B48E		21107/21107	T3352
DEL DATE	PROD DATE	WARR EXP	PG NO	RATE	PAYMENT	INV DATE
07MAR08 DD		17:00	17FEB09	85.00	CASH	17FEB09
R.O. OPENED	READY	OPTIONS:				
		ENG:2.4 Liter MFI DOHC HO_ECOTEC				
12:30	17FEB09	15:17	17FEB09			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL				
214/4435	1205	400		214/4735	600	508					
214/4780	990	680		214/4400	0	0					
214/7323	121	0		214/3140	145	0					
214/2050	3061	*****									



**COST, SALE, & COMP TOTALS**      1588      2916      0

**DISCLAIMER OF WARRANTIES**

Any warranties on the products sold hereby are those of the manufacturer. Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

**CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.**

I HEREBY AGREE THAT YOU ARE NOT RESPONSIBLE FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I FURTHER AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR TRUCKS OR PROPERTY LEFT IN CARS OR TRUCKS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on car or truck to secure the amount of repairs thereto. I further agree to pay the sum of \$3.00 per day for storage of the car or truck commencing five (5) days after receiving notice that the service requested or repair work has been completed. Storage fees shall be payable daily. I hereby expressly grant to Dealer a lien upon the car or truck herein described for payment of such storage costs and agree that Dealer may detain the same at any time such car or truck is lawfully in its possession until storage costs are paid. Such lien may be foreclosed in such manner as is provided for the foreclosure of mechanic's liens under the laws of the State of Oklahoma. The undersigned agrees to pay this account at the office of Dealer. I agree to pay reasonable attorney fees and court costs incurred by Dealer if this account is placed with an attorney for collection. LABOR AND PARTS GUARANTEED 12 MONTHS OR 12,000 MILES - WHICHEVER COMES FIRST.

READ BEFORE SIGNING X

DESCRIPTION	TOTALS
LABOR AMOUNT	12.05
PARTS AMOUNT	15.90
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.21
TOTAL CHARGES	29.16
LESS INSURANCE	0.00
SALES TAX	1.45
<b>PLEASE PAY THIS AMOUNT</b>	<b>30.61</b>



2301 N. Aspen  
Broken Arrow, OK 74012  
Phone (918) 259-9322

Early Drop -   
Rental Car -   
Viss -   
Cust. Signature -

Date \_\_\_\_\_

CUST. # \_\_\_\_\_ CUSTOMER NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

HOME PHONE # \_\_\_\_\_ BUSINESS PHONE # 520-4489

VEHID SF \_\_\_\_\_ YEAR \_\_\_\_\_ MODEL \_\_\_\_\_

LICENSE \_\_\_\_\_ DELIVERY DATE \_\_\_\_\_ MILEAGE 21107

TAG # \_\_\_\_\_ METHOD OF PAYMENT \_\_\_\_\_ SERVICE ADVISOR # \_\_\_\_\_

HAS VEHICLE BEEN IN BEFORE FOR SAME COMPLAINT

PRIMARY SERVICE OPERATION C, W, I LOF YES \_\_\_\_\_ NO \_\_\_\_\_

SERVICE OPERATION C, W, I C/S Vibration in pedal at times when braking Fluid is low, pedal is not smooth YES \_\_\_\_\_ NO \_\_\_\_\_

SERVICE OPERATION C, W, I C/S Brakes make a squeaking noise YES \_\_\_\_\_ NO \_\_\_\_\_

SERVICE OPERATION C, W, I \_\_\_\_\_ YES \_\_\_\_\_ NO \_\_\_\_\_

SERVICE OPERATION C, W, I \_\_\_\_\_ YES \_\_\_\_\_ NO \_\_\_\_\_

SERVICE INCLUDES:

- Oil change with up to 5 qts. of GM Goodwrench quality oil
- AC Oil Filter
- Complete Chassis Lube (Including all door hinges)
- Checking these fluid levels
  - > Differential Fluid (Rear wheel drive)
  - > Transfer Case Fluid (4-wheel drive)
  - > Power Steering Fluid > Transmission Fluid
  - > Brake Fluid > Windshield Washer Fluid

WE ALSO INSPECT:

- Drive Belts
- Hoses
- Air Filter
- Tire Pressure

MR. GOODWRENCH  
QUICK LUBE PLUS  
OIL AND FILTER CHANGE \$25.95 + TAX

**\$90.00 MINIMUM CHECK-OUT CHARGE**

I HEREBY AUTHORIZE THE REPAIR WORK LISTED TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE, ARTICLES LEFT IN VEHICLE, IN CASE OF FIRE, THEFT, OR ANY OTHER CASE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABLE 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 ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

I hereby acknowledge that I am responsible for all charges NOT covered by warranty or extended warranty, including rental fees and any rental fees incurred after I am notified of repairs completed.

**WE DO NOT LOAN CARS**

I DO NOT WANT REPLACED PARTS RETURNED TO ME

SIGNATURE \_\_\_\_\_ time \_\_\_\_\_

I REQUEST THE RETURN OF PARTS REPLACED DATE \_\_\_\_\_

THIS ESTIMATED PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO SHOP WITHIN 10 DAYS

2/05/08, 15:47:48 GM WARRANTY INFORMATION NETWORK (WIN)  
File Type: SENT NEW WARRANTY CLAIM REPORT  
Transaction ID: 6527

Dealer: 05-387  
Chevrolet

LN# RQ Date VIN Div Dealer Odometer S. Advisor RQ Total Cvt  
37925 12/02/08 1G1ZH57B42F CHV 05-387 16,253 \*\*\*\*0047 131.07 Y

Customer First Name Customer Middle Name Customer Last Name

Work Phone Home Phone

Ln	Typ	CC	Cnt	FailedPt	Tot-Pts	FCd	LbrOp	LHrs	OHrs	Tech #	Net-Item
1		04	0		0.00	03R02	H0122	1.7	0.0	****5434	0.00

Line-Tot Auth Cd Person Cd  
131.07

12/05/08, 15:47:48 GM WARRANTY INFORMATION NETWORK (WIN)  
File Type: SENT NEW WARRANTY CLAIM REPORT  
Transaction ID: 6527

Dealer: 05-387  
Chevrolet

\* CLAIM SUMMARY \*

Total Parts:	0.00
Total Labor:	131.07
Total Net Item:	0.00
Part Tax:	0.00
Labor Tax:	0.00
Total Claim:	131.07

W/Q Deductible

CM 959



CUSTOMER #:

\*ACCOUNTING\*



2301 NORTH ASPEN AVE.
BROKEN ARROW, OK 74012
918-258-8000

COWETA, OK

PAGE 2

HOME:
BUS:
CONT:N/A
CELL:

\*\* PRE-INVOICE \*\*
SERVICE ADVISOR: 2314 JAKE TUDOR

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for CHEVROLET MALIBU, VIN 1G1ZH57B48F, license 16253/16253, TAG T2816.

Table with columns: DEL DATE, PROD DATE, WARR EXP, PO NO, RATE, PAYMENT, INV DATE. Includes dates 07MAR08 DD, 17:00 02DEC08, 85.00 CASH, 04DEC08.

\*\*\*THANK YOU FOR USING SPEEDWAY CHEVROLET\*\*\*
WE ARE VERY INTERESTED IN YOUR OPINION. YOU MAY SOON RECEIVE A SURVEY FROM YOUR VEHICLES' MANUFACTURER. IF YOU CANNOT ANSWER "COMPLETELY SATISFIED" TO ALL QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR. AGAIN, THANK YOU FOR YOUR BUSINESS.

Table with columns: DATE, START, FINISH, DURATION, TYPE, TECH, LINE(S), CHG. Includes service records for 12-03-08 and 12-04-08.

Table with columns: TRGT/ACCOUNT, SALE, COST, CONTROL. Includes financial data for various accounts.

COST, SALE, & COMP TOTALS 13150 23087 0

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those of the manufacturer. Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.
I HEREBY AGREE THAT YOU ARE NOT RESPONSIBLE FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I FURTHER AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR TRUCKS OR PROPERTY LEFT IN CARS OR TRUCKS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

Table with columns: DESCRIPTION, TOTALS. Includes items like LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

READ BEFORE SIGNING X

SERVICE FILE COPY



2301 N. Aspen  
Broken Arrow, OK 74012  
Phone (918) 259-9322

- Early Drop -
- Rental Car -
- Viss -
- Cust. Signature -

Date \_\_\_\_\_

CUST. # \_\_\_\_\_ CUSTOMER NAME [REDACTED]  
 ADDRESS [REDACTED] CITY Carls STATE OK ZIP [REDACTED]  
 HOME PHONE # [REDACTED] BUSINESS PHONE # [REDACTED]  
 VEHID 1G1Z1H57B48F [REDACTED] YEAR \_\_\_\_\_ MODEL \_\_\_\_\_  
 LICENSE \_\_\_\_\_ DELIVERY DATE \_\_\_\_\_ MILEAGE 16,253  
 TAG # 2816 METHOD OF PAYMENT \_\_\_\_\_ SERVICE ADVISOR # 2317

HAS VEHICLE BEEN IN BEFORE FOR SAME COMPLAINT

PRIMARY SERVICE OPERATION C, W, I <u>stem wheel shake w/brakes</u>	YES
<u>Stem wheel is peeling</u>	NO
SERVICE OPERATION C, W, I <u>LF wheel cone is out of pos'n</u>	YES
<del>_____</del> <u>Renton</u>	NO
SERVICE OPERATION C, W, I <u>S.W.</u>	YES
_____	NO
SERVICE OPERATION C, W, I _____	YES
_____	NO
SERVICE OPERATION C, W, I _____	YES
_____	NO

SERVICE INCLUDES:

- Oil change with up to 5 qts. of GM Goodwrench quality oil
- AC Oil Filter
- Complete Chassis Lube (Including all door hinges)
- Checking these fluid levels
  - > Differential Fluid (Rear wheel drive)
  - > Transfer Case Fluid (4-wheel drive)
  - > Power Steering Fluid > Transmission Fluid
  - > Brake Fluid > Windshield Washer Fluid

WE ALSO INSPECT:

- Drive Belts
- Hoses
- Air Filter
- Tire Pressure

MR. GOODWRENCH  
QUICK LUBE PLUS  
OIL AND FILTER CHANGE \$25.95 + TAX

**\$90.00 MINIMUM CHECK-OUT CHARGE**

I HEREBY AUTHORIZE THE REPAIR WORK LISTED TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE, ARTICLES LEFT IN VEHICLE, IN CASE OF FIRE, THEFT, OR ANY OTHER CASE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABLE 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 ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

I hereby acknowledge that I am responsible for all charges **NOT** covered by warranty or extended warranty, including rental fees and any rental fees incurred after I am notified of repairs completed.  
**WE DO NOT LOAN CARS**

I DO NOT WANT REPLACED PARTS RETURNED TO ME

I REQUEST THE RETURN OF PARTS REPLACED

DATE \_\_\_\_\_

SIGNATURE \_\_\_\_\_ time \_\_\_\_\_

THIS ESTIMATED PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO SHOP WITHIN 10 DAYS

Bulletin No.: [REDACTED]

May, 2008

Page 13

ATTACHMENT FORM — GM BRAKE SERVICE REPAIR ORDER DOCUMENTATION FOR REQUIRED MEASUREMENTS

PART MEASUREMENT/REPLACEMENT DOCUMENTATION

Dealer Code: 05387

Repair Order Number: [REDACTED]

Front Rotor - ORIGINAL/REFINISHED thickness measurements (required when front labor operation is used):

- Thickness Specification (Min. Thickness/Discard Stamped on Rotor/SI): 22.8 inch/mm (Circle One)
- ORIGINAL measured thickness before refinish: Left Front (OLF) 24.8 inch/mm  
Right Front (ORF) 24.4 inch/mm
- REFINISHED measured thickness after refinish: Left Front (RLF) 25.4 inch/mm  
Right Front (RRF) 25.1 inch/mm

Rear Rotor - ORIGINAL/REFINISHED thickness measurements (required when rear labor operation is used):

- Thickness Specification (Min. Thickness/Discard Stamped on Rotor/SI): \_\_\_\_\_ inch/mm (Circle One)
- ORIGINAL measured thickness before refinish: Left Rear (OLR) \_\_\_\_\_ inch/mm  
Right Rear (ORR) \_\_\_\_\_ inch/mm
- REFINISHED measured thickness after refinish: Left Rear (RLR) \_\_\_\_\_ inch/mm  
Right Rear (RRR) \_\_\_\_\_ inch/mm

Rotor Replacement:

If rotors are replaced, you must indicate reason for replacement

---



---



---

Pad Replacement:

If Pads are replaced, you must indicate reason for replacement:

---



---



---

LATERAL RUN OUT (LRO) DOCUMENTATION

Front Rotor (required when front rotor labor operation is used):

- LRO measurement after rotor refinish/replace: Left Front (LLF) .063 inch  
Right Front (LRF) .002 inch
- If above LRO greater than 0.050 mm (0.002 in), document correction plate part number used:  
Left \_\_\_\_\_ Right \_\_\_\_\_ (Example: 801-03)

Rear Rotor (required when rear rotor labor operation is used):

- LRO measurement after rotor refinish/replace: Left Rear (LLR) \_\_\_\_\_ inch  
Right Rear (LRR) \_\_\_\_\_ inch
- If above LRO greater than 0.050 mm (0.002 in), document correction plate part number used:  
Left \_\_\_\_\_ Right \_\_\_\_\_ (Example: 801-03)

ENTERPRISE LEASING COMPANY - SOUTHWEST, 1185 S ASPEN AVE, BROKEN ARROW, OK 740124859 (918) 251-4880

RENTAL AGREEMENT 59716 REF# 475M94

SUMMARY OF CHARGES

RENTER [REDACTED]

DATE & TIME OUT 12/02/2008 04:15 PM  
DATE & TIME IN 12/04/2008 04:08 PM

BILLING CYCLE 24-HOUR

VEH #1 2008 CHEV S15C LT2W  
VIN# 2GCEC13C281 [REDACTED]  
LIC# [REDACTED]  
MILES DRIVEN 180

BILL TO ACCOUNT# [REDACTED]  
SPEEDWAY CHEVROLET\*\*  
ATTN: TUDOR, JAKE  
2301 N ASPEN AVE.  
BROKEN ARROW, OK 74012

CLAIM INFO  
RC [REDACTED]  
TYPE CAR: MALIBU  
SHOP: SPEEDWAY CHEVROLET\*\*  
PHONE: (918) 258-8000  
ATTN: JAKE

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	12/02 - 12/04	2	DAY	\$36.68 *	\$73.35
REFUELING CHARGE	12/02 - 12/04				\$0.00
<b>Subtotal:</b>					<b>\$73.35</b>

Taxes & Surcharges					
SALES TAX	12/02 - 12/04			8.517%	\$6.25
VEHICLE RENTAL TAX	12/02 - 12/04			6%	\$4.40
<b>Total Charges:</b>					<b>\$84.00</b>

Bill-To / Deposits					
<b>SPEEDWAY CHEVROLET**</b>					
TIME & DISTANCE	12/02 - 12/04	2	DAY		
SALES TAX	12/02 - 12/04	1	PERCENT	8.517%	
VEHICLE RENTAL TAX	12/02 - 12/04	1	PERCENT	6%	
<b>Subtotal:</b>					<b>(\$84.00)</b>

<b>DEPOSITS</b>					<b>(\$25.00)</b>
-----------------	--	--	--	--	------------------

**Total Amount Due \$0.00**

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
(\$25.00)	Visa	[REDACTED]
\$25.00	Visa	[REDACTED]

\* The "Rate" has been calculated to exclude taxes and/or surcharges which are included in the rate, resulting in a rounded "Rate". The "Total" is correct, however "Rate" multiplied by "Quantity" may not equal "Total".

## 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 :	1G1ZH57B48F [REDACTED] ✓
-------	--------------------------

### VEHICLE INFORMATION

Merchandising Model :	1ZH69 -2008 MALIBU 1LT	Warranty Start Date :	03/07/2008				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	RIVERSIDE CHEVROLET PO BOX 2679 TULSA, OK 74101-2679 (918) 446-2200	Selling Source :	13 - CHEVROLET				
		Site Code :	05225				
		Business Associate Code :	167909				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

### REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	<u>08102</u>	SERVICE UPDATE - 17"CHROME WHEEL COVER APPEARANCE - *EXPIRES W/BASE WARRANTY*	N/A	Closed

### SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	<u>08348</u>	POOR A/C PERFORMANCE, A/C COMPRESSOR NOISE. REF. TSB 08-01-37-002	10/07/2008	See Bulletin

### ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Active	Refer to Help page for details or: go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	Yes	XM Radio ID	TE8TY0WR	XM Status	Inactive	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	03/07/2008	10 miles	03/07/2011	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	03/07/2008	10 miles	03/07/2014	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/07/2008	10 miles	03/07/2016	80010 miles

## GM Vehicle Inquiry System - Summary

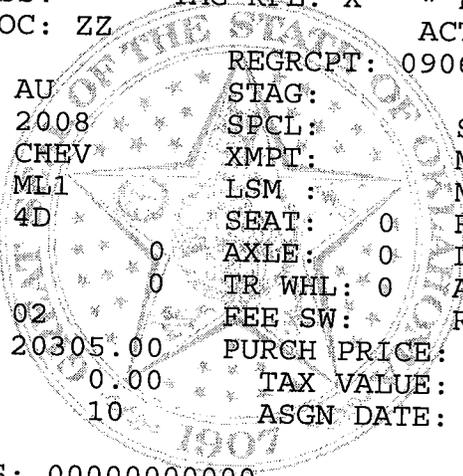
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	03/07/2008	10 miles	03/07/2013	100010 miles
36/36000 FEDERAL EMISSION	03/07/2008	10 miles	03/07/2011	36010 miles

## CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
08/20/2008	██████	#	H1220 - POWER VACUUM BRAKE BOOSTER REPLACEMENT	9146 miles
08/20/2008	██████	#	E7020 - STEERING WHEEL REPLACEMENT	9146 miles
08/20/2008	██████	#	V1799 - 08102 INSPECT WHEEL COVERS & REPLACE IF REQUIRED	9146 miles
02/12/2008	██████	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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

VIN: 1G1ZH57B48F [REDACTED] VCD: V LESSEE: [REDACTED]  
 TTL: 731508113001 SFX: NAME: [REDACTED]  
 TTLTYPE: ORIGINAL REG STAT: R  
 TTLDATE: 04222008 ADDR: [REDACTED]  
 HLD STA: NO NCIC STA: AD+ CITY CNTY ST ZIP  
 SOLD DT: 03262008 MAILSTAT: COWETA 73 OK [REDACTED]  
 SALV DT: 00000000 SALV CD :  
 TTLAGNT: 7315 INS LOSS: TAG RPL: X \* BRAND CNT \* \*\* LIENDATA \*\*  
 EXC TAX: 762.00 SRCE DOC: ZZ ACTIVE: 0 ACTIVE : 1  
 TTLRCPT: 081137315A7990 REGRCPT: 090647267A5882 RELEASE: 0  
 CUR DEC: 0E087764 CLASS: AU STAG: \*\* SYS DATA \*\*  
 CUR TAG: 062BNR VEHYR: 2008 SPCL: SCHL: UPDT: 03052009  
 MAKE : CHEV XMPT: MAIL: A UPTM:  
 MODEL: ML1 LSM : MFGH: AGNT: 7267  
 BODY : 4D \* SEAT: 0 RENT: N OPER: AGT  
 UNLAD: \*\* 0 AXLE: 0 LIAB: Y TERM: FTF4  
 LADEN: \*\* 0 TR WHL: 0 AGSW: TRAN: MVAR  
 YREG : 02 \* EEE SW: \* RPL TAG: \*\* ACCESS \*\*  
 FDP: 20305.00 PURCH PRICE: 23434.00 MISC DATA :  
 TDP: 0.00 \* TAX VALUE: 0.00 LIENS :  
 ODOM: 10 \* ASGN DATE: 03262008 TTL HIST :  
 ACTUAL MVAZ XFER :  
 TTL R/S: 00000000000 DT: 09/18/2009  
 \*MST\* PID: ZJ05 TM: 12:59:56



File # [redacted]  
A/H/N: Daniel Ramones

CUSTOMER #: [redacted]

# RIVERSIDE CHEVROLET

707 West 51st Street  
Tulsa, Oklahoma 74107  
SALES PHONE (918) 446-2200  
SERVICE PHONE (918) 446-7800

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 5502 BRAD MCCRARY

COWETA, OK  
HOME [redacted] CONT:N/A  
BUS: [redacted] CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
San	08	CHEVROLET MALIBU	1G1ZH57B48F [redacted]		9146/9146	T5033	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07MAR08 DD			19:00 20AUG08		0.00	CPP	22AUG08

R.O. OPENED	READY	OPTIONS:
10:57 20AUG08	15:38 22AUG08	STK:8F218870 ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC TRN:A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	1ST	LOF	FREE				
	01A	1ST	LOF	FREE			
		5483	CQ			9.01	9.01
		1	12605566	FILTER	10.06	6.54	6.54
		5	BMOIL	BUL-OIL	2.70	2.28	11.40
PARTS:		17.94	LABOR:	9.01	OTHER:	0.00	TOTAL LINE A: 26.95

9146 T40 5483

\*\*\*\*\*

B W-NP BRAKE PEDAL SNAPS BACK WHEN FOOT LETS OFF BRAKES MAKES A POPPING NOISE

CAUSE: F

H1220 POWER VACUUM BRAKE BOOSTER REPLACEMENT

5498	WT					(N/C)
2	11518111	WASHER				(N/C)
OLH	OTHER	LABOR HOURS				(N/C)
5498	WT					(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

9146 H1220 1.9 HRS OLH 0.5 HRS , , , OLH OK08DT , , , DIAG AND R&R POWER BRAKE BOOSTER WITH ADJUSTABLE PEDALS AND INSTALL SPACERS AS PER SPECAIL BULLETIN PIC4883A TEST DROVE OK CODE 2F 5498.

\*\*\*\*\*

C W -VV-STEERING WHEEL DISCOLORED AT BOTTOM

CAUSE: F

50 TRIM MISC

5416	WT					(N/C)
------	----	--	--	--	--	-------

SUBL RE-COLOR STERRING WHEEL- 0821S8- COLOR GLO PO#441054

						(N/C)
--	--	--	--	--	--	-------

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

9146 SUBLET

\*\*\*\*\*

### D FREE VEHICLE MULTIPOINT INSPECTION

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller, Riverside Chevrolet 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.

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 vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS  
MON. - FRI.  
7:00 a.m. - 7:00 p.m.  
SAT  
8:00 a.m. - 4:00 p.m.

PARTS DEPT. HOURS  
MON. - FRI.  
8:00 a.m. - 6:00 p.m.  
SAT  
8:00 a.m. - 4:00 p.m.

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

CUSTOMER #: [REDACTED]

# RIVERSIDE CHEVROLET

707 West 51st Street  
Tulsa, Oklahoma 74107  
SALES PHONE (918) 446-2200  
SERVICE PHONE (918) 446-7800

\*INVOICE\*

PAGE 2

COWETA, OK

HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 5502 BRAD MCCRARY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
San	08	CHEVROLET MALIBU	1G1ZH57B48F [REDACTED]		9146/9146	T5033	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07MAR08 DD			19:00 20AUG08		0.00	CPP	22AUG08
R.O. OPENED	READY	OPTIONS: STK:8F218870					
10:57 20AUG08	15:38 22AUG08	ENG:2.4_Liter_MFI_DOHC_HO_ECOTEC TRN:A					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

90 FREE VEHICLE MULTIPOINT INSPECTION (N/C)  
 5483 IRM  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

\*\*\*\*\*  
 E\*\* W -MA- CAMPAIN 08102- WHEEL COVER APPERANCE ADD ON LINE OK20GW PER VISS

CAUSE: F  
 50 TRIM MISC (N/C)  
 5416 WT (N/C)  
 4 9596921 COVER (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

9146 FC-95 V1799 .4 TECH 5416 ALL 4 WHEEL COVERS DID NOT HAVE MARKING ON THEM, RPLACED COVERS

F\*\* ENTERPRISE RENTAL

CAUSE: .  
 99 ENTERPRISE RENTAL (N/C)  
 341 WT (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

EST: 1.00 20AUG08 10:57 SA: 5502

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 0.90

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller, Riverside Chevrolet 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.	FOR YOUR CONVENIENCE	LABOR AMOUNT 9.01
	SERVICE DEPT. HOURS	PARTS AMOUNT 17.94
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 vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.	MON. - FRI. 7:00 a.m. - 7:00 p.m.	GAS, OIL, LUBE 0.00
	SAT 8:00 a.m. - 4:00 p.m.	SUBLET AMOUNT 0.00
	MISC. CHARGES 0.90	TOTAL CHARGES 27.85
	PARTS DEPT. HOURS	LESS INSURANCE 29.46
	MON. - FRI. 8:00 a.m. - 6:00 p.m.	SALES TAX 1.61
	SAT 8:00 a.m. - 4:00 p.m.	PLEASE PAY THIS AMOUNT 0.00



## BBB AUTO LINE

October 28, 2009

[REDACTED]  
COWETA OK [REDACTED]

Re: SET CHV0943593: [REDACTED] vs Chevrolet Motor Division 1G1ZH57B48F [REDACTED]

Dear [REDACTED]

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

The consumer [REDACTED] and [REDACTED] representing Chevrolet Motor Division have reached an agreement in good faith regarding the consumer's 2008 Chevrolet Malibu. The consumer will allow the manufacturer a final opportunity to address the steering and brake concerns. The repair will be completed at Lake Country Chevrolet in Muskogee, OK within 30 days from the date of this letter.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

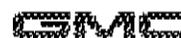
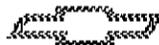
Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

Carolyn Hill (Ext. 509)

**Council of Better Business Bureaus, Inc.**

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700



# HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

10/2/2009

Tammie Gwin  
Riverside Chevrolet  
707 W 51ST ST  
Tulsa OK, 74107

Re: [REDACTED]  
Siebel Request: 71-752883737  
2008, Chevrolet Malibu  
VIN # 1G1ZH57B43F [REDACTED]

Dear Mr. Gwin:

This is a letter of notification regarding a {Better Business Bureau case/State case} involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

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

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

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

Sincerely,

Tia Collins  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 1, extension 41244  
FAX# 866-363-8698

TIRE SIZE: 16  
TEMP PLATE ID# [REDACTED]

# Riverside



707 WEST 51st STREET SO.  
TULSA, OKLAHOMA 74107  
(918) 446-2200

NAME: [REDACTED]  
ADDRESS: [REDACTED] RES. [REDACTED]  
CITY: COWETA OK ZIP [REDACTED] BUS. [REDACTED]  
SALESMAN: GARRETT, LEE A DATE: 03/07/2008

DFAL #: 128567 CUSTOMER #: [REDACTED]

I hereby agree to purchase from you under the terms and conditions specified below and on the reverse side hereof, the following:

NEW	YEAR	MAKE	MODEL	DESCRIPTION	SERIAL NUMBER	
XX	2008	CHEVROLET	MALIBU	SD	1G1ZH57B48F [REDACTED]	
DEMO	COLOR	UPHOLSTERY	STRIPES	APPROXIMATE DELIVERY DATE	MILES	STOCK NUMBER
USED	San			03/07/2008	10	8F218870
Any and All Agreements made by a representative of Riverside Chevrolet MUST be made in writing.						
SALE PRICE					23434.54	
Additions and Deletions						
GAP					450.00	
I understand that if my pay off on my trade-in is more than the contracted price, I will pay any and all shortages immediately upon request to provide a clear Title. I also agree to provide Riverside Chevrolet immediately with a title to my trade-in.						
DISPUTE RESOLUTION CLAUSE—Any controversy, claim or dispute between the Purchaser and the Dealer arising out of, or related to this sale, and any financing contract or agreement executed by the Purchaser in conjunction with the sale of the vehicle described herein, or any alleged breach thereof, shall be submitted to binding arbitration, with the American Arbitration Association, pursuant to the Federal Arbitration Act, Title 9 U.S.C. § 1 et seq. Arbitration shall be conducted in compliance with the rules of the American Arbitration Association. Any evidence submitted by the parties shall be accepted by the arbitrator in conformity with the Federal Rules of Evidence. Both Purchaser and Dealer acknowledge and understand that they are waiving their right to civil litigation by entering into this agreement. Any disputes for any reason, between Dealer and Seller arising from this transaction shall be settled by binding arbitration at Tulsa, Oklahoma, in accordance with the rules of the American Arbitration Association.						
PHANTOM FOOTPRINTS					249.00	
*PENDING CREDIT APPROVAL						
*SUBJECT TO TITLE INSPECTION						
TOTAL SALE PRICE					24133.54	
TRADE-IN ALLOWANCE					15500.00	
TRADE DIFFERENCE					8633.54	
APPROXIMATE PAY OFF					15500.00	
SUB TOTAL					24133.54	
CUSTOMER SERVICES, ETC. /DOC FEE					299.00	
ADDITIONAL CASH OR CHECK					N/A	
OTHER (REBATES, ETC.)					N/A	
LICENSES, TITLE & RECORDING FEE, ETC.					10.00	
EXTENDED SERVICE PLAN					N/A	
TOTAL BALANCE DUE					24442.54	
DESCRIPTION OF TRADE-IN						
YEAR	MAKE	MODEL				
2003	GMC	YUKON				
ODOMETER MILEAGE	VEHICLE I.D. NO.					
65925	1GKEK13Z43R [REDACTED]					
BALANCE OF TRADE-IN OWED TO FIRST UNITED						
APPROXIMATE PAY-OFF					15500.00	

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that **THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE** and then in accordance with these terms and conditions on the back of this order. Purchaser by his execution of this order certifies he is of majority age and acknowledges that he has read its terms and conditions and has received a true copy of this order. On a credit transaction the purchase(s) offer is not accepted and the transaction is not consummated until (a) approved in writing by Dealer and a responsible Bank or Finance Company and (b) all disclosures required by the Federal Consumer Credit Protection Act (Truth In Lending Act) have been given and (c) purchaser(s) and Dealer have signed an Installment Sale Contract.

**DISCLAIMER OF WARRANTIES**

All warranties, if any, by a manufacturer or supplier other than RIVERSIDE CHEVROLET, are theirs, not dealer's, and only such manufacturer or other supplier shall be liable for performance under such warranties. Unless RIVERSIDE CHEVROLET furnishes buyer with a separate written warranty or service contract made by RIVERSIDE CHEVROLET, on its own behalf, RIVERSIDE CHEVROLET hereby disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose: (a) on all goods and services by RIVERSIDE CHEVROLET, and (b) on all used vehicles which are hereby sold "as-is" - not expressly warranted or guaranteed. (See reverse side before signing)

BUYER'S SIGNATURE: [REDACTED]  
CO-BUYER'S SIGNATURE: [REDACTED] DATE: 03/07/2008  
ACCEPTED BY: [Signature] DEALER OR HIS AUTHORIZED REPRESENTATIVE

**BBB AUTO LINE  
Customer Claim Form**

Case number: [REDACTED]  
Contact Date: 08/25/09  
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: Coweta	State: OK	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax: [REDACTED]	E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Malibu	Year: 2008	Current mileage: 31300
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Riverside Chevrolet, Tulsa, OK			
Primary Servicing dealer/city/state: Southpointe Chevrolet AKA Bob ,			
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 checked="" type="checkbox"/> yes <input type="checkbox"/> no		
Purchase/lease date: 03/07/08	Mileage at purchase/lease: 9 miles		
First repair attempt date: 06/10/08	First repair attempt mileage: 0		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: <input checked="" 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)**

I have had many issues w/ vehicle & also w/ getting the car serviced due to a service rep. I have warranty & should not be turned down when I have an issue. I want the car bought back, I don't feel as if its a SAFE, DEPENDABLE car for my family to ride in as our family car.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER	1G1ZH57B48F [REDACTED]		
Lienholder/Leasing Company	GMAC	Phone Number	800.200.4622
Account Number	[REDACTED]		

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

Case Number: [REDACTED]

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?
<b>Example:</b>				
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
Popping noise during acceleration & turns	South Pointe Lake Country	#4	8.11.09, 8.20.09, 8.28.09, 9.8.09 9 days	no
Brake pedal snapping back	Riverside Southpointe	2	~ June 08 4.21.09 3 days	no
Cruise Control stopped working	Southpointe	1	3.31.09 1 day	no
Brake pedal stiffening fluid leaking in master cyl	Speedway Southpointe	3	2.17.09 2.27.09 ~ 6-7 days	no
Steering Wheel discoloring/flaking	Riverside Spd. Way Southpointe	#3	~ June 08 2.17.09 2.27.09 same as above	yes
Warped rotors for unknown reason (same as below)	Spd Way Southpointe Lake Country	#3	12.4.08, 2.17.09, 2.27.09, 9.8.09	yes
Spits & sputters during acceleration happened 2x's	Southpointe Lake Country	2	8.11.09, 9.8.09	yes
#7 dealership WON'T even look at it due to				yes
service rep for unknown reason. Tony Pietro?				yes
Rotors worn, need replaced	Southpointe Lake Country	~ 3	<del>APPROX</del>	Yes

Total days out of service for all problems: \_\_\_\_\_

Signature of Titled Owner(s) [Signature] Date 9.11.09

Printed Name of Titled Owner(s) [REDACTED]

**back** ↗

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  
 Page 2

# Vehicle Problems: Continued

brake lights  
stay on

Southpointe 1 attempt Fixed

turn signal  
switch replaced

" " 1 attempt fixed

tire/wheel cover tab  
sticking out

Speedway 1 attempt fixed

Wheel covers  
flaky/dull

Speedway 1 attempt fixed