

VIA FAX ONLY

March 23, 2011

Len Lyall Chevrolet
14500 E colfax Ave
Aurora, CO 80011
303-344-3100 phone
303-361-9654 fax
Dave Hunn, Service Manager

RE: [REDACTED]

Service Request: 71-930573328

2008 Chevrolet Malibu

Vehicle Identification Number: 1G1ZK577784 [REDACTED]

Customer Relationship Specialist: Donna

Telephone: 800-231-1841 ext. 31208

Fax: 866-393-8053

Dear Mr. Hunn,

This is a letter of notification regarding a breach of warranty lawsuit OR 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 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,

Chevrolet

LG0040 CH
V06302010



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Sincerely,

Chevrolet

LG0040_CH
V06302010



VIA FAX ONLY

March 23, 2011

Mike Shaw Chevrolet
1080 S Colorado Blvd.
Denver, CO 80246
303-757-6161 phone
303-285-1793 fax
Jeff Barlow, Service Advisor

RE: [REDACTED]
Service Request: 71-930573328
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK577784 [REDACTED]
Customer Relationship Specialist: Donna
Telephone: 800-231-1841 ext. 31208
Fax: 866-393-8053

Dear Mr. Barlow:

This is a letter of notification regarding a breach of warranty lawsuit OR 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.

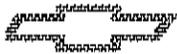
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Sincerely,

Chevrolet

LG0040_CH
V06302010



HUMMER

General Motors Business Resource Center

FAX

FROM

~~To:~~ **Mike Shaw**
Company:
Fax: 3032851793
Phone:

TO:

~~From:~~ **Donna Blackstone**
Fax: 8663938053
Phone: 800-231-1841 Ext. 31208
E-mail: austin

cc:

NOTES:



VIA FAX ONLY

March 23, 2011

Mike Shaw Chevrolet
1080 S Colorado Blvd.
Denver, CO 80246
303-757-6161 phone
303-285-1793 fax
Jeff Barlow, Service Advisor

RE: [REDACTED]
Service Request: 71-930573328
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK577784 [REDACTED]
Customer Relationship Specialist: Donna

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Sincerely,

Chevrolet

LG0040_CH
V06302010

Contract Registration

GMPP

MRP

Medium
Duty

GM Cert

MRP LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters) AGREEMENT PURCHASE DATE
 1 6 1 / 1 6 2 7 7 8 [REDACTED] 9 / 2 1 / 8 0 8
 YEAR MAKE MODEL CURRENT ODOMETER 4 WHEEL DRIVE
 2 0 0 8 CHEVROLET MALIBU 9 5

Customer

FIRST NAME M.I. LAST NAME FLEET GM EMPLOYEE
 [REDACTED]
 NAME OF BUSINESS OR MUNICIPALITY AREA CODE & PHONE NUMBER
 [REDACTED]
 MAILING ADDRESS (must include apt. or suite #, if applicable) CITY STATE ZIP CODE
 [REDACTED] BENNETT CO [REDACTED]

Dealer

The Agreement provider is authorized to charge my account for the cost of the Agreement(s) and my share of any subsequent cancellation(s).
 DEALER NAME DEALER CODE (Required) PROMOTION CODE
 MIKE SHAW CHEVROLET INC.
 ADDRESS CITY STATE ZIP CODE
 1880 N. COLORADO BLVD DENVER CO 80246

Lienholder

GMAC SPP NAME
 OR OR WELLS FARGO BANK N.A.
 ADDRESS CITY STATE ZIP CODE
 P.O. BOX 53439 PHOENIX AZ 85072-3439

LEASE RETAIL MAJOR GUARD VALUE GUARD BASIC GUARD SMART PROTECTION MDT-PT+ MDT-E&T MDT-E
 XX XX

Plan Coverage and Price

MECHANICAL

THE TERM OF THIS AGREEMENT MAY INCLUDE ALL OR PART OF THE TERM OF THE NEW VEHICLE LIMITED WARRANTY IF STILL IN EFFECT.
 The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. Your deductible is referenced below.

VEHICLE IN SERVICE DATE (In-Warranty vehicles)	TERM-MO./MI. (IN 000'S)	DEDUCTIBLE (Required)	NEW	USED
9 / 2 1 / 8 0 8	1 / 2 7 2	\$0 \$50 \$100 \$200 XX		XX
BUSINESS	HUMMER	EMERGENCY	SNOWPLOW	

SURCHARGES
 (Select all that apply)

TAX	\$			
MECHANICAL TOTAL	\$	2	4	99.00

MAINTENANCE

The term of your Smart Care will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Smart Care will end at the earlier of the time and mileage option you have selected. The term of your Goodwrench Care will be based on the specified number of services listed herein and performed within 4 years of the Agreement purchase date.

SMART CARE	TERM-MO./MI. (IN 000'S)	GOODWRENCH CARE	# OF SERVICES
	1		

TAX \$
 MAINTENANCE TOTAL \$

By signing this, I agree to all the terms and conditions on this form. I acknowledge that purchase of this Agreement is not required in order to purchase or obtain financing for a motor vehicle. I understand that, upon acceptance of this registration, an Agreement will be mailed to the address indicated above.

CUSTOMER SIGNATURE DATE GRAND TOTAL \$ 2 4 9 9.00
 [REDACTED] 9 / 2 1 / 8 0 8

Sample Agreements are available online at www.gmprotectionplan.com/agreements.htm NOTE: IF YOU DON'T RECEIVE YOUR AGREEMENT IN 60 DAYS, CALL 1-800-631-5590

DEALER COPY

GUARANTEED AUTO PROTECTION (GAP)

This Agreement is entered into by You ("You, Your or Consumer(s)") and the Dealer, Lender or Lessor ("We, Us or Our"), named below. This Agreement is an amendment to Your Finance Agreement and is a part thereof.

Consumer Name(s)					
Address		City	State	Zip	
		BENNETT	CO		
Vehicle Identification Number (VIN)	Year	Make	Model	Mileage	
1G1ZK577784	2008 <i>Not to exceed 10 years</i>	CHEVROLET	MALIBU	95	
Lender or Lessor Name			Lender or Lessor Telephone Number		
WELLS FARGO BANK N.A. P.O. BOX 53439 PHOENIX AZ 85072-3439			(800)559-3557		
Date of Finance Contract	Term (Months)	<input checked="" type="checkbox"/> Loan / Installment Sale Contract <input type="checkbox"/> Lease			
02/18/2008	72 <i>Not To Exceed 84 Months</i>				
Amount Financed	First Payment Due Date	Monthly Payment Amount	Final Payment Due Date	Final Payment Amount	
39728.66	03/19/2008	754.97	02/19/2014	754.97	
Dealer Name			Dealer Telephone Number		
MIKE SHAW CHEVROLET INC.			(303)757-6161		
Dealer Address & City		State	ZIP		
1080 S COLORADO BLVD DENVER		CO	80246		

GAP AGREEMENT INFORMATION

This Agreement is an amendment to Your Finance Agreement and is a part thereof. In consideration of the cost shown below and subject to the terms and conditions set forth herein, We agree to amend the provisions of Your Finance Agreement as follows:

In the event that the vehicle is declared a Total Loss, then subject to the terms and conditions set forth herein, We agree to waive the GAP Amount. The GAP Amount is the difference between the Actual Cash Value of the vehicle and the Outstanding Balance due pursuant to Your Finance Agreement at the time of a Total Loss of the vehicle. Additionally, in the event of a Total Loss, the amount We will waive is inclusive of up to \$1,000 towards the deductible. Your primary insurance carrier deducts from their settlement amount. The maximum GAP Amount We will waive is \$100,000.

THE MAXIMUM FEE THAT MAY BE CHARGED FOR THIS AGREEMENT CANNOT EXCEED \$300 OR 2% OF THE AMOUNT FINANCED, WHICHEVER IS HIGHER.

ELIGIBILITY GUIDELINES

1. The maximum loan amount of the Finance Agreement must be the lesser of \$125,000 or 150% of the MSRP/NADA retail value of the vehicle at the time of purchase.
2. The maximum term of the Finance Agreement is 84 months.
3. The maximum vehicle age is 10 years old.
4. This Agreement must be purchased at time of execution of the Finance Agreement.

ACKNOWLEDGEMENT OF GAP AGREEMENT PURCHASE

This Agreement is entered into by and between the vehicle purchaser ("You") and the Dealer/Finance Company ("We, Us or Our"), named above. This Agreement does not eliminate the need for collision, automobile liability, and/or physical damage insurance policy and does not amend any clause of the Finance Agreement which requires You to maintain such insurance coverage. You may obtain GAP protection from an alternate source. You may consult with an insurance agent to determine whether similar coverage may be obtained and at what cost.

By Your signature below, you acknowledge that:

1. You have read this entire Agreement and You understand the terms, conditions, limitations and exclusions explained herein;
2. You understand that the purchase of this Agreement is not required in order to obtain credit or any particular or favorable credit terms;
3. There were no oral representations made to You by Us other than what is stated in this Agreement;
4. This Agreement shall follow the Finance Contract if the Dealer/Finance Company sells or assigns the Finance Contract;
5. You understand that the GAP Amount may decrease over the term of the consumer credit sale or consumer loan;
6. We are entitled to retain a portion of the purchase price of this Agreement; and
7. You elect to purchase this Agreement and amend Your Finance Agreement as detailed herein.

<input type="checkbox"/> I decline purchase of this GAP Agreement	Agreement Price	
<input checked="" type="checkbox"/> I elect to purchase this GAP Agreement	\$ 699.00	

ADMINISTRATOR: PREMIER DEALER SERVICES, INC.

P.O. BOX 23850, SAN DIEGO, CA 92193-3850 GAP BENEFIT REQUESTS: (866)463-0939

WHITE — CONSUMER

YELLOW — ADMINISTRATOR

PINK — LENDER/LESSOR

GOLD — DEALER

PROTECTIVE LIFE INSURANCE COMPANY

A STOCK COMPANY (Herein Called "WE" or "US")

HOME OFFICE: Birmingham, Alabama

GENERAL OFFICE: P.O. Box 790, Deerfield, IL 60015 (800) 445-299

CERTIFICATE EVIDENCING GROUP INSURANCE COVERAGE SCHEDULE

Producer No.		First Payment Date <i>11/1/1977 (2002)</i>			
Principal Debtor (Called you or your) and Address SEPHIE L. CO		Phone Number	Soc. Security No.	Age <i>54</i>	Sex <i>F</i>
CERTIFICATE #			6012698		
Co-Debtor <i>BARBARA A. HORN</i>		Soc. Security No.	Age <i>60</i>	Sex <i>F</i>	
Effective Date <i>02/18/2008</i>	Loan Amortization Term (months) <i>12</i>	Monthly Payment <i>154.91</i>	Basis of Coverage <input checked="" type="checkbox"/> Gross <input type="checkbox"/> Net <i>AA</i>	Initial Loan Amount <i>5,000.00</i>	Loan A.P.R. <i>6.00%</i> interest rate
LIFE INSURANCE with DISMEMBERMENT & LIVING BENEFIT					
<input type="checkbox"/> Single Life <input type="checkbox"/> Joint Life		Term (Months)	Expiration Date	Initial Amount of Insurance	Life Premium*
Decreasing Term with Dismemb. & Living Benefit		<i>12</i> <small>(maximum term = 34 mo)</small>	<i>02/18/2014</i>	<i>\$ 5,435.78</i> <small>(maximum = \$75,000)</small>	<i>\$ 2469.26</i>
Level Term Life with Dismemb. & Living Benefit		<i>N/A</i> <small>(maximum term = 60 mo)</small>	<i>N/A</i>	<i>\$ N/A</i> <small>(maximum = \$25,000)</small>	<i>N/A</i>
TOTAL DISABILITY INSURANCE (Debtor Only)					
<input type="checkbox"/> Total Disability		Term (Months)	Expiration Date	Monthly Benefit	Disability Premium*
Waiting Period		<i>N/A</i> <small>(maximum term = 34 mo)</small>	<i>N/A</i>	<i>\$ N/A</i> <small>(maximum = \$750/mo)</small>	<i>\$ N/A</i>
Retroactive Elimination	Creditor/First Beneficiary (Name and Address)			Total Premium	
<input type="checkbox"/> 7 Days <input type="checkbox"/> 14 Days <input type="checkbox"/> 30 Days	<i>WELLS FARGO BANK N.A. P.O. BOX 5429 AL 35012-0439</i>				
<input type="checkbox"/> 14 Days <input type="checkbox"/> 30 Days		Second Beneficiary (Name and Address)			<i>\$ 469.26</i>
<input type="checkbox"/> 30 Days <input type="checkbox"/> 30 Days					
Any single life and/or disability coverage only applies to the Debtor Only					

PW5075C-C0-C (6/06)

CANCELLATION INFORMATION

Reason for Cancellation	Date of Cancellation	Life Refund	Disability Refund
<input type="checkbox"/> Loan Paid Off <input type="checkbox"/> Flat Cancel <input type="checkbox"/> Claim <input type="checkbox"/> Repossession <input type="checkbox"/> Customer Request***	_____ / _____ / _____ <small>(month) (day) (year)</small> Refund Factor: _____ % <small>(if applicable)</small>	Please separate \$ amounts if more than one life coverage is purchased \$ _____ (1) \$ _____ (2)	\$ _____

***** THE CUSTOMER REQUEST FOR CANCELLATION MUST BE MADE IN WRITING.
KEEP A COPY OF THIS REQUEST IN THE CUSTOMER'S PERMANENT FILE**

FIGURE ELAPSED TIME HERE			
	YEAR	MONTH	DAY
Date of Cancellation	_____	_____	_____
Effective Date of Coverage	_____	_____	_____
TIME ELAPSED	_____	_____	_____

Prepared by: Mike Miller
Prepared For:

(Mandatory Disclosure)

Selling Price: \$28,495.00
Trade Allowance: \$13,000.00
Pay Off: \$21,418.00
Cash Down: ~~\$9,000~~ 1900

Selected Products

Extended Service Plan
Best Extended Service Plan in America! This Extended Service Plan can cover up to 23,000 moving and Electric parts on your car with additional benefits. 60 Months or 75,000 Miles, \$100.00 Deductible.

Loan Payoff Protection
Provides a clear title to the car and a check for the unused interest of the loan in the event the borrower or co-borrower (if Joint Life) dies.

Disability Protection
When you are sick or injured and can't work for 14 days or more, will make your loan payments until you can return to work. Retro active back to Day One.

GAP / SMARTLEASE PROTECTION
In the event of a total loss, pays difference between insurance proceeds and payoff. Pays your deductible up to \$1000.00. Excess WEAR & TEAR charges are waived up to a max of \$5,000.

Protection Plus "Theft"
Theft benefit up to \$5000 towards the purchase of a replacement vehicle.

Monthly

Declined Products

LoJack Vehicle Recovery
Tracking device used by the police to locate your vehicle, in the event of theft. Average Recovery time is 2 HOURS.
\$12.43

Extreme Climate Protection
(1) No limit or deductible Windshield replacement. (2) Clear bra to protect exterior from rock chips. (3) Polyshield protects paint and interior. Guaranteed for 5 years.
\$13.82

Tire & Wheel Coverage
Repair or Replacement of Tire and/or Wheel cause by a Road Hazard, POTHOLE, NAIL, GLASS, BLOWOUT. 24 Hour Roadside Service for Tire Emergencies.
\$9.65

[Handwritten signatures and initials]

72 Months ~~\$674.55~~
864.50

[Handwritten initials]
Initials

This is not a contract, nor an offer to purchase. All products are optional. You do not have to purchase any of these products to secure financing. Base payment with no options is \$720.84. The selling price, total of payments, taxes, first payment date and residual value will be clearly displayed on your actual contract. All payments are estimates. The dealer makes no warranties, whether expressed or implied. You must qualify to secure financing, as these payments may vary depending on credit. By initialing a payment you acknowledge that all products were offered and explained to you. Purchase of any product does not influence interest rate or approval.

The dealer has disclosed any information regarding vehicle modifications, aftermarket equipment, accessories, or recycled parts, and any non-manufacturer service contract. The manufacturer will not be responsible for the warranty of these items and will not cover any damage they cause to other parts on the vehicle. Be aware that a non-manufacturer service contract is not a warranty.

Customer Signature: _____

Date: 2/18/2008

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC HUMMER



(excludes Saturn)

CUSTOMER NAME: [REDACTED]

VIN: 1G1121K51717171814 [REDACTED]

1. Customer Incentive

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

<u>Incentive Program Reference</u>	<u>Amount</u>	<u>GM Incentive Code</u>
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received		\$ <u>0</u>

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

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

- CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -

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

Is vehicle equipped with OnStar? ___ Yes ___ No

b. Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.243.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: [REDACTED]

Date: 2/18/08

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item ___ and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who has taken delivery of 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: _____
Dealership Name: _____

Date: 2/18/08
Dealer Code: _____

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

GM3795 9/05

MS-GMCI2006-2 - A-9&C - 303-781-1786

Colorado
Commercial Driver License

95-069-1167 Expires: 03-22-2011
 Class: A Issued: 02-14-2007
 End: TX DOB: [REDACTED]
 Rest: Previous Type: A
 Ht: 5'07" Wt: 185 Eyes: BRO Sex: M
 Voter: [REDACTED]

BENNETT, CO [REDACTED]

Colorado
Driver License

92-032-3491 Expires: 08-29-2012
 Class: A Issued: 05-17-2007
 End: TX DOB: [REDACTED]
 Rest: V Previous Type: A
 Ht: 5'2" Wt: 155 Eyes: BLU Sex: F
 Voter: [REDACTED]

BENNETT, CO [REDACTED]

recurrence	N/A	\$	N/A		
	N/A	\$	N/A		
b. To insurance companies (describe)	LIFE INS.	\$	2469.26		
	N/A	\$	N/A		
c. Other (describe who is paid and purpose)	PREMIER	for	GAP PROTECTION	\$	699.00
to	GMPP	for	SERVICE CONTRACT	\$	2499.00
to	N/A	for	N/A	\$	N/A
to	N/A	for	N/A	\$	N/A
d. Net trade-in payoff to		\$	4600.00		
Total other charges and amounts paid to others on your behalf		\$	10284.46(4)		
5. Amount Financed (3 + 4)		\$	39728.66(5)		

The delivery and handling charge represents costs and additional profit to the Seller/Dealer for items such as inspecting, cleaning, and adjusting new and used vehicles and preparing documents related to the sale.

charge, total or payments, and total sale price on the assumption that you will make every payment on the day it is due. Because the finance charge is calculated on a daily basis on the unpaid part of the amount financed, your finance charge, total of payments, and total sale price will be more if you pay late and less if you pay early. These changes may take the form of a larger or smaller final payment, or, at our option, more or fewer payments of the same amount as your scheduled payment, with a smaller final payment.

If you pay off early, and if the box above allowing a prepayment penalty is checked, we are entitled to a minimum finance charge, or prepayment penalty, of \$ N/A and any earned finance charges.

If you pay with a check or other instrument that is dishonored or returned, you will pay us a fee of \$25.

The Annual Percentage Rate may be negotiable with the dealer. The Seller may assign this contract and may retain its right to receive a portion of the Finance Charge.

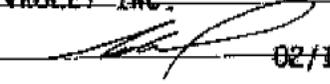
SECURITY INTEREST

You give us a security interest in the vehicle described in this contract and all parts or goods installed in it, all money or goods received (proceeds) for the vehicle; all insurance, maintenance, service, or other contracts we are financing for you as part of this purchase; and all proceeds from insurance, maintenance, service, or other contracts we are financing for you as part of this purchase. This includes any refunds of premiums or charges from the contracts.

This interest secures payment of all you owe on this contract. It also secures your other agreements in this contract.

You agree to make sure that the title shows our security interest (lien) in the vehicle.

By signing this contract, you agree to all of the terms on the front and the back of this contract, and you agree that you have been given a copy of it with all of the applicable blanks filled in. If you sign as a Co-Buyer, you are responsible for paying the entire debt. If you sign as a Co-Owner, your name will be on the title to the vehicle, but you will not be responsible for paying the debt. If you sign here as a Co-Owner or Co-Buyer, you agree that you know about our security interest in the vehicle and you give your consent to that interest. You agree that this contract contains our entire agreement, and that the terms of this contract cannot be modified except in writing signed by all the parties.

Signature of		Date	02/18/2008	Seller/ Secured Party	MIKE SHAW CHEVROLET INC.
Signature of		Date	02/18/2008	By:	
	<input checked="" type="checkbox"/> Co-Buyer <input type="checkbox"/> Co-Owner				02/18/2008

RETAIL INSTALLMENT SALE CONTRACT (DEALER — SIMPLE INTEREST)

Customer Number	Contract Number	Contract Date (Mo., Da., Yr.)	Buyer's Home Phone	Buyer's Business Phone
Buyer (also referred to as "you, your yours"): Name, Address, Zip of each			Seller/Creditor (also referred to as "we, us, our"): Name, Address, Zip of each	
BENNETT CO [Redacted Address] [Redacted Zip]			MIKE SHAW CHEVROLET INC. 1000 S COLORADO BLVD DENVER CO 80246	

<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Year 2008	Make and Model CHEVROLET MALIBU	Vehicle Identification Number 1G1ZK577784	Primary Use for Which Purchased <input checked="" type="checkbox"/> Personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/> other
Your trade-in is a: Year	2002	Make	PONTIAC	Model
			TRUCK	BONNEVILLE

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
10.94%	\$ 14629.18	\$ 39728.66	\$ 54357.84	\$ 54357.84
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

Insurance: You may obtain physical damage insurance from anyone you want that is acceptable to the Seller. If you obtain insurance from the Seller, you will pay \$ N/A for the first N/A months. Credit life insurance and credit disability insurance are not required to obtain credit, and will not be provided unless you sign below and agree to pay the additional cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Your payment schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
72	754.97	MONTHLY BEGINNING: 03/19/2008
N/A	N/A	N/A
N/A	N/A	N/A

I want:
 Credit Life: Buyer Co-Buyer Both
 Credit Disability: Buyer

Security: You are giving us a security interest in the vehicle being purchased.
Late Charge: If we do not receive a scheduled payment in full within 10 days after it is due, you will pay a late charge of \$15.
Prepayment: If you pay off early, you may will not have to pay a penalty.
Additional Information: See this contract for more information about a prepayment penalty, nonpayment, default, any required repayment in full before the scheduled date, and security interests.

Buyer Signature _____
 Co-Buyer Signature _____

This contract will be assigned to: WELLS FARGO BANK N A
 (Name and address) P.O. BOX 53439 PHOENIX AZ 85072-3439

Premium: Credit Life \$ 2469.26 Term: 72
 Credit Disability \$ N/A N/A

ITEMIZATION OF AMOUNT FINANCED

1. Cash price (including accessories, services, delivery and handling charge,* and sales tax)	\$ 499.00	\$ 29444.20(1)
2. Total down payment (if negative enter "0" and see line 4d below)	\$ 22200.00	
Gross trade-in \$ <u>16000.00</u> - payoff by Seller \$ <u>22200.00</u>		
= net trade-in \$ <u>-6200.00</u> + cash \$ <u>1600.00</u>		
+ other <u>N/A</u>	\$ <u>N/A</u>	
+ other <u>N/A</u>	\$ <u>N/A</u>	
+ other <u>N/A</u>	\$ <u>N/A</u>	\$ <u>0.00(2)</u>
3. Unpaid balance of cash price (1 minus 2)		\$ <u>29444.20(3)</u>
4. Other charges including amounts paid to others on your behalf (Seller may retain portions of these):		
a. Fees to public officials (describe)		
Government certificate of title fees (includes security interest recording fee of \$ <u>10.00</u>)	\$ <u>17.20</u>	
<u>N/A</u>	\$ <u>N/A</u>	
<u>N/A</u>	\$ <u>N/A</u>	
b. To insurance companies (describe)		
<u>LIFE INS.</u>	\$ <u>2469.26</u>	
<u>N/A</u>	\$ <u>N/A</u>	
c. Other (describe who is paid and purpose)		
<u>PREMIER</u> for <u>GAP PROTECTION</u>	\$ <u>699.00</u>	
<u>GMPP</u> for <u>SERVICE CONTRACT</u>	\$ <u>2499.00</u>	
<u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>	
<u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>	

THIS CONTRACT DOES NOT PROVIDE FOR AUTOMOBILE LIABILITY INSURANCE, AND SAID BUYER ALSO STATES THAT HE OR SHE HAS / HAS NOT (strike words not applicable) IN EFFECT AN AUTOMOBILE LIABILITY POLICY AS DEFINED IN SECTION 42-7-103(2), COLORADO REVISED STATUTES, ON THE MOTOR VEHICLE SOLD BY THIS CONTRACT.

CONTRACT AND AGREEMENT TO PAY

You, the Buyer and any Co-Buyer, agree to purchase the vehicle described above on the terms in this contract. You agree to pay us (or our assignee named in this contract) the amount financed and the finance charge according to the payment schedule above and the terms on the front and back of this contract. We calculate the finance charge, total of payments, and total sale price on the assumption that you will make every payment on the day it is due. Because the finance charge is calculated on a daily basis on the unpaid part of the amount financed, your finance charge, total of payments, and total sale price will be more if you pay late and less if you pay early. These changes may take the form of a larger or smaller final payment, or, at our option, more or fewer payments of the same amount as your scheduled payment, with a smaller final payment.

If you pay off early, and if the box above allowing a prepayment penalty is checked, we are entitled to a minimum finance charge, or prepayment penalty, of \$ N/A and any earned finance charges.

If you pay with a check or other instrument that is

MIKE SHAW SAAB
MIKE SHAW CHEVROLET

1080 S. Colorado Blvd. • Denver, CO. 80246 • (303) 757-6161

Service Department Hours:

Monday - Friday
7:00 AM - 6:00 PM

Saturday
8:00 AM - 5:00 PM

CUSTOMER NO. 10000	ADVISOR KIRK J GARKOW	4210	TAG NO. C065	INVOICE DATE 02/29/08	INVOICE NO. CVCS456246
MIKE SHAW CHEVROLET SAAB 1080 S COLORADO BLVD. DENVER, CO 80246 info@mikeshawauto.net	LABOR RATE	LICENSE NO.	MILEAGE 1	COLOR IMPERL BLUE	STOCK NO. 88065
	YEAR / MAKE / MODEL 08 / CHEVROLET / MALIBU / 4DR SDN LTZ	DELIVERY DATE 02/18/08		DELIVERY MILES 95	
	VEHICLE I.D. NO. 1G1ZK577784	SELLING DEALER NO.		PRODUCTION DATE	
	F.T.E. NO.	H.O. NO.	I.O. DATE 02/19/08		
RESIDENCE PHONE	BUSINESS PHONE 303-757-6161	COMMENTS			

LABOR & PARTS
 J# 1 90CVZADD FLUIDS ADD FLUIDS AS NEEDED TECH(S):4210 WARRANTY
 ADD FLUIDS AS NECESSARY
 ADD OIL, OPTIKLEEN, DIFF, POWER STERRING, TRANSMISSION, BRAKE
 FLUIDS AND COOLANT AS NECESSARY
 ADD NECESSARY FLUIDS

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	1.051515	OPTIKLEEN 8.800			
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

LABOR WARRANTY
 Any defect in the labor which is discovered within 12 months or 12,000 miles from the date of repair, whichever occurs first, will be corrected by the dealer at its repair facility, in order for this warranty to be effective, dealer must be afforded the opportunity to correct any such defect itself, and all remedies for breach of this warranty shall be exclusively limited in remedying any labor defect discovered within the above period. Dealer shall be liable for no other damages or losses. Mike Shaw Chevrolet Saab hereby disclaims all other 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 any repairs.

TECHNICIAN CERTIFICATION
 4210 KIRK J GARKOW 13 YEARS

TOTALS

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

REPAIR ORDER NOTICE - Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Service Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

***** PLEASE TAKE NOTE *****
 YOUR COMPLETE SATISFACTION IS OUR GOAL. YOU MAY RECEIVE A SURVEY AS A RESULT OF THE WORK PERFORMED ON YOUR VEHICLE. IF YOU ARE UNABLE TO RESPOND "COMPLETELY SATISFIED" FOR ANY REASON, PLEASE CONTACT ANY MEMBER OF OUR MANAGEMENT TEAM THANK YOU.

Customer labor charges are based on labor time guides.

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

PAYMENT DUE AT TIME OF SERVICE.
 MAJOR CREDIT CARDS ACCEPTED.

Email Address: _____
 X _____
 CUSTOMER SIGNATURE

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a \$1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.

info@mikeshawauto.net

MIKE SHAW SAAB
MIKE SHAW CHEVROLET

1080 S. Colorado Blvd. • Denver, CO. 80246 • (303) 757-6161

Service Department Hours:

Monday - Friday
7:00 AM - 6:00 PM

Saturday
8:00 AM - 5:00 PM

CUSTOMER NO. 10000
ADVISOR KIRK J GARKOW 4210 TAG NO. C065 INVOICE DATE 02/29/08 INVOICE NO. CVCP456245
MIKE SHAW CHEVROLET SAAB
1080 S COLORADO BLVD.
DENVER, CO 80246
info@mikeshawauto.net
RESIDENCE PHONE BUSINESS PHONE 303-757-6161
COMMENTS

LABOR & PARTS
J# 1 90CVZ7000 NVI TECH(S):4210 WARRANTY
PERFORM NEW VEHICLE INSPECTION
NEW CAR IN STOCK
PERFORMED NEW VEHICLE INSPECTION
JOB # 1 TOTAL LABOR & PARTS 0.00

LABOR WARRANTY
Any defect in the labor which is discovered within 12 months or 12,000 miles from the date of repair, whichever occurs first, will be corrected by the dealer at its repair facility. In order for this warranty to be effective, dealer must be afforded the opportunity to correct any such defect itself, and all remedies for breach of this warranty shall be exclusively limited in remedying any labor defect discovered within the above period. Dealer shall be liable for no other damages or losses. Mike Shaw Chevrolet Saab hereby disclaims all other 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 any repairs.

TECHNICIAN CERTIFICATION
4210 KIRK J GARKOW 13 YEARS

TOTALS
***** PLEASE TAKE NOTE *****
YOUR COMPLETE SATISFACTION IS OUR GOAL, YOU MAY RECEIVE A SURVEY AS A RESULT OF THE WORK PERFORMED ON YOUR VEHICLE. IF YOU ARE UNABLE TO RESPOND "COMPLETELY SATISFIED" FOR ANY REASON, PLEASE CONTACT ANY MEMBER OF OUR MANAGEMENT TEAM THANK YOU.
TOTAL LABOR... 0.00
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

REPAIR ORDER NOTICE - Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Service Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

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

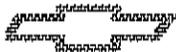
Customer labor charges are based on labor time guides.

PAYMENT DUE AT TIME OF SERVICE.
MAJOR CREDIT CARDS ACCEPTED.

Email Address:

X CUSTOMER SIGNATURE

Section 25-17-202,
Colorado Revised
Statutes, requires
retailers to collect
a \$1.50 waste
tire recycling
development fee
on the sale of
each new motor
vehicle tire.



GMC

HUMMER

General Motors Business Resource Center

FAX

FROM

~~To:~~ **Mike Shaw**
Company:
Fax: 3032851793
Phone:

TO:

~~From:~~ **Donna Blackstone**
Fax: 8663938053
Phone: 800-231-1841 Ext. 31208
E-mail: austin

cc:

NOTES:



VIA FAX ONLY

March 23, 2011

Mike Shaw Chevrolet
1080 S Colorado Blvd.
Denver, CO 80246
303-757-6161 phone
303-285-1793 fax
Jeff Barlow, Service Advisor

RE: [REDACTED]

Service Request: 71-930573328
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK577784 [REDACTED]
Customer Relationship Specialist: Donna

Dear Mr. Barlow:

This is a letter of notification regarding a breach of warranty lawsuit OR 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 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,

Chevrolet

LG0040_CH
V06302010

Contract Registration

GMPP

MRP

Medium
Duty

GM Cert

MRP LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

AGREEMENT PURCHASE DATE

1 6 1 / 1 5 2 7 7 8 [REDACTED] 9 / 2 1 / 8 0 8
 YEAR MAKE MODEL CURRENT ODOMETER 4 WHEEL DRIVE
 1 0 0 8 CHEVROLET MALIBU 9 5

Customer

FIRST NAME M.I. LAST NAME FLEET GM EMPLOYEE
 [REDACTED]
 NAME OF BUSINESS OR MUNICIPALITY AREA CODE & PHONE NUMBER
 [REDACTED]
 MAILING ADDRESS (must include apt. or suite #, if applicable) CITY STATE ZIP CODE
 [REDACTED] BENNETT CO [REDACTED]

Dealer

The Agreement provider is authorized to charge my account for the cost of the Agreement(s) and my share of any subsequent cancellation(s).
 DEALER NAME DEALER CODE (Required) PROMOTION CODE
 MIKE SHAW CHEVROLET INC.
 ADDRESS CITY STATE ZIP CODE
 1000 N. COLORADO BLVD DENVER CO 80246

Lienholder

GMAC SPP NAME
 OR OR WELLS FARGO BANK N.A.
 ADDRESS CITY STATE ZIP CODE
 P.O. BOX 53499 PHOENIX AZ 85072-3499

LEASE RETAIL MAJOR GUARD VALUE GUARD BASIC GUARD SMART PROTECTION MDT-PT+ MDT-E&T MDT-E
 XX XX

Plan Coverage and Price

MECHANICAL

THE TERM OF THIS AGREEMENT MAY INCLUDE ALL OR PART OF THE TERM OF THE NEW VEHICLE LIMITED WARRANTY IF STILL IN EFFECT.

The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. Your deductible is referenced below.

VEHICLE IN SERVICE DATE (In-Warranty vehicles)	TERM-MO./MI. (IN 000'S)	DEDUCTIBLE (Required)	NEW	USED
9 / 2 1 / 8 0 8	1 / 2 7 2 \$0	\$50 \$100 \$200 XX	\$	\$ 2 4 9 9 0
	BUSINESS HUMMER EMERGENCY SNOWPLOW			
SURCHARGES (Select all that apply)			\$	0 0
TAX			\$.
MECHANICAL TOTAL			\$	2 4 9 9 0

MAINTENANCE

The term of your Smart Care will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Smart Care will end at the earlier of the time and mileage option you have selected. The term of your Goodwrench Care will be based on the specified number of services listed herein and performed within 4 years of the Agreement purchase date.

SMART CARE	TERM-MO./MI. (IN 000'S)	GOODWRENCH CARE	# OF SERVICES
	1		\$ 0 0

By signing this, I agree to all the terms and conditions on this form. I acknowledge that purchase of this Agreement is not required in order to purchase or obtain financing for a motor vehicle. I understand that, upon acceptance of this registration, an Agreement will be mailed to the address indicated above.

TAX	\$.
MAINTENANCE TOTAL	\$.

CUSTOMER SIGNATURE

DATE

GRAND TOTAL	\$	2 4 9 9 0
-------------	----	-----------

[REDACTED]

9 / 2 1 / 8 0 8

Sample Agreements are available

online at www.gmprotectionplan.com/agreements.htm

NOTE: IF YOU DON'T RECEIVE YOUR AGREEMENT IN 60 DAYS, CALL 1-800-631-5590

GUARANTEED AUTO PROTECTION (GAP)

This Agreement is entered into by You ("You, Your or Consumer(s)") and the Dealer, Lender or Lessor ("We, Us or Our"), named below. This Agreement is an amendment to Your Finance Agreement and is a part thereof.

Consumer Name(s)					
Address			City	State	Zip
			BENNETT	CO	
Vehicle Identification Number (VIN)		Year	Make	Model	Mileage
1G1ZK577784		2008 <i>Not to exceed 10 years</i>	CHEVROLET	MALIBU	95
Lender or Lessor Name			Lender or Lessor Telephone Number		
WELLS FARGO BANK N.A. P.O. BOX 53439 PHOENIX AZ 85072-3439			(800)559-3557		
Date of Finance Contract	Term (Months)	<input checked="" type="checkbox"/> Loan / Installment Sale Contract <input type="checkbox"/> Lease			
02/18/2008	72 <i>Not To Exceed 64 Months</i>				
Amount Financed	First Payment Due Date	Monthly Payment Amount	Final Payment Due Date	Final Payment Amount	
39728.66	03/19/2008	754.97	02/19/2014	754.97	
Dealer Name			Dealer Telephone Number		
MIKE SHAW CHEVROLET INC.			(303)757-6161		
Dealer Address & City		State	ZIP		
1080 S COLORADO BLVD DENVER		CO	80246		

GAP AGREEMENT INFORMATION

This Agreement is an amendment to Your Finance Agreement and is a part thereof. In consideration of the cost shown below and subject to the terms and conditions set forth herein, We agree to amend the provisions of Your Finance Agreement as follows:

In the event that the vehicle is declared a Total Loss, then subject to the terms and conditions set forth herein, We agree to waive the GAP Amount. The GAP Amount is the difference between the Actual Cash Value of the vehicle and the Outstanding Balance due pursuant to Your Finance Agreement at the time of a Total Loss of the vehicle. Additionally, in the event of a Total Loss, the amount We will waive is inclusive of up to \$1,000 towards the deductible. Your primary insurance carrier deducts from their settlement amount. The maximum GAP Amount We will waive is \$100,000.

THE MAXIMUM FEE THAT MAY BE CHARGED FOR THIS AGREEMENT CANNOT EXCEED \$300 OR 2% OF THE AMOUNT FINANCED, WHICHEVER IS HIGHER.

ELIGIBILITY GUIDELINES

1. The maximum loan amount of the Finance Agreement must be the lesser of \$125,000 or 150% of the MSRP/NADA retail value of the vehicle at the time of purchase.
2. The maximum term of the Finance Agreement is 84 months.
3. The maximum vehicle age is 10 years old.
4. This Agreement must be purchased at time of execution of the Finance Agreement.

ACKNOWLEDGEMENT OF GAP AGREEMENT PURCHASE

This Agreement is entered into by and between the vehicle purchaser ("You") and the Dealer/Finance Company ("We, Us or Our"), named above. This Agreement does not eliminate the need for collision, automobile liability, and/or physical damage insurance policy and does not amend any clause of the Finance Agreement which requires You to maintain such insurance coverage. You may obtain GAP protection from an alternate source. You may consult with an insurance agent to determine whether similar coverage may be obtained and at what cost.

By Your signature below, you acknowledge that:

1. You have read this entire Agreement and You understand the terms, conditions, limitations and exclusions explained herein;
2. You understand that the purchase of this Agreement is not required in order to obtain credit or any particular or favorable credit terms;
3. There were no oral representations made to You by Us other than what is stated in this Agreement;
4. This Agreement shall follow the Finance Contract if the Dealer/Finance Company sells or assigns the Finance Contract;
5. You understand that the GAP Amount may decrease over the term of the consumer credit sale or consumer loan;
6. We are entitled to retain a portion of the purchase price of this Agreement; and
7. You elect to purchase this Agreement and amend Your Finance Agreement as detailed herein.

<input type="checkbox"/> I decline purchase of this GAP Agreement	Agreement Price		Date
<input checked="" type="checkbox"/> I elect to purchase this GAP Agreement	\$ 699.00		008

ADMINISTRATOR: PREMIER DEALER SERVICES, INC.

P.O. BOX 23850, SAN DIEGO, CA 92193-3850 GAP BENEFIT REQUESTS: (866)463-0939

WHITE — CONSUMER

YELLOW — ADMINISTRATOR

PINK — LENDER/LESSOR

GOLD — DEALER

PROTECTIVE LIFE INSURANCE COMPANY

A STOCK COMPANY (Herein Called "WE" or "US")

HOME OFFICE: Birmingham, Alabama

GENERAL OFFICE: P.O. Box 790, Deerfield, IL 60015 (800) 445-299

CERTIFICATE EVIDENCING GROUP INSURANCE COVERAGE SCHEDULE

Producer No.		First Payment Date <i>11/1/12/2008</i>					
Principal Debtor (Called you or your) and Address SEPHIE L. CO		Phone Number	Soc. Security No.	Age	Sex		
				<i>64</i>	<i>M</i>	CERTIFICATE # 6012698	
Co-Debtor <i>BARBARA A. HUBB</i>		Soc. Security No.		Age	Sex		
				<i>60</i>	<i>F</i>		
Effective Date <i>02/18/2008</i>	Loan Amortization Term (months) <i>12</i>	Monthly Payment <i>154.91</i>	Basis of Coverage <input checked="" type="checkbox"/> Gross <input type="checkbox"/> Net <i>AA</i>	Initial Loan Amount <i>5,000.00</i>	Loan A.P.R. <i>6.00%</i> interest rate		
LIFE INSURANCE with DISMEMBERMENT & LIVING BENEFIT							
<input type="checkbox"/> Single Life <input type="checkbox"/> Joint Life		Term (Months)	Expiration Date	Initial Amount of Insurance	Life Premium*		
Decreasing Term with Dismemb. & Living Benefit		<i>12</i> <small>(maximum term = 84 mo)</small>	<i>02/18/2014</i>	<i>\$ 5,435.78</i> <small>(maximum = \$75,000)</small>	<i>\$ 2469.26</i>		
Level Term Life with Dismemb. & Living Benefit		<i>N/A</i> <small>(maximum term = 60 mo)</small>	<i>N/A</i>	<i>\$ N/A</i> <small>(maximum = \$25,000)</small>	<i>\$ N/A</i>		
TOTAL DISABILITY INSURANCE (Debtor Only)							
<input type="checkbox"/> Total Disability		Term (Months)	Expiration Date	Monthly Benefit	Disability Premium*		
Waiting Period		<i>N/A</i> <small>(maximum term = 84 mo)</small>	<i>N/A</i>	<i>\$ N/A</i> <small>(maximum = \$750/mo)</small>	<i>\$ N/A</i>		
Retroactive Elimination	Creditor/First Beneficiary (Name and Address)		Total Premium				
<input type="checkbox"/> 7 Days	<i>WELLS FARGO BANK N.A.</i>		<i>\$ 469.26</i>				
<input type="checkbox"/> 14 Days	<i>P.O. BOX 5429 AL 35012-0439</i>						
<input type="checkbox"/> 30 Days	Second Beneficiary (Name and Address)						
<input type="checkbox"/> 30 Days	<i>COB</i>						
Any single life and/or disability coverage only applies to the Debtor Only							

PW5075C-C0-C (6/06)

CANCELLATION INFORMATION

Reason for Cancellation	Date of Cancellation	Life Refund	Disability Refund
<input type="checkbox"/> Loan Paid Off <input type="checkbox"/> Flat Cancel <input type="checkbox"/> Claim <input type="checkbox"/> Repossession <input type="checkbox"/> Customer Request***	_____ / _____ / _____ <small>(month) (day) (year)</small> Refund Factor: _____ % <small>(if applicable)</small>	Please separate \$ amounts if more than one life coverage is purchased \$ _____ (1) \$ _____ (2)	\$ _____

***** THE CUSTOMER REQUEST FOR CANCELLATION MUST BE MADE IN WRITING.
KEEP A COPY OF THIS REQUEST IN THE CUSTOMER'S PERMANENT FILE**

FIGURE ELAPSED TIME HERE			
	YEAR	MONTH	DAY
Date of Cancellation	_____	_____	_____
Effective Date of Coverage	_____	_____	_____
TIME ELAPSED	_____	_____	_____

8/14

Prepared by: Mike Miller
Prepared For:

(Mandatory Disclosure)

Selling Price: \$28,495.00
Trade Allowance: \$13,000.00
Pay Off: \$21,418.00
Cash Down: ~~\$9,000~~ 1900

Selected Products

Extended Service Plan
Best Extended Service Plan in America! This Extended Service Plan can cover up to 23,000 moving and Electric parts on your car with additional benefits. 60 Months or 75,000 Miles, \$100.00 Deductible.

Loan Payoff Protection
Provides a clear title to the car and a check for the unused interest of the loan in the event the borrower or co-borrower (if Joint Life) dies.

Disability Protection
When you are sick or injured and can't work for 14 days or more, will make your loan payments until you can return to work. Retro active back to Day One.

GAP / SMARTLEASE PROTECTION
In the event of a total loss, pays difference between insurance proceeds and payoff. Pays your deductible up to \$1000.00. Excess WEAR & TEAR charges are waived up to a max of \$5,000.

Protection Plus "Theft"
Theft benefit up to \$5000 towards the purchase of a replacement vehicle.

Monthly

Declined Products

LoJack Vehicle Recovery
Tracking device used by the police to locate your vehicle, in the event of theft. Average Recovery time is 2 HOURS.
\$12.43

Extreme Climate Protection
(1) No limit or deductible Windshield replacement. (2) Clear bra to protect exterior from rock chips. (3) Polyshield protects paint and interior. Guaranteed for 5 years.
\$13.82

Tire & Wheel Coverage
Repair or Replacement of Tire and/or Wheel cause by a Road Hazard, POTHOLE, NAIL, GLASS, BLOWOUT. 24 Hour Roadside Service for Tire Emergencies.
\$9.65

2011-Mar-24 09:09 AM Mike Shaw Service 3037577845

[Handwritten signatures and scribbles]

72 Months ~~\$674.55~~
804.50

[Handwritten initials]
Initials

This is not a contract, nor an offer to purchase. All products are optional. You do not have to purchase any of these products to secure financing. Base payment with no options is \$720.84. The selling price, total of payments, taxes, first payment date and residual value will be clearly displayed on your actual contract. The dealer makes no warranties, whether expressed or implied. You must qualify to secure financing, as these payments may vary depending on credit. By initialing a payment you acknowledge that all products were offered and explained to you. Purchase of any product does not influence interest rate or approval.

The dealer has disclosed any information regarding vehicle modifications, aftermarket equipment, accessories, or recycled parts, and any non-manufacturer service contract. The manufacturer will not be responsible for the warranty of these items and will not cover any damage they cause to other parts on the vehicle. Be aware that a non-manufacturer service contract is not a warranty.

Customer Signature: _____

Date: 2/18/2008

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC HUMMER



(excludes Saturn)

CUSTOMER NAME: [REDACTED]

VIN: 1G1121K51717171814 [REDACTED]

1. Customer Incentive

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

<u>Incentive Program Reference</u>	<u>Amount</u>	<u>GM Incentive Code</u>
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received		\$ <u>0</u>

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

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

- CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -

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

Is vehicle equipped with OnStar? ___ Yes ___ No

b. **Terms and Conditions Acknowledgment.** I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.243.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: [REDACTED]

Date: 2/18/08

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item ___ and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who has taken delivery of 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: _____
Dealership Name: _____

Date: 2/18/08
Dealer Code: _____

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

GM3795 9/05

MS-GMCI2006-2 - A-9&C - 303-781-1786

Colorado
Commercial Driver License

95-069-1167 Expires: 03-22-2011
 Class: A Issued: 02-14-2007
 End: TX DOB: [REDACTED]
 Rest: Previous Type: A
 Ht: 5'07" Wt: 185 Eyes: BRO Sex: M
 Voter: [REDACTED]

BENNETT, CO [REDACTED]

Colorado
Driver License

92-032-3491 Expires: 08-29-2012
 Class: A Issued: 05-17-2002
 End: [REDACTED] DOB: [REDACTED]
 Rest: V Previous Type: A
 Ht: 5'2" Wt: 155 Eyes: BLU Sex: F
 Voter: [REDACTED]

BENNETT, CO [REDACTED]

recurrently paid or	N/A	\$	N/A
	N/A	\$	N/A
b. To insurance companies (describe)	LIFE INS.	\$	2469.26
	N/A	\$	N/A
c. Other (describe who is paid and purpose)	PREMIER	for	GAP PROTECTION
	GMPP	for	SERVICE CONTRACT
	N/A	for	N/A
	N/A	for	N/A
d. Net trade-in payoff to		\$	4600.00
Total other charges and amounts paid to others on your behalf		\$	10284.46(4)
5. Amount Financed (3 + 4)		\$	39728.66(5)

The delivery and handling charge represents costs and additional profit to the Seller/Dealer for items such as inspecting, cleaning, and adjusting new and used vehicles and preparing documents related to the sale.

charge, total of payments, and total sale price on the assumption that you will make every payment on the day it is due. Because the finance charge is calculated on a daily basis on the unpaid part of the amount financed, your finance charge, total of payments, and total sale price will be more if you pay late and less if you pay early. These changes may take the form of a larger or smaller final payment, or, at our option, more or fewer payments of the same amount as your scheduled payment, with a smaller final payment.

If you pay off early, and if the box above allowing a prepayment penalty is checked, we are entitled to a minimum finance charge, or prepayment penalty, of \$ N/A and any earned finance charges.

If you pay with a check or other instrument that is dishonored or returned, you will pay us a fee of \$25.

The Annual Percentage Rate may be negotiable with the dealer. The Seller may assign this contract and may retain its right to receive a portion of the Finance Charge.

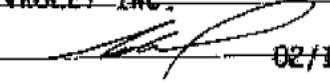
SECURITY INTEREST

You give us a security interest in the vehicle described in this contract and all parts or goods installed in it, all money or goods received (proceeds) for the vehicle; all insurance, maintenance, service, or other contracts we are financing for you as part of this purchase; and all proceeds from insurance, maintenance, service, or other contracts we are financing for you as part of this purchase. This includes any refunds of premiums or charges from the contracts.

This interest secures payment of all you owe on this contract. It also secures your other agreements in this contract.

You agree to make sure that the title shows our security interest (lien) in the vehicle.

By signing this contract, you agree to all of the terms on the front and the back of this contract, and you agree that you have been given a copy of it with all of the applicable blanks filled in. If you sign as a Co-Buyer, you are responsible for paying the entire debt. If you sign as a Co-Owner, your name will be on the title to the vehicle, but you will not be responsible for paying the debt. If you sign here as a Co-Owner or Co-Buyer, you agree that you know about our security interest in the vehicle and you give your consent to that interest. You agree that this contract contains our entire agreement, and that the terms of this contract cannot be modified except in writing signed by all the parties.

Signature of		Date	02/18/2008	Seller/ Secured Party	MIKE SHAW CHEVROLET INC.
Signature of		Date	02/18/2008	By:	
	<input checked="" type="checkbox"/> Co-Buyer <input type="checkbox"/> Co-Owner				02/18/2008

RETAIL INSTALLMENT SALE CONTRACT (DEALER — SIMPLE INTEREST)

Customer Number	Contract Number	Contract Date (Mo. Da. Yr.)	Buyer's Home Phone	Buyer's Business Phone
Buyer's Name, Address, Zip of each BENNETT CO			Seller/Creditor (also referred to as "we, us, our"): Name, Address, Zip of each MIKE SHAW CHEVROLET INC. 1000 S COLORADO BLVD DENVER CO 80246	

<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Year 2008	Make and Model CHEVROLET MALIBU	Vehicle Identification Number 1G1ZK577784	Primary Use for Which Purchased <input checked="" type="checkbox"/> Personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/> other
Your trade-in is a: Year	Year	Make	Model	
	2002	PONTIAC	TRUCK	BONNEVILLE

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate. 10.94%	The dollar amount the credit will cost you. \$ 14629.18	The amount of credit provided to you or on your behalf. \$ 39728.66	The amount you will have paid after you have made all payments as scheduled. \$ 54357.84	The total cost of your purchase on credit, including your down payment of \$ 0.00 \$ 54357.84

Insurance: You may obtain physical damage insurance from anyone you want that is acceptable to the Seller. If you obtain insurance from the Seller, you will pay \$ N/A for the first N/A months.

Credit life insurance and credit disability insurance are not required to obtain credit, and will not be provided unless you sign below and agree to pay the additional cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Your payment schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
72	754.97	MONTHLY BEGINNING: 03/19/2008
N/A	N/A	N/A
N/A	N/A	N/A

Security: You are giving us a security interest in the vehicle being purchased.

Late Charge: If we do not receive a scheduled payment in full within 10 days after it is due, you will pay a late charge of \$15.

Prepayment: If you pay off early, you may will not have to pay a penalty.

Additional Information: See this contract for more information about a prepayment penalty, nonpayment, default, any required repayment in full before the scheduled date, and security interests.

This contract will be assigned to: **WELLS FARGO BANK N A**
(Name and address) **P.O. BOX 53439 PHOENIX AZ 85072-3439**

ITEMIZATION OF AMOUNT FINANCED

1. Cash price (including accessories, services, delivery and handling charge,* and sales tax)	\$ 499.00	\$ 29444.20(1)
2. Total down payment (if negative enter "0" and see line 4d below)	\$ 0.00	\$ 0.00(2)
Gross trade-in \$ 1500.00 - payoff by Seller \$ 22200.00		
= net trade-in \$ -6200.00 + cash \$ 1600.00		
+ other	\$ N/A	\$ N/A
+ other	\$ N/A	\$ N/A
+ other	\$ N/A	\$ N/A
3. Unpaid balance of cash price (1 minus 2)		\$ 29444.20(3)
4. Other charges including amounts paid to others on your behalf (Seller may retain portions of these):		
a. Fees to public officials (describe)		
Government certificate of title fees (includes security interest recording fee of \$ 10.00)	\$ 17.20	
N/A	\$ N/A	
N/A	\$ N/A	
b. To insurance companies (describe)		
LIFE INS.	\$ 2469.26	
N/A	\$ N/A	
c. Other (describe who is paid and purpose)		
PREMIER for GAP PROTECTION	\$ 699.00	
GMPP for SERVICE CONTRACT	\$ 2499.00	
N/A for N/A	\$ N/A	
N/A for N/A	\$ N/A	

I want:

Credit Life: Buyer Co-Buyer Both

Credit Disability: Buyer

Buyer Signature _____

Co-Buyer Signature _____

Premium: Credit Life \$ 2469.26 Term: 72

Credit Disability \$ N/A N/A

THIS CONTRACT DOES NOT PROVIDE FOR AUTOMOBILE LIABILITY INSURANCE, AND SAID BUYER ALSO STATES THAT HE OR SHE HAS / HAS NOT (strike words not applicable) IN EFFECT AN AUTOMOBILE LIABILITY POLICY AS DEFINED IN SECTION 42-7-103(2), COLORADO REVISED STATUTES, ON THE MOTOR VEHICLE SOLD BY THIS CONTRACT.

CONTRACT AND AGREEMENT TO PAY

You, the Buyer and any Co-Buyer, agree to purchase the vehicle described above on the terms in this contract.

You agree to pay us (or our assignee named in this contract) the amount financed and the finance charge according to the payment schedule above and the terms on the front and back of this contract. We calculate the finance charge, total of payments, and total sale price on the assumption that you will make every payment on the day it is due. Because the finance charge is calculated on a daily basis on the unpaid part of the amount financed, your finance charge, total of payments, and total sale price will be more if you pay late and less if you pay early. These changes may take the form of a larger or smaller final payment, or, at our option, more or fewer payments of the same amount as your scheduled payment, with a smaller final payment.

If you pay off early, and if the box above allowing a prepayment penalty is checked, we are entitled to a minimum finance charge, or prepayment penalty, of \$ N/A and any earned finance charges.

If you pay with a check or other instrument that is

MIKE SHAW SAAB
MIKE SHAW CHEVROLET

1080 S. Colorado Blvd. • Denver, CO. 80246 • (303) 757-6161

Service Department Hours:

Monday - Friday
7:00 AM - 6:00 PM

Saturday
8:00 AM - 5:00 PM

CUSTOMER NO. 10000	ADVISOR KIRK J GARKOW	4210	TAG NO. C065	INVOICE DATE 02/29/08	INVOICE NO. CVCS456246
MIKE SHAW CHEVROLET SAAB 1080 S COLORADO BLVD. DENVER, CO 80246 info@mikeshawauto.net	LABOR RATE	LICENSE NO.	MILEAGE 1	COLOR IMPERL BLUE	STOCK NO. 88065
	YEAR / MAKE / MODEL 08 / CHEVROLET / MALIBU / 4DR SDN LTZ	DELIVERY DATE 02/18/08		DELIVERY MILES 95	
	VEHICLE I.D. NO. 1G1ZK577784	SELLING DEALER NO.		PRODUCTION DATE	
	F.T.E. NO.	H.O. NO.		I.O. DATE 02/19/08	
RESIDENCE PHONE	BUSINESS PHONE 303-757-6161	COMMENTS			

LABOR & PARTS

J# 1 90CVZADD FLUIDS ADD FLUIDS AS NEEDED TECH(S):4210 WARRANTY

ADD FLUIDS AS NECESSARY

ADD OIL, OPTIKLEEN, DIFF, POWER STEERING, TRANSMISSION, BRAKE

FLUIDS AND COOLANT AS NECESSARY

ADD NECESSARY FLUIDS

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	1.051515	OPTIKLEEN 8.800			
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

LABOR WARRANTY

Any defect in the labor which is discovered within 12 months or 12,000 miles from the date of repair, whichever occurs first, will be corrected by the dealer at its repair facility, in order for this warranty to be effective, dealer must be afforded the opportunity to correct any such defect itself, and all remedies for breach of this warranty shall be exclusively limited in remedying any labor defect discovered within the above period. Dealer shall be liable for no other damages or losses. Mike Shaw Chevrolet Saab hereby disclaims all other 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 any repairs.

TECHNICIAN CERTIFICATION

4210 KIRK J GARKOW 13 YEARS

TOTALS

***** PLEASE TAKE NOTE *****

YOUR COMPLETE SATISFACTION IS OUR GOAL. YOU MAY RECEIVE A SURVEY AS A RESULT OF THE WORK PERFORMED ON YOUR VEHICLE. IF YOU ARE UNABLE TO RESPOND "COMPLETELY SATISFIED" FOR ANY REASON, PLEASE CONTACT ANY MEMBER OF OUR MANAGEMENT TEAM THANK YOU.

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

REPAIR ORDER NOTICE - Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Service Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

Customer labor charges are based on labor time guides.

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

Payment Due at Time of Service. MAJOR CREDIT CARDS ACCEPTED.

Email Address: _____

X _____
CUSTOMER SIGNATURE

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a \$1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.

info@mikeshawauto.net

MIKE SHAW SAAB
MIKE SHAW CHEVROLET

1080 S. Colorado Blvd. • Denver, CO. 80246 • (303) 757-6161

Service Department Hours:

Monday - Friday
7:00 AM - 6:00 PM
Saturday
8:00 AM - 5:00 PM

CUSTOMER NO. 10000	ADVISOR KIRK J GARKOW	4210	TAG NO. C065	INVOICE DATE 02/29/08	INVOICE NO. CVCP456245
MIKE SHAW CHEVROLET SAAB 1080 S COLORADO BLVD. DENVER, CO 80246 info@mikeshawauto.net	LABOR RATE	LICENSE NO.	MILEAGE 1	COLOR IMPERL BLUE	STOCK NO. 88065
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LTZ			DELIVERY DATE 02/18/08	DELIVERY MILES 95
	VEHICLE I.D. NO. 1 G 1 Z K 5 7 7 7 8 4			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.		P.O. NO.		R.O. DATE 02/19/08
RESIDENCE PHONE	BUSINESS PHONE 303-757-6161		COMMENTS		

LABOR & PARTS
J# 1 90CVZ7000 NVI TECH(S):4210 WARRANTY

PERFORM NEW VEHICLE INSPECTION
NEW CAR IN STOCK
PERFORMED NEW VEHICLE INSPECTION

JOB # 1 TOTAL LABOR & PARTS 0.00

TECHNICIAN CERTIFICATION
4210 KIRK J GARKOW 13 YEARS

TOTALS

***** PLEASE TAKE NOTE *****

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

LABOR WARRANTY

Any defect in the labor which is discovered within 12 months or 12,000 miles from the date of repair, whichever occurs first, will be corrected by the dealer at its repair facility. In order for this warranty to be effective, dealer must be afforded the opportunity to correct any such defect itself, and all remedies for breach of this warranty shall be exclusively limited in remedying any labor defect discovered within the above period. Dealer shall be liable for no other damages or losses. Mike Shaw Chevrolet Saab hereby disclaims all other 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 any repairs.

REPAIR ORDER NOTICE - Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Service Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

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

Customer labor charges are based on labor time guides.

PAYMENT DUE AT TIME OF SERVICE.
MAJOR CREDIT CARDS ACCEPTED.

Email Address: _____

X _____
CUSTOMER SIGNATURE

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a \$1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.

info@mikeshawauto.net

Fax Cover Sheet

LEN LYALL CHEVROLET INC
14500 E. COLFAX AVE
AURORA, CO 80011
303-344-3100
OFFICE FAX : 303-344-7193

Send to: <i>Donna</i>	From: <i>David Hunt</i>
Attention:	Date: <i>3/24/11</i>
Office location:	Office location:
Fax number: <i>866-393-8053</i>	Total pages, including cover: <i>22</i>

Urgent Reply ASAP Please comment Please review For your information

Comments:

*I will send these around 20
@ a time —
Sandy*



VIA FAX ONLY

March 23, 2011

Len Lyall Chevrolet
14500 E colfax Ave
Aurora, CO 80011
303-344-3100 phone
303-361-9654 fax
Dave Hunn, Service Manager

RE: [REDACTED]

Service Request: 71-930573328
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK577784 [REDACTED]
Customer Relationship Specialist: Donna
Telephone: 800-231-1841 ext. 31208
Fax: 866-393-8053

Dear Mr. Hunn,

This is a letter of notification regarding a breach of warranty lawsuit OR 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 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,

Chevrolet

LG0040_CH
V06302010



LEN LYALL

LEN LYALL CHEVROLET, INC.

WORK ORDER
 TECHNICIAN COPY
 # 90848
 February 17, 2011
 Svc. Adv. 0154 - Rochau, AI

14500 East Colfax Avenue, Aurora, Colorado 80011
 Phone: 303-344-3100 Fax: 303-344-7193

Website: www.lenlyallchevy.com

Page 1 of 1
 02/17/2011 09:07:34

Vehicle Lease Options: M() - W(-) - F(-) -		Veh. Id: 35930 V.I.N.: 1G1ZK577784 2008 Chevrolet Malibu Ltz Lic. #: Engine: 3.6L, V6, SFI, Alum Unit #: Color: Blue Tag #: 1661 Ext/Int Color:	Misc. Category: New
--	--	---	------------------------

Assigned To: Baker, Ronald

Date In: 02/17/2011 09:05:26 Date Out: _____
 Promised: _____ Next Svc: _____
 Odo. In: 27544 Odo. Out: 27549 In Svc.: 02/18/2008
 S.C.: WT Priority: 95

Notes:

WRAPPER

RPO Codes: (3-396-5766)

Date: 02/17/2011

REPAIR ORDER NOTICE
 Colorado Law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to enforce the lien which may result in the vehicle being sold pursuant to court order.

Signature: _____

ATTEN #331MATE REQUIRED? Yes No Signature: _____

BY AUTHORIZING A TOTAL MAXIMUM AMOUNT OF \$ _____ FOR THE SAID REPAIRS

195886

Sub. Type: Warranty	Claim Type: Regular Vehicl Complaint	Failure Code:	Tech #
Customer states the service traction control and service ESC messages have been displayed	Parts Used	Estimated Time: 1.00 Hours	On: H2642
		Straight/Add Time: _____ Hours	Off: <i>3 hrs</i>
Time Ticket:		Reason:	Off: R+R 3 <i>hrs</i>
Case# 1 - Cause: C0131 symptom 00		Authorization:	On: <i>0.3</i>
Correction:		Parts Returned	Off: <i>30</i>
		Count:	On: <i>2/17/11</i>
			Off: <i>2/17/11</i>
			Total

ok 2 day rental for customer satisfaction since 30 miles away and has long history of traction control system complaints. Held overnight for quality check of Cor.

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME
.6		90848	2/28
		15 W	



LEN LYALL CHEVROLET, INC.

14500 East Colfax Avenue, Aurora, Colorado 80011
Phone: 303-344-3100 Fax: 303-344-7193

Website: www.lenlyallchevy.com

WORK ORDER
WARRANTY COPY *ORIGINAL*
90848
February 17, 2011
Svc. Adv: 0154 - Rochau, Al
Cust. Ph.: [REDACTED]

Page 1 of 2
02/28/2011 13:24:15

To [REDACTED] Bennett [REDACTED]	CO	Year: 2008 Veh Id: 35930 Unit #:	License #:
		Make: Chevrolet	Odo. In: 27,544
		Model: Malibu Ltz	Odo. Out: 27,583
		Color: Blue	Next Service:
		V.I.N.#: 1G1ZK577784 [REDACTED]	Date In: 02/17/2011
		Date In: 02/17/2011	In Service Date: 02/18/2008
		Out: 02/18/2011 12:06	Cases: 2
		Ext. War: - - (mo/) - D: \$0.00	
		Promised Time: 00/00/0000 00:00:00 AM	Call When Ready. No

Case: 1 Customer states the service traction control and service ESC messages have been displayed

Trans. Type: Regular Vehicle Transaction

Labor Code: H2642

Auth Code:

Fail Code: Module/Component - Registers Incorrectly

Complaint Code: Drivability - Other issues

Cause:

Quantity	Description/Correction	RHrs	OHrs	IHrs	Cost	Price	Total
	Customer states the service traction control and service ESC messages have been displayed *** - Tech Cause Checked sytem for DTC's Had a code C0131 symptom 00. Checked system and upon inspection found the brake lights not working correctly. *** - Tech Comments: Relearned the stop light position sensor and road tested 19 miles. - Warranty Completed By: Baker, Ronald (0047) 195886 - Rental Car - Warranty	0.3	0.3	0.6	\$15.00	\$57.98	\$57.98
	Misc: \$0.00 Labor: \$57.98 Parts: \$76.00				\$76.00	\$76.00	\$76.00
	Prepaid Parts Amt:				\$0.00	Case Total:	\$133.98

Case: 2 Added Operation: 1 Day Warranty Rental

Trans. Type: Regular Vehicle Transaction

Labor Code:

Auth Code:

Fail Code:

Complaint Code:

Cause:

Quantity	Description/Correction	RHrs	OHrs	IHrs	Cost	Price	Total
	Added Operation: 1 Day Warranty Rental - Warranty Completed By: Baker, Ronald (0047)	0.1					
	Misc: \$0.00 Labor: \$0.00 Parts: \$0.00				\$0.00	Case Total:	\$0.00
	Prepaid Parts Amt:				\$0.00		\$0.00

P/O#		Labor	Sublet	Misc	Parts Deductible	Tax	Total
	Retail:	0.00	0.00	0.00	0.00	0.00	0.00
	Warranty:	57.98	76.00	0.00	0.00	0.00	133.98
	Internal:	0.00	0.00	0.00	0.00	0.00	0.00
	Total:	57.98	76.00	0.00	0.00	(0.00)	133.98

Currency: U.S. Dollars

Paid em 2-28-11



LEN LYALL CHEVROLET, INC.

14500 East Colfax Avenue, Aurora, Colorado 80011

Phone: 303-344-3100 Fax: 303-344-7193

Website: www.lenlyallchevy.com

WORK ORDER
WARRANTY COPY *ORIGINAL*
90848
February 17, 2011
Svc. Adv: 0154 - Rochau, Al
Cust. Ph.: [REDACTED]

Page 2 of 2
02/28/2011 13:24:15

Technicians Logged Time

Case #: 1

Case Cause

Checked sytem for DTC's. Had a code C0131 symptom 00. Checked system and upon inspection found the brake lights not working correctly.

Case Correction

Relearned the stop light position sensor and road tested 19 miles.

Technician	Labor Date	Log On	Log Off	Auth. Employee	Auth. Time	Date/Time
Baker, Ronald	02/18/2011	10.9	11.0		0	
Cause:				Correction:		
Baker, Ronald	02/18/2011	11.0	12.1		0	
Cause:				Correction:		



LEN LYALL CHEVROLET, INC.

14500 East Colfax Avenue, Aurora, Colorado 80011
Phone: 303-344-3100 Fax: 303-344-7193

Website: www.lenlyallchevy.com

INVOICE ORIGINAL
Work Order
#90848
February 17, 2011
Svc. Adv. Rochau, Al
Cust. Ph. [REDACTED]
Tag# 1681

Page 1 of 1
02/18/2011 14:10:27

To [REDACTED] Bennett [REDACTED]	CO	Year: 2008 Veh Id: 35930 Unit #:	License #:
		Make: Chevrolet	Odo. In: 27,544
		Model: Malibu Ltz	Odo. Out: 27,563
		Color: Blue	Next Service:
		V.I.N.#: 1G1ZK577784 [REDACTED]	In Service Date: 02/18/2008
		Date In: 02/17/2011	Cases: 2
		Out:	
		Ext. War: - - (mo/) - D: \$0.00	
		Promised Time: 02/17/2011 02:30:00 PM	Call When Ready: No

Case: 1 Customer states the service traction control and service ESC messages have been displayed

Quantity	Description/Correction	Price	Total
	Customer states the service traction control and service ESC messages have been displayed *** - Tech Cause: Checked sytem for DTC's. Had a code C0131 symptom 00. Checked system and upon inspection found the brake lights not working correctly. *** - Tech Comments: Relearned the stop light position sensor and road tested 19 miles. - Warranty Completed By: Baker, Ronald (0047)	\$0.00	\$0.00

Misc	\$0.00	Labor	\$0.00	Parts	\$0.00	Prepaid Parts Amt:	\$0.00	Case Total:	\$0.00
------	--------	-------	--------	-------	--------	--------------------	--------	-------------	--------

Case: 2 Added Operation: 1 Day Warranty Rental

Quantity	Description/Correction	Price	Total
	Added Operation: 1 Day Warranty Rental - Warranty Completed By: Baker, Ronald (0047)	\$0.00	\$0.00

Misc	\$0.00	Labor	\$0.00	Parts	\$0.00	Prepaid Parts Amt:	\$0.00	Case Total:	\$0.00
------	--------	-------	--------	-------	--------	--------------------	--------	-------------	--------

O U T	DISCLAIMER OF WARRANTIES Any warranties of the products sold hereby are those made by the manufacturer. The seller, LEN LYALL CHEVROLET INC, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and LEN LYALL CHEVROLET INC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the products shown on this repair order. Buyer shall not be entitled to recover from LEN LYALL CHEVROLET INC, any consequential damages, damages to property, damage to loss of use, loss of time, loss of profit or income, or any other incidental damages as a result of this sale of products and/or service. PARTS & LABOR GUARANTEED FOR 12 MONTHS OR 12000 MILES, WHICHEVER COMES FIRST.		Currency:	Labor:	\$0.00
			Payment Ref:	Parts:	\$0.00
			Expiry Date:	Misc:	\$0.00
			P/O#:	Sub Total:	\$0.00
Date: 2-18-11				Tax:	\$0.00
		Payment Type		Total:	\$0.00

Thank You For Choosing Len Lyall Chevrolet. We Appreciate Your Business !!

ENTERPRISE LEASING COMPANY OF DENVER, 303 AIRPORT BLVD STE 110, AURORA, CO 800119330 (303) 340-4333

RENTAL AGREEMENT REF#
625475 91PHMQ

SUMMARY OF CHARGES

RENTER

[REDACTED]

DATE & TIME OUT
02/17/2011 10:29 AM
DATE & TIME IN
02/18/2011 01:57 PM

BILLING CYCLE
24 HOUR

VEH #1 2011 CHEV IMPA ELT
VIN# 2G1WG5EK5B1 [REDACTED]
LIC# [REDACTED]
MILES DRIVEN 298

BILL TO ACCOUNT
LEM LYALL CHEVROLET 1266
ATTN: AL
14500 E COLFAX AV
AURORA, CO 80011

[REDACTED]

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	02/17 - 02/18	2	DAY	\$36.00	\$72.00
REFUELING CHARGE	02/17 - 02/18				\$0.00
Subtotal:					\$72.00
Taxes & Surcharges					
COLORADO ROAD SAFETY PROGRAM FEE	02/17 - 02/18	2	DAY	\$2.00	\$4.00
Total Charges:					\$76.00
Bill-To / Deposits					
LEM LYALL CHEVROLET-1266					
TIME & DISTANCE	02/17 - 02/18	2	DAY		
REFUELING CHARGE	02/17 - 02/18				
COLORADO ROAD SAFETY PROGRAM FEE	02/17 - 02/18	2	DAY		
Subtotal:					(\$76.00)

Total Amount Due

\$0.00

PAYMENT INFORMATION
AMOUNT PAID TYPE

CREDIT CARD NUMBER

2G1WG5EK5B1 [REDACTED]

OK
RO 90848
\$ 116.00
(P)

2/24/2011

Vehicle Summary

VIN: 1G1ZK5778A [REDACTED]
 Service Contract: Yes
 Field Actions: 0 Open

Branded Title: No

Model: MALIBU LTZ 2008 1ZK89
 Warranty Block: No

PDI Status: No

Vehicle Warranty

Applicable Warranties

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
X	Bumper to Bumper Limited Warranty	2008-02-18	95	2011-02-18	36095
X	Powertrain Limited Warranty	2008-02-18	95	2013-02-18	100095
X	Emission Select Component Ltd Wty	2008-02-18	95	2016-02-18	80095
X	Corrosion Limited Warranty	2008-02-18	95	2014-02-18	100095

Service Contract

Policy Number:
817293872

Description: GMPP 72/72 MAJOR GUARD
 Effective Date:
 Effective Odometer: 95
 Daily Rental Limit: 35.00

Owner:
BUSH

Deductible Amount: 100.00
 Expiration Date: 2014-02-18
 Expiration Odometer: 72095

Warranty Block

Vehicle has no current record of warranty block.

LEN LYALL

LEN LYALL CHEVROLET, INC

14500 East Colfax Avenue, Aurora, Colorado 80011
 Phone: 303-344-3100 Fax: 303-344-7193
 Website: www.lenlyallchevy.com

WORK ORDER
 TECHNICIAN COPY
 # 85171
 November 01, 2010
 Svc. Adv.0154 - Rochau, AI

Page 1 of 1
 11/01/2010 13:51:10

Vehicle Lease Options: M() - W(-) - F(-) -		Veh. Id: 35900 V.I.N.: 1G1ZK677784 2008 Chevrolet Lic # Unit # Tag # 00	Misc: Malibu Ltz Engine: 3.6L V6, SFI, Alum Color: Blue Ext/Int Color: Category: New
Assigned To: <i>Kook</i> Date In: 11/01/2010 13:50:23 Date Out: Promised: Next Svc: Odo. In: 25000 Odo. Out: <i>25000</i> In Svc.: 02/18/2008 S.C.: HP Priority: 10		Notes: <h1>WAITER</h1>	

RPO Codes:

Date: 11/01/2010

REPAIR ORDER NOTICE
 Colorado Law provides for limitation of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for or is paid with a check, credit or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to enforce the lien which may result in the vehicle being sold pursuant to court order.

Signature: _____

I HEREBY AUTHORIZE A TOTAL MAXIMUM AMOUNT OF \$ _____ FOR THE SAID REPAIRS.

Sub. Type: Warranty	Claim Type: Regular Vehic Complaint	Failure Code:	Tech #
Customer states the drivers side mirror has dark spot in bottom of glass	Parts Used	Estimated Time: 1.00 Hours Straight/Add Time: _____ Hours Reason: Authorization: _____ Signature:	On: _____ Off: <i>B4151</i> On: _____ Off: <i>.2</i> On: _____ Off: _____ On: _____ Off: _____ Total
Time Ticket	Parts Returned Count: _____ Signature:		
Case# 1 - C Correction	STRAIGHT TIME (HRS): <i>02</i>	FLAT RATE PRICE	R.O. NO: <i>85171</i>
	EMI NO: <i>9</i>	OPFR NO: <i>W</i>	TIME OFF: <i>12-10-10</i>
			ON



LEN LYALL CHEVROLET, INC.

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WORK ORDER
TECHNICIAN COPY
83974

October 11, 2010
Svc. Adv. 0154 - Rochau, AI

Page 1 of 2
10/11/2010 08:03:58

Bennett M	CO	M()	Vehicle Lease Options: -	Veh. Id: 35930 V.I.N.: 1G1ZK577784	Disc:
			W(-) -	2008 Chevrolet	Malibu Ltz
		F(-) -		Lic. #:	Engine: 3.6L, V6, SFI, Alum
				Unit #:	Color: Blue
				Tag #: 1300	Ext/Int Color:
					Category New

Assigned To: *Stev*

Date In: 10/11/2010 08:02:50 Date Out: _____
 Promised: _____ Next Svc: _____
 Odo. In: 24131 Odo. Out: *24132* In Svc.: 02/18/2008
 S.O. WT Priority: 95

Notes:

RPO Codes:

Date: 10/11/2010

REPAIR ORDER NO: 0F

Colorado Law provides for disposition of a lien in favor of any person who repairs or restores labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for or is paid with a check, draft, or order which is subsequently dishonored for any reason, we are entitled to an account against the lien which may result in the vehicle being sold pursuant to court order.

WRITTEN ESTIMATE REQUIRED? Yes No Signature _____

BY AUTHORIZING A TOTAL MAXIMUM AMOUNT OF \$ _____ FOR THE SAID REPAIRS

Sub. Type: Customer Pay	Claim Type:	Complaint:	Failure Code:	Tech #	On: <i>MC</i>	Off: <i>3C</i>
lube oil & filter 19.95 (Lubricate Chassis, install new AC Delco oil filter. Set tire Pressure, fluid top off, Multi-point)				Parts Used	Estimated Time: 0.30 Hours	Off: _____
Time Ticket:				Reason:	Authorization:	Signature:
Case# 1 - Cause: <i>complete</i>				Parts Returned	Count:	Signature:
Correction:				Total		

Sub. Type: Customer Pay	Claim Type:	Complaint:	Failure Code:	Tech #	On: <i>MC</i>	Off: <i>3C</i>
Rotate Tires				Parts Used	Estimated Time: 0.30 Hours	Off: _____
Time Ticket:				Reason:	Authorization:	Signature:
Case# 2 - Cause: <i>complete</i>				Parts Returned	Count:	Signature:
Correction:				Total		

10-11-10

STRAIGHT TIME (HRS) PRICE

FLAT RATE PRICE

R.O. NO. 83974

EXP. NO. 8102



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WORK ORDER
TECHNICIAN COPY
83974
October 11, 2010
Svc. Adv. 0154 - Rochau, AI

Page 2 of 2
10/11/2010 08:03:58

Sub. Type: Warranty		Claim Type: Regular Vehic Complaint:		Failure Code:		Tech #	
Customer states the drivers door wont lock or unlock electrically at times				Parts Used	Estimated Time 1.00 Hours	On: <i>oil</i>	
					Straight/Add Time: Hours	Off: <i>oil w</i>	
STRAIGHT TIME (HRS)		FLAT RATE PRICE		R.O. No. <i>83974</i>	TIME OFF	On:	
<i>.6</i>				EMP NO. <i>010</i>	ON	Off:	
				OPER NO. <i>w</i>	<i>10-11-10</i>	On:	
Time Ticket:				Parts Returned		Off:	
Case# 3 - Cause: <i>last replace drivers door u/l.</i>				Count:		On:	
Correction: <i>B47861</i>				Signature		Off:	
						Total	

*Parts Credit Return
Lashed*

Sub. Type: Customer Pay		Claim Type:		Complaint:		Failure Code:		Tech #	
Wash vehicle				Parts Used	Estimated Time 1.00 Hours	On:		Off:	
					Straight/Add Time: Hours	On:		Off:	
Time Ticket:				Reason:		On:		Off:	
Case# 4 - Cause:				Authorization:		On:		Off:	
Correction:				Signature		On:		Off:	
				Parts Returned		On:		Off:	
				Count:		On:		Off:	
				Signature		On:		Off:	
						Total			

Get it done Right...
at the dealership!



LEN LYALL CHEVROLET

(303) 344-3100

Certified Factory-Trained Technicians

Free Local Shuttle Service

Genuine Original Equipment Parts

Competitive Prices

Free Lube, Oil & Filter Change + Exterior Detail

Additional \$10.00 off Any Service

Transmission Fluid

Exchange

\$119.95

Flush used fluid and replace with new fluid and conditioners.



Front Brake Special

Cars Starting @

\$99.95

Trucks Starting @

\$149.95



Rear brakes slightly higher. Tax extra. See dealer for details.

Not valid with any other offer or discount. Please present coupon. Expires in 90 days.

See dealer for details. Tax, shop supplies and environmental fees extra. Please present coupon. Expires in 90 days.

MAR-24-2011 10:52 From:

To: Fax Server

P.14/22



LEN LYALL CHEVROLET, INC.

14500 East Colfax Avenue, Aurora, Colorado 80011

Phone: 303-344-3100 Fax: 303-344-7193

Website: www.lenlyallchevy.com

INVOICE ORIGINAL

Work Order

#83974

October 11, 2010

Svc. Adv. Rochau, Al

Cust. Ph. [REDACTED]

Tag# 1300

Page 1 of 2

10/11/2010 10:23:55

To [REDACTED] Bennett [REDACTED]	Year: 2008 Veh Id: 35930 Unit #: Make: Chevrolet License #: Model: Malibu Ltz Odo. In: 24,131 Color: Blue Odo. Out: 24,132 V.I.N.#: 1G1ZK577784 [REDACTED] Next Service: Date In: 10/11/2010 In Service Date: 02/18/2008 Out: Cases: 4 Ext. War: - - (mo) - D: \$0.00 Promised Time: 00/00/0000 00:00:00 AM Call When Ready: No
---	---

Case: 1 lube oil & filler 19.95 ((Lubricate Chassis, Install new AC Delco oil filter. Set tire Presure, fluid top off, Multi-point))

Quantity Description/Correction

1.00 89017524 - Filter

Retail Price Total

\$6.82 \$0.00 \$0.00

5.00 12345621 - Oil 5W30

\$2.30 \$0.00 \$0.00

lube oil & filler 19.95 ((Lubricate Chassis, Install new AC Delco oil filter. Set tire Presure, fluid top off, Multi-point)) *** - Tech Cause: l of service ***

\$19.95 \$19.95

Tech Comments: l of service completed .3 C 040

Completed By: Todd, Joel (040)

Hazard (Extra Item)

Miscellaneous (Extra Item)

OCT 11 10
JISA
\$31.60

\$1.00 \$1.00

\$0.74 \$0.74

Misc Labor Parts Prepaid Parts Amt: Case Total: \$21.69

Case: 2 Rotate Tires

Quantity Description/Correction

Rotate Tires *** - Tech Cause: tire rotation *** -

Price Total

\$20.00 \$20.00

Tech Comments: service completed

.3 C 040

Completed By: Todd, Joel (040)

Coupon (Extra Item)

(\$14.74) (\$14.74)

Miscellaneous (Extra Item)

\$3.00 \$3.00

Misc (\$11.74) Labor \$20.00 Parts \$0.00 Prepaid Parts Amt: \$0.00 Case Total: \$8.26

Case: 3 Customer states the drivers door wont lock or unlock electrically at times

Quantity Description/Correction

1.00 20922229 - LOCK - Warranty

Retail Price Total

\$119.06 \$0.00 \$0.00

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LEN LYALL

LEN LYALL CHEVROLET, INC.

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INVOICE ORIGINAL
 Work Order
 #83974
 October 11, 2010
 Svc. Adv Rochau Al
 Cust. Ph. [REDACTED]
 Tag# 1300

Page 2 of 2
 10/11/2010 10:23:55

Case: 3 Customer states the drivers door wont lock or unlock electrically at times

Quantity Description/Correction

Customer states the drivers door wont lock or unlock electrically at times *** - Tech Cause: found drivcers front door lock will not move when comanded. determine door lock actuator failed. *** - Tech Comments: dissassemble lf door, remove and replace door latch assy with actuator, recheck operation, all ok at this time. b4261 .6 040 W - Warranty

Price Total
 \$0.00 \$0.00

Completed By: Todd, Joel (040)

\$0.00 \$0.00

Misc \$0.00 Labor \$0.00 Parts \$0.00 Prepaid Parts Amt: \$0.00 **Case Total: \$0.00**

Case: 4 Wash vehicle

Quantity Description/Correction

Wash vehicle
 Completed By: Todd, Joel (040)

Price Total

Misc \$0.00 Labor \$0.00 Parts \$0.00 Prepaid Parts Amt: \$0.00 **Case Total: \$0.00**

\$0.00

O U T	DISCLAIMER OF WARRANTIES		Currency		Labor:	\$24.21
	Any warranties of the products sold hereby are those made by the manufacturer. The seller, LEN LYALL CHEVROLET, INC. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and LEN LYALL CHEVROLET, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the products shown on this repair order. Buyer shall not be entitled to recover from LEN LYALL CHEVROLET, INC. any consequential damages, damages to property, damage to loss of use, loss of time, loss of profit or income, or any other incidental damages as a result of this sale of products and/or service. PARTS & LABOR MILFS, WHICHEVER COMES FIRST.				Parts:	\$15.74
	Date		Payment Type	Payment Ref:	Misc:	(\$10.00)
				Expiry Date:	Sub Total:	\$29.95
				P/O#:	Tax:	\$1.65
					Total:	\$31.60

Thank You For Choosing Len Lyall Chevrolet. We Appreciate Your Business !!

Vehicle Summary

VIN: 1G1ZK57784 [REDACTED]
 Service Contract: Yes
 Field Actions: 0 Open

Branded Title: No

Model: MALIBU LTZ 2008 1ZK69
 Warranty Block: No

PDI Status: No

Vehicle Warranty

Applicable Warranties

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
X	Bumper to Bumper Limited Warranty	2008-02-18	95	2011-02-18	36095
X	Corrosion Limited Warranty	2008-02-18	95	2014-02-18	100095
X	Emission Select Component Ltd Wty	2008-02-18	95	2016-02-18	80095
X	Powertrain Limited Warranty	2008-02-18	95	2013-02-18	100095

Service Contract

Policy Number:
 [REDACTED]

Description: GMPP 7272 MAJOR GUARD
 Effective Date:
 Effective Odometer: 95
 Daily Rental Limit: 35.00

Owner:
 BUSH

Deductible Amount: 100.00
 Expiration Date: 2014-02-18
 Expiration Odometer: 72095

Warranty Block

Vehicle has no current record of warranty block.

Advisor #
VIN

LEN LYALL

CHEVROLET

GO EAST AND PAY THE LEAS!

14500 East Colfax
Aurora, CO 80011
303-344-3100
www.lenlyallchevy.com

Customer Waiting

MULTI-POINT INSPECTION FORM

Tag	1300											8421	1730	Yr/Model	Mileage	24131
Name		Address										Zip				
Home		Work		Cell		EMAIL										

By my signature below, I hereby authorize Len Lyall Chevrolet to perform Service related work to my vehicle, up to the amount listed in each "Estimate" box. I understand that this is an estimate only, and other expenses may be incurred, but only with my authorization

CUSTOMER CONCERNS			
Concern 1	WF / RT / LHS / 1 was?	Estimate \$	W AWS C OTH 1
Concern 2		Estimate \$	W AWS C OTH 1
Concern 3		Estimate \$	W AWS C OTH 1
Concern 4		Estimate \$	W AWS C OTH 1
Customer Signature			

Checked and OK
 May Require Attention Soon
 Requires Immediate Attention

MULTIPOINT INSPECTION (ADVISOR)		
<p style="text-align: center;">WIPER BLADES</p> <p>LF <input type="checkbox"/> RF <input type="checkbox"/> Rear <input type="checkbox"/></p> <p>Windshield Condition</p> <p>____ Cracks ____ Chips</p>	<p style="text-align: center;">TIRE INFORMATION</p> <p>LF <input type="checkbox"/> R/32 or Greater 7/32 to 4/32 3/32 or Less</p> <p>RF <input type="checkbox"/></p> <p>LR <input type="checkbox"/> R/32 or Greater 7/32 to 4/32 3/32 or Less</p> <p>RR <input type="checkbox"/></p>	<p style="text-align: center;">BATTERY</p> <p><input type="checkbox"/> Battery</p> <p><input type="checkbox"/> Cables</p>

MULTIPOINT INSPECTION (TECHNICIAN)

CHECK FLUID LEVELS	INSPECT FOR VISIBLE LEAKS	INSPECT VISUAL CONDITION
<p>OK FILLED</p> <p><input type="checkbox"/> Engine Oil</p> <p><input type="checkbox"/> Brake fluid reservoir</p> <p><input type="checkbox"/> Transmission (if equipped with dipstick)</p> <p><input type="checkbox"/> Coolant recovery reservoir</p> <p><input type="checkbox"/> Power Steering</p> <p><input type="checkbox"/> Windshield washer</p>	<p>REQUIRES ATTN.</p> <p><input type="checkbox"/> Fuel system (including gas cap seating)</p> <p><input type="checkbox"/> Engine, transmission, drive axle, transfer case</p> <p><input type="checkbox"/> Engine cooling system</p> <p><input type="checkbox"/> Shocks and struts - also check operation</p>	<p>REQUIRES ATTN.</p> <p><input type="checkbox"/> Belts engine, accessory, serpentine (V-drive)</p> <p><input type="checkbox"/> Hoses engine, power steering and HVAC</p> <p><input type="checkbox"/> Engine air filter and cabin air filters</p> <p><input type="checkbox"/> Steering components and steering linkage</p> <p><input type="checkbox"/> CV drive axle boots or driveshafts and U-joints</p> <p><input type="checkbox"/> Exhaust system components</p>

BRAKE INFORMATION (FRONT AND REAR LININGS)	NOTED VEHICLE DAMAGE	SIMPLIFIED MAINTENANCE
<p>LF <input type="checkbox"/> 7 mm (9/32) or greater 6 mm (5/32) to 4 mm (5/32) 3 mm (4/32) or less</p> <p>RF <input type="checkbox"/></p> <p>LR <input type="checkbox"/> 7 mm (9/32) or greater 6 mm (5/32) to 4 mm (5/32) 3 mm (4/32) or less</p> <p>RR <input type="checkbox"/></p>	<p>_____</p> <p>_____</p> <p>_____</p>	<p>MI <input type="checkbox"/> Required <input type="checkbox"/> Performed</p> <p>MII <input type="checkbox"/> Required <input type="checkbox"/> Performed</p>

The Reynolds and Reynolds Company C019796 Q 08/05

LEN LYALL

LEN LYALL CHEVROLET, INC.

**WORK ORDER
TECHNICIAN COPY
76897
June 02, 2010
Svc. Adv. 0154 - Rochau, AI**

**14500 East Colfax Avenue, Aurora, Colorado 80011
Phone: 303-344-3100 Fax: 303-344-7193
Website: www.lenlyallchevy.com**

Page 1 of 2
06/02/2010 09:09:04

Bennett M [redacted] W(-) -	Vehicle Lease Options: M() - F(-) -	Veh. Id: 35930 V.I.N.: 1G1ZK577784 2008 Chevrolet Malibu Ltz Lic. #: [redacted] Unit #: [redacted] Tag #: 1665	Misc: Engine: 3.6L V6, SFI, Alum Color: Blue Ext/Int Color: [redacted]	Category: New
--------------------------------	---	--	---	---------------

Assigned To: Leo

Date In: 06/02/2010 09:05:11	Date Out: _____
Promise: _____	Next Svc: _____
Odo. In: 20761	Odo. Out: <u>20769</u>
S.C. WT: <u>WT</u>	In Svc: 02/18/2008
Priority: 95	

Notes: *Welleee*

RPO Codes: 3 - 396 - 5166 &

Date: 06/02/2010

REPAIR ORDER NOTICE: Colorado law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for or is paid with a check, draft, or order which is subsequently dishonored for any reason, it is charged to an account which is not paid when due. The law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

Signature: [redacted]

IS A WRITTEN ESTIMATE REQUIRED? Yes No Signature: _____

HEARBY AUTHORIZE A TOTAL MAXIMUM AMOUNT OF \$ _____ FOR THE SAID REPAIRS.

3 days work, car disabled and unusable

Sub. Type: Warranty	Claim Type: Regular Vehic Complaint:	Failure Code: _____	Tech # _____
Customer states the vehicle will die at stops and is hard to restart N.P.F 14% Alcohol	Parts Used	Estimated Time: 1.00 Hours	On: _____
		Straight/Add Time: _____ Hours	Off: _____
Time Ticket: _____		Reason: _____	On: _____
		Authorization: _____	Off: _____
		Signature: _____	On: _____
	Parts Returned		Off: _____
	Count: _____	Signature: _____	On: _____
Case# 1 - Cause: _____			Off: _____
Correction: _____			Total

Sub. Type: Warranty	Claim Type: Regular Vehic Complaint:	Failure Code: _____	Tech # _____
Customer states the steering has low assist at times N.P.F	Parts Used	Estimated Time: 1.00 Hours	On: _____
		Straight/Add Time: _____ Hours	Off: _____
Time Ticket: _____		Reason: _____	On: _____
		Authorization: _____	Off: _____
		Signature: _____	On: _____
	Parts Returned		Off: _____
	Count: _____	Signature: _____	On: _____
Case# 2 - Cause: _____			Off: _____
Correction: _____			Total



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WORK ORDER
TECHNICIAN COPY

76897

June 02, 2010

Svc. Adv. 0154 - Rochau, AI

Page 2 of 2
06/02/2010 09:09:05

Sub Type: Warranty		Claim Type: Regular Vehic Complaint		Failure Code:		Tech #	
Customer states the drivers window switch is hard to depress <i>PARA CLIENT RETIJA</i> <i>[Signature]</i>		Parts Used		Estimated Time: 1.00 Hours		On:	
				Straight/Add Time: _____ Hours		Off:	
Time Ticket:				Reason:		On:	
				Authorization:		Off:	
				Signature		On:	
		Parts Returned		Count:		Off:	
				Signature		On:	
						Off:	
						Total	
Case# 3 - Cause: L/F WINDOW SWITCH INOP @ TIMES							
Correction: REPLACED L/F WINDOW MASTER SWITCH & RETEST, OK.							

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 76897	TIME	OFF
0.5		LMF NO. 3900		6/3/10
		OPER NO. A11		ON

~~1.00 HRS~~ 2/3 hrs
LABOR OP. (N2145, 3 A, 2DT)
(POSS 0-3) dia

OK, 2 HRS OT to check wdo switch.
[Signature]

SUB SYSTEM POSTING SUMMARY REPORT

GM-01 Sub System: Work Orders
 Source Reference: 76897
 Source Reference 2:

Associate: XXXXXXXXXX
 Posted Date: 06/29/2010
 Period: 2010/06

Currency: U.S Dollars
 Future Transaction:

Reference:

Account	Dept	Split %	Amount	Paid	Recon	Volume	Hours	Period	OEM/RT
242 Inv-Parts&Acc			(25.54)					2010/06	GM-01
246 Inv-Sublet Repairs			1120.00					2010/06	GM-01
247A WIP-Labor-Serv			(12.50)				(0.5)	2010/06	GM-01
263 Warranty Claims			202.90		196.90			2010/06	GM-01
462 Sls-Warr-Labor-Mech			147.14			1.00		2010/06	GM-01
466 Sls-Sublet-Mech			1120.00					2010/06	GM-01
480 Sls-Parts-Warranty			(35.76)					2010/06	GM-01
662 COS-Warr-Labor-Mech			12.50					2010/06	GM-01
666 COS-Sublet Repairs Mech			120.00					2010/06	GM-01
680 COS-Parts-Warranty			25.54					2010/06	GM-01
67 Policy Work-Parts&Svc	D-Shop		6.00					2010/07	GM-01
263 Warranty Claims			(6.00)					2010/07	GM-01
		Total:	0.00						

P. 21/22

To: Fax Server

MAR-24-2011 10:54 From:

LEN LYALL

LEN LYALL CHEVROLET, INC.

14500 East Colfax Avenue, Aurora, Colorado 80011
Phone: 303-344-3100 Fax: 303-344-7193

Website: www.lenlyallchevy.com

INVOICE ORIGINAL
Work Order
#76897
June 02, 2010
Svc. Adv Rochau, Al
Cust. Ph. (303) 644-5742
Tag# 1665

Page 1 of 2
06/03/2010 09:28:31

To: [REDACTED] Bennett [REDACTED] CO	Year: 2008 Veh Id: 35930 Unit #: Make: Chevrolet License #: Model: Malibu Ltz Odo. In: 20,761 Color: Blue Odo. Out: V.I.N #: 1G1ZK577784 [REDACTED] Next Service: Date In: 06/02/2010 In Service Date: 02/18/2008 Out: 06/03/2010 08:30 Cases: 3 Ext. War: Promised Time: 06/02/2010 10:00:00 AM Call When Ready: No
--	---

Case: 1 Customer states the vehicle will die at stops and is hard to restart

Quantity	Description/Correction	Price	Total
	Customer states the vehicle will die at stops and is hard to restart. No problem found. No trouble codes--only found 14% alcohol in fuel. Recommend top tier gasoline such as Conoco, BP or Shell - Warranty	\$0.00	\$0.00
		\$0.00	\$0.00
Misc	\$0.00	Labor	\$0.00
Parts	\$0.00	Prepaid Parts Amt:	\$0.00
		Case Total:	\$0.00

Case: 2 Customer states the steering has low assist at times

Quantity	Description/Correction	Price	Total
	Customer states the steering has low assist at times. No problem found--operating to specs at this time - Warranty	\$0.00	\$0.00
		\$0.00	\$0.00
Misc	\$0.00	Labor	\$0.00
Parts	\$0.00	Prepaid Parts Amt:	\$0.00
		Case Total:	\$0.00

Case: 3 Customer states the drivers window switch is hard to depress

Quantity	Description/Correction	Retail	Price	Total
1.00	20807219 - Switch - Warranty	\$51.08	\$0.00	\$0.00
	Customer states the drivers window switch is hard to depress. Internal switch failure. Replace master window switch - Warranty		\$0.00	\$0.00
	Completed By: Hunn, David (0178)		\$0.00	\$0.00
Misc	\$0.00	Labor	\$0.00	
Parts	\$0.00	Prepaid Parts Amt:	\$0.00	
		Case Total:	\$0.00	\$0.00

Thank You For Choosing Len Lyall Chevrolet. We Appreciate Your Business !!



VIA FAX ONLY

March 23, 2011

Mike Goodman
Alex Simanovsky & Associates
333 W. Hampden Ave., Suite
415
Chase Tower
Englewood, CO 80110
303-762-0426 phone
303-761-2735 fax

RE: [REDACTED]
Service Request: 71-930573328
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK577784 [REDACTED]
Customer Relationship Specialist: Donna

Dear Mr. Goodman

This is to advise that General Motors is in receipt of the above referenced case dated 3/16/2011. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

Copy of owner's current title and/or registration
x Other: attached document

Finance agreement
 Buyer's agreement

General Motors
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.

Page 2

Sincerely,

General Motors

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

to General Motors Company, 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

VIN: 1G1ZK5777 84 [REDACTED] SELLG SCE: 13 MDL YR: 08 ORD NO: MNTRF9
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	13 10020	00033968090		02/20/08	FFC	34.56	
INCTV PAYMENT	13 10020	00033968090		02/20/08	FFC	34.56	
INCTV APPLICATN	13 10020	00033968090		02/20/08	FFC	34.56	
DELIVERY D.O.E.	13 10020			02/19/08		0.00	
DELIVERY TO CUS	13 10020			02/18/08		0.00	
SETTLEMENT DATE	13 10020	1AD19263788		02/09/08		27,421.96	CR
EXPIRATION TRAN	13 10020	1AD19263788		02/08/08		0.00	
ORIGINAL INVOIC	13 10020	1AD19263788		01/29/08		27,421.96	
COV/NVIS DATE	13 10020	1AD19263788		01/29/08		0.00	
SHIPMENT DATE	13 10020			01/29/08		0.00	
PRODUCTION (BUI	13 10020			01/29/08		0.00	
PREFERENCE TO P	13 10020			01/15/08		0.00	
GM ORDER ACCEPT	13 10020			12/27/07		0.00	
GM ORDER ACCEPT				12/27/07		0.00	

VIN: 1G1ZK5777 84 [REDACTED] SELLG SCE: 13 MDL YR: 08 ORD NO: MNTRF9
VIN TYPE: N

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DELIVERY TO CUS	13 10020			02/18/08		0.00	
SETTLEMENT DATE	13 10020	1AD19263788		02/09/08		27,421.96	CR
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SHIPMENT DATE	13 10020			01/29/08		0.00	
PRODUCTION (BUI	13 10020			01/29/08		0.00	
PREFERENCE TO P	13 10020			01/15/08		0.00	
GM ORDER ACCEPT	13 10020			12/27/07		0.00	
GM ORDER ACCEPT				12/27/07		0.00	

2008 MALIBU LTZ
 37U IMPERIAL BLUE METALLIC /V6G
 242 EBONY/BRICK
 ORDER NO. MNTRF9/TRE STOCK NO.
 VIN 1G1 ZK57 77 84

GENERAL MOTORS CORPORATION
 & SUBSIDIARIES
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD19263788
 *****13*10020S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZK69 MALIBU LTZ	26795.00	25321.28	INVOICE 01/29/08
CF5 SUNROOF, POWER TILT AND SLIDE	800.00	664.00	SHIPPED 01/29/08
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 02/08/08
LY7 ENGINE, 3.6L V6 DOHC	N/C	N/C	INT COM 02/08/08
MH2 6-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	PRC EFF 01/29/08
PDD REAR POWER PACKAGE:	250.00	207.50	
* REAR POWER CENTER, 110V AC			WFP-S QTR OPT-1
* REAR WINDOW SUNSHADE, MANUAL			BANK: GMAC - 021
			CHG-TO 10-020
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	

SHIP WT: 3631
 HP: 32.9
 GMS: 26157.43
 SUPPLR: 27327.76
 MRM: 28495.00
 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
LAM DEALER CONTRIBUTION		300.73	ADV 261	300.73
LAM GROUP CONTRIBUTION		278.45	EXP 65A	278.45

TOTAL 28495.00 27421.96 PAY 310 27421.96
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 26050.71

 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.

MIKE SHAW CHEVROLET
 REMIT TO GMAC NO. 021
 VIN 1G1ZK577784
 \$ 27421.96 INV 1AD19263788
 DUE 02/08/08 DEALER 10-020

Donna
Blackstone/Austin/GM1
03/30/2011 10:25 AM

To vehicleinvoice@gmmediaarchive.com
cc
bcc
Subject Bush

RE: Customer Last Name: [REDACTED]
Service Request: 71-930573328
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK577784 [REDACTED]
Customer Relationship Specialist: Donna Blackstone
Telephone: 866-790-5700 Ext 31208

Dear Sir or Madam,

Attached is the invoice request form for the referenced vehicle.



Thank you. Request for Vehicle Invoice Worksheet.doc

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors

Fax Cover Sheet

LEN LYALL CHEVROLET INC
14500 E. COLFAX AVE
AURORA, CO 80011
303-344-3100
OFFICE FAX : 303-344-7193

Send to: <i>Donna</i>	From: <i>David Gunn</i>
Attention:	Date: <i>3/24/11</i>
Office location:	Office location:
Fax number: <i>866-393-8053</i>	Total pages, including cover: <i>21</i>

Urgent Reply ASAP Please comment Please review For your information

Comments:

2nd-20-



LEN LYALL CHEVROLET, INC.

14500 East Colfax Avenue, Aurora, Colorado 80011

Phone: 303-344-3100 Fax: 303-344-7193

Website: www.lenlyallchevy.com

INVOICE ORIGINAL

Work Order

#76897

June 02, 2010

Svc. Adv. Rochau, Al

Cust. Ph. [REDACTED]

Tag# 1665

Page 2 of 2

06/03/2010 09:28:31

O U T	DISCLAIMER OF WARRANTIES		Currency	Labor:	\$0.00
	Any warranties of the products sold hereby are those made by the manufacturer. The seller, LEN LYALL CHEVROLET INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and LEN LYALL CHEVROLET INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the products shown on this repair order. Buyer shall not be entitled to recover from LEN LYALL CHEVROLET INC. any consequential damages, damages to property, damage to loss of use, loss of time, loss of profit or income, or any other incidental damages as a result of this sale of products and/or service. PARTS & LABOR GUARANTEED FOR 12 MONTHS OR 100,000 MILES, WHICHEVER COMES FIRST.		Payment Ref:	Parts:	\$0.00
	06/03/2010		Expiry Date:	Misc:	\$0.00
	Date		P/O#:	Sub Total:	\$0.00
			Payment Type	Tax:	\$0.00
				Total:	\$0.00

Thank You For Choosing Len Lyall Chevrolet. We Appreciate Your Business !!

ENTERPRISE LEASING COMPANY OF DENVER, 303 AIRPORT BLVD STE 110, AURORA, CO 800119330 (303) 344-4333

RENTAL AGREEMENT REF#
620794 7KCVKL

RENTER



DATE & TIME OUT
06/02/2010 12:27 PM
DATE & TIME IN
06/05/2010 11:30 AM

BILLING CYCLE
24-HOUR

VEH #1 2010 CHEV COBA 41LT
VIN# 1G1AD5F54A7
LIC#
MILES DRIVEN 98

BILL TO ACCOUNT
LEN LYALL CHEVROLET-1266**
ATTN: AL
14500 E COLFAX AV
AURORA,, CO 80011

CLAIM INFO



INSURED
TYPE CAR: MALIBU
SHOP: LEN LYALL CHEVROLET-
1266**
PHONE: (303) 344-3100
ATTN: CARL

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	06/02 - 06/05	3	DAY	\$38.00	\$114.00
REFUELING CHARGE	06/02 - 06/05				\$0.00
Subtotal:					\$114.00

Taxes & Surcharges					
COLORADO ROAD SAFETY PROGRAM FEE	06/02 - 06/05	3	DAY	\$2.00	\$6.00
Total Charges:					\$120.00

Bill-To / Deposits					
LEN LYALL CHEVROLET-1266**					
TIME & DISTANCE	06/02 - 06/05	3	DAY		
REFUELING CHARGE	06/02 - 06/05				
COLORADO ROAD SAFETY PROGRAM FEE	06/02 - 06/05	3	DAY		
Subtotal:					(\$120.00)

Total Amount Due \$0.00

PAYMENT INFORMATION

AMOUNT PAID TYPE CREDIT CARD NUMBER

OK
\$ 120.00
on
RO # 76897

OWNER OF VEHICLE: ENTERPRISE LEASING COMPANY OF DENVER
BRANCH ADDRESS: 303 AIRPORT BLVD STE 110, AURORA, CO, 80011935 (303) 344-4335

Katie

520794
76CVKL

RENTAL TYPE	LEN LYALL	ID #	060
RENTER	LEN LYALL	WARRANTY	

RENTAL AGREEMENT NO.

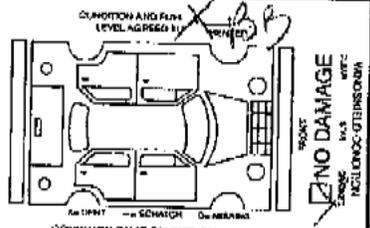
06/02/2010 12:27 PM

START CHARGES IF DIFFERENT

ORIGINAL VEHICLE

COLOR: Silver
MODEL: Cobalt
ECAR# 76GCSV

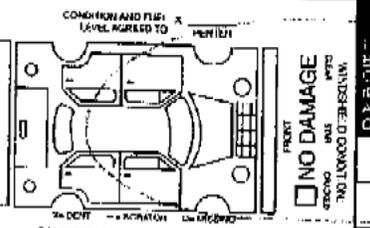
MILE-AGE IN: 4052
OUT: 4052



WINDSHIELD OK? YES NO
DESCRIPTION:
HAIL DAMAGE? YES NO

REPLACEMENT VEHICLE

COLOR: [redacted]
LICENSE NO. [redacted]
MODEL: [redacted]
ECAR# [redacted]
MILE-AGE IN: [redacted]
OUT: [redacted]



WINDSHIELD OK? YES NO
DESCRIPTION:
HAIL DAMAGE? YES NO

ARRIVED AT DENVER INTERNATIONAL AIRPORT WITHIN THE PAST 24 HOURS. YES NO

NOTICE: THIS CONTRACT OFFERS, FOR AN ADDITIONAL CHARGE, A COLLISION DAMAGE WAIVER TO COVER YOUR RESPONSIBILITY FOR DAMAGE TO THE VEHICLE. YOU ARE ADVISED NOT TO SIGN THIS WAIVER IF YOU HAVE RENTAL VEHICLE COLLISION COVERAGE PROVIDED BY CERTAIN GOLD OR LATINUM CREDIT CARDS OR COLLISION INSURANCE ON YOUR OWN VEHICLE. BEFORE DECIDING WHETHER TO PURCHASE THE COLLISION DAMAGE WAIVER, YOU MAY WISH TO DETERMINE WHETHER YOUR OWN VEHICLE INSURANCE AFFORDS YOU COVERAGE FOR DAMAGE TO THE RENTAL VEHICLE AND THE AMOUNT OF THE DEDUCTIBLE UNDER YOUR OWN INSURANCE COVERAGE. THE PURCHASE OF THIS COLLISION DAMAGE WAIVER IS NOT MANDATORY AND MAY BE WAIVED.

BILL TO	Y	COMPANY	LEN LYALL CHEVROLET-1266**
ATTN	CARL	PHONE	(303) 344-3100
REFERENCE NUMBER			

ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. I REQUEST OWNER'S PERMISSION TO ALLOW NO OTHER DRIVERS PERMITTED

WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF, I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING THE OBLIGATIONS AND LIABILITIES OF THIS RENTAL AGREEMENT AND RIGHT UNDER THE STATE OF RENTAL AND THE FOLLOWING STATE(S)

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

RENTER DECLINES OPTIONAL COLLISION DAMAGE WAIVER (CDW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2, PARAGRAPH 10. RENTER ACCEPTS OPTIONAL COLLISION DAMAGE WAIVER (CDW) AT FEE SHOWN IN COLUMN TO RIGHT, SEE "NOTICE" BELOW AND PAGE 3, PARAGRAPH 10. IF THIS IS NOT INSURANCE. RENTER: X

RENTER DECLINES OPTIONAL ACCIDENT INSURANCE COVERAGE (PAC) AND ASSUMES LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT, SEE PAGE 3, PARAGRAPH 17. RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE COVERAGE (PAC) AT FEE SHOWN IN COLUMN TO RIGHT & PAGE 3, PARAGRAPH 16. RENTER: X

RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT, SEE PAGE 3, PARAGRAPH 17. RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT, SEE PAGE 3, PARAGRAPH 17. RENTER: X

BY SIGNING AND ACCEPTING THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4, I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE, I WILL BE THE RENTER UNDER THIS AGREEMENT BY SIGNING BELOW. I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARDS AND/OR DEBIT CARDS FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS, DEPOSITS, AND CHARGES INCURRED AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVER'S LICENSE(S) (PRESENTED) IS CURRENTLY VALID AND NOT SUSPENDED, REVOKED, OR REVOKED OR SURRENDERED.

RENTER	[redacted]	DATE	06/02/2010
OWNER REP	X	EMPL #	E900CE

DATE	TIME	AMOUNT	PAID BY

ADDITIONAL INFORMATION: Some stains in the interior.

I HEREBY CERTIFY THAT I DID NOT DEPART OR ORIGINATE ANYWHERE FROM MONTROSE REGIONAL AIRPORT PROPERTY WITHIN THE LAST 24 HOURS.

VEHICLE

66

Farmers \$500



FUEL CHARGE \$4.04/GALLON

SALES TAX 10.17%
CO ROAD SAFETY FEE \$2.00/DAY

TOTAL CHARGES

DEPOSITS

REFUNDS

AMOUNT DUE

CLOSED BY

PAID BY CASH CHECK CHARGE

RECEIPT OF CASH REFUND DATE AMOUNT RECEIVED

Vehicle Summary

VIN: 1G1ZK577842
Service Contract: Yes
Field Actions: 0 Open

Branded Title: No

Model: MALIBU LTZ 2008 1ZK69
Warranty Block: No

PDI Status: No

Vehicle Warranty

Applicable Warranties

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
X	Powertrain Limited Warranty	2008-02-18	95	2013-02-18	100095
X	Bumper to Bumper Limited Warranty	2008-02-18	95	2011-02-18	36095
X	Corrosion Limited Warranty	2008-02-18	95	2014-02-18	100095
X	Emission Select Component Ltd Wty	2008-02-18	95	2016-02-18	80095

Service Contract

Policy Number:
817293972

Description: GMPP 72/72 MAJOR GUARD
Effective Date:
Effective Odometer: 95
Daily Rental Limit: 35.00

Owner:
BUSH

Deductible Amount: 100.00
Expiration Date: 2014-02-18
Expiration Odometer: 72095

Warranty Block

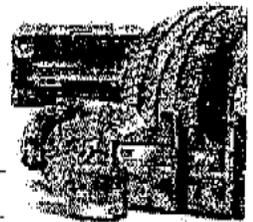
Vehicle has no current record of warranty block.

Len Lyall Chevrolet Inc.
14500 E. Colfax ave.
Aurora, CO 80011
303-344-3100



Goodwrench

**MULTI-POINT
VEHICLE INSPECTION**



Name: [REDACTED]

Year/Model:

Date:

Repair Order #:

VIN (last 8 digits): 84 [REDACTED]

Odometer: 20761

MI:

MII:

1 - Checked and OK

2 - May Require Attention Soon

3 - Requires Immediate Attention

INTERIOR

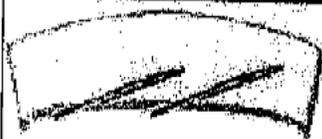
1 3 Subscription Activated

1 2 3 Remaining engine oil life: % Reset. N/A:
 1 2 3 Air Conditioning Performance

WIPER BLADES

CHECK TIRES AND TREAD DEPTH

CHECK BATTERY



LF 1 2 3
 1 2 3 RF

1 2 3 Rear (if applicable)
 1 2 3 Windshield condition
Cracks Chips

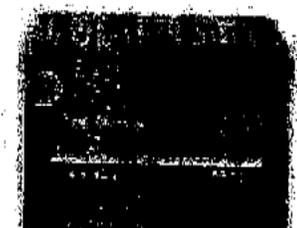
(Check exterior condition)
LF 8/32 or Greater
 7/32 to 4/32
 3/32 or Less
PSI @ set to: PSI
LR 8/32 or Greater
 7/32 to 4/32
 3/32 or Less
PSI @ set to: PSI



PSI @ set to: PSI (Check lamps)

Lowest Tread Depth: /32
 Rotation Needed Alignment needed
 Rotation performed Alignment performed
LF LR Wear Pattern/Damage

RF 8/32 or Greater
 7/32 to 4/32
 3/32 or Less
PSI @ set to: PSI
RR 8/32 or Greater
 7/32 to 4/32
 3/32 or Less
PSI @ set to: PSI



1 2 3 Battery condition
 1 2 3 Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED		REQUIRES ATTENTION
<input type="radio"/>	<input type="radio"/>	Engine oil	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Brake fluid reservoir	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Transmission (if equipped w/dipstick)	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Coolant recovery reservoir	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Power steering	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Windshield washer	<input type="checkbox"/>

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF 7 mm (9/32) or greater
 6 mm (8/32) to 4 mm (5/32) RF
 3 mm (4/32) or less
LR 7 mm (9/32) or greater
 6 mm (8/32) to 4 mm (5/32) RR
 3 mm (4/32) or less
Lowest Front Lining _____ Lowest Rear Lining _____
 1 2 3 Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:
 1 2 3 Fuel system (also including gas cap seating)
 1 2 3 Engine, transmission, drive axle, transfer case
 1 2 3 Engine cooling system
 1 2 3 Shocks and struts - also check operation
Inspect visual condition:
 1 2 3 Belts: engine, accessory, serpentine, and/or V-drive
 1 2 3 Hoses: engine, power steering and HVAC
 1 2 3 Engine air filter and cabin air filters
 1 2 3 Steering components and steering linkage
 1 2 3 CV drive axle boots or driveshafts and U-joints
 1 2 3 Exhaust system components

COMMENTS

Vehicle will Die At 5hrs
+ 15 Hand x Restart
Brooming Has Low Assist
Consultant: Rochau, AI
Technician: *Dwight Under Sinter Hand*

MAINTENANCE VISIT RECOMMENDATION

Date: to Dyaness Time: _____
Reason for Maintenance: _____

SIMPLIFIED MAINTENANCE

MI Required Performed

MII Required Performed



LEN LYALL CHEVROLET, INC.

14500 East Colfax Avenue, Aurora, Colorado 80011
Phone: 303-344-3100 Fax: 303-344-7193

Website: www.lenlyallchevy.com

INVOICE ORIGINAL
Work Order
#64683
September 11, 2009
Svc. Adv Maun. Breanna
Cust. Ph. [REDACTED]
Tag# 124

Page 1 of 2
09/30/2009 10:47:06

To [REDACTED] Bennett [REDACTED] CO	Year: 2008 Veh Id: 35930 Unit #:	License #:
	Make: Chevrolet	Odo. In: 13,346
	Model: Malibu Ltz	Odo. Out:
	Color: Blue	Next Service:
	V.I.N #: 1G1ZK577784 [REDACTED]	In Service Date: 02/18/2008
	Date In: 09/11/2009	Cases: 2
	Out: 09/30/2009 01:00	
	Ext. War:	
	Promised Time: 00/00/0000 00:00:00 AM	Call When Ready: No

Case: 1 Repair As Per Body Estimate

Faenrus All

Quantity	Description/Correction	Retail	Price	Total					
1.00	20803291 - Molding	\$218.06	\$184.80	\$184.80					
1.00	25811538 - Molding	\$177.24	\$150.20	\$150.20					
1.00	25987183 - Molding	\$117.54	\$99.61	\$99.61					
1.00	25987186 - Molding	\$110.62	\$93.75	\$93.75					
1.00	20803290 - Molding	\$218.06	\$184.80	\$184.80					
1.00	25905616 - Molding	\$56.82	\$48.15	\$48.15					
1.00	25987185 - Molding	\$110.62	\$93.75	\$93.75					
1.00	25905615 - Molding	\$56.82	\$48.15	\$48.15					
	Repair As Per Body Estimate		\$1,490.40	\$1,490.40					
	Completed By: Petsche, Mike (0037)								
	PO 183324 - Hail repair		\$2,405.00	\$2,405.00					
	189461 - R & I Glass		\$357.00	\$357.00					
Misc	\$0.00	Labor	\$1,490.40	Parts	\$3,665.21	Prepaid Parts Amt:	\$0.00	Case Total:	\$5,155.61

Case: 2 Repair As Per Paint Estimate

Quantity	Description/Correction	Retail	Price	Total					
321.00	PMAT - Paint & Materials	\$1.00	\$1.00	\$321.00					
	Repair As Per Paint Estimate		\$513.60	\$513.60					
	Completed By: Hall, Jonnie (0054)								
	B/S Supplies - corr pro (Extra Item)		\$10.00	\$10.00					
	B/S Supplies - glass kits (Extra Item)		\$40.00	\$40.00					
Misc	\$50.00	Labor	\$513.60	Parts	\$321.00	Prepaid Parts Amt:	\$0.00	Case Total:	\$884.60
								\$0.00	

Thank You For Choosing Len Lyall Chevrolet. We Appreciate Your Business !!



LEN LYALL CHEVROLET, INC.

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INVOICE ORIGINAL
Work Order
#64683
September 11, 2009
Svc. Adv Maunu, Breanna
Cust.Ph. [REDACTED]
Tag# 124

Page 2 of 2
09/30/2009 10:47:06

O U T	DISCLAIMER OF WARRANTIES		Currency	Labor:	\$4,766.00
	Any warranties of the products sold hereby are those made by the manufacturer. The seller, LEN LYALL CHEVROLET INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and LEN LYALL CHEVROLET INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the products shown on this repair order. Buyer shall not be entitled to recover from LEN LYALL CHEVROLET INC. any consequential damages, damages to property, damage to loss of use, loss of time, loss of profit or income, or any other incidental damages as a result of this sale of products and/or service. PARTS & LABOR GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.		Payment Ref:	Parts:	\$1,224.21
	09/30/2009		Expiry Date:	Misc:	\$50.00
	Date	Signature	P/O#:	Sub Total:	\$6,040.21
				Tax:	\$102.40
				Total:	\$6,142.61

Payee	Payment Type	Reference	Date	
[REDACTED]	Check	Farmers	09/23/2009	\$894.23
			Balance Owing:	\$5,248.38

Thank You For Choosing Len Lyall Chevrolet. We Appreciate Your Business !!



FARMERS

Fax

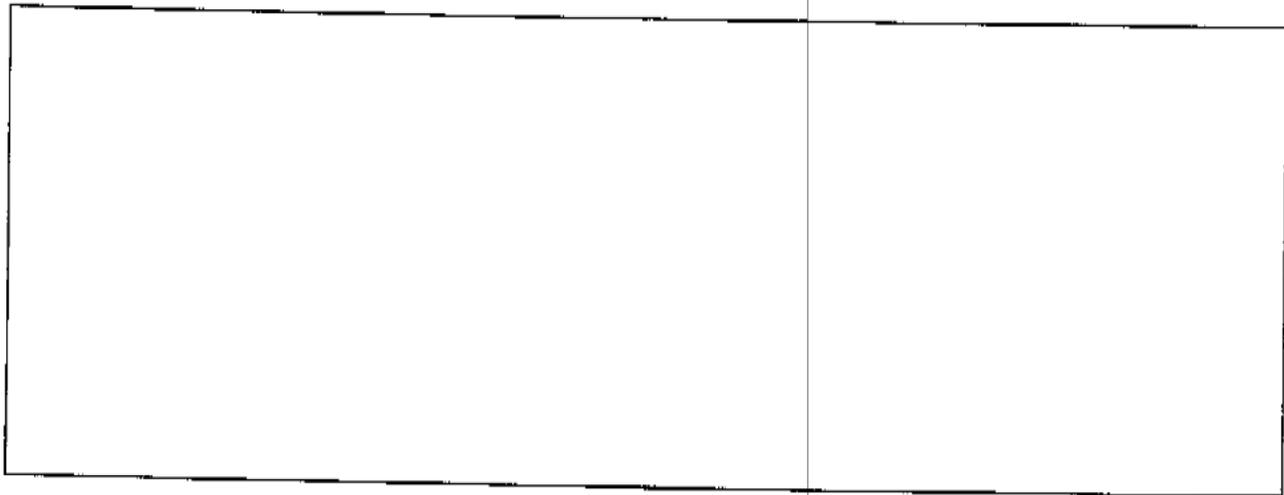
Oct 01 2009

To Len Lyall Chevrolet
 Company/Dept. _____
 Fax number 3033663109
 Pages 9 (including this coversheet)
 Subject Claim No. [REDACTED], Policy Holder - [REDACTED] No. [REDACTED]

From Stan Silas
 Company/Dept. _____
 Fax Number 1-877-217-1389
 Phone Number (800) 435-7764 x26445
 Email Address stanley.silas@farmersinsurance.com

- Personal and Confidential
- Urgent-Hand Deliver

Message



The information contained in this facsimile message is privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify the sender by telephone and destroy the entire communication.



FARMERS

October 1, 2009

Send all correspondence to:
Farmers National Document Center
P.O. Box 268994
Oklahoma City, OK 73126-8994
Fax: (877) 217-1389
Email: claimsdocuments@farmersinsurance.com

[Redacted]
Bennett, CO [Redacted]

RE: Insured: [Redacted]
Claim Unit Number: [Redacted]
Policy Number: [Redacted]
Loss Date: 08/06/2009

Dear [Redacted]

Please find enclosed a copy of the updated estimate from the repair facility for repairs to your vehicle. Payment has been sent to the repair facility.

If you have any questions, or need assistance, I can be contacted directly at 800-435-7764 ext 26445. My office hours are Mon - Fri; 8:00 AM to 4:45 PM Central Time.

Sincerely,
Farmers Insurance Exchange

Stan Silas
HelpPoint Claims Representative

Cc: Len Lyall Chevrolet

Enclosure: Estimate or Invoice

For your protection Colorado law requires the following statement to appear on this form:
It is unlawful to knowingly provide false, incomplete, or misleading facts or information to an insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance, and civil damages. Any insurance company or agent of an insurance company who knowingly provides false, incomplete, or misleading facts or information to a policyholder or claimant for the purpose of defrauding or attempting to defraud the policyholder or claimant with regard to a settlement or award payable from insurance proceeds shall be reported to the Colorado division of insurance within the department of regulatory agencies.

OZBZVFYF12

SEP-25 2009 22:48 From:LEN.LYALL COLLISION 3033663100

To:10772171399 Page:2/7

09/25/2009 at 11:41 AM
73397

Job Number: 61693

LEN LYALL CHEVROLET, INC.
License # [REDACTED]
THE HEARTBEAT OF AMERICA
14500 E COLFAX AVE
AURORA, CO 80011
(303)344-3100x164 Fax: (303)366-3109

PRELIMINARY SUPPLEMENT 2 WITH SUMMARY

Written By: Breanna Mauna
Adjuster: Bryan Quasthoff

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]
Evening: [REDACTED]

Claim # [REDACTED]
Policy # [REDACTED]
Deductible: \$500.00
Date of Loss: 08/06/2009
Type of Loss: Comprehensive
Point of Impact: 27. Hail

Inspect LEN LYALL CHEVROLET, INC.
Location: 14500 E COLFAX AVE
AURORA, CO 80011

Business: (303)344-3100x164

Insurance FARMERS
Company:

Business: (630)701-4905
9 Days to Repair

2008 CHEV MALIBU LTZ 6-3.6L-FI 4D SED Blue Int:
VIN: 1G1ZK577784 [REDACTED] Lic: 300rfm CO Prod Date: Odometer: 13346

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Telescopic Wheel	Intermittent Wipers
Keyless Entry	Alarm	Steering Wheel Controls
Remote Starter	Message Center	Tinted Glass
Dual Mirrors	Console/Storage	Electric Glass Sunroof
Traction Control	Stability Control	Fog Lamps
Clear Coat Paint	Power Steering	Power Brakes
Power Windows	Power Locks	Power Driver Seat
Power Passenger Seat	Power Mirrors	Heated Mirrors
Power Trunk/Tailgate	Power Adjustable Pedals	AM Radio
FM Radio	Stereo	Search/Seek
CD Changer/Stacker	Auxiliary Audio Connectio	Satellite Radio
Anti-Lock Brakes (4)	Driver Air Bag	Passenger Air Bag
Head/Curtain Air Bags	Front Side Impact Air Bag	4 Wheel Disc Brakes
Communications System	Leather Seats	Bucket Seats
Heated Seats	Automatic Transmission	Overdrive
Aluminum/Alloy Wheels		

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		HOOD				
2	R&T	R&I hood assy			0.7	
3#	PDR	Hood	1	550.00 X		
4	R&I	Insulator			0.3	
5		FRONT LAMPS				

1

SFP-25-2009 22:48 From:LEN.LYALL-COLLISION 3033663109

To:18772171309

Page:3/7

09/25/2009 at 11:41 AM
73397

Job Number: 61683

PRELIMINARY SUPPLEMENT 2 WITH SUMMARY
2008 CHEV MALIBU LTZ 6-3.6L-FI 4D SED Blue Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
6	R&I	RT Headlamp assy				0.4	
7	R&I	LT Headlamp assy				0.4	
8#	PDR	RT Fender	1	225.00	X		
9#	PDR	LT Fender	1	225.00	X		
10		ROOF					
11*	R&I	Frame assy				2.5	
12*	R&I	Headliner w/dual reading Imp, w/o G.P.S. cashmere				3.0	
N 13#	S01 PDR	RT Uniside assy	1	125.00	X		
14#	PDR	Add for oversized	1	80.00	X		
N 15#	S01 PDR	LT Uniside assy	1	125.00	X		
16	S01 R&I	Sunroof glass				0.8	
N 17*	S01 Rpr	Roof panel w/sunroof				15.0	3.2
18	S01	Add for Clear Coat					1.3
19	S02	Repl RT Roof molding	1	48.15		0.6	
20	S02	Repl LT Roof molding	1	48.15		0.6	
21		FRONT DOOR					
22*	S02	Repl RT Belt w'strip	1	99.61		0.2	
23*	S02	Repl LT Upper molding 1st design	1	150.20		0.6	
24#	PDR	RT Outer panel (HSS)	1	200.00	X		
25#	PDR	LT Outer panel (HSS)	1	200.00	X		
26		REAR DOOR					
27*	S02	Repl RT Upper molding	1	184.80		0.6	
28*	S02	Repl RT Belt w'strip	1	93.75		0.2	
29*	S02	Repl LT Upper molding	1	184.80		0.6	
30*	S02	Repl LT Belt w'strip	1	93.75		0.2	
31#	PDR	RT Outer panel (HSS)	1	200.00	X		
32#	PDR	LT Outer panel (HSS)	1	200.00	X		
33#	PDR	RT Quarter panel	1	275.00	X		
34#	PDR	LT Quarter panel	1	275.00	X		
35		TRUNK LID					
36	R&I	Trunk lid trim				0.2	
37#	PDR	Trunk lid	1	225.00	X		
38		REAR LAMPS					
39	R&I	RT Tail lamp assy				0.3	
40	R&I	LT Tail lamp assy				0.3	
41#		Corrosion Protection	1	10.00	X		
42	S01	ELECTRICAL					
43	S01	R&I Antenna				0.1	
44	S01	R&I Base				0.2	
45	S01	QUARTER PANEL					
46*	S01	Rpr RT Quarter panel				2.0	2.8
47	S01	Overlap Major Non-Adj. Panel					-0.2
48	S01	Add for Clear Coat					0.5
49*	S01	Rpr LT Quarter panel				2.0	2.8
50	S01	Overlap Major Non-Adj. Panel					-0.2
51	S01	Add for Clear Coat					0.5
52	S02	WINDSHIELD					

GEP-25-2009 22:48 From:LENLYALL COLLISION 3033663100

To:10772171389

Page:4/7

09/25/2009 at 11:41 AM
73397

Job Number: 64683

PRELIMINARY SUPPLEMENT 2 WITH SUMMARY
2008 CHEV MALIBU LTZ 6-3.6L-FI 4D SED Blue Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
N 53*	S02	Repl Windshield GM	1	265.00 X	0.0	
54	S01	BACK GLASS				
55	S01	R&T Back glass GM			2.6	
56#	S01	Repl GLASS KITS	2	40.00		
Subtotals -->				4123.21	34.4	10.7

Line 13 : UNABLE TO PDR ALL DENTS IN ROOF RAIL
 Line 15 : UNABLE TO PDR ALL DENTS IN UNISIDE
 Line 17 : UNABLE TO PDR ROOF PANEL DUE TO AMOUNT OF DENTS AND DISTAND BETWEEN DENTS
 Line 53 : PRICE IS AT OUR COST, BROKEN DURING R&I

Parts		1208.21
Body Labor	34.4 hrs @ \$ 46.00/hr	1582.40
Paint Labor	10.7 hrs @ \$ 48.00/hr	513.60
Paint Supplies	10.7 hrs @ \$ 30.00/hr	321.00
Sublet/Misc.		10.00
PDR		2905.00
SUBTOTAL		\$ 6540.21
Sales Tax		\$ 1264.21 @ 8.1000% 102.40
GRAND TOTAL		\$ 6642.61
ADJUSTMENTS:		
Deductible		500.00
CUSTOMER PAY		\$ 500.00
INSURANCE PAY		\$ 6142.61

IT IS UNLAWFUL TO KNOWINGLY PROVIDE FALSE, INCOMPLETE, OR MISLEADING FACTS OR INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING OR ATTEMPTING TO DEFRAUD THE COMPANY. PENALTIES MAY INCLUDE IMPRISONMENT, FINES, DENIAL OF INSURANCE, AND CIVIL DAMAGES. ANY INSURANCE COMPANY OR AGENT OF AN INSURANCE COMPANY WHO KNOWINGLY PROVIDES FALSE, INCOMPLETE, OR MISLEADING FACTS OR INFORMATION TO A POLICYHOLDER OR CLAIMANT FOR THE PURPOSE OF DEFRAUDING OR ATTEMPTING TO DEFRAUD THE POLICYHOLDER OR CLAIMANT WITH REGARD TO A SETTLEMENT OR AWARD PAYABLE FROM INSURANCE PROCEEDS SHALL BE REPORTED TO THE COLORADO DIVISION OF INSURANCE WITHIN THE DEPARTMENT OF REGULATORY AGENCIES.

SCP-25-2009 22:48 From:LEN.LYALL@COLLISION 3033663103

To:18772171389

Page:5/7

09/25/2009 at 11:41 AM
73397

Job Number: 64683

PRELIMINARY SUPPLEMENT 2 WITH SUMMARY
2008 CHEV MALIBU LTZ 6-3.6L-FI 4D SED Blue Int:

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DRICP08, CCC Data Date 09/16/2009, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recond parts are described as scores. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2010 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

SEP-25-2009 22:48 From: LCH.LYALL COLLISION 3033663109

To: 10772171399

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09/25/2009 at 11:41 AM
73397

Job Number: 64683

PRELIMINARY SUPPLEMENT 2 WITH SUMMARY
2008 CHEV MALIBU LTZ 6 3.6L-FI 4D SED Blue Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
----- CHANGED ITEMS -----						
19	Repl	RT Belt w' strip	1	-98.71	-0.2	
22*	S02	Repl RT Belt w' strip	1	99.61	0.2	
20	Repl	LT Upper molding 1st design	1	-148.85	-0.6	
23*	S02	Repl LT Upper molding 1st design	1	150.20	0.6	
24	Repl	RT Upper molding	1	-183.14	-0.6	
27*	S02	Repl RT Upper molding	1	184.80	0.6	
25	Repl	RT Belt w' strip	1	-92.90	-0.2	
28*	S02	Repl RT Belt w' strip	1	93.75	0.2	
26	Repl	LT Upper molding	1	-183.14	-0.6	
29*	S02	Repl LT Upper molding	1	184.80	0.6	
27	Repl	LT Belt w' strip	1	-92.90	-0.2	
30*	S02	Repl LT Belt w' strip	1	93.75	0.2	
----- DELETED ITEMS -----						
52	S01	WINDSHIELD				
53	S01	R&I Windshield GM			-2.4	
----- ADDED ITEMS -----						
19	S02	Repl RT Roof molding	1	48.15	0.6	
20	S02	Repl LT Roof molding	1	48.15	0.6	
52	S02	WINDSHIELD				
N 53*	S02	Repl Windshield GM	1	265.00 X	0.0	
Subtotals -->				368.56	-1.2	0.0

Line 53 : PRICE IS AT OUR COST, BROKEN DURING R&I

Parts		368.56
Body Labor	-1.2 hrs @ \$ 46.00/hr	-55.20
SUBTOTAL		\$ 313.36
Sales Tax	\$ 103.56 @ 8.1000%	8.39
TOTAL SUPPLEMENT AMOUNT		\$ 321.75
NET COST OF SUPPLEMENT		\$ 321.75

Estimate 5426.63 Breanna Maunu
Supplement S01 894.23 Paul Dico
Supplement S02 321.75 Paul Dico

Job Total \$ 6642.61

CUSTOMER PAY \$ 500.00
INSURANCE PAY \$ 6142.61

SEP-25 2009 22:40 From:LEN.LYALL@COLLISION 3033663109

To:18772171399

Page:7/7

09/25/2009 at 11:41 AM
73397

Job Number: 64683

PRELIMINARY SUPPLEMENT 2 WITH SUMMARY
2008 CHEV MALIBU LTZ 6-3.GL-r1 4D SED Blue Int:

IT IS UNLAWFUL TO KNOWINGLY PROVIDE FALSE, INCOMPLETE, OR MISLEADING FACTS OR INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING OR ATTEMPTING TO DEFRAUD THE COMPANY. PENALTIES MAY INCLUDE IMPRISONMENT, FINES, DENIAL OF INSURANCE, AND CIVIL DAMAGES. ANY INSURANCE COMPANY OR AGENT OF AN INSURANCE COMPANY WHO KNOWINGLY PROVIDES FALSE, INCOMPLETE, OR MISLEADING FACTS OR INFORMATION TO A POLICYHOLDER OR CLAIMANT FOR THE PURPOSE OF DEFRAUDING OR ATTEMPTING TO DEFRAUD THE POLICYHOLDER OR CLAIMANT WITH REGARD TO A SETTLEMENT OR AWARD PAYABLE FROM INSURANCE PROCEEDS SHALL BE REPORTED TO THE COLORADO DIVISION OF INSURANCE WITHIN THE DEPARTMENT OF REGULATORY AGENCIES.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1CP08, CCC Data Date 09/16/2009, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Repl Parts, RCY, or USED. Reconditioned parts are described as Recond. Recond parts are described as Recond. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2010 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

REPAIR AUTHORIZATION AND DIRECTION TO PAY



I authorize LEN LYALL CHEVROLET, INC. to estimate, repair and pre order parts for my vehicle, unless deemed an economic total loss. In the event additional damages are found, I authorize LEN LYALL CHEVROLET, INC. to continue repairs once they have been approved by the insurance company.

If applicable, I authorize LEN LYALL CHEVROLET, INC. to act as my agent in negotiating the final cost of repairs with the insurance company. The undersigned does hereby appoint Len Lyall Chevrolet the authority to endorse my name on the insurance draft(s) covering the repairs to my automobile. I also authorize the insurance company to pay LEN LYALL CHEVROLET, INC. direct.

Authorized Signature



Date Sept. 10, 2009

Insurance Company _____

Amount Due _____

Claim Number _____

Federal Tax ID# 840716953



LEN LYALL CHEVROLET, INC.

14500 East Colfax Avenue, Aurora, Colorado 80011
Phone: 303-344-3100 Fax: 303-344-7193

Website: www.lenlyallchevy.com

WORK ORDER
TECHNICIAN COPY
61838
July 08, 2009
Svc. Adv. 0154 - Rochau, AI

Page 1 of 1
07/08/2009 15:01:03

Bennett CO M		Vehicle Lease Options: M() - W(-) - F(-) -	Veh. Id: 35930 V.I.N.: 1G1ZK577784 2008 Chevrolet Lic. #: Unit #: Tag #: 1786	Misc: Malibu Ltz Engine: 3.6L, V6, SFI, Alum Color: Blue Ext/Int Color:	Category: New
-----------------	--	--	---	---	---------------

Assigned To: Acker, David M

Date In: 07/08/2009 14:58:06	Date Out:
Promised: 07/08/2009 14:30:00	Next Svc:
Odo In: 11474	Odo. Out: 11480
S.C.I.A.P.	In Svc.: 02/18/2008
	Priority: 60

Notes:

RPO Codes:

Vehicle delivered to customer per AI 7-30-09

Date: 07/08/2009

REPAIR ORDER NOTICE: Colorado Law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for or is paid with a check, draft, or order which is subsequently dishonored for any reason, we are charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

Signature: *Vehicle was Delivered Due to Insurance*

IS A WRITTEN ESTIMATE REQUIRED? Yes No Signature
I HEREBY AUTHORIZE A TOTAL MAXIMUM AMOUNT OF \$ _____ FOR THE SAID REPAIRS

Sub. Type: Warranty	Claim Type: Blank(Regular Complaint)	Failure Code:	Tech	
Customer states the ESC light is on and the trac off light is on	Parts Used	Estimated Time: 1.00 Hours	On:	
		Straight/Add Time _____ Hours	Off:	
Time Ticket:		Reason:	On:	H1220
		Authorization: _____ Signature	Off:	L 9
Case# 1 - Cause: Correction:	Parts Returned		On:	#0613
	Count: _____ Signature		Off:	off 1.2
			On:	
			Off:	
			Total	

WT/CO131

Parts Credit Return

msg 4/1 (2)

In house rental 5 Days. ok'd

In coming freight from GM

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 61838	TIME	OFF
3.1		15		7-22-09
		OPER. NO. W		ON

Doc# 2209822 - Washers

10131

Doc# 1985308

total # of days

Master
+
Booster

CASE#

10947648

11474

1/10/09 - 8393
washers

5/22/09 - 9514
order BMW

6/16/09 - 10286
BMW + EBCM
bleed brakes

6/22/09 - 10644
WPF on cruise
BPP sen



LEN LYALL CHEVROLET, INC.

14500 East Colfax Avenue, Aurora, Colorado 80011
Phone: 303-344-3100 Fax: 303-344-7193

Website: www.lenlyallchevy.com

WORK ORDER
WARRANTY COPY *ORIGINAL*
61838
July 08, 2009
Svc. Adv: 0154 - Rochau, Al
Cust. Ph.: [REDACTED]

Page 1 of 3
07/30/2009 13:50:41

To [REDACTED]	Year: 2008 Veh Id: 35930 Unit #:
Bennett	Make: Chevrolet License #:
[REDACTED] CO	Model: Malibu Ltz Odo. In: 11,474
	Color: Blue Odo. Out: 11,480
	V.I.N.#: 1G1ZK577784 [REDACTED] Next Service:
	Date In: 07/08/2009 In Service Date: 02/18/2008
	Out: Cases: 3
	Ext. War:
	Promised Time: 00/00/0000 00:00:00 AM Call When Ready: No

Case: 1 Customer states the ESC light is on and the trac off light is on

Claim Type: Blank(Regular Claim) Fail Code: C0131 Complaint Code: WT Labor Code: H1220 Auth Code: EP

Cause:

Quantity	Description/Correction	RHrs	OHrs	IHrs	Cost	Price	Total
1	25878055 - Booster - Warranty (FP)				\$60.97	\$85.36	\$85.36
2	12377967 - Fluid - Warranty				\$4.97	\$6.96	\$13.92
1	25952633 - M/cyl - Warranty				\$57.17	\$80.04	\$80.04
	Customer states the ESC light is on and the trac off light is on *** - Tech Cause: Checked system for DTC's. Had a code C0131. Called TAC case #10947648. *** - Tech Comments: Replaced the power brake booster, master cylinder, bled system and relearned the brake position sensor per TAC. H1220 w1.9W add w1.2W OLH - Warranty	1.9	1.2	3.1	\$77.50	\$285.14	\$285.14
	Completed By: Baker, Ronald (0047)						

Misc: \$0.00 Labor: \$285.14 Parts: \$179.32 Prepaid Parts Amt: \$0.00 Case Total: \$464.46

Case: 2 Added Operation: In house rental - 000436

Claim Type: Blank(Regular Claim) Fail Code: 98 Complaint Code: MJ Labor Code: Z7905 Auth Code: G

Cause:

Quantity	Description/Correction	RHrs	OHrs	IHrs	Cost	Price	Total
	Added Operation: In house rental - 000436 - Warranty			0.0	\$0.00	\$0.00	\$0.00
	Completed By: Baker, Ronald (0047)						
	Warranty Shuttle - rental - 000436 (Extra Item) - Warranty					\$210.00	\$210.00

Misc: \$210.00 Labor: \$0.00 Parts: \$0.00 Prepaid Parts Amt: \$0.00 Case Total: \$210.00

Case: 3 Added Operation: In coming freight from GM

Claim Type: Blank(Regular Claim) Fail Code: 00 Complaint Code: MD Labor Code: Z5001 Auth Code:

Cause:

Quantity	Description/Correction	RHrs	OHrs	IHrs	Cost	Price	Total
	Added Operation: In coming freight from GM - Warranty						

Fax Cover Sheet

LEN LYALL CHEVROLET INC
14500 E. COLFAX AVE
AURORA, CO 80011
303-344-3100
OFFICE FAX : 303-344-7193

Send to: <i>Donna</i>	From: <i>David Henn</i>
Attention:	Date:
Office location:	Office location:
Fax number: <i>866-393-8053</i>	Total pages, including cover: <i>22</i>

Urgent Reply ASAP Please comment Please review For your information

Comments:

- 3rd Set of 20 -



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July 08, 2009
Svc. Adv: 0154 - Rochau, Al
Cust. Ph.: [REDACTED]

Page 2 of 3
07/30/2009 13:50:41

Case: 3 Added Operation: In coming freight from GM

Claim Type: Blank(Regular Claim) Fail Code: 00 Complaint Code: MD Labor Code: Z5001 Auth Code:
Cause:

Quantity	Description/Correction	RHrs	OHrs	IHrs	Cost	Price	Total
	Completed By: Baker, Ronald (0047)						
	Freight Charges (Extra Item) - Warranty					\$42.24	\$42.24
	Freight Charges (Extra Item) - Warranty					\$13.68	\$13.68
Misc: \$55.92 Labor: \$0.00 Parts: \$0.00		Prepaid Parts Amt:		\$0.00		Case Total: \$55.92	

P/O#:	Retail:	Labor	Sublet	Misc	Parts	Deductible	Tax	Total
		0.00	0.00	0.00	0.00		0.00	0.00
	Warranty:	285.14	0.00	265.92	179.32		0.00	730.38
	Internal:	0.00	0.00	0.00	0.00		0.00	0.00
	Total:	285.14	0.00	265.92	179.32	(0.00)	0.00	730.38

Currency: U.S. Dollars

8-4 Paid em 028 (Z7905) 210.00
 (Z5001) 55.92
 8-11 Paid em 030 (H1220) 464.46
 730.38



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WORK ORDER
WARRANTY COPY *ORIGINAL*

61838

July 08, 2009

Svc. Adv: 0154 - Rochau, Al

Cust. Ph.: [REDACTED]

Page 3 of 3

07/30/2009 13:50:41

Technicians Logged Time

Case #: 1

Case Cause

Checked system for DTC's. Had a code C0131. Called TAC case #10947648.

Case Correction

Replaced the power brake booster, master cyl., bleed system and relearned the brake posion sensor. H1220 w1.9W add w1.2W OLH

Technician	Labor Date	Log On	Log Off	Auth. Employee	Auth.Time	Date/Time
Acker, David M	07/15/2009	17.3	19.0		0	
Cause:				Correction:		
Baker, Ronald	07/20/2009	12.2	16.4		0	
Cause:				Correction:		
Baker, Ronald	07/22/2009	15.6	15.6		0	
Cause:				Correction:		

Warranty Claim Report

RO #: 61838

RO Date: 07/08/2009

VIN: 1G1ZK577784 [REDACTED]

Vehicle Type: GM

Odometer: 11474

Service Advisor: 314669431

Transportation Information

Carrier Code:

Date Received: 00/00/0000

Delivery #:

Row No.: 1

Claim Type: Blank(Regular Claim)

Part Count: 4.00

Part Amount: 179.32

Labor Operation: H1220

Net Item Amount: 0.00

Tech Number: 306800675

Auth Code: EP

Damage Code:

Submit to GM: Yes

Complaint Code: WT

Failed Part Number: 2587805

Failure Code: C0131

Labor Hours: 1.9

Case Amount: 464.46

Other Hours: 1.2

Person Code: 0090

Comment Routing: H - GM Help

Comments: THE ESC LIGHT IS ON AND THE TRAC OFF LIGHT IS ON. CHECKED SYSTEM FOR DTCS. HAD A CODE C0131. CALLED TAC CASE 10947648. REPLACED THE POWER BRAKE BOOSTER, MASTER CYLINDER, BLED SYSTEM AND RELEARNED THE BRAKE POSITION SENSOR PER TAC.

Warranty Claim Report

RO #: 61838

RO Date: 07/08/2009

VIN: 1G1ZK577784 [REDACTED]

Vehicle Type: GM

Odometer: 11474

Service Advisor: 314669431

Transportation Information

Carrier Code:

Date Received: 00/00/0000

Delivery #:

Row No.: 2

Claim Type: Blank(Regular Claim)

Part Count:

Part Amount: 0.00

Labor Operation: Z7905

Net Item Amount: 210.00

Tech Number:

Auth Code: G

Damage Code:

Comments: 1GNDT13S862 [REDACTED] ESC LIGHT IS ON AND THE TRAC OFF LIGHT IS ON. HAD A CODE C0131. CALLED TAC CASE 10947648. ORDERED BOTH BRAKE BOOSTER AND MTR CYLINDER. REPLACED PARTS PER TAC.

Submit to GM: Yes

Complaint Code: MJ

Failed Part Number:

Failure Code: 98

Labor Hours: 0.0

Case Amount: 210.00

Other Hours: 0.0

Person Code: 0090

Comment Routing: O - Other

Warranty Claim Report

RO #: 61838
VIN: 1G1ZK577784 [REDACTED]
Odometer: 11474

RO Date: 07/08/2009
Vehicle Type: GM
Service Advisor: 314669431

Transportation Information
Carrier Code:
Date Received: 00/00/0000
Delivery #:

Row No.: 3
Claim Type: Blank(Regular Claim)
Part Count: 2
Part Amount: 0.00
Labor Operation: Z5001
Net Item Amount: 55.92
Tech Number:
Auth Code:
Damage Code:
Comments:

Submit to GM: Yes
Complaint Code: MD
Failed Part Number: 2595263
Failure Code: 00
Labor Hours: 0.0
Case Amount: 55.92
Other Hours: 0.0
Person Code:
Comment Routing:



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INVOICE ORIGINAL

Work Order

#61838

July 08, 2009

Svc. Adv. Rocky, Al

Cust. Ph. [REDACTED]

Tag# 1786

Page 1 of 2

07/22/2009 15:42:19

To [REDACTED] Bennett [REDACTED] CO	Year: 2008 Veh Id: 35930 Unit #:	License #:
	Make: Chevrolet	Odo. In: 11,474
	Model: Malibu Ltz	Odo. Out: 11,480
	Color: Blue	Next Service:
	V.I.N.#: 1G1ZK577784 [REDACTED]	In Service Date: 02/18/2008
	Date In: 07/08/2009	Cases: 2
	Out: 07/22/2009 15:36	
	Ext. War:	
	Promised Time: 00/00/0000 00:00:00 AM Call When Ready: No	

Case: 1 Customer states the ESC light is on and the trac off light is on

Quantity Description/Correction

- 1.00 25878055 - Booster - Warranty
- 2.00 12377967 - Fluid - Warranty
- 1.00 25952633 - M/cyl - Warranty

Retail	Price	Total
\$121.94	\$0.00	\$0.00
\$9.94	\$0.00	\$0.00
\$114.34	\$0.00	\$0.00
	\$0.00	\$0.00

Customer states the ESC light is on and the trac off light is on *** - Tech Cause: Checked system for DTC's. Had a code C0131. Called TAC case #10947648. *** - Tech Comments: Replaced the power brake booster, master cyl., bleed system and relearned the brake posion sensor. H1220 w1.9W add w1.2W OLH - Warranty

Completed By: Baker, Ronald (0047)

Freight Charges (Extra Item) - Warranty

Freight Charges (Extra Item) - Warranty

\$0.00	\$0.00	\$0.00
\$0.00	\$0.00	\$0.00
\$0.00	\$0.00	\$0.00

Misc	\$0.00	Labor	\$0.00	Parts	\$0.00	Prepaid Parts Amt:	\$0.00	Case Total:	\$0.00
------	--------	-------	--------	-------	--------	--------------------	--------	-------------	--------

Case: 2 Added Operation: In house rental - 000436

Quantity Description/Correction

Added Operation: In house rental - 000436 - Warranty

Completed By: Baker, Ronald (0047)

Price	Total
\$0.00	\$0.00
\$0.00	\$0.00

Misc	\$0.00	Labor	\$0.00	Parts	\$0.00	Prepaid Parts Amt:	\$0.00	Case Total:	\$0.00
------	--------	-------	--------	-------	--------	--------------------	--------	-------------	--------

\$0.00

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INVOICE ORIGINAL
Work Order
#61838
July 08, 2009
Svc. Adv Rochau, Al
Cust. Ph. [REDACTED]
Tag# 1786

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07/22/2009 15:42:19

O U T	DISCLAIMER OF WARRANTIES Any warranties of the products sold hereby are those made by the manufacturer. The seller, LEN LYALL CHEVROLET INC, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and LEN LYALL CHEVROLET INC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the products shown on this repair order. Buyer shall not be entitled to recover from LEN LYALL CHEVROLET INC, any consequential damages, damages to property, damage to loss of use, loss of time, loss of profit or income, or any other incidental damages as a result of this sale of products and/or service. PARTS & LABOR GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST		Currency:	Labor: \$0.00 Parts: \$0.00 Misc: \$0.00 Sub Total: \$0.00 Tax: \$0.00
	Payment Ref: Expiry Date: P/O#:			
	07/22/2009			
	Date	Signature	Payment Type	Total: \$0.00

Thank You For Choosing Len Lyall Chevrolet. We Appreciate Your Business !!

GM *Rental Vehicle* Documentation Form

For use when there is a rental charge to General Motors. Attach to repair order after Faxed to DVM at: 303-850-5462

Dealership: LEN LYALL CHEVY R.O. No. 61838 Vehicle being serviced? SE MALIBU LTZ
 Vehicle Rented? T-Blazer Enterprise Rent-A-Car? Yes No GM Make? Yes No

If "No", please explain: _____ Date Customer in Rental: _____ Date Out: _____

Number of Days: 15 Allowance First Day Only: 1 Allowance Thereafter: 14

Note below what was taking place each day of rental period

Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7
7-8 thru 7-23						

Parts Expediting

Needed Part(s): Master Cylinder + Power Booster Part Number(s): 25952633, 25872055
 Attempt made to obtain part(s) locally? Yes No (If "No", why not?) _____
 Date Part Ordered: _____ Part on Back Order? Yes No Date Part Received: _____
 SPAC Case Number: _____ Date of SPAC order: _____ Date SPAC part Received: _____
 Remember that SPAC Information is Required to use Labor Op Z7907. Refer to Bulletin #02-00-89-004B.

Repair Information

Nature of problem: Intermittent Cruise operation - Codes C0131
 Technician working on vehicle: Ron Baker
 Technical Assistance involved? Yes Date: _____ Case number: 10947648
 Other Comments: WRONG MASTER CYLINDER CAME IN ON FIRST ORDER

SERVICE MANAGER REVIEW:

Number of days requested for warranty to GM: 5
 Reason for extension: MASTER CYLINDER CAME IN WRONG MAKE TO REORDER
 Copy of rental invoice attached to RO: Yes No (If "No", why not?) _____
 Service Manager Signature: [Signature] Review Date: 7/30/2009

Revised 5-10-04

Please attach completed form to Hard Copy of Repair Order. All cases beyond normal 3 day limit, will require this form to be FAXED to 970-226-1092 (Area Service Manager). "H" Routed Claims for Z7904 and above, will not be authorized if this form is not received. Excessive usage due to dealership personnel, scheduling practices, and/or customer not returning promptly following notification of repair completion are not to be submitted for payment.

Shipment Header

Dealer Code:	510530	Date Shipped:	2009-07-21
Shipping Order Number:	4845700	Carrier:	FEDERAL EXPRESS
Facility ID:	076	Total Pieces:	1
Total Gross Weight:	3 pound	Total Freight Charges:	13.68 USD
		Total Handling Amount:	84.53 USD

Shipment Detail

Line #	Shipment #	Part #	Qty Shpd	OEM Order #	Freight Amt.	Handling Amt.	Dealer Order #
1	4845700	25952633	1	1557260	13.68 USD		4240

**Notes: CUST-BIN-LOC=W61838|DN-[REDACTED]

Shipment Header

Dealer Code:	510530	Date Shipped:	2009-07-17
Shipping Order Number:	3166620	Carrier:	FXOVN
Facility ID:	092	Total Pieces:	2
Total Gross Weight:	11 pound	Total Freight Charges:	42.24 USD
		Total Handling Amount:	203.65 USD

Shipment Detail

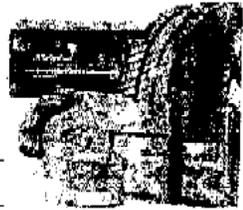
Line #	Shipment #	Part #	Qty Shpd	OEM Order #	Freight Amt.	Handling Amt.	Dealer Order #
1	3166620	25878055	1	4681380	30.72 USD		4166
**Notes: CUST-BIN-LOC=W61838 DN=							
2	3166620	25872283	1	4681380	11.52 USD		4166
**Notes: CUST-BIN-LOC=W61838 DN=							

Len Lyall Chevrolet Inc.
14500 E Colfax ave.
Aurora, CO 80011
303-344-3100



Goodwrench

**MULTI-POINT
VEHICLE INSPECTION**



Name: [REDACTED]

Year/Model: [REDACTED]

Date:

Repair Order #:

VIN (last 8 digits): [REDACTED]

Odometer: 11474

MI:

MII:

Checked and OK: May Require Attention Soon: Requires Immediate Attention:

INTERIOR

1 3 OnStar Subscription Activated 1 2 3 Remaining engine oil life: % Reset: N/A:
 1 2 3 Air Conditioning Performance

WIPER BLADES


 1 1
 LF 2 2 RF
 3 3
 1 2 3 Rear (if applicable)
 1 2 3 Windshield condition
 Cracks Chips

CHECK TIRES AND TREAD DEPTH

(Check exterior condition)
 8/32 or Greater
 LF 7/32 to 4/32
 3/32 or Less
 PSI @: set to: PSI
 8/32 or Greater
 LR 7/32 to 4/32
 3/32 or Less
 PSI @: set to: PSI (Check lamps)
 Lowest Tread Depth: 3/32
 Rotation Needed Alignment needed Balance needed
 Rotation performed Alignment performed Balance performed
 LF LR Wear Pattern/Damage RF RR

CHECK BATTERY


 1 2 3 Battery condition
 1 2 3 Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED		REQUIRES ATTENTION
<input type="radio"/>	<input type="radio"/>	Engine oil	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Brake fluid reservoir	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Transmission (if equipped w/dipstick)	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Coolant recovery reservoir	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Power steering	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Windshield washer	<input type="checkbox"/>

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

1 2 3 Brake system (also including lines, hoses and parking brake)

LF	<input type="radio"/>	7 mm (9/32) or greater	<input type="radio"/>
	<input type="radio"/>	6 mm (8/32) to 4 mm (5/32)	<input type="radio"/>
	<input type="radio"/>	3 mm (1/32) or less	<input type="radio"/>
LR	<input type="radio"/>	7 mm (9/32) or greater	<input type="radio"/>
	<input type="radio"/>	6 mm (8/32) to 4 mm (5/32)	<input type="radio"/>
	<input type="radio"/>	3 mm (1/32) or less	<input type="radio"/>

Lowest Front Lining Lowest Rear Lining

ADDITIONAL CHECKS

Inspect for visible leaks:
 1 2 3 Fuel system (also including gas cap seating)
 1 2 3 Engine, transmission, drive axle, transfer case
 1 2 3 Engine cooling system
 1 2 3 Shocks and struts - also check operation

Inspect visual condition:
 1 2 3 Belts: engine, accessory, serpentine, and/or V-drive
 1 2 3 Hoses: engine, power steering and HVAC
 1 2 3 Engine air filter and cabin air filters
 1 2 3 Steering components and steering linkage
 1 2 3 CV drive axle boots or driveshafts and U-joints
 1 2 3 Exhaust system components

COMMENTS

Consultant: Rochau, Al
 Technician:

MAINTENANCE VISIT RECOMMENDATION

Date: Time:
 Reason for Maintenance:

SIMPLIFIED MAINTENANCE

MI Required Performed

MII Required Performed

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 :	1G1ZK577784
--------------	-------------

VEHICLE INFORMATION

Merchandising Model :	1ZK69 -2008 MALIBU LTZ	Warranty Start Date :	02/18/2008
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	MIKE SHAW CHEVROLET 1080 S COLORADO BLVD DENVER, CO 80246-2404 (303) 757-6161	Selling Source :	13 - CHEVROLET
		Site Code :	10020
		Business Associate Code :	113037
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
LI	08348	POOR A/C PERFORMANCE, A/C COMPRESSOR NOISE. REF. TSB 08-01-37-002	10/07/2008	See Bulletin
EI	09136	HVAC BLOWER MOTOR NOISY OR INOPERATIVE (REFERENCE PIC 5180)	06/05/2009	See Bulletin
EI	09137	POSSIBLE WHEEL/TIRE VIBRATION , VEH EQUIPPED P225/50R18 (TSB 09-03-10-009)	06/11/2009	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 or (located on the "OnStar" tab in GM InfoNET) or (888) 667-8271.		
XM Equipped	Yes	XM Radio ID	947AY0RD	XM Status	Inactive	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1-877-GET-XMSE (1-877-438-9677)

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	02/18/2008	95 miles	02/18/2011	36095 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	02/18/2008	95 miles	02/18/2014	100095 miles

96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/18/2008	95 miles	02/18/2016	80095 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	02/18/2008	95 miles	02/18/2013	100095 miles
36/36000 FEDERAL EMISSION	02/18/2008	95 miles	02/18/2011	36095 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
06/22/2009	061011	#	H2642 - SENSOR, BRAKE PEDAL POSITION - REPLACE	10644 miles
06/22/2009	061011	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	10644 miles
06/16/2009	060695	#	H2480 - BRAKE PRESSURE MODULATOR VALVE REPLACEMENT	10286 miles
04/10/2009	057770	#	H1220 - POWER VACUUM BRAKE BOOSTER REPLACEMENT	8395 miles
04/10/2009	057770	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	8395 miles
01/02/2009	053398	#	E9050 - POWER STEERING PUMP REPLACEMENT	6414 miles
02/19/2008	456246	I	Z6999 - PDI RELATED FLUID ADDS	1 miles
01/29/2008	A11730	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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A1 KO# 61838

RENTAL AGREEMENT

000436

CUSTOMER: FIRST NAME [REDACTED] LAST NAME [REDACTED]
LOCAL ADDRESS: NO. STREET [REDACTED] CITY/TOWN [REDACTED] STATE [REDACTED] ZIP [REDACTED]
TEL # [REDACTED]
PERMANENT ADDRESS: NO. STREET [REDACTED] CITY/TOWN [REDACTED] STATE [REDACTED] ZIP [REDACTED]
TEL # [REDACTED] RENT OWN **HOW LONG** [REDACTED]
SOCIAL SECURITY NO. [REDACTED]
DRIVER'S: [REDACTED]
DATE ISSUED 5-17-02 **EXPIRES** 8-20-12
EMPLOYER NAME [REDACTED] **HOW LONG** [REDACTED]
ADDRESS [REDACTED] **TELEPHONE NO.** [REDACTED]
CREDIT CARD # [REDACTED] **EXPIRES** [REDACTED]

VEHICLE: 2004 Chevy Trailblazer White F7150
YEAR MAKE MODEL COLOR STOCK NUMBER
 2004 CHEVY TRAILBLAZER WHITE F7150
VIN [REDACTED] **LICENSE PLATE NO.** [REDACTED]
ODOMETER OUT 63896 **ODOMETER IN** [REDACTED] **FUEL**
ODOMETER IN [REDACTED] **ODOMETER IN** [REDACTED] **OUT IN**
MILES DRIVEN [REDACTED] **DATE AND TIME OUT** 7.18.10 10:00 AM **E** 1/4 **E** 1/4
MILES ALLOWED [REDACTED] **DATE AND TIME IN** 7.23.09 10:00 PM **E** 1/2 **E** 1/2
CHARGEABLE MILES [REDACTED] **DUE DATE EXPIRATION OF AGREEMENT** [REDACTED] **%** [REDACTED] **%** [REDACTED]
AM [REDACTED] **PM** [REDACTED] **F** [REDACTED] **F** [REDACTED]

ONLY THESE PERSONS ARE AUTHORIZED AS ADDITIONAL DRIVERS. IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE CUSTOMER SIGN.
Michelle Bush
NAME [REDACTED] **AGE** [REDACTED]
DRIVER'S LICENSE # [REDACTED] **STATE** [REDACTED]
NAME [REDACTED] **AGE** [REDACTED]
DRIVER'S LICENSE # [REDACTED] **STATE** [REDACTED]

DAMAGE:
EXTERIOR: OUT BODY [REDACTED] FENDERS [REDACTED] TIRES # [REDACTED]
 IN [REDACTED]
 OUT WHEELCOVERS [REDACTED] LIGHTS [REDACTED]
 IN [REDACTED]
INTERIOR: OUT UPHOLSTERY [REDACTED] RADIO [REDACTED] MATS [REDACTED]
 IN [REDACTED]
 OUT [REDACTED] ACCESSORIES [REDACTED]
 IN [REDACTED]
REMARKS: [REDACTED]

CUSTOMER INSURANCE INFORMATION:
CARRIER: Farmers
AGENCY: [REDACTED]
POLICY NO.: [REDACTED]
EXPIRATION DATE: [REDACTED]

Miles	@	\$	
Hours	@	\$	
Days	5 @ 42.00	\$	210.00
Weeks	@	\$	
Months	@	\$	
Total Time and Mileage Charges		\$	
Gas (Taxable)		\$	
Additional Driver Charge		\$	
Sub-Total		\$	
Sales Tax or Surcharge (%)		\$	
Gas (Non-Taxable)		\$	
Other		\$	
		\$	
		\$	
Less Refund for:		\$	
Less Deposits		\$	
Net Amount Due		\$	210.00
Net Due Renter		\$	

Notice to customers renting in Hawaii:
 If we pay any parking citations that are related to your rental, we charge you the actual cost of the parking citations, plus an administrative fee of \$20. We encourage you to pay any parking citations directly.

Notice to customers renting in New Jersey:
 New Jersey law makes every driver who transports a child under age 5 responsible for protecting the child by doing the following: If the child is under 10 months old, the child must be in a child safety seat that complied with federal motor vehicle safety standards when it was manufactured. If the child is 18 months or older, but under age 5, the child must either (1) be in a child safety seat, or (2) seated in the back seat with a safety belt. If there is no back seat, a child safety seat must be used.

UNDER NO CIRCUMSTANCES SHALL ANYONE UNDER 21 YEARS OF AGE OPERATE THIS VEHICLE.

YOU ARE LIABLE FOR ALL PARKING AND DRIVING VIOLATIONS AND MUST TURN IN ALL PARKING SUMMONSES WITH PAYMENT UPON VEHICLE RETURN.

ALL DRIVERS MUST POSSESS A VALID OPERATOR'S LICENSE.

The rental of the vehicle to any person under 25 years of age is strictly prohibited, unless specifically authorized by Dealer.

By your signature, you warrant that the information on vehicle use and other drivers is accurate and complete. Further, you represent that you have read, understand and agree with the terms and conditions of this rental agreement.

X [REDACTED] **CUSTOMER SIGNATURE** [REDACTED] **DATE** [REDACTED]

WARNING

- You must read carefully all driving and use instructions on the reverse side.
- You are responsible for all traffic violations and must turn in summonses upon return of vehicle.
- You will report all accidents immediately.

You have read both sides of this agreement and agree to its terms and conditions. You authorize Dealer to process a credit card voucher in your name to cover all charges associated with the rental, including any loss or damage resulting from the rental.

THIS IS YOUR INVOICE - PAYMENT DUE ON RECEIPT

X _____ **CUSTOMER SIGNATURE**

EXTEND TO	ADDITIONAL CASH DEPOSIT \$	DATE	INITIALS
EXTEND TO	ADDITIONAL CASH DEPOSIT \$	DATE	INITIALS

CHECKED OUT BY: [REDACTED] **CHECKED IN BY:** [REDACTED]

DEALER HAS AUTHORIZED CUSTOMER AGE 21 THROUGH 24? YES NO

[REDACTED] **DEALER SIGNATURE**



LEN LYALL CHEVROLET, INC.

14500 East Colfax Avenue, Aurora, Colorado 80011
Phone: 303-344-3100 Fax: 303-344-7193

Website: www.lenlyallchevy.com

WORK ORDER
TECHNICIAN COPY
#61011

June 22, 2009
Svc. Adv. 0154 - Rochau, AI

Page 1 of 1
06/22/2009 14:13:05

Vehicle Lease Options: M() - F() -		Veh Id: 35930 V '08 Chevrolet Lic. #: _____ Unit # _____ Tag #: 1578	N. 1G12K57784 Malibu-Ltz Engine 3.5L V6 SFI Alum Color: Blue Ext Int Color: _____ Category: New
--	--	--	--

Assigned To: Baker, Ronald

Date In: 06/22/2009 14:11:49	Date Out: _____
Promised: 06/22/2009 14:30:00	Next Svc: _____
Odo In: 10644	Odo Out: 10647
S.C.: AP	Priority: 60

RPO Codes:

Date: 06/22/2009

Signature: _____

Contract Law provides the right to cancel this contract for any reason within 30 days of the date of the contract. If you cancel within this period, you will not be charged any fees. If you do not cancel within this period, you will be charged a cancellation fee of \$100.00. This fee will be applied to your account and will be used to cover the cost of the vehicle and any other charges. The cancellation fee will be waived if you cancel within 30 days of the date of the contract. If you do not cancel within this period, you will be charged a cancellation fee of \$100.00. This fee will be applied to your account and will be used to cover the cost of the vehicle and any other charges.

I HEREBY AUTHORIZE A TOTAL PAYMENT OF _____ FOR THE ABOVE SAID WORK.

Sub. Type: Warranty	Claim Type: Blank(Regular Complaint)	Feature Code
Customer states the ESC light and trac off light comes on and cruise is inop		
Parts Used	Estimated Time: 1.00 Hours	Signature
Reason:	Straight/Adj Time: _____	Signature
Authorization:	Parts Returned	Signature
Count:	Count:	Signature
Case# 1 - Cause: Codes C0561 C0161	Correction: C0561 Replaced brake pedal position sensor	

WT/CG
H 2642
3w
3w
(0.3)

Sub. Type: Warranty	Claim Type: Blank(Regular Complaint)	Feature Code
2 Day Warranty Rental		
Parts Used	Estimated Time: 0.10 Hours	Signature
Reason:	Straight/Adj Time: _____	Signature
Authorization:	Parts Returned	Signature
Count:	Count:	Signature
Case# 2 - Cause: _____	Correction: _____	

MJ/98
27901
42.00

STRAIGHT TIME (HRS)	FLAT RATE PRICE	H.O. NO. 61011	TIME	OFF
.6		EMP. NO. 15	6-22-09	ON
		OPER. NO. 23		

C0161 ABS/TCS Brake Switch
circuit Fault

C0561 System Disabled Information stored



LEN LYALL CHEVROLET, INC.

14500 East Colfax Avenue, Aurora, Colorado 80011
Phone: 303-344-3100 Fax: 303-344-7193

Website: www.lenlyallchevy.com

INVOICE ORIGINAL
Work Order
#61011
June 22, 2009
Svc. Adv. Rochau, Al
Cust. Ph. [REDACTED]
Tag# 1578

Page 1 of 2
06/23/2009 14:45:39

To [REDACTED] Bennett [REDACTED] CO	Year: 2008 Veh Id: 35930 Unit #:	License #:
	Make: Chevrolet	Odo. In: 10,644
	Model: Malibu Ltz	Odo. Out: 10,647
	Color: Blue	Next Service:
	V.I.N.#: 1G1ZK577784 [REDACTED]	In Service Date: 02/18/2008
	Date In: 06/22/2009	Cases: 3
	Out: 06/23/2009 14:12	
	Ext. War:	
	Promised Time: 06/22/2009 02:30:00 PM	Call When Ready: No

Case: 1 Customer states the ESC light and trac off light comes on and cruise is inop

Quantity Description/Correction

1.00 22666955 - Sensor ki - Warranty

Customer states the ESC light and trac off light comes on and cruise is inop *** - Tech Cause: Checked system for DTC's. Had codes C0161 symptom 00 and C0561 symptom 71. Checked system and found the brake pedal position sensor had an internal short. *** - Tech Comments: Replaced the Brake Pedal Position sensor and relearned the sensor. H2642 w0.3W add w0.3W for diag. time. - Warranty Completed By: Baker, Ronald (0047)

Retail	Price	Total
\$24.20	\$0 00	\$0 00
	\$0 00	\$0 00

Misc \$0.00	Labor \$0.00	Parts \$0.00	Prepaid Parts Amt: \$0.00	Case Total: \$0.00
-------------	--------------	--------------	---------------------------	--------------------

Case: 2 2 Day Warranty Rental

Quantity Description/Correction

2 Day Warranty Rental - Warranty

Completed By: Baker, Ronald (0047)

Price	Total
\$0.00	\$0 00
\$0.00	\$0 00

Misc \$0.00	Labor \$0.00	Parts \$0.00	Prepaid Parts Amt: \$0.00	Case Total: \$0.00
-------------	--------------	--------------	---------------------------	--------------------

Case: 3 Added Operation: Customer states the cruise is inop - Tech Cause: test cruise system - Tech Comments: tests ok at this time

Quantity Description/Correction

Added Operation: Customer states the cruise is inop *** - Tech Cause: test cruise system *** Tech Comments: tests ok at this time - Warranty Completed By: Cook, Larry R (0095)

Price	Total
\$0 00	\$0 00
\$0 00	\$0 00

Misc \$0.00	Labor \$0.00	Parts \$0.00	Prepaid Parts Amt: \$0.00	Case Total: \$0.00
-------------	--------------	--------------	---------------------------	--------------------

\$0.00

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INVOICE ORIGINAL

Work Order

#61011

June 22, 2009

Svc. Adv. Rochau, Al

Cust.Ph.

Tag# 1578

Page 2 of 2

06/23/2009 14:45:40

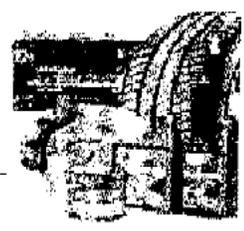
O U T	DISCLAIMER OF WARRANTIES Any warranties of the products sold hereby are those made by the manufacturer. The seller, LEN LYALL CHEVROLET INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and LEN LYALL CHEVROLET INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the products shown on this repair order. Buyer shall not be entitled to recover from LEN LYALL CHEVROLET INC., any consequential damages, damages to property, damage to loss of use, loss of time, loss of profit or income, or any other incidental damages as a result of this sale of products and/or service. PARTS & LABOR GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.		Currency:	Labor:	\$0.00
	Payment Ref.	Parts:	\$0.00	Misc:	\$0.00
	Expiry Date:	Sub Total:	\$0.00	Tax:	\$0.00
	P/O#:	Total:	\$0.00		
06/23/2009 Date	Signature	Payment Type			

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Len Lyall Chevrolet Inc.
 14500 E. Colfax ave.
 Aurora, CO 80011
 303-344-3100

Goodwrench

MULTI-POINT VEHICLE INSPECTION



1578

Name: [REDACTED] Year/Model: _____ Date: _____
 Repair Order #: _____ VIN (last 8 digits): 84 [REDACTED] Odometer: 10644 Mi. _____ Mil: _____

INTERIOR

1 3 Subscription Activated 1 2 3 Remaining engine oil life: _____ % Reset: N/A:
 1 2 3 Air Conditioning Performance

WIPER BLADES

LF 1 2 3 RF 1 2 3
 1 2 3 Rear (if applicable)
 1 2 3 Windshield condition
 Cracks Chips

CHECK TIRES AND TREAD DEPTH
 (Check exterior condition)

LF 8/32 or Greater 7/32 to 4/32 3/32 or Less
 PSI @: _____ set to: _____ PSI

RF 8/32 or Greater 7/32 to 4/32 3/32 or Less
 PSI @: _____ set to: _____ PSI

LR 8/32 or Greater 7/32 to 4/32 3/32 or Less
 PSI @: _____ set to: _____ PSI (Check lamps)

RR 8/32 or Greater 7/32 to 4/32 3/32 or Less
 PSI @: _____ set to: _____ PSI

Lowest Tread Depth: 1/32

Rotation Needed Alignment needed Balanced needed
 Rotation performed Alignment performed Balance performed

LF LR Wear Pattern/Damage RF RR

CHECK BATTERY

1 2 3 Battery condition
 1 2 3 Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED		REQUIRES ATTENTION
<input type="radio"/>	<input type="radio"/>	Engine oil	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Brake fluid reservoir	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Transmission (if equipped w/dipstick)	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Coolant recovery reservoir	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Power steering	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Windshield washer	<input type="checkbox"/>

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF 7 mm (9/32) or greater
 6 mm (8/32) to 4 mm (5/32) RF
 3 mm (4/32) or less

LR 7 mm (9/32) or greater
 6 mm (8/32) to 4 mm (5/32) RR
 3 mm (4/32) or less

Lowest Front Lining _____ Lowest Rear Lining _____
 1 2 3 Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

1 2 3 Fuel system (also including gas cap seating)
 1 2 3 Engine, transmission, drive axle, transfer case
 1 2 3 Engine cooling system
 1 2 3 Shocks and struts - also check operation

Inspect visual condition:

1 2 3 Belts, engine, accessory, serpentine, and/or V-drive
 1 2 3 Hoses, engine, power steering and HVAC
 1 2 3 Engine air filter and cabin air filters
 1 2 3 Steering components and steering linkage
 1 2 3 CV drive axle boots or driveshafts and U-joints
 1 2 3 Exhaust system components

COMMENTS

ESC light on + cruise drop

Consultant: Rochau, Al
 Technician: _____

SIMPLIFIED MAINTENANCE

MI	<input type="radio"/> Required	<input type="radio"/> Performed	MII	<input type="radio"/> Required	<input type="radio"/> Performed
----	--------------------------------	---------------------------------	-----	--------------------------------	---------------------------------

GM Vehicle Inquiry System

Summary

[Home](#) - [Company](#) - [Your History](#) - [Vehicle Details](#) - [Print](#) - [Help](#) - [Feedback](#)
[Report a Problem](#) - [Contact Us](#)

Page

VIN:	1G1ZK57784 [REDACTED]
-------------	-----------------------

VEHICLE INFORMATION

Merchandising Model:	1ZK69 -2008 MAJIBU LTZ	Warranty Start Date:	02/18/2008
BARS Order Type:	70 - RFTAIL - STOCK		
Delivering Dealer:	MIKE SHAW CHEVROLET 1080 S COLORADO BLVD DENVER, CO 80246-2404 (303) 757-6161	Selling Source:	13 - CHEVROLET
		Site Code:	10020
		Business Associate Code:	113037
Service Contract:	<input type="checkbox"/> Yes	Branded Title:	<input type="checkbox"/> Yes
		Warranty Block:	<input type="checkbox"/> Yes
		PDI Status:	Paid

RECORD OF OUTSTANDING CAMPAIGNS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE RECORD DETAILS

Type	Number	Description	Posted Date	Status
EI	1223	POOR A/C PERFORMANCE, A/C COMPRESSOR NOISE REF. TSB 08-01-37-002	10/07/2008	See Bulletin
EI	1224	HVAC BLOWER MOTOR NOISY OR INOPERATIVE (REFERENCE PIC 5180)	16/05/2009	See Bulletin
EI	1225	POSSIBLE WHEEL/TIRE VIBRATION, VEHICLE EQUIPPED P225/50R18 (TSB 09-03-10-009)	06/11/2009	See Bulletin

ONSTAR AND XM EQUIPMENT STATUS

OnStar Equipped	<input type="checkbox"/> Yes	OnStar Status	Active	
XM Equipped	<input type="checkbox"/> Yes	XM Radio ID	947AY0RD	XM Status Inactive

WARRANTY INFORMATION

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	02/18/2008	95 miles	02/18/2011	36095 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	02/18/2008	95 miles	02/18/2014	100095 miles

96/80000 FEDERAL EMISSION CATALYTIC CONV AND PCM	02/18/2008	95 miles	02/18/2016	80095 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	02/18/2008	95 miles	02/18/2013	100095 miles
36/36000 FEDERAL EMISSION	02/18/2008	95 miles	02/18/2011	36095 miles

04/10/2009 057770

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
04/10/2009	057770	#	H1220 - POWER VACUUM BRAKE BOOSTER REPLACEMENT	8395 miles
04/10/2009	057770	#	Z5000 - DEALER/REPAIR FR TRADE (PART OBTAINED LOCALLY)	8395 miles
01/02/2009	053398	#	E9050 - POWER STEERING PUMP REPLACEMENT	6414 miles
02/19/2008	456246	I	Z6999 - PDI RELATED FLUID ADDS	1 miles
01/29/2008	A11730	I	Z7000 PRE-DELIVLRY INSPECTION - BASL TIME	0 miles

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Fax Cover Sheet

LEN LYALL CHEVROLET INC
14500 E. COLFAX AVE
AURORA, CO 80011
303-344-3100
OFFICE FAX : 303-344-7193

Send to: <i>Donna</i>	From: <i>David Humm</i>
Attention:	Date: <i>3/24/11</i>
Office location:	Office location:
Fax number: <i>866-393-8053</i>	Total pages, including cover: <i>21</i>

Urgent Reply ASAP Please comment Please review For your information

Comments:

4th Set of 20



LEN LYALL CHEVROLET, INC.

14500 East Colfax Avenue, Aurora, Colorado 80011
Phone: 303-344-3100 Fax: 303-344-7193

Website: www.lenlyallchevy.com

WORK ORDER
TECHNICIAN COPY
60695
June 16, 2009
Svc. Adv. 0154 - Rochau, AI

Page 1 of 1
06/16/2009 08:14:10

Vehicle Lease Options: Rennett CO M(-) W(-) F(-)		Veh. Id: 35930 V.I.N. 1G1ZK577784 2008 Chevrolet Malibu Ltz Lic. # Unit # Tag #: 1501	Misc Engine: 3.6L V8 SFI, Alum Color: Blue Ext/Int Color: Category: New
--	--	---	---

Assigned To: Baker, Ronald

Date In: 06/16/2009 08:13:06	Date Out:
Promised:	Notes:
Odo. In: 10288	Odo. Out: 10288
	In Svc.: 02/18/2000
S.C.: WT	Priority: 95

Welllllll

RPO Codes:

Date: 06/16/2009

REPAIR ORDER NOTICE
 Colorado Law provides for the option of a total release of any person who repairs or restores labor on a personal property vehicle. The repair work authorized in this Repair Order is not paid for until it is paid with a check, draft, or order which is duly authorized by the owner, and which is not paid when due, the law gives the shop the right to place a lien on the vehicle. The lien is not a security interest, but a lien to enforce the law which may result in the vehicle being sold pursuant to court order.

I
N
Signature: *[Redacted]*

A WRITTEN ESTIMATE REQUIRED BY Law. No. Signature: _____
 I HEREBY AUTHORIZE A TOTAL MAXIMUM AMOUNT OF \$ _____ FOR THE SAID REPAIRS.

Sub. Type: Warranty	Claim Type: Blank (Regular Complaint)	Failure Code:	Tech #
Customer states the ESC light and Trac off message is displayed--Install special ordered parts		Estimated Time: 1.00 Hours	On: <i>H 2480</i>
C0131		Straight/Add Time: _____ Hours	Off: <i>1.5</i>
Time Ticket:		Reason:	On: <i>06/16/09</i>
Case# 1 - Cause: <i>Replaced the brake pressure modulator valve</i>		Authorization: _____	Off: <i>OK</i>
Correction: <i>modulator valve</i>		Signature:	On: <i>FRANK</i>
Code: <i>28FEO</i>		Signature:	Off: <i>[Signature]</i>
Total:		Signature:	Total: <i>[Signature]</i>

Parts Credit Return EBCM

A 2508
~~7~~
~~3~~

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
2.1		60695	6-16-09	1
		EMP. NO. OPER. NO.		ON
		15 W		

Warranty Claim Report

RO #: 60695
 VIN: 1G1ZK577784 [REDACTED]
 Odometer: 10286

RO Date: 06/16/2009
 Vehicle Type: GM
 Service Advisor: 314669431

Transportation Information
 Carrier Code:
 Date Received: 00/00/0000
 Delivery #:

Row No.: 1
 Claim Type: Blank(Regular Claim)
 Part Count: 4.00
 Part Amount: 432.17
 Labor Operation: H2480
 Net Item Amount: 0.00
 Tech Number: 522131460
 Auth Code: EP
 Damage Code:

Submit to GM: Yes
 Complaint Code: WT
 Failed Part Number: 2581871
 Failure Code: C0131
 Labor Hours: 1.5
 Case Amount: 625.33
 Other Hours: 0.6
 Person Code: 0090
 Comment Routing: H - GM Help

Comments: ESC LIGHT AND TRAC OFF MESSAGE IS DISPLAYED- SCANNED. HAD A CODE C0131. DIAG SYSTEM AND FOUND AND INTERMITTENT SHORT IN THE EBCM AND THE PRESSURE MODILATOR VALVE. REPLACED EBCM AND VALVE. BLED SYSTEM.

Len Lyall Chevrolet Inc.
 14500 E. Colfax ave.
 Aurora, CO 80011
 303-344-3100

Goodwrench

MULTI-POINT VEHICLE INSPECTION



1502

Name: _____ Year/Model: _____ Date: _____
 Repair Order #: _____ VIN (last 8 digits): 84 [redacted] Odometer: 11286 MI: _____ MII: _____

INTERIOR

1 3 **OnStar** Subscription Activated 1 2 3 Remaining engine oil lfe. % Reset N/A:
 by 3-396-5166 \$ 1 2 3 Air Conditioning Performance

WIPER BLADES

LF 1 2 3 RF 1 2 3

1 2 3 Rear (if applicable)
 1 2 3 Windshield condition
 Cracks Chips

CHECK TIRES AND TREAD DEPTH
 (Check exterior condition)

LF 8/32 or Greater 7/32 to 4/32 3/32 or Less
 PSI @: set to: PSI

RF 8/32 or Greater 7/32 to 4/32 3/32 or Less
 PSI @: set to: PSI

LR 8/32 or Greater 7/32 to 4/32 3/32 or Less
 PSI @: set to: PSI (Check lamps)

RR 8/32 or Greater 7/32 to 4/32 3/32 or Less
 PSI @: set to: PSI

Lowest Tread Depth: /32

Rotation Needed Alignment needed Balanced needed
 Rotation performed Alignment performed Balance performed

LF LR RR Wear Pattern/Damage

CHECK BATTERY

1 2 3 Battery condition
 1 2 3 Battery cables and connections

CHECK FLUID LEVELS

OK FILLED	REQUIRES ATTENTION
<input type="radio"/> <input type="radio"/>	Engine oil <input type="checkbox"/>
<input type="radio"/> <input type="radio"/>	Brake fluid reservoir <input type="checkbox"/>
<input type="radio"/> <input type="radio"/>	Transmission (if equipped w/dipstick) <input type="checkbox"/>
<input type="radio"/> <input type="radio"/>	Coolant recovery reservoir <input type="checkbox"/>
<input type="radio"/> <input type="radio"/>	Power steering <input type="checkbox"/>
<input type="radio"/> <input type="radio"/>	Windshield washer <input type="checkbox"/>

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF 7 mm (9/32) or greater RF
 6 mm (8/32) to 4 mm (5/32)
 3 mm (4/32) or less

LR 7 mm (9/32) or greater RR
 6 mm (8/32) to 4 mm (5/32)
 3 mm (4/32) or less

Lowest Front Lining _____ Lowest Rear Lining _____

1 2 3 Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

1 2 3 Fuel system (also including gas cap seating)
 1 2 3 Engine, transmission, drive axle, transfer case
 1 2 3 Engine cooling system
 1 2 3 Shocks and struts - also check operation

Inspect visual condition:

1 2 3 Belts: engine, accessory, serpentine, and/or V-drive
 1 2 3 Hoses: engine, power steering and HVAC
 1 2 3 Engine air filter and cabin air filters
 1 2 3 Steering components and steering linkage
 1 2 3 CV drive axle boots or driveshafts and U-joints
 1 2 3 Exhaust system components

COMMENTS

Consultant: Rochau, Al
 Technician: _____

MAINTENANCE VISIT RECOMMENDATION

Date: _____ Time: _____

Reason for Maintenance: _____

SIMPLIFIED MAINTENANCE

MI Required Performed MII Required Performed

GM Vehicle Inquiry System

Statement

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [In-Plant](#) - [Dealer](#) - [Inlet](#) - [Outlet](#) - [Service](#) - [Comments](#) - [Print](#) - [Help](#) - [Logout](#)

Req.

VIN :	1G1ZK57784 [REDACTED]
--------------	-----------------------

VEHICLE IDENTIFICATION

Merchandising Model :	1ZK69 -2008 MALIBU LTZ	Warranty Start Date :	02/18/2008
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	MIKE SHAW CHEVROLET 1080 S COLORADO BLVD DENVER, CO 80246 2404 (303) 757-6161	Selling Source :	13 - CHEVROLET
		Site Code :	10020
		Business Associate Code :	113037
Service Contract :	<input type="checkbox"/> View	Branded Title :	<input type="checkbox"/>
		Warranty Block :	<input type="checkbox"/>
		PDI Status :	Paid

REQUIREMENTS CHECK

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATION SUMMARY

Type	Number	Description	Posted Date	Status
EI	08248	POOR A/C PERFORMANCE, A/C COMPRESSOR NOISE. REF. TSB 08-01-37-002	10/07/2008	See Bulletin
EI	09136	HVAC BLOWER MOTOR NOISY OR INOPERATIVE (REFERENCE PIC 5180)	06/05/2009	See Bulletin
EI	09137	POSSIBLE WHEEL/TIRE VIBRATION, VEH EQUIPPED P225/50R18 (TSB 09-03-10-009)	06/11/2009	See Bulletin

ON STAR AND XM SALES LETTERS AND EXEMPTIONS

OnStar Equipped	<input checked="" type="checkbox"/> Yes	OnStar Status	Active	OnStar is a service provided by OnStar, Inc. (OnStar) to GM vehicles. OnStar is not a GM product. OnStar is not a GM service. OnStar is not a GM warranty. OnStar is not a GM benefit. OnStar is not a GM feature. OnStar is not a GM option. OnStar is not a GM package. OnStar is not a GM program. OnStar is not a GM promotion. OnStar is not a GM campaign. OnStar is not a GM initiative. OnStar is not a GM strategy. OnStar is not a GM tactic. OnStar is not a GM tool. OnStar is not a GM technology. OnStar is not a GM innovation. OnStar is not a GM solution. OnStar is not a GM product. OnStar is not a GM service. OnStar is not a GM warranty. OnStar is not a GM benefit. OnStar is not a GM feature. OnStar is not a GM option. OnStar is not a GM package. OnStar is not a GM program. OnStar is not a GM promotion. OnStar is not a GM campaign. OnStar is not a GM initiative. OnStar is not a GM strategy. OnStar is not a GM tactic. OnStar is not a GM tool. OnStar is not a GM technology. OnStar is not a GM innovation. OnStar is not a GM solution.		
XM Equipped	<input checked="" type="checkbox"/> Yes	XM Radio ID	947AY0RD	XM Status	Inactive	XM is a service provided by XM Satellite Radio, Inc. (XM) to GM vehicles. XM is not a GM product. XM is not a GM service. XM is not a GM warranty. XM is not a GM benefit. XM is not a GM feature. XM is not a GM option. XM is not a GM package. XM is not a GM program. XM is not a GM promotion. XM is not a GM campaign. XM is not a GM initiative. XM is not a GM strategy. XM is not a GM tactic. XM is not a GM tool. XM is not a GM technology. XM is not a GM innovation. XM is not a GM solution.

APPLICABLE WARRANTY COVERAGE

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	02/18/2008	95 miles	02/18/2011	36095 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	02/18/2008	95 miles	02/18/2014	100095 miles

96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/18/2008	95 miles	02/18/2016	80095 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	02/18/2008	95 miles	02/18/2013	100095 miles
36/36000 FEDERAL EMISSION	02/18/2008	95 miles	02/18/2011	36095 miles

LABOR OPERATIONS

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
04/10/2009	057770	#	H1220 - POWER VACUUM BRAKE BOOSTER REPLACEMENT	8395 miles
04/10/2009	057770	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	8395 miles
01/02/2009	053398	#	E9050 - POWER STEERING PUMP REPLACEMENT	6414 miles
02/19/2008	456246	I	Z6999 - PDI RELATED FLUID ADDS	1 miles
01/29/2008	A11730	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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LEN LYALL CHEVROLET, INC.

14500 East Colfax Avenue, Aurora, Colorado 80011

Phone: 303-344-3100 Fax: 303-344-7193

Website: www.lenlyallchevy.com

WORK ORDER
WARRANTY COPY *ORIGINAL*
#61011
June 22, 2009
Svc. Adv: 0154 - Rochau, AI
Cust. [REDACTED]

Page 1 of 4
06/24/2009 11:00:39

To [REDACTED] Bennett [REDACTED] CO	Year: 2008 Veh Id: 35930 Unit #:
	Make: Chevrolet License #: [REDACTED] Model: Malibu Ltz Odo. In: 10,644 Color: Blue Odo. Out: 10,647 V.I.N.#: 1G1ZK577784 [REDACTED] Next Service: Date In: 06/22/2009 In Service Date: 02/18/2008 Out: 06/23/2009 14:12 Cases: 3 Ext. War: Promised Time: 00/00/0000 00:00:00 AM Call When Ready: No

Case: 1 Customer states the ESC light and trac off light comes on and cruise is inop

Claim Type: Blank(Regular Claim) Fail Code: 6G Complaint Code: WT Labor Code: H2642 Auth Code:

Cause:

Quantity	Description/Correction	RHrs	OHrs	IHrs	Cost	Price	Total
1	22666955 - Sensor ki - Warranty (FP) Customer states the ESC light and trac off light comes on and cruise is inop *** - Tech Cause: Checked system for DTC's. Had codes C0161 symptom 00 and C0561 symptom 71. Checked system and found the brake pedal position sensor had an internal short. *** - Tech Comments: Replaced the Brake Pedal Position sensor and relearned the sensor. H2642 w0.3W add w0.3W for diag. time. - Warranty Completed By: Baker, Ronald (0047)	0.6	0.0	0.6	\$12.10 \$15.00	\$16.94 \$55.19	\$16.94 \$55.19
Misc: \$0.00 Labor: \$55.19 Parts: \$16.94		Prepaid Parts Amt:		\$0.00	Case Total:	\$72.13	

Case: 2 2 Day Warranty Rental

Claim Type: Blank(Regular Claim) Fail Code: 98 Complaint Code: MJ Labor Code: Z7901 Auth Code:

Cause:

Quantity	Description/Correction	RHrs	OHrs	IHrs	Cost	Price	Total
1	1 Day Warranty Rental - Enterprise D615230 - Warranty Completed By: Baker, Ronald (0047)	0.1		0.0	\$0.00	\$0.00	\$0.00
	173539 - Rental Car - Warranty				\$42.00	\$42.00	\$42.00
Misc: \$0.00 Labor: \$0.00 Parts: \$42.00		Prepaid Parts Amt:		\$0.00	Case Total:	\$42.00	

Case: 3 Added Operation: Customer states the cruise is inop - Tech Cause: test cruise system - Tech Comments: tests ok at this time

Claim Type: Fail Code: Complaint Code: Labor Code: Auth Code:

Cause:

Quantity	Description/Correction	RHrs	OHrs	IHrs	Cost	Price	Total
	Added Operation: Customer states the cruise is inop *** - Tech Cause: test cruise system *** - Tech Comments: tests ok at this time - Internal		0.0	0.0	\$0.00	\$0.00	\$0.00



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WORK ORDER
WARRANTY COPY *ORIGINAL*
#61011
June 22, 2009
Svc. Adv: 0154 - Rochau, AI
Cust. Ph.: [REDACTED]

Page 2 of 4
06/24/2009 11:00:39

Case: 3 Added Operation: Customer states the cruise is inop - Tech Cause: test cruise system - Tech Comments: tests ok at this time

Claim Type: Fall Code: Complaint Code: Labor Code: Auth Code:

Cause:

Quantity	Description/Correction	RHrs	OHrs	IHrs	Cost	Price	Total
Completed By: Cook, Larry R (0095)							
Misc:	\$0.00	Labor:	\$0.00	Parts:	\$0.00	Prepaid Parts Amt:	\$0.00
						Case Total:	\$0.00

P/O#:		Labor	Sublet	Misc	Parts	Deductible	Tax	Total
	Retail:	0.00	0.00	0.00	0.00		0.00	0.00
	Warranty:	55.19	42.00	0.00	16.94		0.00	114.13
	Internal:	0.00	0.00	0.00	0.00		0.00	0.00
	Total:	55.19	42.00	0.00	16.94	(0.00)	0.00	114.13
Currency: U.S. Dollars								

*Paid
06/01/09
6-26-09*

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WORK ORDER
 WARRANTY COPY*ORIGINAL*
 #61011
 June 22, 2009
 Svc. Adv:0154 - Rochau, Al
 Cust. Ph.: [REDACTED]

Page 3 of 4
 08/24/2009 11:00:39

Technicians Logged Time

Case #: 1

Case Cause

Checked system for DTC's. Had codes C0161 symptom 00 and C0561 symptom 71. Checked system and found the brake pedal position sensor had an internal short.

Case Correction

Replaced the Brake Pedal Position sensor and relearned the sensor. H2642 w0.3W add w0.3W for diag. time.

Technician	Labor Date	Log On	Log Off	Auth. Employee	Auth.Time	Date/Time
Baker, Ronald	06/22/2009	15.5	16.3		0	
Cause:				Correction:		
Baker, Ronald	06/22/2009	16.7	16.7		0	
Cause:				Correction:		

Case #: 3

Case Cause

test cruise system

Case Correction

tests ok at this time

Technician	Labor Date	Log On	Log Off	Auth. Employee	Auth.Time	Date/Time
Cook, Larry R	06/23/2009	11.5	11.8		0	
Cause:				Correction:		
Cook, Larry R	06/23/2009	14.2	14.2		0	
Cause:				Correction:		



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WORK ORDER
WARRANTY COPY *ORIGINAL*
61011
June 22, 2009
Svc. Adv: 0154 - Rochau, Al
Cust. Ph.: [REDACTED]

Page 4 of 4
06/24/2009 11:00:39

Case History

Case #: 3

User Name	Date/Time	Old Sub/Type	New Sub/Type	Reason
Rochau, Al	06/23/2009 10:40:21	Customer Pay	Warranty	Should be warr



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WORK ORDER
TECHNICIAN COPY
59622 **REPRINTED**
May 22, 2009
Svc. Adv. 0154 - Rochau, AI

Page 2 of 2
05/22/2009 08:37:48

Sub. Type: Customer Pay		Claim Type:		Complaint:		Failure Code:		Tech #	
Rotate Tires				Parts Used		Estimated Time: 0.30 Hours		On.	
						Straight/Add Time: _____ Hours		Off	
Time Ticket:						Reason: _____		On.	
						Authorization: _____		Off	
						Signature: _____		On.	
				Parts Returned		Count: _____		Off	
						Signature: _____		On.	
Case# 3 - Cause: _____								Off	
Correction: _____								Total	



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INVOICE ORIGINAL
Work Order #59622
May 22, 2009
Svc. Adv. Rochau, Al
Cust. Ph.
Tag# 1139

Page 1 of 2
05/22/2009 13:52:49

Form containing customer information (To: Bennett CO) and vehicle details (Year: 2008 Veh Id: 35930, Make: Chevrolet, Model: Malibu Ltz, Color: Blue, V.I.N.#: 1G1ZK577784, Date In: 05/22/2009, Date Out: 05/22/2009 13:43, License #: [redacted], Odo. In: 9,514, Odo. Out: [redacted], Next Service: In Service Date: 02/18/2008, Cases: 3, Promised Time: 05/22/2009 02:30:00 PM, Call When Ready: No)

Case: 1 Customer states the service ESC message is displayed and cruise control is inop--See history

Quantity Description/Correction

Customer states the service ESC message is displayed and cruise control is inop Customer states the service ESC message is displayed and cruise control is inop--See history *** - Tech Cause: Checked system for DTC's. Has a code C0131. *** - Tech Comments: Ordered a BPMV. SOP part. - Warranty Completed By: Baker, Ronald (0047)

Price Total
\$0.00 \$0.00
\$0.00 \$0.00

Misc \$0.00 Labor \$0.00 Parts \$0.00 Prepaid Parts Amt: \$0.00 Case Total: \$0.00

Case: 2 lube oil and filter 19.95

Quantity Description/Correction

1.00 89017524 - Filter
5.00 12345621 - Oil 5W30
lube oil and filter 19.95 *** - Tech Cause: lube oil and filter 19.95 *** - Tech Comments: Lof complete .3 labor
Completed By: Brown, Gabriel L. (0168)
Hazard (Extra Item)
Miscellaneous (Extra Item)

Retail Price Total
\$6.82 \$0.00 \$0.00
\$2.30 \$0.00 \$0.00
\$19.95 \$19.95
\$1.00 \$1.00
\$0.74 \$0.74

Misc Labor Parts Prepaid Parts Amt: Case Total: \$21.69

Case: 3 Rotate Tires

Quantity Description/Correction

Rotate Tires *** - Tech Cause: Rotate Tires *** - Tech Comments: Rotate complete .3 labor

Price Total
\$12.00 \$12.00

MAY 22 2009

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INVOICE ORIGINAL
 Work Order
 #59622
 May 22, 2009
 Svc. Adv. Rochau, Al
 Cust. Ph. [REDACTED]
 Tag# 1139

Page 2 of 2
 05/22/2009 13:52:49

Case: 3 Rotate Tires

Quantity Description/Correction

Completed By: Brown, Gabriel L. (0168)

	Price	Total
Misc \$0.00 Labor \$12.00 Parts \$0.00 Prepaid Parts Amt: \$0.00		Case Total: \$12.00
		\$0.00

O U T	DISCLAIMER OF WARRANTIES			
	Any warranties of the products sold hereby are those made by the manufacturer. The seller, LEN LYALL CHEVROLET INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and LEN LYALL CHEVROLET INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the products shown on this repair order. Buyer shall not be entitled to recover from LEN LYALL CHEVROLET INC. any consequential damages, damages to property, damage to loss of use, loss of time, loss of profit or income, or any other incidental damages as a result of this sale of products and/or service. PARTS & LABOR GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.		Currency:	
			Payment Ref:	Labor: \$16.21
			Expiry Date:	Parts: \$15.74
			P/O#:	Misc: \$1.74
			Sub Total: \$33.69	
			Tax: \$1.41	
05/22/2009 [REDACTED] Date Signature		Payment Type	Total: \$35.10	

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 Aurora, CO 80011
 303-344-3100

1139

Goodwrench

MULTI-POINT VEHICLE INSPECTION



Name: _____ Year/Model: _____ Date: _____

Repair Order #: _____ VIN (last 8 digits): 84 _____ Odometer: 9574 MI: _____ MII: _____

1 - Checked and OK 2 - May Require Attention Soon 3 - Requires Immediate Attention

INTERIOR

1 3 **OnStar** Subscription Activated 1 2 3 Remaining engine oil life: % Reset: N/A:

1 2 3 Air Conditioning Performance

WIPER BLADES

1 2 3 LF 1 2 3 RF

1 2 3 Rear (if applicable)

1 2 3 Windshield condition

Cracks Chips

CHECK TIRES AND TREAD DEPTH
 (Check exterior condition)

8/32 or Greater
 LF 7/32 to 4/32
 3/32 or Less

PSI @: set to: PSI

8/32 or Greater
 LR 7/32 to 4/32
 3/32 or Less

PSI @: set to: PSI (Check lamps)

Lowest Tread Depth: /32

Rotation Needed Alignment needed Balanced needed

Rotation performed Alignment performed Balance performed

LF LR Wear Pattern/Damage RF RR

CHECK BATTERY

1 2 3 Battery condition

1 2 3 Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
<input type="radio"/>	<input type="radio"/>	Engine oil <input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Brake fluid reservoir <input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Transmission (if equipped w/dipstick) <input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Coolant recovery reservoir <input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Power steering <input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Windshield washer <input type="checkbox"/>

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF	<input type="radio"/>	7 mm (9/32) or greater	<input type="radio"/>
	<input type="radio"/>	6 mm (8/32) to 4 mm (5/32)	<input type="radio"/> RF
	<input type="radio"/>	3 mm (4/32) or less	<input type="radio"/>
LR	<input type="radio"/>	7 mm (9/32) or greater	<input type="radio"/>
	<input type="radio"/>	6 mm (8/32) to 4 mm (5/32)	<input type="radio"/> RR
	<input type="radio"/>	3 mm (4/32) or less	<input type="radio"/>

Lowest Front Lining Lowest Rear Lining

1 2 3 Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

1 2 3 Fuel system (also including gas cap seating)

1 2 3 Engine, transmission, drive axle, transfer case

1 2 3 Engine cooling system

1 2 3 Shocks and struts - also check operation

Inspect visual condition:

1 2 3 Belts: engine, accessory, serpentine, and/or V-drive

1 2 3 Hoses: engine, power steering and HVAC

1 2 3 Engine air filter and cabin air filters

1 2 3 Steering components and steering linkage

1 2 3 CV drive axle boots or driveshafts and U-joints

1 2 3 Exhaust system components

COMMENTS

LF / Somerville Esc

Consultant: Rochau, Al
 Technician: _____

MAINTENANCE VISIT RECOMMENDATION

Date: _____ Time: _____

Reason for Maintenance: _____

SIMPLIFIED MAINTENANCE

MI Required Performed MII Required Performed

GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Components](#) - [Delivery Information](#) - [Dealer Location](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1G1ZK57784 [REDACTED]
--------------	-----------------------

VEHICLE INFORMATION

Merchandising Model :	1ZK69-2008 MALIBU LTZ	Warranty Start Date :	02/18/2008
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	MIKE SHAW CHEVROLET 1080 S COLORADO BLVD DENVER, CO 80246-2404 (303) 757-6161	Selling Source :	13 - CHEVROLET
		Site Code :	10020
		Business Associate Code :	113037
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	08248	POOR A/C PERFORMANCE, A/C COMPRESSOR NOISE. REL. TSB 08-01-37-002	10/07/2008	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Active	http://www.onstar.com		
XM Equipped	Yes	XM Radio ID	947AY0RD	XM Status	Inactive	http://www.xm.com

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	02/18/2008	95 miles	02/18/2011	36095 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	02/18/2008	95 miles	02/18/2014	100095 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/18/2008	95 miles	02/18/2016	80095 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	02/18/2008	95 miles	02/18/2013	100095 miles

36/36000 FEDERAL EMISSION	02/18/2008	95 miles	02/18/2011	36095 miles
---------------------------	------------	----------	------------	-------------

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
04/10/2009	057770	#	H1220 - POWER VACUUM BRAKE BOOSTER REPLACEMENT	8395 miles
04/10/2009	057770	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	8395 miles
01/02/2009	053398	#	F9050 - POWER STEERING PUMP REPLACEMENT	6414 miles
02/19/2008	456246	1	Z6999 PDI RELATED FLUID ADDS	1 miles
01/29/2008	A11730	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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WORK ORDER
TECHNICIAN COPY
57770
April 10, 2009
Svc. Adv. 0154 - Rochau, AI

Page 1 of 1
04/10/2009 09:08:03

Bennett M	CO	M() - W() - F() -	Vehicle Lease Options:	Veh. Id: 3G930 V.I.N. 1G1ZK577784	Misc:
				2008 Chevrolet Lic. #: Unit #: Tag #: 1658	Malibu Ltz Engine: 3.6L V6, SFI, Alum Color: Blue Ext/Int Color:

Assigned To: Baker, Ronald	Notes:
Date In: 04/10/2009 09:08:14 Date Out: _____ Promised: 04/10/2009 14:30:00 Next Svc: _____ Odo. In: 8395 Odo. Out: 8397 S.C.: AP In Svc.: 02/18/2008 Priority: 60	

RPO Codes:

Date: 04/10/2009

REPAIR ORDER NOTICE
Colorado Law provides for imposition of a lien in favor of any person who repairs or performs labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for as set forth with a check, draft, or order which is subsequently honored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair person the right to take possession of the motor vehicle and/or commence an action in court to which may result in the vehicle being sold pursuant to court order.

ESTIMATE REQUIRED? Yes ___ No ___ Signature _____

FOR THE SAID REPAIRS

WT / CO131

Sub. Type: Warranty	Claim Type: Blank(Regular Complaint)	Failure Code:	Tech #
Customer states the Trac off and Esc off message is displayed	Parts Used	Estimated Time: 1.00 Hours Straight/Add Time: _____ Hours Reason: _____ Authorization: _____ Signature	On: H 1220 Off: 1.9 W
Time Ticket:	Parts Returned	Count: _____ Signature	On: _____ Off: _____ Total:
Case# 1 - Cause: PIC 4883B Correction: Installed washers			

Sub. Type: Warranty	Claim Type: Blank(Regular Complaint)	Failure Code:	Tech #
Customer states the brakes squeel upon application	Parts Used	Estimated Time: 1.00 Hours Straight/Add Time: _____ Hours Reason: _____ Authorization: _____ Signature	On: _____ Off: _____ On: _____ Off: _____ On: _____ Off: _____ Total:
Time Ticket:	Parts Returned	Count: _____ Signature	
Case# 2 - Cause: See case one Correction:			

STRAIGHT TIME (HRS)	FLAT RATE PRICE	P.O. NO	TIME	OFF
1.9		57770	4-10-09	2
		15 W		

MD193
25000
\$ 1.20
Parts pickup fee from
Bert Chew # 2495382



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INVOICE ORIGINAL
 Work Order
 #57770
 April 10, 2009
 Svc.Adv Rochau, AI
 Cust.Ph. (303) 644-5742
 Tag# 1658

Page 1 of 2
 04/10/2009 15:53:03

To: [Redacted] Bennett [Redacted]	Year: 2008 Veh Id: 35930 Unit #: Make: Chevrolet License #: Model: Malibu Ltz Odo. In 8,395 Color: Blue Odo. Out: 8,397 V.I.N.#: 1G1ZK577784 [Redacted] Next Service: Date In: 04/10/2009 In Service Date: 02/18/2008 Out: 04/10/2009 15:48 Cases: 2 Ext. War: Promised Time: 04/10/2009 02:30:00 PM Call When Ready: No
--	---

Case: 1 Customer states the Trac off and Esc off message is displayed

Quantity	Description/Correction	Retail	Price	Total
2 00	11518111 - Washer - Warranty	\$4.25	\$0.00	\$0.00
	Customer states the Trac off and Esc off message is displayed *** - Tech Cause: Checked the Traction control system for DTC's. Had a code C0131. *** - Tech Comments: Removed the power brake booster and install washer between the booster and the bulkhead per PIC4883B. H1220 w1.9W - Warranty Completed By: Baker, Ronald (0047)		\$0.00	\$0.00
	Warr Price Differential (Extra Item) - Warranty		\$0.00	\$0.00
Misc	\$0.00	Labor	\$0.00	Parts \$0.00
		Prepaid Parts Amt:	\$0.00	Case Total: \$0.00

Case: 2 Customer states the brakes squeel upon application

Quantity	Description/Correction	Price	Total
	Customer states the brakes squeel upon application *** - Tech Cause: See case one. *** - Tech Comments: See case one. - Warranty Completed By: Baker, Ronald (0047)	\$0.00	\$0.00
		\$0.00	\$0.00
Misc	\$0.00	Labor	\$0.00
		Parts \$0.00	Prepaid Parts Amt: \$0.00
		Case Total:	\$0.00

\$0.00



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INVOICE ORIGINAL

Work Order

#57770

April 10, 2009

Svc. Adv. Rochau, Al

Cust. Ph. [REDACTED]

Tag# 1658

Page 2 of 2

04/10/2009 15:53:03

O U T	<p>DISCLAIMER OF WARRANTIES Any warranties of the products sold hereby are those made by the manufacturer. The seller, LEN LYALL CHEVROLET INC. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and LEN LYALL CHEVROLET INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the products shown on this repair order. Buyer shall not be entitled to recover from LEN LYALL CHEVROLET INC. any consequential damages, damages to property, damage to loss of use, loss of time, loss of profit or income, or any other incidental damages as a result of this sale of products and/or service. PARTS & LABOR GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.</p>		Currency:		Labor: \$0.00 Parts: \$0.00 Misc: \$0.00 Sub Total: \$0.00 Tax: \$0.00
	04/10/2009 Date	[REDACTED] Signature	Payment Ref: Expiry Date: P/O#:		

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DISCLAIMER OF WARRANTY: Burt Chevrolet Parts, Inc. hereby disclaims any and all warranties, express or implied, in connection with the sale of the parts herein. Burt Chevrolet Parts, Inc. neither represents nor warrants that the parts herein are original or that they are suitable for use in connection with any vehicle. FACTURE'S WARRANTY IS NOT AVAILABLE ON REQUEST.

DATE: 10/21/21
 ORDER NO: 31835
 PART NO: 75000
 QUANTITY: 1
 PRICE: 5.56
 11:09

SOLD TO

SHIP TO

PAGE 1 OF 1

SHIP VIA	DLR W/C	QTY	UNIT PRICE	TOTAL															
DLR W/C		2	2.78	5.56															
31835 75000 0.72																			
BURT CHEVROLET PARTS NOW OPEN SATURDAYS 8:00am TO 1:00pm THANK YOU FOR YOUR BUSINESS!		<table border="1"> <tr> <td>PARTS</td> <td>5.56</td> <td>5.56</td> </tr> <tr> <td>SUBTOTAL</td> <td></td> <td>5.56</td> </tr> <tr> <td>SHIPPING & HANDLING</td> <td></td> <td>0.00</td> </tr> <tr> <td>SALES TAX</td> <td></td> <td>0.00</td> </tr> <tr> <td>TOTAL</td> <td></td> <td>5.56</td> </tr> </table>			PARTS	5.56	5.56	SUBTOTAL		5.56	SHIPPING & HANDLING		0.00	SALES TAX		0.00	TOTAL		5.56
PARTS	5.56	5.56																	
SUBTOTAL		5.56																	
SHIPPING & HANDLING		0.00																	
SALES TAX		0.00																	
TOTAL		5.56																	

CUSTOMER COPY

Fax Cover Sheet

LEN LYALL CHEVROLET INC
14500 E. COLFAX AVE
AURORA, CO 80011
303-344-3100
OFFICE FAX : 303-344-7193

Send to: <i>Donna</i>	From: <i>David Dunn</i>
Attention:	Date: <i>3/24/11</i>
Office location:	Office location:
Fax number: <i>866-393-8053</i>	Total pages, including cover: <i>13</i>

Urgent Reply ASAP Please comment Please review For your information

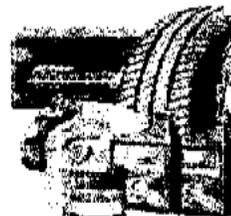
Comments:

last pages

Len Lyall Chevrolet Inc.
14500 E. Colfax ave.
Aurora, CO 80011
303-344-3100

Goodwrench

MULTI-POINT VEHICLE INSPECTION



Name: [REDACTED]

Year/Model: 2008 / Malibu 1tz

Date: 02/18/2008

Repair Order #: 57770

VIN (last 8 digits): 84 [REDACTED]

Odometer: 8,395

MI:

MII:



INTERIOR

1 3 Subscription Activated 1 2 3 Remaining engine oil life: % Reset N/A:
 1 2 3 Air Conditioning Performance

WIPER BLADES

1 2 3 Rear (if applicable)
 1 2 3 Windshield condition
 Cracks Chips

CHECK TIRES AND TREAD DEPTH

(Check exterior condition)

8/32 or Greater
 7/32 to 4/32
 3/32 or Less
 PSI @: set to: PSI

8/32 or Greater
 7/32 to 4/32
 3/32 or Less
 PSI @: set to: PSI (Check lamps)

Lowest Tread Depth: /32

Rotation Needed Alignment needed Balanced needed
 Rotation performed Alignment performed Balance performed

LF LR RF RR

CHECK BATTERY

1 2 3 Battery condition
 1 2 3 Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED		REQUIRES ATTENTION
<input type="radio"/>	<input type="radio"/>	Engine oil	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Brake fluid reservoir	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Transmission (if equipped w/dipstick)	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Coolant recovery reservoir	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Power steering	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	Windshield washer	<input type="checkbox"/>

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

7 mm (9/32) or greater
 6 mm (8/32) to 4 mm (5/32)
 3 mm (4/32) or less

7 mm (9/32) or greater
 6 mm (8/32) to 4 mm (5/32)
 3 mm (4/32) or less

Lowest Front Lining Lowest Rear Lining
 1 2 3 Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

1 2 3 Fuel system (also including gas cap seating)
 1 2 3 Engine, transmission, drive axle, transfer case
 1 2 3 Engine cooling system
 1 2 3 Shocks and struts - also check operation

Inspect visual condition:

1 2 3 Belts: engine, accessory, serpentine, and/or V-drive
 1 2 3 Hoses: engine, power steering and HVAC
 1 2 3 Engine air filter and cabin air filters
 1 2 3 Steering components and steering linkage
 1 2 3 CV drive axle boots or driveshafts and U-joints
 1 2 3 Exhaust system components

COMMENTS

Consultant: Rochau, Al
Technician:

MAINTENANCE VISIT RECOMMENDATION

Date: _____ Time: _____

Reason for Maintenance:

SIMPLIFIED MAINTENANCE

MI Required Performed MII Required Performed

Len Lyall Chevrolet Inc.
14500 E. Colfax ave
Aurora, CO 80011
303-344-3100

1658

Goodwrench

MULTI-POINT VEHICLE INSPECTION

1612K577784



Name: _____ Year: _____ Date: _____

Repair Order # _____ VIN (last 8 digits): _____ Odometer: 8395 MI: _____ MII: _____

Required Items: _____

INTERIOR

1 2 3 Remaining engine oil life: _____ % Reset: N/A

1 2 3 Air Conditioning Performance

WIPER BLADES

1 2 3 Rear (if applicable)

1 2 3 Windshield condition

Cracks _____ Chips _____

CHECK TIRES AND TREAD DEPTH
(Check exterior condition)

LF 8/32 or Greater
 7/32 to 4/32
 3/32 or Less

PSI @: _____ set to: _____ PSI

LR 8/32 or Greater
 7/32 to 4/32
 3/32 or Less

PSI @: _____ set to: _____ PSI (Check lamps)

RF 8/32 or Greater
 7/32 to 4/32
 3/32 or Less

PSI @: _____ set to: _____ PSI

RR 8/32 or Greater
 7/32 to 4/32
 3/32 or Less

PSI @: _____ set to: _____ PSI

Lowest Tread Depth: _____ /32

Rotation Needed Alignment needed Balanced needed

Rotation performed Alignment performed Balance performed

LF LR RF RR

Wear Pattern/Damage

CHECK BATTERY

1 2 3 Battery condition

1 2 3 Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF 7 mm (9/32) or greater
 6 mm (8/32) to 4 mm (5/32)
 3 mm (4/32) or less

LR 7 mm (9/32) or greater
 6 mm (8/32) to 4 mm (5/32)
 3 mm (4/32) or less

RF

RR

Lowest Front Lining _____

Lowest Rear Lining _____

1 2 3 Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

1 2 3 Fuel system (also including gas cap sealing)

1 2 3 Engine, transmission, drive axle, transfer case

1 2 3 Engine cooling system

1 2 3 Shocks and struts - also check operation

inspect visual condition:

1 2 3 Belts engine, accessory, serpentine, and/or V-drive

1 2 3 Hoses: engine, power steering and HVAC

1 2 3 Engine air filter and cabin air filters

1 2 3 Steering components and steering linkage

1 2 3 CV drive axle boots or driveshafts and U-joints

1 2 3 Exhaust system components

COMMENTS

BSC message & mac off nuts

Consultant: Rochau, Al

Technician: _____

MAINTENANCE VISIT RECOMMENDATION

Date: _____ Time: _____

Reason for Maintenance: _____

SIMPLIFIED MAINTENANCE

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 :	1G1ZK577784 [REDACTED]
--------------	------------------------

VEHICLE INFORMATION

Merchandising Model :	1ZK69 -2008 MALIBU LTZ	Warranty Start Date :	02/18/2008
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	MIKE SHAW CHEVROLET 1080 S COLORADO BLVD DENVER, CO 80246-2404 (303) 757-6161	Selling Source :	13 - CHEVROLET
		Site Code :	10020
		Business Associate Code :	113037
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	Active	Refer to Help page for details or go to On Star Online Enrollment (located on the "OnStar" tab in GM Info) E.I. ca (888) 833-3333 (628) 647-9333		
XM Equipped	Yes	XM Radio ID	947AY0RD	XM Status	Inactive	Refer to Help page for details or www.xmradio.gm.ca or call 1-877-GET-XM (1-877-436-9377)

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	02/18/2008	95 miles	02/18/2011	36095 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	02/18/2008	95 miles	02/18/2014	100095 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/18/2008	95 miles	02/18/2016	80095 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	02/18/2008	95 miles	02/18/2013	100095 miles

36/36000 FEDERAL EMISSION	02/18/2008	95 miles	02/18/2011	36095 miles
---------------------------	------------	----------	------------	-------------

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/02/2009	053398	#	E9050 - POWER STEERING PUMP REPLACEMENT	6414 miles
02/19/2008	456246	I	Z6999 - PDI RELATED FLUID ADDS	1 miles
01/29/2008	A11730	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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C0131 ABS/TCS system Pressure
Circuit Fault

2X 11518111

! 22729487



LEN LYALL CHEVROLET, INC.

14500 East Colfax Avenue, Aurora, Colorado 80011

Phone: 303-344-3100 Fax: 303-344-7193

Website: www.lenlyallchevy.com

WORK ORDER
TECHNICIAN COPY

53398

January 02, 2009

Svc. Adv. 0154 - Rochau, AI

Page 1 of 1

01/02/2009 08:27:58

Bennett CO M		Vehicle Lease Options: M() - F() -	Veh. Id: 35930 V.I.N.: 1G1ZK577784 2008 Chevrolet	Misc: Malibu Ltz Engine: 3.6L, V6, SFI, Alum. Color: Blue Ext/Int Color:
Assigned To: Baker, Ronald <i>VHC</i>			Unit #: 100 Tag #: 1781	Category: New

Date In: 01/02/2009 08:26:47	Date Out:
Promised:	Next Svc:
Odo In: 6414	Odo Out: 6418
S.C.: WT	In Svc.: 02/18/2008
	Priority: 95

Notes:

all done
3-376-5115

RPO Codes:

Date: 01/02/2009

REPAIR ORDER NOTICE: Colorado Law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged in an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to enforce the lien which may result in the vehicle being sold pursuant to court order.

Signature: _____

IS A WRITTEN ESTIMATE REQUIRED? Yes ___ No ___ Signature: _____

HEREBY AUTHORIZE A TOTAL MAXIMUM AMOUNT OF \$ _____ FOR THE SAID REPAIRS

Sub. Type: Warranty	Claim Type: Blank(Regular Complaint)	Failure Code:	Tech # <i>18</i>
Customer was told there is a power steering leak	Parts Used <i>Parts Credit Return</i> <i>Pump</i>	Estimated Time: 1.00 Hours Straight/Add Time: _____ Hours Reason: Authorization: _____ Signature:	On: <i>18</i> Off: <i>8</i>
Time Ticket:	Parts Returned Count: _____ Signature:		On: _____ Off: <i>3</i>
Case# 1 - Cause: <i>Leak Trace with Power</i>	Correction: <i>To determine PS pump leak</i>		On: <i>(0-3)</i> Off: <i>w/ analyzer only</i>
<i>Replace PS pump</i>			Total: <i>[Signature]</i>

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 53398	TIME	OFF
1.1		EMP. NO. 11		1-19
		OFFER NO. W		



LEN LYALL CHEVROLET, INC.

14500 East Colfax Avenue, Aurora, Colorado 80011
Phone: 303-344-3100 Fax: 303-344-7193

Website: www.lenlyallchevy.com

INVOICE ORIGINAL
Work Order
#53398
January 02, 2009
Svc. Adv. Rochau, Al
Cust. Ph. [REDACTED]
Tag# 1781

Page 1 of 1
01/19/2009 13:10:26

To [REDACTED] Bennett [REDACTED]	[REDACTED] CO	Year: 2008 Veh Id: 35930 Unit #:	License #:
		Make: Chevrolet	Odo. In: 6,414
		Model: Malibu Ltz	Odo. Out:
		Color: Blue	Next Service:
		V.I.N.#: 1G1ZK577784 [REDACTED]	In Service Date: 02/18/2008
		Date In: 01/02/2009	Cases: 1
		Out: 01/19/2009 13:06	
		Ext. War:	
		Promised Time: 01/19/2009 02:30:00 PM	Call When Ready: No

Case: 1 Customer was told there is a power steering leak

Cause:

Quantity	Description/Correction	Retail	Price	Total
1.00	15859434 - Pump - Warranty	\$273.94	\$0.00	\$0.00
1.00	12345867 - Fluid-pow - Warranty	\$21.46	\$0.00	\$0.00
	Customer was told there is a power steering leak - Tech Cause: leak trace with powder to determine p/s pump leak at case halves warped housing - Tech Comments: replace p/s pump add for dign time E9050 .8 +A .3 - Warranty Completed By: Uhl, Kelly A (0011)		\$0.00	\$0.00

Misc	\$0.00	Labor	\$0.00	Parts	\$0.00	Prepaid Parts Amt:	\$0.00	Case Total:	\$0.00
									\$0.00

O U T	DISCLAIMER OF WARRANTIES Any warranties of the products sold hereby are those made by the manufacturer. The seller, LEN LYALL CHEVROLET INC., hereby expressly disclaims all warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and LEN LYALL CHEVROLET INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the products shown on this repair order. Buyer shall not be entitled to recover from LEN LYALL CHEVROLET INC. any consequential damages, damages to property, damage to loss of use, loss of time, loss of profit or income, or any other incidental damages as a result of this sale of products and/or service. PARTS & LABOR GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.		Currency: U.S. Dollars	Labor:	\$0.00
			Payment Ref:	Parts:	\$0.00
		Expiry Date:	Misc:	\$0.00	
		P/O#:	Sub Total:	\$0.00	
			Tax:	\$0.00	
01/19/2009 Date		[REDACTED] Signature	Payment Type	Total:	\$0.00

Thank You For Choosing Len Lyall Chevrolet. We Appreciate Your Business !!

INVOICE

Print Date : 12/29/2008

[Redacted]
 Bennett, CO
 Home [Redacted]
 Cust ID : 14788

Cellular [Redacted]
 Ref # :

2008 Chevrolet - Malibu LTZ
 3.6L V6, VIN (7), AT AC PS, ABS DISC/DISC
 Lic # : 300RFM Odometer In : 6249
 Unit # : BLUE Odometer Out : 6249
 Vin # : 1G1ZKS77784 [Redacted]
 Hat # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
5W30 OIL				Change Motor Oil Lube Chassis	5.84
530	5.00	0.79	3.95	Replace engine oil & replace oil filter, standard motor oil, Lube Chassis (where applicable), Check & top all Fluid Levels, inspect & set tire pressure (to manufacturer's specified pressure)	
Oil Filter (Gold)				MULTI POINT INSPECTION	N/C
7060	1.00	5.99	5.99	SET TIRE PRESSURE @ 32 _____ PSI	
Shop Supplies		0.83	0.83	***Discount***	
				FLEET FLYER LOF	
				\$1.00 off parts, \$1.00 off labor	
				Hazardous Materials	0.28
				**** Recommendations ****	
				POWER STEERING PUMP MAY BE LEAKING	
				ALIGNMENT CHECK- suggested every 6 months &/or 6k miles	
				USE BG MOA W/ EVERY OIL CHANGE SERVICE- prevents engine oil oxidation & additive depletion (maintains optimum engine performance)	
				BG44K FUEL SYSTEM CLEANER- use every 6 months/6k miles to maintain the cleanliness of fuel injection system	

[Technicians : MIDDLETON, TY]

Org. Estimate \$15.68	Revisions \$0.00	Current Estimate \$ 15.68	Additional Cost	Revised Estimate	Labor:	6.12
					Parts:	10.77
					Sublet:	0.00
					Discount:	-2.00
					Sub:	14.89
					Tax:	0.79
					Total:	15.68
					Bal Due:	\$0.00

[Payments - Cash - \$15.68]

We Appreciate Your Business

I have hereby authorized all stated charges on the above invoice, and hereby grant you an express mechanic's lien on the above vehicle to secure the amount of repairs thereto. I agree to pay attorney fees, court costs, and collections should my payment default or I refuse to pay. KELLER'S IS NOT RESPONSIBLE FOR ANY THEFT OR DAMAGE OCCURRING TO YOUR VEHICLE OR IT'S CONTENTS WHILE IN OUR POSSESSION OR IN OUR PARKING LOT! 3 YEAR/36K MILE WARRANTY on parts and labor (non commercial vehicles) unless otherwise stated on invoice.

SIGNATURE _____ Date _____ Time _____

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 :	1G1ZK577784 [REDACTED]
--------------	------------------------

VEHICLE INFORMATION

Merchandising Model :	1ZK69 -2008 MALIBU LTZ	Warranty Start Date :	02/18/2008
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	MIKE SHAW CHEVROLET 1080 S COLORADO BLVD DENVER, CO 80246-2404 (303) 757-6161	Selling Source :	13 - CHEVROLET
		Site Code :	10020
		Business Associate Code :	113037
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. ISB 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)ONSSTAR1 (888) 667 8271		
XM Equipped	Yes	XM Radio ID	947AY0RD	XM Status	Inactive	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GEILXMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	02/18/2008	95 miles	02/18/2011	36095 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	02/18/2008	95 miles	02/18/2014	100095 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/18/2008	95 miles	02/18/2016	80095 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	02/18/2008	95 miles	02/18/2013	100095 miles

36/36000 FEDERAL EMISSION	02/18/2008	95 miles	02/18/2011	36095 miles
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CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
02/19/2008	456246	I	Z6999 - PDI RELATED FLUID ADDS	1 miles
01/29/2008	A11730	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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LEN LYALL CHEVROLET, INC.

**WORK ORDER
TECHNICIAN COPY
45440
July 16, 2008
Svc. Adv. 0147 - Lehner, Carl P.**

**14500 East Colfax Avenue, Aurora, Colorado 80011
Phone: 303-344-3100 Fax: 303-344-7193**

Website: www.lenlyallchevy.com

Page 1 of 1
07/16/2008 10:18:13

Vehicle Lease Options: M() - W(-) - F(-) -		Veh. Id: 35930 V.I.N.: 1G1ZK57778 2008 Chevrolet Lic. #: Unit #: Tag #: 3119	Misc: Malibu Ltz Engine: 3.6L, V6, SFI, Alum Color: Blue Ex/Int Color: Category: New
--	--	--	---

Assigned To: Brown, Gabriel L. Date In: 07/16/2008 10:17:37 Promised: Odo In: 3138 S.C.: WT	Date Out: Next Svc: In Svc.: 02/18/2008 Priority: 95	Notes:
--	---	-------------------

RPO Codes:

Date: 07/16/2008

REPAIR ORDER NOTICE
 Colorado Law provides for imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

IS A WRITTEN ESTIMATE REQUIRED? Yes No Signature: _____

I HEREBY AUTHORIZE A TOTAL MAXIMUM AMOUNT OF \$ _____ FOR THE SAID REPAIRS.

Signature: _____

Sub. Type: Customer Pay Claim Type: Complaint: lube oil and filter 19.95 set tire pressure Time Ticket:	Failure Code: Estimated Time: 0.30 Hours Straight/Add Time: _____ Hours Reason: Authorization: _____ Signature: _____ Parts Returned Count: _____ Signature: _____	Tech # On: Off: On: Off: On: Off: On: Off: Total
Case# 1 - Cause: Correction:	STRAIGHT TIME (HRS): 3 FLAT RATE PRICE: R O NO: 45440 EMP NO: C OPER NO: C TIME OFF: 5 ON: 7/16	



LEN LYALL CHEVROLET, INC.

14500 East Colfax Avenue, Aurora, Colorado 80011
Phone: 303-344-3100 Fax: 303-344-7193

Website: www.lenlyallchevy.com

INVOICE ORIGINAL

Work Order

#45440

July 16, 2008

Svc. Adv Lehner, Carl P.

Cust. Ph.

Tag# 3119

Page 1 of 1

07/16/2008 11:03:53

Form containing customer information (To: Bennett CO), vehicle details (Year: 2008, Make: Chevrolet, Model: Malibu Ltz, Color: Blue, V.I.N.#: 1G1ZK577784), and service information (Date In: 07/16/2008, Date Out: 07/16/2008 10:48, Next Service: 02/18/2008).

Case: 1 lube oil and filter 19.95 set tire pressure

Cause:

Table with 4 columns: Quantity, Description/Correction, Retail, Price, Total. Includes items like 89017524 - Filter and 12345621 - Oil 5W30.

Summary table with columns: Misc, Labor, Parts, Prepaid Parts Amt., Case Total. Total Case Total: \$21.69.

DISCLAIMER OF WARRANTIES section and a table with columns: Labor, Parts, Misc, Sub Total, Tax, Total. Total: \$23.08.

JUL 16 2008
UISA

Thank You For Choosing Len Lyall Chevrolet. We Appreciate Your Business !!

RELEASE OF CLAIM

We, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$4,000.00 paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2008 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZK577784 [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 Company 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 Releasees, 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 Releasees, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

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

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

DATE SIGNED: _____

Claimant's Signature

Claimant's Signature

Address

Address

City, State, Zip Code

City, State, Zip Code

STATE OF _____

COUNTY OF _____

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

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File

LG0024
V6302006



VIA FAX ONLY

March 31, 2011

Mike Goodman, Esq.
Alex Simanovsky & Associates, LLC
2300 Henderson Mill Road, Suite 300
Atlanta, GA 30345

RE: [REDACTED]

Service Request: 71-930573328
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK577784 [REDACTED]
Customer Relationship Specialist: Donna

Dear Mr. Goodman:

We regret that your client(s) are dissatisfied with their 2008 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of \$4,000.00 inclusive.

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.

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

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

cc: FILE

LG0044
V10142009

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date



VIA FAX ONLY

March 31, 2011

Mike Goodman, Esq.
Alex Simanovsky & Associates, LLC
2300 Henderson Mill Road, Suite 300
Atlanta, GA 30345

RE: [REDACTED]
Service Request: 71-930573328
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK577784 [REDACTED]
Customer Relationship Specialist: Donna

Dear Mr. Goodman:

We regret that your client(s) are dissatisfied with their 2008 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of \$4,000.00 inclusive.

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.

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

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

cc: FILE

LG0044
V10142009

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date

RELEASE OF CLAIM

We, [REDACTED], (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$4,000.00 paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2008 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZK577784 [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 Company 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 Releasees, 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 Releasees, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

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

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

DATE SIGNED: _____

Claimant's Signature

Claimant's Signature

Address

Address

City, State, Zip Code

City, State, Zip Code

STATE OF _____

COUNTY OF _____

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

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File

LG0024
V6302006

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

MIKE GOODMAN, ESQ., OF COUNSEL
LICENSED IN COLORADO

333 WEST HAMPDEN AVENUE
SUITE 415, CHASE TOWER
ENGLEWOOD, CO 80110
(303) 762-0426 FACSIMILE: (303)761-2735

FACSIMILE TRANSMITTAL SHEET

TO: Donna Blackstone

FROM: Mike Goodman, Esq.

COMPANY: General Motors LLC

DATE: 4/1/2011

FAX NUMBER: (866)393-8053

TOTAL NO. OF PAGES: 1

RE: [REDACTED] v. General Motors LLC

Our Client: [REDACTED]
Vehicle: 08 Chevrolet Malibu
VIN: 1G1ZK577784 [REDACTED]
Date of purchase: 02/18/08
Our File No.: CO11-10106

Dear Ms. Blackstone:

Please be advised that my client has directed me to make the following demand in response to your offer as a full and final settlement of the above-listed case. The terms of our demand are as follows:

- **Total settlement of \$9,750.00 (inclusive of fees and costs).**

As always, my clients will execute a General Release provided it is first presented to this office for review. General Motors LLC will then issue a check in the Total Settlement amount payable to the order of our clients and Alex Simanovsky & Associates, LLC to the firm's main office at 2300 Henderson Mill Road, Suite 300, Atlanta GA 30345.

Please let me know as soon as possible if this settlement proposal is acceptable. Thank you for your cooperation in quickly resolving this matter.

Sincerely,
Alex Simanovsky & Associates, LLC
MIKE GOODMAN, ESQ.



VIA FAX ONLY

April 5, 2011

Michael Goodman, Esq.
Alex Simanovsky & Associates
2300 Henderson Mill Road Suite 300
Atlanta, GA 30345

RE: [REDACTED]
Service Request: 71-930573328
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK577784 [REDACTED]
Customer Relationship Specialist: Rocky Farias

Dear Mr. Goodman:

We regret that your client is dissatisfied with her 2008 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client's expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

After careful review of this case, 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 and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of \$4750.00.

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 would retain the vehicle.

If this offer is acceptable to your client, please have your client 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 does not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

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

cc: FILE

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date



Valentin Farias/Austin/GM1
04/08/2011 09:40 AM

To mgoodman@denver-injury-attorney.com
cc alex@lemonlawinfo.com
bcc
Subject [REDACTED] 2008 Chevrolet Malibu

RE: Customer Last Name: [REDACTED]
Service Request: «SRNUMBER_X»
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK577784 [REDACTED]
BRC ML: V. Rocky Farias L2
Telephone: 866-790-5700 Ext 41232 Fax: 866-363-8691

Dear Mr. Goodman:

I have taken ownership of Donna Blackstone's files, Donna has moved into another position. I faxed an offer to 303-761-2735 and I'm following up on this offer. I have attached the offer for your convenience.

I look forward to working with you.

Thank you



Offer 4-5.doc

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,
General Motors



Valentin Farias/Austin/GM1
04/11/2011 03:59 PM

To "Will Young" <will@lemonlawinfo.com>@SITEWCWEB
cc mgoodman@lemonlawinfo.com
bcc
Subject Re: [REDACTED] v. GM

RE: Customer Last Name: [REDACTED]
Service Request: 71-930573328
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK577784 [REDACTED]
BRC ML: V. Rocky Farias L2
Telephone: 866-790-5700 Ext 41232 Fax: 866-363-8691

Dear Mr. Young:

Please find the attached offer for your client's review.

Thank you



Offer 4-11.doc

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,
General Motors

"Will Young" <will@lemonlawinfo.com>



"Will Young"
<will@lemonlawinfo.com>
04/08/2011 04:43 PM

To <valentin_farias@gmexpert.com>
cc <mgoodman@lemonlawinfo.com>
Subject [REDACTED] v. GM

Rocky Farias,

Attorney Mike Goodman has instructed me to forward our client's counter-demand of \$8,500.00 inclusive.

Please, forward the offer letter and release at your earliest opportunity. Thank you for your assistance in this matter.

Sincerely,
Will Young
Paralegal

Alex Simanovsky & Associates, LLC
Consumer Protection Attorneys

Toll-Free: 1-866-865-3666 EXT 1025
Toll-Free Fax: 1-877-216-0365
Web: www.autolemonlaws.com
Email: will@lemonlawinfo.com

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DISCLAIMER: This email correspondence does not create an attorney-client relationship between the sender and receiver. This is merely a request for information. No attorney-client relationship is formed without a written terms of representation.



"Robert M. Silverman"
<rsilverman@lemonlaw.com>

04/12/2011 05:11 PM

To <valentin_farias@gmexpert.com>

cc "Gracianne Klein" <gklein@lemonlaw.com>

bcc

Subject RE: FW: [REDACTED] v. GM

Transmission issues do not always, and in fact many times, do not throw off codes. With that said, please let me know GM's position at your earliest convenience.

Bob

From: valentin_farias@gmexpert.com [mailto:valentin_farias@gmexpert.com]

Sent: Tuesday, April 12, 2011 10:34 AM

To: Robert M. Silverman

Subject: Re: FW: [REDACTED] v. GM

RE: Customer Last Name: [REDACTED]

Service Request: 71-935843718

2009 Chevrolet Malibu

Vehicle Identification Number: 1G1ZK57B594 [REDACTED]

BRC ML: V. Rocky Farias L2

Telephone: 866-790-5700 Ext 41232 Fax: 866-363-8691

Bob

I read the report and there were no diagnostic trouble codes from the powertrain control module nor the transmission control module, which would identify a concern with the operation of the either.

Thank you

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,
General Motors

"Robert M. Silverman"
<rsilverman@lemonlaw.com>

04/12/2011 10:28 AM

To <valentin_farias@gmexpert.com>, "Gracianne Klein"
<gklein@lemonlaw.com>

cc

Subje FW: [REDACTED] v. GM

ct

Expert Inspection notes (not his completed report) for settlement purposes only.

Gracie, please print out my e-mail and attachment for file.

Rocky, please let me know GM's position at your earliest convenience.

Bob

From: Gracianne Klein
Sent: Tuesday, April 12, 2011 10:25 AM
To: Robert M. Silverman
Subject: [REDACTED] v. GM



Valentin Farias/Austin/GM1

04/19/2011 12:10 PM

To will@lemonlawinfo.com

cc mgoodman@lemonlawinfo.com

bcc

Subject [REDACTED] 2008 Chevrolet Malibu

RE: Customer Last Name: [REDACTED]
Service Request: 71-930573328
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK577784 [REDACTED]
BRC ML: V. Rocky Farias L2
Telephone: 866-790-5700 Ext 41232 Fax: 866-363-8691

Dear Mr. Young:

I'm following up on the offer sent April 14, 2011 for your client's review.

Thank you

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,
General Motors



Valentin Farias/Austin/GM1
04/25/2011 01:33 PM

To "Will Young" <will@lemonlawinfo.com>@SITEWCWEB
cc mgoodman@lemonlawinfo.com
bcc
Subject Re: [REDACTED] v. GM

RE: Customer Last Name: [REDACTED]
Service Request: 71-930573328
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK577784 [REDACTED]
BRC ML: V. Rocky Farias L2
Telephone: 866-790-5700 Ext 41232 Fax: 866-363-8691

Dear Mr. Young:

Please find the attached document and offer sent April 14, 2011.

Thank you



Offer No Response.doc



Offer 4-14.doc

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,
General Motors

"Will Young" <will@lemonlawinfo.com>



"Will Young"
<will@lemonlawinfo.com>
04/12/2011 04:56 PM

To <valentin_farias@gmexpert.com>
cc <mgoodman@lemonlawinfo.com>
Subject [REDACTED] v. GM

Rocky Farias,

Attorney Mike Goodman has instructed me to forward our client's counter-demand of \$7,500.00 inclusive.

Please, forward the offer letter and release at your earliest opportunity. Thank you for your assistance in this matter.

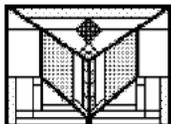
Sincerely,
Will Young
Paralegal

Alex Simanovsky & Associates, LLC
Consumer Protection Attorneys

Toll-Free: 1-866-865-3666 EXT 1025
Toll-Free Fax: 1-877-216-0365
Web: www.autolemonlaws.com
Email: will@lemonlawinfo.com

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Valentin Farias/Austin/GM1

05/04/2011 02:49 PM

To gary.cochrane@gm.com

cc

bcc

Subject BRC Email Resolution Bush

RE: Customer Last Name: [REDACTED]
Service Request: 71-930573328
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK577784 [REDACTED]
BRC ML: V. Rocky Farias L2
Telephone: 866-790-5700 Ext 41232 Fax: 866-363-8691

Dear Mr. Cochrane:

This email is to follow up on Service Request 71-930573328 for customer [REDACTED]. The customer's vehicle is a 2008 Chevrolet Malibu with 30,300 miles. The customer has been working with Mike Shaw Chevrolet in Denver, CO and Len Lyall Chevrolet in Aurora, CO.

After negotiations with the plaintiff's counsel, the final offer of CASH in the amount of \$6000.00 was accepted.

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

Thank you

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,
General Motors

COLORADO REGISTRATION/OWNERSHIP TAX RECEIPT

TYPE	PLATE	TAB/VAL	WIN	EXPIRE				
PAS-REG	[REDACTED]	B072856	1G1ZK577784	04/2012				
TITLE	YR	MAKE	BODY	CWT/PAS	T/C	FLEET#	FUEL	PREV EXP
[REDACTED]	2008	CHE	SD	37	C		G	04/2011
PUR. DATE	PUR. PRICE	ORIGINAL TAXABLE VALUE		BUS. DATE	CO #	UR CODE		
02/18/2008	12804.00	24,220		04/14/2011	12	U 0003		
EM. FEE	TITLE FEE	PRIOR O.T.	OWN TAX	LIC. FEE	ROAD FEE	BRIDGE FEE		
0.00	0.00	0.00	181.65	69.37	23.00	13.50		
RTD TAX	COUNTY TAX	CITY/DIST TAX	STATE TAX	SPECIAL FEE	OTHER FEE			
0.00	0.00	0.00	0.00	0.00	0.00			
UNIT #	[REDACTED]	MILES	HI GVW	HC DATE				

OWNER NAME/MAILING ADDRESS

[REDACTED]
[REDACTED]
BENNETT CO [REDACTED]

*FEES IN BOLD INCLUDED IN LIC FEE

E/02182008/ /032012

JTWROS

SIGNATURE
REQUIRED
ON REVERSE
SIDE.

VALIDATION	LN	TOTAL
PAID ADAMS	60 04/14/2011 093101OLL R01 YA	251.02

MOTOR VEHICLE INSURANCE IS COMPULSORY IN COLORADO. NON-COMPLIANCE IS A MISDEMEANOR TRAFFIC OFFENSE



VIA FAX ONLY

April 14, 2011

Mike Goodman, Esq.
Alex Simanovsky and Associates
333 West Hampden Avenue Suite 415 Chase Tower
Englewood, CO 80110

RE: [REDACTED]
Service Request: 71-930573328
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK57784 [REDACTED]
Customer Relationship Specialist: Rocky Farias

Dear Mr. Goodman:

We regret that your client is dissatisfied with her 2008 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client's expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

After careful review of this case, 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 and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of \$6000.00.

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 would retain the vehicle.

If this offer is acceptable to your client, please have your client 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 does not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

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

cc: FILE

Attach.



Client's Signature

5/3/11

Date

Client's Signature

Date

RELEASE OF CLAIM

We, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of ourselves and our assigns, heirs and executors, in consideration of \$6000.00 paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2008 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZK577784 [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 Company 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) have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 30,330 on the date of the signing of this release.

Releasor(s) have carefully read and understand(s) this release. Releasor(s) agree and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and Releasees, and Releasor(s) 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.

We agree to the terms of this Release of All Claims

DATE SIGNED: Mar 3 2011

[REDACTED]	[REDACTED]
<small>Releasor's Signature</small>	<small>Claimant's Signature</small>
[REDACTED]	[REDACTED]
<small>Address</small>	<small>Address</small>
<u>Bennett Co.</u> [REDACTED]	<u>Bennett Co.</u> [REDACTED]
<small>City, State, Zip Code</small>	<small>City, State, Zip Code</small>

STATE OF Colorado
COUNTY OF Adams

Sworn to (or affirmed) and subscribed before me this 3rd day of May, 2011
by [REDACTED]

Jennifer C. Coalson
Signature of Notary Public

Jennifer C. Coalson
Print, type or stamp Commissioned Name of Notary Public

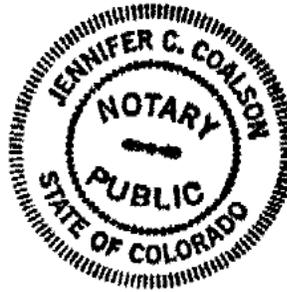
Personally Known X OR Produced identification X

Type of identification Colorado Drivers License

My commission expires: March 13, 2013

CC: File

LG0024
Y6302006



Request for Taxpayer Identification Number and Certification

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

Print or type
See Specific Instructions on page 2

Name (as shown on your income tax return) _____

Business name, if different from above
ALEX SIMANDOVSKY & ASSOCIATES, LLC

Check appropriate box: Individual/Sole proprietor Corporation Partnership
 Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) _____ Exempt payee

Address (number, street, and apt. or suite no.)
2300 HENDERSON MILL ROAD, SUITE 300

City, state, and ZIP code
ATLANTA, GA 30345

List account number(s) here (optional) _____

Requester's name and address (optional) _____

Part I Taxpayer Identification Number (TIN)

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

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

Social security number			
or			
Employer identification number	26	0101888	

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 _____

Date **5/3/11**

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,

May 31, 2011

Alex Simanovsky, Esq.
Alex Simanovsky & Associates
2300 Henderson Mill Rd NE Ste 300
Atlanta, GA 30345

RE: [REDACTED] v. General Motors
Service Request: 71-941139156
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK57B59F [REDACTED]
Customer Relationship Specialist: Holly

Dear Mr. Simanovsky:

Enclosed please find a check in the amount of \$5,000.00 made payable to [REDACTED]
[REDACTED] and Alex Simanovsky & Associates 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

North American Operations

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



CHECK No. [REDACTED]

50-937
213

DATE
06/03/11

*****5,000 DOLLARS

****00 CENTS

AMOUNT
*****5,000.00

PAY
TO THE
ORDER
OF

[REDACTED]
ATLANTA GA

North American Operations
General Motors Corporation
Disbursement Account

Ann D. Albee

SIGNATURE

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

AUDIT

[REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT DATE
06/03/11

ENDORSEMENT NO.
BB 00000021

1

ENDORSEMENT NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
312K57859F [REDACTED]	06/02/11 71-941139	VH 1-FRB3U5 156.1-FRB3U5	00.0000	5,000.00	.00	5,000.00
				TOTAL	5,000.00	.00
						5,000.00

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

W3

Alex Simanovsky & Associates, LLC
2300 Henderson Mill Road, Suite 300
Atlanta, GA 30345



04-25-11A07:58 RCVD

General Motors LLC
Chevrolet Division
P.O. Box 33170
Detroit, MI 48232-5170

482325170 B051



ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

ALEX SIMANOVSKY, ESQ.
EXTENSION: 1012
DIRECT DIAL: 678-781-1012
E-MAIL: ALEX@LEMONLAWINFO.COM

2300 HENDERSON MILL ROAD, SUITE 300
ATLANTA, GA 30345
770-414-1002 1-866-865-3666
FACSIMILE: 770-414-9891 1-877-216-0365

April 19, 2011

General Motors LLC
Chevrolet Division
P.O. Box 33170
Detroit, MI 48232-5170

RE: [REDACTED] v. General Motors LLC

NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client: [REDACTED]
Vehicle: 09 Chevrolet Malibu
VIN: 1G1ZK57B59F [REDACTED]
Date of purchase: 09/12/08
Our File No.: GA11-10119

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Electrical;**
2. **Traction control light;**
3. **ABS light;**
4. **Excessive days out of service.**

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see*

U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of \$100.00 plus any loss caused my client by your failure.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

You are hereby notified that if General Motors LLC wishes to exercise its opportunity to cure pursuant to the Magnusson-Moss Warranty Act and/or the Uniform Commercial Code, such arrangements must be made through the undersigned and this law firm within a reasonable time from your receipt of this letter. If such arrangements are not made, it will be assumed that General Motors LLC has waived their right to cure.

Sincerely,

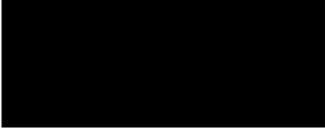
ALEX SIMANOVSKY & ASSOCIATES, LLC

A handwritten signature in black ink, appearing to be 'AS' with a stylized flourish extending to the right.

Alex Simanovsky, Esq.
Attorney at Law

AS/ld

CC:



RO S87995 N 12/12/08 ODOM= 4438 ADV=365
PREFERRED TREATMENT CLIENT=37P005 INV=12/29/08
LN 24 PAY TYPE OIL TECH1-331 .30 OPR-CODE OCS
OIL CHANGE
NOS
OIL CHANGE

RO P82469 Y 08/25/08 ODOM= 5 ADV=391
CLIENT=37P005 INV=08/26/08
LN 24 PAY TYPE PDI TECH1-301 1.30 OPR-CODE PDI
CUSTOMER STATES PRE DELIVERY INSPECTION
-
PRE DELIVERY INSPECTION

RO V82371 N 08/25/08 ODOM= 1 ADV=306
CLIENT=37P005 INV=08/25/08
LN 24 PAY TYPE CLE TECH1-005 2.50 OPR-CODE NCD
DETAIL
DETAIL

RO W25889 08/08/08 ODOM= ADV=
WORK PERFORMED AT ANOTHER DEALERSHIP CLIENT=37P005 INV=08/12/08
LN 01 PAY TYPE OPR-CODE Z7000
CONVERTED CLAIM
CONVERTED CLAIMS
GM Claim Type: ZPDI
END OF DATA

LYNN.

PERRY, GA

HOME PH:

STOCK NUMBER: 00091042 LAST SERV MILEAGE: 035491 MFG CODE: 37P005
1G1ZK57B59F GA 1 SOLD DATE: 09/12/08 MILE: 000005 LAST SERV: 02/11
09 CHEVROLET MALIBU LTZ 4DR SDN RED IN-SERV DATE: 09/11

RO W34431 Y 02/18/11 ODOM= 35491 ADV=430

CLIENT=37P005 INV=02/22/11

LN 51 PAY TYPE WAR TECH1-318 .40 OPR-CODE CS

CUSTOMER STATES SERVICE ESC LIGHT IS BACK ON
WILL IDLE BETWEEN 1000 AND 300

REPAIRED CONNECTOR AT BCM

RO W24939 Y 09/08/10 ODOM= 30934 ADV=430

CLIENT=37P005 INV=09/10/10

LN 51 PAY TYPE WAR TECH1-318 .80 OPR-CODE N4800A

CUSTOMER STATES SERVICE ESC LIGHT IS BACK ON
INTERMITTENT OPEN IN BCM
REPLACED BCM AND REPROGRAM

LN 52 PAY TYPE WAR TECH1-318 OPR-CODE NPF

CUSTOMER STATES HAS CLICKING NOISE COMING FROM DASH

NO PROBLEM FOUND

RO W19527 Y 06/14/10 ODOM= 30135 ADV=430

CLIENT=37P005 INV=06/18/10

LN 51 PAY TYPE WAR TECH1-318 .70 OPR-CODE H2505

CUSTOMER STATES THAT THE SERVICE TRACTION CONTROL LIGHT CAME ON WHILE SITT
DIAG, INTERMITTANT PROBLEM FOLLOWI
REPLACED EBCM AND SET UP, TEST DROVE

RO W18814 Y 06/02/10 ODOM= 29672 ADV=393

CLIENT=37P005 INV=06/05/10

LN 51 PAY TYPE WAR TECH1-318 1.50 OPR-CODE N2480

CUSTOMER STATES THAT THE SERVICE TRACTION CONTROL LIGHT KEEPS COMING ON- I
DIAG, INTERMITTANT OPEN IN PMV
REPLACED PMV AND BLEED

LN 52 PAY TYPE WAR TECH1-318 OPR-CODE NP

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON

NO PROBLEM FOUND

RO W18466 Y 05/26/10 ODOM= 29556 ADV=430

CLIENT=37P005 INV=05/31/10

LN 51 PAY TYPE WAR TECH1-318 OPR-CODE CS

CUSTOMER STATES SERVICE TRAC LIGHT STILL COMING ON

TEST DROVE 4 TIMES FOR A TOTAL OF 18MILES, NO DIAGNOSTIC FAULT COD

LN 52 PAY TYPE WAR TECH1-317 OPR-CODE NP

CUSTOMER STATES RPM'S WERE FLUXUATING AT IDLE

NO PROBLEM FOUND

RO W18252 Y 05/24/10 ODOM= 29505 ADV=430

LN 51 PAY TYPE WAR TECH1-318 .30 CLIENT=37P005 INV=05/28/10
CUSTOMER STATES SERVICE TRACTION CONTROL LIGHT IS BACK ON - 3RD TIME
DIAG, FOUND OPEN IN BRAKE SWITCH
REPLACED SWITCH OPR-CODE H2642

LN 52 PAY TYPE WAR TECH1-317 OPR-CODE NC
CUSTOMER STATES RR TIRE IS LOW - JUST HAD SERVICED LAST WEEK - WHEN PICKED
AIRED TIRE
NO CHARGE

RO C17823 N 05/17/10 ODOM= 29357 ADV=430

LN 24 PAY TYPE C TECH1-335 .30 CLIENT=37P005 INV=05/21/10
OIL & FILTER CHANGE W/ LUBE OPR-CODE OFS
-
OIL & FILTER CHANGE W/ LUBE

LN 25 PAY TYPE C TECH1-335 OPR-CODE VP18
CUSTOMER STATES PERFORM VP BETTER SERVICE
-
PERFORMED VP GOOD SERVICE ADD VP VOA & FUEL CLEANER

RO W17823 Y 05/17/10 ODOM= 29357 ADV=430

LN 51 PAY TYPE WAR TECH1-318 CLIENT=37P005 INV=05/22/10
CUSTOMER STATES SERVICE TRACTION CONTROL LIGHT IS COMING ON
DIAG, INTERMITTANT OPEN IN TRACTIO 2-318 .30 OPR-CODE N2585
REPLACED SWITCH

RO S06759 N 11/09/09 ODOM= 21036 ADV=365

LN 24 PAY TYPE OIL TECH1-388 .30 CLIENT=37P005 INV=11/11/09
OIL & FILTER CHANGE W/ LUBE OPR-CODE OFS
OIL & FILTER CHANGE W/ LUBE

RO W06759 Y 11/09/09 ODOM= 21036 ADV=365

LN 51 PAY TYPE WAR TECH1-388 .60 CLIENT=37P005 INV=11/10/09
CUSTOMER STATES SERVICE TRAC ABS LIGHT COMES ON DASH OPR-CODE H2642
FOUND INTERNAL FAULT IN BPP SENSO
REPLACED BRAKE PEDAL POSITION SENSOR

LN 52 PAY TYPE WAR TECH1-317 OPR-CODE V
CUSTOMER STATES AT STEADY SPEED RPM GAUGE AND ENGINE SURGES UP AND DOWN
-
REFER TO LINE 51

RO A93647 N 03/31/09 ODOM= 9379 ADV=391

PREFERRED TREATMENT CLIENT=37P005 INV=03/31/09
LN 51 PAY TYPE ESC TECH1-412 .30 OPR-CODE C
CUSTOMER STATES BACK LEFT TIRE KEEPS LOSING AIR
2 NAILS FOUND IN LEFT REAR TIRE
PATCHED TIRE



FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com



Adv: 430 STEVE FREEMAN	Tag: 3327	License: 1	1G1ZK57B5 9F [REDACTED]	Page: 1	Invoice: W36312	
Invoice to			Driver/Owner Information			
[REDACTED] PERRY, GA [REDACTED] Email: [REDACTED] Work: [REDACTED] Home: [REDACTED]			HEISIG, [REDACTED] PERRY, GA [REDACTED] Email: [REDACTED] Work: [REDACTED] Home: [REDACTED]			
For Office Use			Vehicle Information			
Odometer In: 36676	Out:	Dist: 1G1 WAR W	Prelim	09 CHEVROLET MALIBU LTZ 4DR SDN RED		
			Stock#:	00091042		
Begin: 03/24/11	Done: 03/26/11	Invoiced: 03/26/11 12:46 EN	Inservice: 09/12/08			
Customer Concern						
Concern 91	CUSTOMER STATES SERVICE ESC LIGHT IS BACK ON			Operation	Tech	Amount
Cause	DIAG,CK ALL TERMINALS AT BRAKE PEDAL POSITION SENSOR AND BCM			CS	319	
Correction	ALL CLEAN AND TIGHT, CK'D FOR NEW BULLETINS					
Parts	Part Number	PO#	Note	Description	Qty	Sell
			TOW	ECONOMY	1	
	COMPL CODE : V					
	Line Auct: EN	03/26/11 12:45				
				TOTAL CHARGE FOR CONCERN		0.00
Summary of Charges for Invoice W36312			Payment Distribution for Invoice W36312			
			FAC WARRANTY		105.00	
If you have any questions - please see STEVE FREEMAN						
Last Page						

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X





FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com



Avt: 630 STEVE FREEMAN		Tag: 3077	Licenses: 1	IC1SK57B5 9b	Page: 1	Invoice: W36791
Invoice to				Driver/Owner Information		
[REDACTED] FERRY, GA [REDACTED] Email: [REDACTED] Cell: [REDACTED] Home: [REDACTED]				[REDACTED] PERRY, GA [REDACTED] Email: [REDACTED] Cell: [REDACTED] Home: [REDACTED]		
For Office Use				Vehicle Information		
Customer ID: 3693	Unit:	Dist: 101 WAR #	Quote	09 CHEVROLET MALIBU LTZ 4DR SWN RED		
				Block: 00091042		
Eqpt: 03/31/11	Del: 01/05/11	Invoice: 01/09/11 14:31 GH	Inservice: 09/12/08			
Quote after Final Bill				Registered 1 times		
Concern 5:	CUSTOMER STATES ESC LIGHT IS ON, SERVICE TRAC LIGHT ON			Operation	Tech	Amount
Diagn	DIAG. MICRO CORROSION AT BCM			H#800	318	
Correction	REPLACED BCM AND 3 BRAKE TERMINALS AT BCM					
	END-CASE#71-06758678					
Part:	Part Number:	IC#	How	Description	Qty	Cost
	QOC 020943341		RENTAL	ECONOMY RENTAL	1	
				SCM	1	
		COMPL CODE : Y				
Line Addr: 01	01/05/11 11:47			TOTAL CHARGE FOR CONCERN 0.00		
Summary of Charges for Invoice W36791				Payment Distribution for Invoice W36791		
				FAC WARRANTY 596.45		
If you have any questions - please see STEVE FREEMAN						Last Page

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X

MARK KUSHINKA
HOUSTON COUNTY TAX COMMISSIONER
PO DRAWER 69
PERRY GA 31069-0069

[REDACTED]

1G1ZK57B59F

0191 05/28/2010 STW

PURCH DT: 09/12/2008

09123229

STANDARD TAG FEE 20.00
TOTAL FEES PAID 20.00

TAG EXPIRES ON YOUR BIRTHDAY!!
IT IS YOUR RESPONSIBILITY TO RENEW
WHETHER OR NOT YOU RECEIVE PRIOR
NOTIFICATION BY MAIL.

CHCK

THIS IS NOT A BILL
THIS IS YOUR RECEIPT
*** RETAIN FOR TAX PURPOSES ***

STATE OF GEORGIA
MOTOR VEHICLE REGISTRATION

1G1ZK57B59F [REDACTED] - 2009 CHEV MALIBU LTZ 4S
Tag Number: [REDACTED] Expires: 05/28/2011
Valuation 145599 \$7720 Tag Fee: 20.00
Title Number: [REDACTED] Equip. No:
County: 019 District: 07 Mill Rate: Fuel: G
Farm Vehicle? N GVW: Color: RED
Classification: PASSENGER CAR/LIGHT TRUCKS
Insurance Status: VALID INSURANCE COVERAGE
Customer 1 No: [REDACTED] Customer 2 No: [REDACTED]

[REDACTED]

PERRY GA [REDACTED]



Signature: _____

DATE 09/12/08

CUSTOMER



STOCK NO. 91042

DEAL # 91042

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, FIVE STAR CHEVROLET-CADILLAC of 495 WATSON BLVD
(TRANSFEROR'S NAME, PRINT) WARNER ROBINS GA 31093
(ADDRESS)

Owner of Year 2009 Make CHEVROLET

Body Type 4DR SDN Model MALIBU VIN 1G1ZK57B59P

License No. _____ Sticker No. _____ State GA Year _____

State that the odometer now reads 5 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described above, 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.

TRANSFEROR'S NAME FIVE STAR CHEVROLET-CADILLAC
(PRINTED NAME)

TRANSFEROR'S ADDRESS 495 WATSON BLVD
(STREET)
WARNER ROBINS GA 31093
(CITY) (STATE) (ZIP CODE)

TRANSFEROR'S SIGNATURE _____

TRANSFEEE'S NAME
(PRINTED NAME)

TRANSFEEE'S ADDRESS
(STREET)
PERRY GA
(CITY) (STATE) (ZIP CODE)

TRANSFEEE'S SIGNATURE

DATE OF STATEMENT SEPTEMBER 12, 2008

(PRINTED NAME)



FIVE STAR
CHEVROLET - CADILLAC

495 Watson Boulevard - Warner Robins, Georgia 31093
Phone: (478) 922-9341

CUSTOMER _____
 CUSTOMER _____
 ADDRESS _____
 CITY & STATE PERRY GA
 ZIP CODE _____ COUNTY HOUSTON
 HOME PHONE _____ U.S. PHONE _____
 CELL PHONE _____ PAGER _____
 E-MAIL (HOME) _____ (BUS) _____
 DOB _____

NEW USED DEMO
 SALESMAN MCCAUGHAN, JOHN
 YEAR 2009 MAKE CHEVROLET
 MODEL MALIBU COLOR RED
 VIN # 1G1ZK57B59F
 ODOMETER 5
 EMISSION STICKER # _____ EXP. DATE _____
 DEAL # 00091042 STOCK # 91042

ALL VEHICLES SOLD AS IS EXCEPT FOR MANUFACTURER'S WARRANTY.

DISCLAIMER OF WARRANTIES

DEALERS HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED 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 THE SALE OF THE VEHICLE. PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. PURCHASER HAS READ, UNDERSTANDS AND AGREES TO ALL THE ABOVE TERMS AND CONDITIONS AND HAS RECEIVED A TRUE COPY OF THIS ORDER.

DESCRIPTION OF TRADE-IN

Year 2001 Make BMW
 Model 330CI Color _____
 Vin # WBABN53481J
 Miles 66226 License # _____
 Emission Sticker # _____ Exp. Date _____

TRADE LIENHOLDER INFORMATION

Owed to _____
 Acct. # _____
 Good through _____ (10 Day Minimum)

Purchaser or vehicle lienholder hereby sells and transfers unto Dealer the trade-in vehicle described above. In order to induce Dealer to accept my trade-in for credit toward the purchase of the new or used vehicle described in this Order, Purchaser hereby certifies and warrants to dealer that: (1) he has absolute title to the vehicle, (2) the vehicle is free from any liens or encumbrances except as disclosed above, (3) he knows of no damage beyond normal wear and tear which has been sustained by the vehicle, repaired or unrepaired, other than as follows:

(4) the vehicle does not have and has never had a certificate of title issued for it which indicates that the vehicle is or ever was a salvage, rebuilt, or similarly designated vehicle, (5) the vehicle has never been damaged to the extent that the vehicle should have had a certificate of title issued for it which would designate the vehicle as a salvage, rebuilt, or similarly designated vehicle, (6) the vehicle has never been stolen, has never been damaged to the extent that an insurance company has paid a total loss claim on the vehicle, and has never been involved in a fire or flood or damaged by water or fire, and (7) all all valorem taxes on the vehicle have been paid and no such taxes are currently owed.

Pay-Off on Trade-In subject to verification. Buyer agrees to pay amount exceeding this figure and Dealer agrees to refund any overpayment.

Signature _____
 Proposed Lienholder
ROBINS FEDERAL CREDIT UNION
P. O. BOX 6849
WARNER ROBINS GA 31095

PRICE	25,684.30
EQUIPMENT ADDED	
TOTAL VEHICLE AND ACCESSORIES	25,684.30
TRADE ALLOWANCE OR DISCOUNT	10,822.00
TRADE DIFFERENCE	14,862.30
DEALERSHIP SERVICES	\$ 499.00
AMOUNT TAXABLE	15,361.30
PLUS SALES TAX	1,075.29
EXTENDED SERVICE PLAN	N/A
TITLE REGISTRATION AND ADMINISTRATION FEE	\$ 59.00
PAY-OFF OF TRADE-IN	15,400.00
WARRANTY RIGHTS ACT (NEW ONLY)	3.00
EMISSION (USED ONLY)	N/A
GRAND TOTAL →	31,898.59
REBATE →	N/A
CASH ON DELIVERY →	N/A
UNPAID BAL. OF CASH PRICE →	31,898.59

INSURANCE, INCLUDING, BUT NOT LIMITED TO, LIABILITY FOR BODILY INJURY AND PROPERTY DAMAGE, IS NOT INCLUDED IN THIS CONTRACT.

Purchaser agrees that this Order, including all the terms on BOTH THE FACE AND REVERSE SIDE HEREOF, any Bailment Agreement, and any retail installment sales contract (for the purpose of this Order and any other document executed in connection with this transaction, the term "retail installment sales contract" shall be deemed to include the term "motor vehicle lease") reflecting the above transaction cancel and supercede any prior agreement or contract and comprise the complete and exclusive statement of the terms of this transaction. Purchaser further agrees that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE, AND FURTHER MORE IN THE EVENT OF A TIME SALE OR LEASE, THIS ORDER SHALL NOT BECOME BINDING UNTIL THE RETAIL INSTALLMENT SALES CONTRACT SIGNED BY PURCHASER HAS BEEN APPROVED BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE SAID CONTRACT ON SUCH TERMS. Purchaser, by his execution of this Order, certifies that he is 18 years of age or older and acknowledges that he has read its terms, and he has received a true copy of this Order and of any retail installment sales contract. For the purpose of securing credit, Purchaser certifies that the above information is true and complete to the best of his knowledge. Purchaser authorizes Dealer to investigate his credit and employment history and to answer questions about Purchaser's credit history with any prospective lending institution. (Continued on rear)

Purchaser's Signature _____

Date 09/12/2008 Accepted by Manager _____

RETAIL INSTALLMENT CONTRACT PURCHASE MONEY SECURITY AGREEMENT

A copy of this agreement must be given to Buyer(s) at time of signing. Notice: See other side for important information. NOTICE TO BUYER(S): SEE "NO WARRANTIES" PARAGRAPH ON THE REVERSE SIDE. Notice to Buyer(s) and Joint Buyer: Do not sign this Contract before you read it carefully, or if it contains any blank spaces. Keep it to protect your legal rights. By signing Buyer, Joint Buyer Section below you acknowledge that you have received a copy of this Contract.

Dealer Number	Contract Number
Buyer (and Joint Buyer) Name and Address (Include County and Zip Code)	Creditor (Seller Name and Address)
PERRY GA [REDACTED]	FIVE STAR CHEVROLET-CADILLAC 495 WATSON BLVD WARNER ROBINS GA 31093

Seller sells and you, the Buyer(s), agree to buy the motor vehicle described below plus equipment and accessories (the "Collateral"). As used in this Contract the words "we", "us" and "our" refer to the Seller/Creditor and its successors and assignees (collectively called "Holder"), the words "you" and "your" refer to the Buyer(s). You may buy the Collateral for cash, in the amount shown below as the "Cash Sale Price", or on credit for the amount shown below as the "Total Sale Price" (Time Sale Price). By signing this Contract you decide to buy the Collateral on credit and agree to all the terms of this Contract (including the reverse side) ("Contract"). This sale is not contingent on further financing. You grant the Holder a purchase money security interest in the Collateral, which you have examined and accepted in its present condition. The Collateral is described as follows:

New or Used	Year	Make and Model	Body Type	Vehicle Identification No.	Use For Which Purchased
NEW	2003	CHEVROLET MALIBU	4DR SDN	1G1ZK57859F [REDACTED]	<input type="checkbox"/> personal <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

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>N/A</u> is
<u>6.70%</u>	<u>\$ 8,260.97</u>	<u>\$ 31,898.59</u>	<u>\$ 40,159.56</u>	<u>\$ 40,159.56</u>

Your Payment Schedule Will Be:

NUMBER OF PAYMENTS	AMOUNT OF PAYMENTS	WHEN PAYMENTS ARE DUE	OR AS FOLLOWS
84	478.09	MONTHLY BEGINNING 10/27/2003	

SECURITY: You are giving a security interest in the Collateral being purchased and in your share or deposit of certificate accounts.

LATE CHARGE: If a payment is 10 days or more late, you may be charged \$50.00 or 5% of the full amount of the scheduled payment, whichever is less.

PREPAYMENT: If you pay off early, you will not have to pay a penalty. See your contract documents for any additional information about nonpayments, default, any required repayment in full before the scheduled date, and for further information about our security interest.

ADDITIONAL INFORMATION: The interest rate may be negotiable. Seller may assign this contract and retain a portion of the finance charge.
e. means an estimate.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Sale Price		\$	<u>27,258.59(1)</u>
2 Total Downpayment = Net Trade-in \$	<u>0</u>	+ Cash Down payment \$	<u>N/A</u>
	Disclose as \$0 if negative	\$	<u>N/A</u>
	Your Trade-in is a		
	Year <u>2001</u> Make <u>BW</u> Model <u>330CI</u>		
3 Unpaid Balance of Cash Price (1 minus 2)		\$	<u>31,836.59(3)</u>
4 Other Amounts Paid To Others On Your Behalf:			
A To: Insurance Company named below for required physical damage coverage.		\$	<u>N/A</u>
B To: Mechanical Repair Insurance Company Named Below.			<u>N/A</u>
C To: Credit Insurance Company Named Below.*			
	Life \$ <u>N/A</u> Disability, Accident, and Health \$ <u>N/A</u>	\$	<u>N/A</u>
D To: Government Agencies for Official Fees.	M V W P \$		<u>3.00</u>
E To: Public Officials for Other Taxes.	\$		<u>N/A</u>
F To: Public Officials for License/Registration Fees.			<u>N/A</u>
G To: Public officials for Title Fees			<u>59.00</u>
H Other Charges (Seller must identify who will receive payment and describe purpose)			
to: _____ for _____		\$	
to: _____ for _____		\$	<u>N/A</u>
Total Other Charges and Amounts Paid to Others On Your Behalf		\$	<u>52.00(4)</u>
5 Amount Financed - Unpaid Balance (3+4)		\$	<u>31,898.59(5)</u>

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

INSURANCE. If any insurance is checked below, the policies or certificates issued by the Companies named will describe the terms and conditions.

Physical Damage Insurance is required but may be obtained through any person you choose. You have the option of furnishing the required amount of insurance through your existing insurance policy(ies) or from any insurer authorized to transact the insurance business in Georgia.

Insurance Company N/A Term N/A Months

- \$ N/A Deductible Collision and either:
- Full Comprehensive
 - \$ N/A Deductible Comprehensive
 - Fire, Theft and Combined Additional Coverage

Optional Mechanical Repair Insurance.

Insurance N/A
 Term: N/A
 Term: _____
 \$25 Deductible \$50 Deductible \$ _____ Deductible

The cost of this insurance is shown in 4B of the itemization

5 Amount Financed - Unpaid Balance (3+4)

\$ 31,898.50(5)

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

INSURANCE. If any insurance is checked below, the policies or certificates issued by the Companies named will describe the terms and conditions.

Physical Damage Insurance is required but may be obtained through any person you choose. You have the option of furnishing the required amount of insurance through your existing insurance policy(ies) or from any insurer authorized to transact the insurance business in Georgia.

Optional Mechanical Repair Insurance.

Insurance Company N/A Term N/Months

Insurance N/A

\$ N/A Deductible Collision and either:

Term: N/A

Full Comprehensive

Term:

\$ N/A Deductible Comprehensive

\$25 Deductible \$50 Deductible \$ _____ Deductible

Fire, Theft and Combined Additional Coverage

The cost of this insurance is shown in 4B of the itemization above.

The cost of this insurance is shown in 4A of the itemization above.

Optional Credit Insurance. Credit life insurance and credit disability insurance are not required to obtain credit and will not be provided unless you sign for them and agree to pay the additional cost. If you want this insurance, check the insurance desired and sign below. If you have chosen this insurance, the cost is shown in 4C of the itemization above.

Check the insurance desired: Life (Buyer Co-Buyer Both
 Disability, Accident and Health (Buyer Only)

(Name of Insurer)

(Home Office Address)

Under policy of designated insurer, maximum amount of insurance under this contract is \$ N/A, and the total amount of insurance under this and any other installment contract of the Buyer is limited to \$ N/A

Buyer Signature

Date

Co-Buyer Signature

Date

THE INSURANCE, IF ANY, REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

BUYER AND JOINT BUYER

Each Buyer and Joint Buyer upon signing: promises to pay to Holder or its Assigns the Amount Financed together with a Finance Charge on the unpaid Amount Financed in installments as shown in the payment schedule above. The Finance Charge will be figured daily on a simple interest basis at the Annual Percentage Rate stated above beginning on the date of this Contract and continuing until paid in full. Each Buyer, Joint Buyer upon signing also acknowledges that each has read this entire Contract (including the reverse side) and agrees that this Contract may be assigned to Robins Federal Credit Union.

Buyer Signature on _____ Date SEPTEMBER 12TH 2008
(SEAL) _____ (SEAL)
BUYER JOINT BUYER

NON-BUYER OWNER(S) OF COLLATERAL

Non-Buyer Owner(s) of Collateral (to be completed only when non-purchasers own an interest in the Collateral.) Each of the undersigned understands that he/she is not responsible for paying the entire debt of the Buyer(s), but agrees that the Holder has, and hereby grants to the Holder, a security interest in Collateral described above and that each of the undersigned is bound by all the terms of the Contract which related to the security interest until the Buyer(s) has performed all obligations of the Contract.

NON-BUYER OWNER(S) OF COLLATERAL

NON-BUYER OWNER(S) OF COLLATERAL

ASSIGNMENT

This Contract and Security Agreement is assigned to Robins Federal Credit Union, the Assignee, phone (478) 923-3773. This assignment is made under the terms of a separate agreement. under the terms of the ASSIGNMENT BY SELLER on page 2.

This assignment is made with recourse.

Seller: By _____ Date _____



VIA FAX ONLY

April 25, 2011

Alex Simanovsky, Esq.
Simanovsky & Associates
2300 Henderson Mill Rd NE Ste 300
Atlanta, GA 30345

RE: [REDACTED]
Service Request: 71-941139156
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK57B59F [REDACTED]
Customer Relationship Specialist: Holly

Dear Mr. Simanovsky:

This is to advise that General Motors is in receipt of the above referenced case dated April 25, 2011. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

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

General Motors
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

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

to General Motors Company, 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

RO S87995 N 12/12/08 ODOM= 4438 ADV=365 CLIENT=37P005 INV=12/29/08
PREFERRED TREATMENT
LN 24 PAY TYPE OIL TECH1-331 .30 OPR-CODE OCS
OIL CHANGE
OIL CHANGE
NOS

RO P82469 Y 08/25/08 ODOM= 5 ADV=391 CLIENT=37P005 INV=08/26/08
LN 24 PAY TYPE PDI TECH1-301 1.30 OPR-CODE PDI
CUSTOMER STATES PRE DELIVERY INSPECTION
-
PRE DELIVERY INSPECTION

RO V82371 N 08/25/08 ODOM= 1 ADV=306 CLIENT=37P005 INV=08/25/08
LN 24 PAY TYPE CLE TECH1-005 2.50 OPR-CODE NCD
DETAIL
DETAIL

RO W25889 08/08/08 ODOM= ADV= CLIENT=37P005 INV=08/12/08
WORK PERFORMED AT ANOTHER DEALERSHIP
LN 01 PAY TYPE OPR-CODE Z7000
CONVERTED CLAIM
CONVERTED CLAIMS
GM Claim Type: ZPDI
END OF DATA

LYNN.

PERRY, GA

HOME PH:

STOCK NUMBER: 00091042 LAST SERV MILEAGE: 035491 MFG CODE: 37P005

1G1ZK57B59F GA 1 SOLD DATE: 09/12/08 MILE: 000005 LAST SERV: 02/11

09 CHEVROLET MALIBU LTZ 4DR SDN RED IN-SERV DATE: 09/11

RO W34431 Y 02/18/11 ODOM= 35491 ADV=430

CLIENT=37P005 INV=02/22/11

LN 51 PAY TYPE WAR TECH1-318 .40 OPR-CODE CS

CUSTOMER STATES SERVICE ESC LIGHT IS BACK ON
WILL IDLE BETWEEN 1000 AND 300

REPAIRED CONNECTOR AT BCM

RO W24939 Y 09/08/10 ODOM= 30934 ADV=430

CLIENT=37P005 INV=09/10/10

LN 51 PAY TYPE WAR TECH1-318 .80 OPR-CODE N4800A

CUSTOMER STATES SERVICE ESC LIGHT IS BACK ON
INTERMITTENT OPEN IN BCM
REPLACED BCM AND REPROGRAM

LN 52 PAY TYPE WAR TECH1-318 OPR-CODE NPF

CUSTOMER STATES HAS CLICKING NOISE COMING FROM DASH

NO PROBLEM FOUND

RO W19527 Y 06/14/10 ODOM= 30135 ADV=430

CLIENT=37P005 INV=06/18/10

LN 51 PAY TYPE WAR TECH1-318 .70 OPR-CODE H2505

CUSTOMER STATES THAT THE SERVICE TRACTION CONTROL LIGHT CAME ON WHILE SITTING
DIAG, INTERMITTANT PROBLEM FOLLOWING
REPLACED EBCM AND SET UP, TEST DROVE

RO W18814 Y 06/02/10 ODOM= 29672 ADV=393

CLIENT=37P005 INV=06/05/10

LN 51 PAY TYPE WAR TECH1-318 1.50 OPR-CODE N2480

CUSTOMER STATES THAT THE SERVICE TRACTION CONTROL LIGHT KEEPS COMING ON- I
DIAG, INTERMITTANT OPEN IN PMV
REPLACED PMV AND BLEED

LN 52 PAY TYPE WAR TECH1-318 OPR-CODE NP

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON

NO PROBLEM FOUND

RO W18466 Y 05/26/10 ODOM= 29556 ADV=430

CLIENT=37P005 INV=05/31/10

LN 51 PAY TYPE WAR TECH1-318 OPR-CODE CS

CUSTOMER STATES SERVICE TRAC LIGHT STILL COMING ON

TEST DROVE 4 TIMES FOR A TOTAL OF 18 MILES, NO DIAGNOSTIC FAULT CODES

LN 52 PAY TYPE WAR TECH1-317 OPR-CODE NP

CUSTOMER STATES RPM'S WERE FLUXUATING AT IDLE

NO PROBLEM FOUND

RO W18252 Y 05/24/10 ODOM= 29505 ADV=430

CLIENT=37P005 INV=05/28/10

LN 51 PAY TYPE WAR TECH1-318 .30 OPR-CODE H2642
CUSTOMER STATES SERVICE TRACTION CONTROL LIGHT IS BACK ON - 3RD TIME
DIAG, FOUND OPEN IN BRAKE SWITCH
REPLACED SWITCH

LN 52 PAY TYPE WAR TECH1-317

OPR-CODE NC

CUSTOMER STATES RR TIRE IS LOW - JUST HAD SERVICED LAST WEEK - WHEN PICKED
AIRED TIRE
NO CHARGE

RO C17823 N 05/17/10 ODOM= 29357 ADV=430

CLIENT=37P005 INV=05/21/10

LN 24 PAY TYPE C TECH1-335 .30
OIL & FILTER CHANGE W/ LUBE

OPR-CODE OFS

-
OIL & FILTER CHANGE W/ LUBE

LN 25 PAY TYPE C TECH1-335

OPR-CODE VP18

CUSTOMER STATES PERFORM VP BETTER SERVICE

-
PERFORMED VP GOOD SERVICE ADD VP VOA & FUEL CLEANER

RO W17823 Y 05/17/10 ODOM= 29357 ADV=430

CLIENT=37P005 INV=05/22/10

LN 51 PAY TYPE WAR TECH1-318 2-318 .30 OPR-CODE N2585
CUSTOMER STATES SERVICE TRACTION CONTROL LIGHT IS COMING ON
DIAG, INTERMITTANT OPEN IN TRACTIO
REPLACED SWITCH

RO S06759 N 11/09/09 ODOM= 21036 ADV=365

CLIENT=37P005 INV=11/11/09

LN 24 PAY TYPE OIL TECH1-388 .30
OIL & FILTER CHANGE W/ LUBE
OIL & FILTER CHANGE W/ LUBE

OPR-CODE OFS

RO W06759 Y 11/09/09 ODOM= 21036 ADV=365

CLIENT=37P005 INV=11/10/09

LN 51 PAY TYPE WAR TECH1-388 .60 OPR-CODE H2642
CUSTOMER STATES SERVICE TRAC ABS LIGHT COMES ON DASH
FOUND INTERNAL FAULT IN BPP SENSO
REPLACED BRAKE PEDAL POSITION SENSOR

LN 52 PAY TYPE WAR TECH1-317

OPR-CODE V

CUSTOMER STATES AT STEADY SPEED RPM GAUGE AND ENGINE SURGES UP AND DOWN

-
REFER TO LINE 51

RO A93647 N 03/31/09 ODOM= 9379 ADV=391

PREFERRED TREATMENT

CLIENT=37P005 INV=03/31/09

LN 51 PAY TYPE ESC TECH1-412 .30

OPR-CODE C

CUSTOMER STATES BACK LEFT TIRE KEEPS LOSING AIR
2 NAILS FOUND IN LEFT REAR TIRE
PATCHED TIRE



FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com



Adv: 430 STEVE FREEMAN	Tag: 3327	License: 1	1G1ZK57B5 9F [REDACTED]	Page: 1	Invoice: W36312	
Invoice to			Driver/Owner Information			
[REDACTED] PERRY, GA [REDACTED] Email: [REDACTED] Work: [REDACTED] Home: [REDACTED]			HEISIG, [REDACTED] PERRY, GA [REDACTED] Email: [REDACTED] Work: [REDACTED] Home: [REDACTED]			
For Office Use			Vehicle Information			
Odometer In: 36676	Out:	Dist: 1G1 WAR W	Prelim	09 CHEVROLET MALIBU LTZ 4DR SDN RED		
			Stock#:	00091042		
Begin: 03/24/11	Done: 03/26/11	Invoiced: 03/26/11 12:46 EN	Inservice: 09/12/08			
Customer Concern						
Concern 52	CUSTOMER STATES SERVICE ESC LIGHT IS BACK ON			Operation	Tech	Amount
Cause	DIAG,CK ALL TERMINALS AT BRAKE PEDAL POSITION SENSOR AND BCM			CS	313	
Correction	ALL CLEAN AND TIGHT, CR'D FOR NEW BULLETINS					
Parts	Part Number	PO#	Note	Description	Qty	Sell
			TOW	ECONOMY	1	
	COMPL CODE : V					
	Line Auth: EN	03/26/11 12:45				
				TOTAL CHARGE FOR CONCERN		0.00
Summary of Charges for Invoice W36312			Payment Distribution for Invoice W36312			
			FAC WARRANTY		105.00	
If you have any questions - please see STEVE FREEMAN						
Last Page						

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X





FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com



ADVT 410 STEVE FREEMAN		Tag: 3077	License: 1	IG12K57B5 9B	Page: 1	Invoice: W36791
Invoice to:				Driver/Owner Information		
PERRY, GA				PERRY, GA		
Cell: Home:				Cell: Home:		
For Office Use				Vehicle Information		
Order#: 18: 36935	DATE: 01/05/11	Disc: 101 MAR W	Quote	09 CHEVROLET MALIBU LTZ 4DR SNR RED		
				Block: 00091042		
Seg#: 03/31/11	Date: 01/05/11	Invoice: 01/09/11 14:31	GM	Invoice: 01/12/08		
Quote after Final Bill				Reprinted & cited		
Concern:	CUSTOMER STATES ESC LIGHT IS ON, SERVICE TRAC LIGHT ON			Operation	Techn	Amount
Diagn	DIAG, MICRO CORROSION AT BCM			11800	310	
Correction	REPLACED BCM AND 3 BRAKE TERMINALS AT BCM					
Info	END-CASE#71-06758678					
	Part Number:	ICA	Note	Description	Qty	Cost
	000 020943341		RENTAL	ECONOMY RENTAL	1	
				SCM	1	
		COMPL CODE : Y				
	Line Atrb: 01	01/05/11 11:47				
				TOTAL CHARGE FOR CONCERN 0.00		
Summary of Charges for Invoice W36791				Payment Distribution for Invoice W36791		
				FAC WARRANTY 596.45		
If you have any questions - please see STEVE FREEMAN						Last Page

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X

DATE 09/12/08 CUSTOMER [REDACTED] STOCK NO. 91042

DEAL # 91042

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, FIVE STAR CHEVROLET-CADILLAC of 495 WATSON BLVD
(TRANSFEROR'S NAME, PRINT) (ADDRESS)
WARNER ROBINS GA 31093
Owner of Year 2009 Make CHEVROLET
Body Type 4DR SDN Model MALIBU VIN 1G1ZK57B59F [REDACTED]
License No. _____ Sticker No. _____ State GA Year _____

State that the odometer now reads 5 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described above, 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.

TRANSFEROR'S NAME FIVE STAR CHEVROLET-CADILLAC
(PRINTED NAME)
TRANSFEROR'S ADDRESS 495 WATSON BLVD
(STREET)
WARNER ROBINS GA 31093
(CITY) (STATE) (ZIP CODE)
TRANSFEROR'S SIGNATURE _____

TRANSFeree'S NAME [REDACTED]
TRANSFeree'S ADDRESS [REDACTED]
(STREET)
PERRY GA [REDACTED]
(CITY) (STATE) (ZIP CODE)
TRANSFeree'S SIGNATURE [REDACTED]

DATE OF STATEMENT SEPTEMBER 12, 2008

(PRINTED NAME)



FIVE STAR
CHEVROLET · CADILLAC

495 Watson Boulevard · Warner Robins, Georgia 31093
Phone: (478) 922-9341

CUSTOMER _____
 CUSTOMER _____
 ADDRESS _____
 CITY & STATE PERRY GA
 ZIP CODE _____ COUNTY HOUSTON
 HOME PHONE _____ BUS. PHONE _____
 CELL PHONE _____ PAGER _____
 E-MAIL (HOME) _____ (BUS) _____
 DOB _____

NEW USED DEMO
 SALESMAN MCCAUGHAN, JOHN
 YEAR 2009 MAKE CHEVROLET
 MODEL MALIBU COLOR RED
 VIN # 1G1ZK57B59F
 ODOMETER 5
 EMISSION STICKER # _____ EXP. DATE _____
 DEAL # 00091042 STOCK # 91042

ALL VEHICLES SOLD AS IS EXCEPT FOR MANUFACTURER'S WARRANTY.

DISCLAIMER OF WARRANTIES

DEALERS HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED 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 THE SALE OF THE VEHICLE.
 PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.
 PURCHASER HAS READ, UNDERSTANDS AND AGREES TO ALL THE ABOVE TERMS AND CONDITIONS AND HAS RECEIVED A TRUE COPY OF THIS ORDER.

DESCRIPTION OF TRADE-IN

Year 2001 Make BMW
 Model 330CI Color _____
 Vin # WBABN53481J
 Miles 66226 License # _____
 Emission Sticker # _____ Exp. Date _____

TRADE LIENHOLDER INFORMATION

Owed to _____
 Acct. # _____
 Good through _____ (10 Day Minimum)

Purchaser or vehicle lienholder hereby sells and transfers unto Dealer the trade-in vehicle described above. In order to induce Dealer to accept my trade-in for credit toward the purchase of the new or used vehicle described in this Order, Purchaser hereby certifies and warrants to dealer that: (1) he has absolute title to the vehicle, (2) the vehicle is free from any liens or encumbrances except as disclosed above, (3) he knows of no damage beyond normal wear and tear which has been sustained by the vehicle, repaired or unrepaired, other than as follows:

(4) the vehicle does not have and has never had a certificate of title issued for it which indicates that the vehicle is or ever was a salvage, rebuilt, or similarly designated vehicle, (5) the vehicle has never been damaged to the extent that the vehicle should have had a certificate of title issued for it which would designate the vehicle as a salvage, rebuilt, or similarly designated vehicle, (6) the vehicle has never been used as a taxi, (7) the vehicle has never been involved in a fire or flood or damaged by water or fire, and (7) all ad valorem taxes on the vehicle have been paid and no such taxes are currently owed.

Pay-Off on Trade-In subject to verification. Buyer agrees to pay amount exceeding this figure and Dealer agrees to refund any overpayment.

Signature _____
 Proposed Lienholder
ROBINS FEDERAL CREDIT UNION
P. O. BOX 6849
WARNER ROBINS GA 31095

PRICE	25,684.30
EQUIPMENT ADDED	
TOTAL VEHICLE AND ACCESSORIES	25,684.30
TRADE ALLOWANCE OR DISCOUNT	10,822.00
TRADE DIFFERENCE	14,862.30
DEALERSHIP SERVICES	\$ 499.00
AMOUNT TAXABLE	15,361.30
PLUS SALES TAX	1,075.29
EXTENDED SERVICE PLAN	N/A
TITLE REGISTRATION AND ADMINISTRATION FEE	\$ 59.00
PAY-OFF OF TRADE-IN	15,400.00
WARRANTY RIGHTS ACT (NEW ONLY)	3.00
EMISSION (USED ONLY)	N/A
GRAND TOTAL →	31,898.59
REBATE →	N/A
CASH ON DELIVERY →	N/A
UNPAID BAL. OF CASH PRICE →	31,898.59

INSURANCE, INCLUDING, BUT NOT LIMITED TO, LIABILITY FOR BODILY INJURY AND PROPERTY DAMAGE, IS NOT INCLUDED IN THIS CONTRACT.

Purchaser agrees that this Order, including all the terms on BOTH THE FACE AND REVERSE SIDE HEREOF, any Bailment Agreement, and any retail installment sales contract (for the purpose of this Order and any other document executed in connection with this transaction, the term "retail installment sales contract" shall be deemed to include the term "motor vehicle lease") reflecting the above transaction cancel and supercede any prior agreement or contract and comprise the complete and exclusive statement of the terms of this transaction. Purchaser further agrees that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE, AND FURTHER MORE IN THE EVENT OF A TIME SALE OR LEASE, THIS ORDER SHALL NOT BECOME BINDING UNTIL THE RETAIL INSTALLMENT SALES CONTRACT SIGNED BY PURCHASER HAS BEEN APPROVED BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE SAID CONTRACT ON SUCH TERMS. Purchaser, by his execution of this Order, certifies that he is 18 years of age or older and acknowledges that he has read its terms, and he has received a true copy of this Order and of any retail installment sales contract. For the purpose of securing credit, Purchaser certifies that the above information is true and complete to the best of his knowledge. Purchaser authorizes Dealer to investigate his credit and employment history and to answer questions about Purchaser's credit history with any appropriate lending institution. (Continued on rear)

Purchaser's Signature _____ Date 09/12/2008 Accepted by Manager _____

RETAIL INSTALLMENT CONTRACT PURCHASE MONEY SECURITY AGREEMENT

A copy of this agreement must be given to Buyer(s) at time of signing. Notice: See other side for important information. NOTICE TO BUYER(S): SEE "NO WARRANTIES" PARAGRAPH ON THE REVERSE SIDE. Notice to Buyer(s) and Joint Buyer: Do not sign this Contract before you read it carefully, or if it contains any blank spaces. Keep it to protect your legal rights. By signing Buyer, Joint Buyer Section below you acknowledge that you have received a copy of this Contract.

Dealer Number [REDACTED]	Contract Number [REDACTED]
(Include County and Zip Code) PERRY GA [REDACTED]	Creditor (Seller Name and Address) FIVE STAR CHEVROLET-CADILLAC 495 WATSON BLVD WARNER ROBINS GA 31093

Seller sells and you, the Buyer(s), agree to buy the motor vehicle described below plus equipment and accessories (the "Collateral"). As used in this Contract the words "we", "us" and "our" refer to the Seller/Creditor and its successors and assigns (collectively called "Holder"), the words "you" and "your" refer to the Buyer(s). You may buy the Collateral for cash, in the amount shown below as the "Cash Sale Price", or on credit for the amount shown below as the "Total Sale Price" (Time Sale Price). By signing this Contract you decide to buy the Collateral on credit and agree to all the terms of this Contract (including the reverse side) ("Contract"). This sale is not contingent on further financing. You grant the Holder a purchase money security interest in the Collateral, which you have examined and accepted in its present condition. The Collateral is described as follows:

New or Used	Year	Make and Model	Body Type	Vehicle Identification No.	Use For Which Purchased
NEW	2003	CHEVROLET MALIBU	4DR SDN	1G1ZK57B59F [REDACTED]	<input type="checkbox"/> personal <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

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>N/A</u> is
<u>6.70%</u>	<u>\$ 8,260.97</u>	<u>\$ 31,898.59</u>	<u>\$ 40,159.56</u>	<u>\$ 40,159.56</u>

Your Payment Schedule Will Be:

NUMBER OF PAYMENTS	AMOUNT OF PAYMENTS	WHEN PAYMENTS ARE DUE	OR AS FOLLOWS
84	478.09	MONTHLY BEGINNING 10/27/2003	

SECURITY: You are giving a security interest in the Collateral being purchased and in your share or deposit of certificate accounts.

LATE CHARGE: If a payment is 10 days or more late, you may be charged \$50.00 or 5% of the full amount of the scheduled payment, whichever is less.

PREPAYMENT: If you pay off early, you will not have to pay a penalty. See your contract documents for any additional information about nonpayments, default, any required repayment in full before the scheduled date, and for further information about our security interest.

ADDITIONAL INFORMATION: The interest rate may be negotiable. Seller may assign this contract and retain a portion of the finance charge. e. means an estimate.

ITEMIZATION OF AMOUNT FINANCED

Cash Sale Price		\$	<u>27,258.59(1)</u>
1 (including any accessories, services, and taxes)			
2 Total Downpayment = Net Trade-In \$	<u>0</u>	- Cash Down payment \$	<u>N/A</u>
	Disclose as \$0 if negative	\$	<u>N/A</u>
	Your Trade-In is a		
	Year <u>2001</u> Make <u>BMW</u> Model <u>330CI</u>		
3 Unpaid Balance of Cash Price (1 minus 2)		\$	<u>31,836.59(3)</u>
4 Other Amounts Paid To Others On Your Behalf:			
A To: Insurance Company named below for required physical damage coverage.		\$	<u>N/A</u>
B To: Mechanical Repair Insurance Company Named Below.			<u>N/A</u>
C To: Credit Insurance Company Named Below.*			
	Life \$ <u>N/A</u> Disability, Accident, and Health \$ <u>N/A</u>	\$	<u>N/A</u>
D To: Government Agencies for Official Fees.	M V W P \$		<u>3.00</u>
E To: Public Officials for Other Taxes.	\$		<u>N/A</u>
F To: Public Officials for License/Registration Fees.			<u>N/A</u>
G To: Public officials for Title Fees			<u>59.00</u>
H Other Charges (Seller must identify who will receive payment and describe purpose)			
to: _____ for _____		\$	
to: _____ for _____		\$	<u>N/A</u>
Total Other Charges and Amounts Paid to Others On Your Behalf		\$	<u>62.00(4)</u>
5 Amount Financed - Unpaid Balance (3+4)		\$	<u>31,898.59(5)</u>

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

INSURANCE. If any insurance is checked below, the policies or certificates issued by the Companies named will describe the terms and conditions.

Physical Damage Insurance is required but may be obtained through any person you choose. You have the option of furnishing the required amount of insurance through your existing insurance policy(ies) or from any insurer authorized to transact the insurance business in Georgia.

Insurance Company N/A Term N/A Months

- \$ N/A Deductible Collision and either:
- Full Comprehensive
 - \$ N/A Deductible Comprehensive
 - Fire, Theft and Combined Additional Coverage

Optional Mechanical Repair Insurance.

Insurance N/A
 Term: N/A
 Term: _____
 \$25 Deductible \$50 Deductible \$ _____ Deductible

The cost of this insurance is shown in 4B of the itemization

5 Amount Financed - Unpaid Balance (3+4)

\$ 31,828.50(5)

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

INSURANCE. If any insurance is checked below, the policies or certificates issued by the Companies named will describe the terms and conditions.

Physical Damage Insurance is required but may be obtained through any person you choose. You have the option of furnishing the required amount of insurance through your existing insurance policy(ies) or from any insurer authorized to transact the insurance business in Georgia.

Optional Mechanical Repair Insurance.

Insurance Company N/A Term N/A Months

Insurance N/A

\$ N/A Deductible Collision and either:

Term: N/A

Full Comprehensive

Term:

\$ N/A Deductible Comprehensive

\$25 Deductible \$50 Deductible \$ _____ Deductible

Fire, Theft and Combined Additional Coverage

The cost of this insurance is shown in 4B of the itemization above.

The cost of this insurance is shown in 4A of the itemization above.

Optional Credit Insurance. Credit life insurance and credit disability insurance are not required to obtain credit and will not be provided unless you sign for them and agree to pay the additional cost. If you want this insurance, check the insurance desired and sign below. If you have chosen this insurance, the cost is shown in 4C of the itemization above.

Check the insurance desired: Life (Buyer Co-Buyer Both
 Disability, Accident and Health (Buyer Only)

(Name of Insurer)

(Home Office Address)

Under policy of designated insurer, maximum amount of insurance under this contract is \$ N/A, and the total amount of insurance under this and any other installment contract of the Buyer is limited to \$ N/A

Buyer Signature

Date

Co-Buyer Signature

Date

THE INSURANCE, IF ANY, REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

BUYER AND JOINT BUYER

Each Buyer and Joint Buyer upon signing: promises to pay to Holder or its Assigns the Amount Financed together with a Finance Charge on the unpaid Amount Financed in installments as shown in the payment schedule above. The Finance Charge will be figured daily on a simple interest basis at the Annual Percentage Rate stated above beginning on the date of this Contract and continuing until paid in full. Each Buyer, Joint Buyer upon signing also acknowledges that each has read this entire Contract (including the reverse side) and agrees that this Contract may be assigned to Robins Federal Credit Union.

[Redacted] on SEP 15, 2008
(SEAL) [Redacted] (SEAL)
JOINT BUYER

NON-BUYER OWNER(S) OF COLLATERAL

Non-Buyer Owner(s) of Collateral (to be completed only when non-purchasers own an interest in the Collateral.) Each of the undersigned understands that he/she is not responsible for paying the entire debt of the Buyer(s), but agrees that the Holder has, and hereby grants to the Holder, a security interest in Collateral described above and that each of the undersigned is bound by all the terms of the Contract which related to the security interest until the Buyer(s) has performed all obligations of the Contract.

NON-BUYER OWNER(S) OF COLLATERAL

NON-BUYER OWNER(S) OF COLLATERAL

ASSIGNMENT

This Contract and Security Agreement is assigned to Robins Federal Credit Union, the Assignee, phone (478) 923-3773. This assignment is made under the terms of a separate agreement. under the terms of the ASSIGNMENT BY SELLER on page 2.

This assignment is made with recourse.

Seller: By _____ Date _____

MARK KUSHINKA
HOUSTON COUNTY TAX COMMISSIONER
PO DRAWER 69
PERRY GA 31069-0069

STATE OF GEORGIA
MOTOR VEHICLE REGISTRATION

IG1ZK57B59F [REDACTED] 2009 CHEV MALIBU LTZ 4S
Tag Number: [REDACTED] Expires: 05/28/2011
Valuation 145599 \$7720 Tag Fee: 20.00
Title Number: [REDACTED] Equip. No:
County: 019 District: 07 Mill Rate: Fuel: G
Farm Vehicle? N GVW: Color: RED
Classification: PASSENGER CAR/LIGHT TRUCKS
Insurance Status: VALID INSURANCE COVERAGE
Customer 1 No: [REDACTED] Customer 2 No: [REDACTED]

[REDACTED]
0191 05/28/2010 STW

STANDARD TAG FEE 20.00
TOTAL FEES PAID 20.00

PURCH DT: 09/12/2008

09123229

TAG EXPIRES ON YOUR BIRTHDAY!!
IT IS YOUR RESPONSIBILITY TO RENEW
WHETHER OR NOT YOU RECEIVE PRIOR
NOTIFICATION BY MAIL.

[REDACTED]
PERRY GA [REDACTED]



CHCK

THIS IS NOT A BILL
THIS IS YOUR RECEIPT
*** RETAIN FOR TAX PURPOSES ***

Signature: _____



FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com



Adv: 391 ANGELA GRIFFIN	Tag: 0704	License: 1	VIN: 1G1EUB59E [REDACTED]	Page: 1	Invoice #: A93647
Invoice to			Driver/Owner Information		
[REDACTED] PERRY, GA Work: [REDACTED] Home: [REDACTED]			[REDACTED] PERRY, GA Work: [REDACTED] Home: [REDACTED]		
For Office Use			Vehicle Information		
Odometer in: 9379	Out:	Dist: 1G1 ESC A	Final	09 CHEVROLET MALIBU LTZ 4DR SDN RED	
			Stock#: 00091040		
Begin: 03/31/09	Done: 03/31/09	Invoiced: 03/31/09 10:54 GH	Inservice: 09/12/08		
Customer Concern					
Concern 51	CUSTOMER STATES BACK LEFT TIRE KEEPS LOSING AIR			Operation	Amount
Cause	2 NAILS FOUND IN LEFT REAR TIRE			C	\$ 20.00
Correction	PATCHED TIRE			Subtotal	
CONCERN : 1			COND CODE : 1		
Type: ESC				LAB-MECHANICAL	20.00
			TOTAL CHARGE FOR CONCERN 20.00		
Summary of Charges for Invoice A93647			Payment Distribution for Invoice A93647		
LAB-MECHANICAL	20.00	TOTAL CHARGE	20.00		
TOTAL CHARGE	20.00	CASH DUE	20.00		
PREFERRED TREATMENT					
If you have any questions - please see ANGELA GRIFFIN					
Last Page					

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X





FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com



ASV: 666 DAVID RIEZINGER	Tag: 140S	License: 1	1G1EK57B5 9F	Page: 1	Invoice: 806759
Invoice to			Driver/Owner Information		
PERRY, GA Work: Home:			PERRY, GA Work: Home:		
For Office Use			Vehicle Information		
Odometer In: 21036	Out:	Dist: 1G1 OIL W S	Prelim:	08 CHEVROLET MALIBU LTZ 4DR SUN RED	
			Stock#:	00091042	
Begin: 11/19/08	End: 11/19/09	Installed: 11/09/08 13:57	Off:	Inservice: 09-12-08	
Customer Concern					
Concern 24	OIL & FILTER CHANGE W/ LUBE			Operation	
Correction	OIL & FILTER CHANGE W/ LUBE			OFS	
Parts	Part Number	Qty	Note	Description	Amount
	001 000000OIL	5	123456	*WOODWRENCH OIL	10.95
	010 9GE435	1		OIL FILTER	12.72
	CONCERN : V			COND CODE : V	
Type: OIL				Subtotal	
			PARTS 26.27		
			LAB-MECHANICAL 10.95		
			TOTAL CHARGE FOR CONCERN 37.22		
Summary of Charges for Invoice \$06759			Payment Distribution for Invoice \$06759		
PARTS	26.27	TOTAL CHARGE	52.52		
SUPPLIES	5.63	FIRST OIL CHANGE	52.52		
EPA COMPLIANCE CHG	5.90				
SERVICE HISTORY ADMIN	1.05				
LAB-MECHANICAL	10.95				
SUB-TOTAL	49.80				
GA STATE SALES TAX	1.55				
COUNTY SALES TAX	1.17				
TOTAL CHARGE	52.52				
Attention: The following invoices also exist					
WAR - WARRANTY					
If you have any questions - please see DAVID RIEZINGER					

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X



FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com



Adv: 364 DAVID RIEZINGER		Tag: 1406	Licenses: 1	1G1ZK57B5 9F [REDACTED]	Page: 1	Invoice: W06759	
Invoice to				Driver/Owner Information			
[REDACTED] FERRY, GA Email: [REDACTED] Work: [REDACTED] Home: [REDACTED]				[REDACTED] FERRY, GA Email: [REDACTED] Work: [REDACTED] Home: [REDACTED]			
For Office Use				Vehicle Information			
Odometer In: 21038 Out:		Dist: 101 WAR W S Prelim:		09 CHEVROLET MALIBU LTZ 4DR SDN RED			
				Stock#: 00981742			
Begin: 11/09/09		Done: 11/09/09		Invoiced: 11/09/09 13:57 GH		Inservice: 09/12/08	
Customer Concern							
Concern	51	CUSTOMER STATES SERVICE TRAC ABS LIGHT COMES ON DASH FOUND INTERNAL FAULT IN BPP SENSOR			Operation	Tech	Amount
Cause		REPLACED BRAKE PEDAL POSITION SENSOR			H2642	388	
Correction					Qty	Sell	
Parts		Part Number	PO#	Note	Description		
		000	022666955		SENSOR KI		
TOTAL CHARGE FOR CONCERN							0.00
Concern	52	CUSTOMER STATES AT STEADY SPEED RPM GAUGE AND ENGINE SURGES UP AND DOWN			Operation	Tech	Amount
Cause		-			V	317	
Correction		REFER TO LINE 51					
TOTAL CHARGE FOR CONCERN							0.00
Summary of Charges for Invoice W06759				Payment Distribution for Invoice W06759			
				FAC WARRANTY			63.58
Attention: The following invoices also exist: 000 - 1ST APPROVL							
If you have any questions - please see DAVID RIEZINGER							
						Last Page	

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.



Adv: 430 STEVE FREEMAN		Tag: T291	License: 1	1G1ZK57B5 9F	Page: 1	Invoice: W17823	
Invoice To:				Driver/Owner Information:			
FERRY, GA				FERRY, GA			
Work:				Work:			
For Office Use:				Vehicle Information:			
Odometer in: 29357		Out:	Dist: 1G1 WAR C W	Final	09 CHEVROLET MALIBU LTZ 4DR SDN RED		
				Stock#:	00091042		
Begin: 05/17/10	Done: 05/17/10	Invoiced: 05/22/10 10:23 EN		Inservice: 09/12/08			
Customer Concern							
Concern	51	CUSTOMER STATES SERVICE TRACTION CONTROL LIGHT IS COMING ON			Operation	Tech	Amount
Cause		DIAG,INTERMITTANT OPEN IN TRACTION SWITCH			N2585	318	0.00
Correction		REPLACED SWITCH				318	47.81
Parts	Part Number	PC#	Note	Description	Qty	Sell	
			RENTAL	ECONOMY	1	210.00	210.00
	SP0 015835337			*SWITCH	1	14.42	14.42
		COMPL CODE : V				Subtotal	
Type: WAR						PARTS	14.42
						LAB-MECHANICAL	47.81
						MISCELLANEOUS	210.00
						TOTAL CHARGE FOR CONCERN	272.23
Summary of Charges for Invoice W17823				Payment Distribution for Invoice W17823			
PARTS		14.42		TOTAL CHARGE		272.23	
LAB-MECHANICAL		47.81		FAC WARRANTY		272.23	
MISCELLANEOUS		210.00					
TOTAL CHARGE		272.23					
If you have any questions - please see STEVE FREEMAN							
						Last Page	

Adv: 430 STEVE FREEMAN		Tag: T291	License: 1	1G1ZK57B5 9F [REDACTED]	Page: 1	Invoice: C17823
Invoice to				Driver/Owner Information		
[REDACTED] FERRY, GA Work: [REDACTED]				[REDACTED] FERRY, GA Work: [REDACTED]		
For Office Use				Vehicle Information		
Odometer in: 29357 Out:		Dist: 151 CUS C W Final		09 CHEVROLET MALIBU LTZ 4DR SDN RSD		
				Stock#: 00091042		
Begin: 05/17/10	Done: 05/17/10	Invoiced: 05/21/10 16:40 GH		Inservice: 05/12/09		
Customer Concern						
Concern 24	OIL & FILTER CHANGE W/ LUBE			Operation		Amount
Cause	-			OFS		* 10.98
Correction	OIL & FILTER CHANGE W/ LUBE					
Parts	Part Number	PO#	Note	Description	Qty	List Sell
	000	000000OIL	123456	*GOODWRENCH OIL	5	2.71 2.71 13.55
	010	PG8436		OIL FILTER	1	10.02 10.02 10.00
	CONCERN : V		COND CODE : V		Subtotal	
Type: C				PARTS		23.57
				LAB-MECHANICAL		10.98
				TOTAL CHARGE FOR CONCERN		34.52
Concern 25	CUSTOMER STATES PERFORM VP BETTER SERVICE			Operation		Amount
Cause	-			VPLS		* 0.00
Correction	PERFORMED VP GOOD SERVICE ADD VP VOA & FUEL CLEANER					
Parts	Part Number	PO#	Note	Description	Qty	List Sell
	010	VP572814		VOA	1	
	010	VP878710		FUEL INJECTOR CLEANER	1	
	CONCERN : V		COND CODE : V		Subtotal	
Type: C				PARTS		17.00
				TOTAL CHARGE FOR CONCERN		17.00

Adv: 430 STEVE FREEMAN	Tag: T291	License: 1	1G1ZK57B5 9F	Page: 2	Invoice: C17823
Invoice to:			Driver/Owner:		
Invoiced: 05/21/10 16:40:20 GH			09 CHEVROLET MALIBU LTZ 4DR SDN RED		
Summary of Charges for Invoice C17823			Payment Distribution for Invoice C17823		
PARTS	40.57	TOTAL CHARGE	72.62		
SUPPLIES	9.41	VISA	72.62		
EPA COMPLIANCE CHG	5.90				
SERVICE HISTORY ADMIN	1.75				
LAB-MECHANICAL	10.95				
SUB-TOTAL	68.58				
GA STATE SALES TAX	2.31				
COUNTY SALES TAX	1.73				
TOTAL CHARGE	72.62				
Attention: The following Invoices also exist WAR - WARRANTY					
If you have any questions - please see STEVE FREEMAN					
					Last Page

Adv: 430 STEVE FREEMAN		Tag: 0443	License: 1	1G1ZK57B5 9F	Page: 1	Invoice: W18252
Invoice to				Driver/Owner Information		
PERRY, GA Call: Car:				PERRY, GA Call: Car:		
For Office Use				Vehicle Information		
Odometer in: 29505 Out:		Dist: 1G1 WAR W Final		09 CHEVROLET MALIBU LTZ 4DR SDN RED		
				Stock#: 08091042		
Begin: 05/24/10		Done: 05/25/10		Invoiced: 05/29/10 09:40 AM		Inservice: 03/12/08
Customer Concern						
Concern 51	CUSTOMER STATES SERVICE TRACTION CONTROL LIGHT IS BACK ON - 3RD TIME			Operation	Tech	Amount
Cause	DIAG, FOUND OPEN IN BRAKE SWITCH			H2642	318	47.81
Correction	REPLACED SWITCH					
Parts	Part Number	PO#	Note Description	Qty	Sell	
	000 022666955		RENTAL ECONOMY	1	35.00	35.00
			SENSOR KI	1	17.11	17.11
	COMPL CODE : V					
	Line Auth: EN 05/25/10 15:53					
Type: WAR				Subtotal		
				PARTS		17.11
				LAB-MECHANICAL		47.81
				MISCELLANEOUS		35.00
				TOTAL CHARGE FOR CONCERN		99.92
Concern 52	CUSTOMER STATES RR TIRE IS LOW - JUST HAD SERVICED LAST WEEK			Operation	Tech	Amount
Cause	- WHEN PICKED UP RR TIRE READING 8LBS LOW			NC	317	0.00
Correction	Aired tire					
	NO CHARGE					
	COMPL CODE : V					
Type: WAR				Subtotal		
				TOTAL CHARGE FOR CONCERN		0.00

Adv: 430 STEVE FREEMAN	Tag: 0443	License: 1	1G12K57B5 9F	Page: 2	Invoice: W18252
Invoice to:	Driver/Owner:				
Invoiced: 05/28/10 09:40:02 EN	09 CHEVROLET MALIBU LTZ 4DR SDN RED				
Summary of Charges for Invoice W18252			Payment Distribution for Invoice W18252		
PARTS	17.11	TOTAL CHARGE		99.92	
LAB-MECHANICAL	47.81	FAC WARRANTY		99.92	
MISCELLANEOUS	35.00				
TOTAL CHARGE	99.92				
Attention: Other Repair Orders on this vehicle: RO: 19466 Opened: 05/28/10					
If you have any questions - please see STEVE FREEMAN					
					Last Page

Adv: 430 STEVE FREEMAN		Tag: 0443	License: 1	1G1ZK57B5 9F [REDACTED]	Page: 1	Invoice: W18466
Invoice to:				Driver/Owner Information		
[REDACTED] PERRY, GA [REDACTED] Cell: [REDACTED] Car: [REDACTED]				[REDACTED] PERRY, GA [REDACTED] Cell: [REDACTED] Car: [REDACTED]		
For Office Use				Vehicle Information		
Odometer in: 29556		Out:	Dist: 161 WAR W	Final	09 CHEVROLET MALIBU LTZ 4DR SDN RED	
				Stock#:	00091042	
Begin: 05/26/10	Done: 05/31/10	Invoiced: 05/31/10 09:41 EN		Inservice: 09/12/08		
Customer Concern						
Concern 51	CUSTOMER STATES SERVICE TRAC LIGHT ST(ILL) COMING ON			Operation	Tech	Amount
Cause	-			CS	318	0.00
Correction	TEST DROVE 4 TIMES FOR A TOTAL OF 18MILES, NO DIAGNOSTIC FAULT CODES FOUND. ALL SYSTEMS CHECK GOOD AT THIS TIME					
Parts	Part Number	Qty	Note	Description	Qty	Sell
			RENTAL	ECONOMY	1	35.00
	COMPL CODE : V					
Type: WAR				Subtotal		
				MISCELLANEOUS		35.00
				TOTAL CHARGE FOR CONCERN		35.00
Concern 52	CUSTOMER STATES RPM'S WERE FLUXUATING AT IDLE			Operation	Tech	Amount
Cause	-			NP	317	0.00
Correction	NO PROBLEM FOUND					
	COMPL CODE : G					
Type: WAR				Subtotal		
				TOTAL CHARGE FOR CONCERN		0.00
Summary of Charges for Invoice W18466				Payment Distribution for Invoice W18466		
MISCELLANEOUS		35.00		TOTAL CHARGE		35.00
TOTAL CHARGE		35.00		FAC WARRANTY		35.00
Attention: Other Repair Orders on this vehicle:						
RO: 19252 Opened: 05/24/10 WAR - 05/29/10 (F)						

Adv: 430 STEVE FREEMAN	Tag: 0443	License: 1	1G1ZK57B5 9F [REDACTED]	Page: 2	Invoice: W18466
Invoice to: [REDACTED]	Driver/Owner: [REDACTED]				
Invoiced: 05/31/10 09:41:43 EN	09 CHEVROLET MALIBU LTZ 4DR SDN RED				
If you have any questions - please see STEVE FREEMAN					Last Page

Adv: 393 JACK R. ELLIOTT		Tag: 0037	License: 1	1G12K57B5 9F [REDACTED]	Page: 1	Invoice: W18814
Invoice to [REDACTED] PERRY, GA [REDACTED] Work: [REDACTED]				Driver/Owner Information [REDACTED] PERRY, GA [REDACTED] [REDACTED] Work: [REDACTED]		
For Office Use				Vehicle Information		
Odometer in: 29872		Out:	Dist: 1G1 WAR W	Final	09 CHEVROLET MALIBU LTZ 4DR SDN RED	
				Stock#:	00091042	
Begin: 04/02/10	Done: 06/04/10	Invoiced: 06/05/10 11:05 IN	Inservice: 09/12/09			
Customer Concern						
Concern 51	CUSTOMER STATES THAT THE SERVICE TRACTION CONTROL LIGHT KEEPS COMING ON- IS ON RIGHT NOW- VEHICLE IS LEFT RUNNING- IF TURN OFF IT WILL RESET ITSELF			Operation	Tech	Amount
Cause	DIAG, INTERMITTANT OPEN IN BMV			N2480	318	143.42
Correction	REPLACED BMV AND BLEED			Qty	Sell	
Parts	Part Number	EO#	Note	Description		
	SPO 025518716			*VALVE	1	221.90 221.90
	000 012377967			FLUID	1	6.96 6.96
	COMPL CODE : V			Subtotal		
Type: WAR				PARTS		228.86
				LAB-MECHANICAL		143.42
				TOTAL CHARGE FOR CONCERN		372.28
Concern +52	CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON			Operation	Tech	Amount
Cause	-			NP	318	0.00
Correction	NO PROBLEM FOUND			Subtotal		
	COMPL CODE : VB			TOTAL CHARGE FOR CONCERN		0.00
Type: WAR						
Summary of Charges for Invoice W18814				Payment Distribution for Invoice W18814		
PARTS		228.86	TOTAL CHARGE			372.28
LAB-MECHANICAL		143.42	FAC WARRANTY			372.28
TOTAL CHARGE		372.28				

Adv: 393 JACK R. ELLIOTT	Tag: 0037	License: 1	1G1ZKS7B5 9F [REDACTED]	Page: 2	Invoice: W18814
Invoice to: [REDACTED]	Driver/Owner: [REDACTED]				
Invoiced: 05/05/10 11:05:02 EN	09 CHEVROLET MALIBU LTZ 4DR SDN RED				
If you have any questions - please see JACK R. ELLIOTT					Last Page

Adv: 430 STEVE FREEMAN		Tag: 0344	License: 1	1G1ZK57B5 9F	Page: 1	Invoice: W19527	
Invoice to				Driver/Owner Information			
PERRY, GA Work: Home:				PERRY, GA Work: Home:			
Per Office Use				Vehicle Information			
Odometer in: 30135 Out:		Dist: 1G1 WAR W Final		09 CHEVROLET MALIBU LTZ 4DR 8DN RED			
				Stock#: 00091042			
Begin: 06/14/10		Done: 06/16/10		Invoiced: 06/18/10 09:05 EN		Inservice: 09/12/09	
Customer Concern							
Concern	51	CUSTOMER STATES THAT THE SERVICE TRACTION CONTROL LIGHT CAME ON WHILE SITTING STILL - VEHICLE IS LEFT RUNNING- IF TURN OFF IT WILL RESET ITSELF			Operation	Tech	Amount
Cause		DIAG, INTERMITTANT PROBLEM FOLLOWING SI DOC#1985308			H2505	318	79.68
Correction		REPLACED EBCM AND SET UP, TEST DROVE			Qty	Sell	
Parts		Part Number	POS	Note	Description		
		SPO 015952670		RENTAL	ECONOMY	1	70.00 70.00
				COMPL CODE : V	*MODULE KI	1	196.35 196.35
Type: WAR					Subtotal		
				PARTS		196.35	
				LAB-MECHANICAL		79.68	
				MISCELLANEOUS		70.00	
				TOTAL CHARGE FOR CONCERN		346.03	
Summary of Charges for Invoice W19527				Payment Distribution for Invoice W19527			
PARTS		196.35		TOTAL CHARGE		346.03	
LAB-MECHANICAL		79.68		FAC WARRANTY		346.03	
MISCELLANEOUS		70.00					
TOTAL CHARGE		346.03					
If you have any questions - please see STEVE FREEMAN							Last Page

Adv: 430 STEVE FREEMAN		Tag: 4274	License: 1	1G1ZK5726 95	Page: 1	Invoice: W24939
Invoice to				Driver/Owner Information		
PERRY, GA				PERRY, GA		
Work: Home:				Work: Home:		
For Office Use				Vehicle Information		
Odometer in: 30934 Out:		Dist: 1G1 WAR W	Final	09 CHEVROLET MALIBU LTZ 4DR SDN RED		
				Stock#: 00091042		
Begin: 09/08/10	Done: 09/05/10	Invoiced: 09/10/10 09:49 EN	Inservice: 09/12/08			
Customer Concern						
Concern 51	CUSTOMER STATES SERVICE ESC LIGHT IS BACK ON			Operation	Tech	Amount
Cause	INTERMITTENT OPEN IN BCM			N4800A	318	63.74
Correction	REPLACED BCM AND REPROGRAM			Qty	Sell	
Parts	Part Number	PO#	Note	Description		
	SPO 020943341			*BCM	1	169.43 169.43
	COMPL CODE : 0			Subtotal		
Type: WAR				PARTS		169.43
				LAB-MECHANICAL		63.74
				TOTAL CHARGE FOR CONCERN		233.17
Concern +52	CUSTOMER STATES HAS CLICKING NOISE COMING FROM DASH			Operation	Tech	Amount
Cause	-			NPF	318	0.00
Correction	NO PROBLEM FOUND			Subtotal		
	COMPL CODE : 0			TOTAL CHARGE FOR CONCERN 0.00		
Type: WAR						
Summary of Charges for Invoice W24939				Payment Distribution for Invoice W24939		
PARTS	169.43	TOTAL CHARGE		233.17		
LAB-MECHANICAL	63.74	FAC WARRANTY		233.17		
TOTAL CHARGE	233.17					
If you have any questions - please see STEVE FREEMAN						Last Page

Adv: 430 STEVE FREEMAN		Tag: 1979	Licenses: 1	1G1ZK57B5 9F	Page: 1	Invoice: W34431
Invoice to				Driver/Owner Information		
FERRY, GA Email: Work: Home:				FERRY, GA Email: Work: Home:		
For Office Use				Vehicle Information		
Odometer In: 35491 Out:		Dist: 1G1 WAR W	Final	09 CHEVROLET MALIBU LTZ 4DR SDN RED		
				Stock#: 00091042		
Begin: 02/18/11		Done: 02/18/11	Invoiced: 02/22/11 09:40 EN	Inservice: 09/12/09		
Customer Concern						
Concern #1	CUSTOMER STATES SERVICE ESC LIGHT IS BACK ON WILL IDLE BETWEEN 1000 AND 3000 RPM'S			Operation	Tech	Amount
Cause	REPAIRED CONNECTOR AT BCM			CS	318	32.67
Correction				Qty	Sell	
Parts	Part Number	PO#	Note	Description		
	000 012377900		RENTAL	ECONOMY	1	35.00
				LUBRICANT	1	11.56
	COMPL CODE : 00					
Type: WAR				Subtotal		
				PARTS		11.56
				LAB-MECHANICAL		32.67
				MISCELLANEOUS		35.00
				TOTAL CHARGE FOR CONCERN		79.23
Summary of Charges for Invoice W34431				Payment Distribution for Invoice W34431		
PARTS		11.56		TOTAL CHARGE		79.23
LAB-MECHANICAL		32.67		FAC WARRANTY		79.23
MISCELLANEOUS		35.00				
TOTAL CHARGE		79.23				
If you have any questions - please see STEVE FREEMAN						Last Page

Adv: 430 STEVE FREEMAN		Tag: 3327	License: 1	1G1ZK67B5 9F	Page: 1	Invoic: W36312	
Invoice to				Driver/Owner Information			
PERRY, GA				PERRY, GA			
Email:				Email:			
Work:				Work:			
Home:				Home:			
For Office Use				Vehicle Information			
Odometer In: 36876		Out:		Dist: 1G1 WAR W		Final	
				09 CHEVROLET MALIBU LTE 4DR SDN RED			
				Stock#: 00091042			
Begin: 03/24/11		Done: 03/28/11		Invoiced: 03/29/11 08:49 EN		Inservice: 09/12/08	
Customer Concern						Reprinted 1 times	
Concern	51	CUSTOMER STATES SERVICE ESC LIGHT IS BACK ON			Operation	Tech	Amount
Cause		DIAG,CK ALL TERMINALS AT BRAKE PEDAL POSITION SENSOR AND BCM			N	318	98.00
Correction		ALL CLEAN AND TIGHT, CK'D FOR NEW BULLETINS					
Parts		Part Number	Qty	Note	Description	Qty	Unit
				RENTAL	ECONOMY	1	70.00
		COMPL CODE : V					
		Line Auth: EN		03/29/11 08:49			
Type: WAR						Subtotal	
					LAB-MECHANICAL		98.00
					MISCELLANEOUS		70.00
					TOTAL CHARGE FOR CONCERN		168.00
Summary of Charges for Invoice W36312				Payment Distribution for Invoice W36312			
LAB-MECHANICAL		98.00		TOTAL CHARGE			168.00
MISCELLANEOUS		70.00		FAC WARRANTY			168.00
TOTAL CHARGE		168.00					
If you have any questions - please see STEVE FREEMAN							Last Page

Adv: 450 STEVE FREEMAN		Tag: 3077	License: 2	1G1ZK57B5 9F	Page: 1	Invoice: W36791
Invoice to				Driver/Owner Information		
PERRY, GA				PERRY, GA		
Email:				Email:		
Cell:				Cell:		
Home:				Home:		
For Office Use				Vehicle Information		
Computer In: 36935	Out:	Dist: 1G1 WAR W	Final	09 CHEVROLET MALIBU LTZ 4DR SDN RED		
				Stock#: 00091042		
Begin: 03/31/11	Done: 04/05/11	Invoiced: 04/05/11 16:24 EN	Inservice: 09/12/08			
Customer Concern						
Concern 51	CUSTOMER STATES ESC LIGHT IS ON, SERVICE TRAC LIGHT ON			Operation	Tech	Amount
Cause	DIAG, MICRO CORROSION AT BCM			N4800	318	392.02
Correction	REPLACED BCM AND 3 BRAKE TERMINALS AT BCM					
	END-CASE#71-86758678					
Parts	Part Number	PC#	Note	Description	Qty	Sell
	000 020943341		RENTAL	ECONOMY RENTAL	1	35.00
				BCM	1	169.43
	COMPL CODE : V					
	Line Auth: EN	04/05/11 11:47				
Type: WAR				Subtotal		
				PARTS	169.43	
				LAB-MECHANICAL	392.02	
				MISCELLANEOUS	35.00	
				TOTAL CHARGE FOR CONCERN	596.45	
Summary of Charges for Invoice W36791				Payment Distribution for Invoice W36791		
PARTS	169.43		TOTAL CHARGE	596.45		
LAB-MECHANICAL	392.02		FAC WARRANTY	596.45		
MISCELLANEOUS	35.00					
TOTAL CHARGE	596.45					
If you have any questions - please see STEVE FREEMAN						Last Page

2009 MALIBU LTZ
 80U RED JEWEL TINTCOAT /L4G
 342 COCOA/CASHMERE
 ORDER NO. MXZDQ1/TRE STOCK NO.
 VIN 1G1 ZK57 B5 9F
 *****13*08530S

GENERAL MOTORS CORPORATION
 & SUBSIDIARIES
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 10D96383764

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZK69 MALIBU LTZ	26020.00	24588.90	INVOICE 08/08/08
CF5 SUNROOF, POWER TILT AND SLIDE	800.00	664.00	SHIPPED 08/08/08
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 08/18/08
LE5 ENGINE, 2.4L DOHC MFI	N/C	N/C	INT COM 08/18/08
MH8 TRANSMISSION, 6-SPEED AUTOMATIC	N/C	N/C	PRC EFF 08/08/08
TAPSHIFT MANUAL SHIFT CONTROL			KEYS G3279 G3279
PDD REAR POWER PACKAGE:	250.00	207.50	WFP-S QTR OPT-1
* REAR POWER CENTER, 110V AC			BANK: WACHOVIA BA
* REAR WINDOW SUNSHADE, MANUAL			CHG-TO 08-530
UE1 1YR ONSTAR DIRECTIONS W/TURN-BY-TURN NAVIGATION(ASK DEALER ABOUT GEOGRAPHIC COVERAGE)	N/C	N/C	SHIP WT: 3432 HP: 19.3 GMS: 25684.30
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	SUPPLR: 26833.34
80U RED JEWEL TINTCOAT	295.00	244.85	MRM: 28015.00 MEMO 1218.25

TOTAL MODEL & OPTIONS	27365.00	25705.25	ACT 231	25534.30
DESTINATION CHARGE	650.00	650.00	H/B 261	820.95
DEALER IMR CONTRIBUTION		273.65	ADV 261	273.65
LMA GROUP CONTRIBUTION		273.65	EXP 65A	273.65

TOTAL 28015.00 26902.55 PAY 310 26902.55
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 25561.20

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

FIVE STAR CHEVROLET-CADILLAC



VIA FAX ONLY

May 9, 2011

Alex Simanovsky, Esq.
Simanovsky & Associates
2300 Henderson Mill Rd NE Ste 300
Atlanta, GA 30345

RE: [REDACTED]

Service Request: 71-941139156

2009 Chevrolet Malibu

Vehicle Identification Number: 1G1ZK57B59F [REDACTED]

Customer Relationship Specialist: Holly

Dear Mr. Simanovsky:

We regret that your client(s) are dissatisfied with their 2009 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of \$ 3,000.00

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.

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

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

Odometer

Client's Signature

Date

Client's Signature

Date

RELEASE OF CLAIM

We, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 3,000.00 paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2009 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZK57B59F [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 Company 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 Releasees, 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 Releasees, 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 _____

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____



VIA FAX ONLY

May 10, 2011

Alex Simanovsky, Esq.
Simanovsky & Associates
2300 Henderson Mill Rd NE Ste 300
Atlanta, GA 30345

RE: [REDACTED]

Service Request: 71-941139156
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK57B59F [REDACTED]
Customer Relationship Specialist: Holly

Dear Mr. Simanovsky:

We regret that your client(s) are dissatisfied with their 2009 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of \$ 4,000.00

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.

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

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

Odometer

Client's Signature

Date

Client's Signature

Date

RELEASE OF CLAIM

We, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 4,000.00 paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2009 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZK57B59F [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 Company 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 Releasees, 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 Releasees, 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: _____



FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com



Adv: 430 STEVE FREEMAN		Tag: 4875	License: 1	1G1ZK57B5 9F [REDACTED]	Page: 1	Invoice: W38788
Invoice to				Driver/Owner Information		
[REDACTED] PERRY, GA [REDACTED] Email: [REDACTED] Cell: [REDACTED] Work: [REDACTED]				[REDACTED] PERRY, GA [REDACTED] Email: [REDACTED] Cell: [REDACTED] Work: [REDACTED]		
For Office Use				Vehicle Information		
Odometer in: 38094 Out:		Dist: 1G1 WAR W	Prelim	09 CHEVROLET MALIBU LTZ 4DR SDN RED		
				Stock#:	00091042	
Begin: 05/09/11	Done: 05/09/11	Invoiced: 05/09/11 14:30 EN		Inservice: 09/12/08		
Customer Concern						
Concern 51	CUSTOMER DROPPING OFF VEHICLE FOR GM TO INSPECT -ESC LIGHT & SERVICE TRAC LIGHT ON COMING ON AT TIMES			Operation	Tech	Amount
Cause	-			CS	317	
Correction	BILLY CHILDRESS (GM ENGINEER) INSPECTED VEHICLE, ROAD TESTED 30MILES, CHECKED FOR UPDATES-NO DTC'S. PER CUSTOMERS CONVERSATION VEHICLE HAS NOT ACTED UP SINCE PREVIOUS VISIT 3/31/11 PER RO#36791. BILLY ADVISED LAST REPAIR CORRECTED PROBLEM, OPERATING AS DESIGNED AT THIS TIME.					
Parts	Part Number	PO#	Note	Description	Qty	Sell
				RENTAL ECONOMY	1	
	COMPL CODE : V					
	Line Auth: EN	05/09/11 14:29				
				TOTAL CHARGE FOR CONCERN 0.00		
Summary of Charges For Invoice W38788				Payment Distribution for Invoice W38788		
				FAC WARRANTY 35.00		
If you have any questions - please see STEVE FREEMAN						Last Page

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.





"Alex Simanovsky"
<alex@lemonlawinfo.com>

05/10/2011 12:29 PM

Please respond to
<alex@lemonlawinfo.com>

To <holly_schwartz@gmexpert.com>

cc

bcc

Subject [REDACTED]

Holly,
Counter-demand is \$8000 inclusive. Please let me know.
Thanks,
Alex

Alex Simanovsky, Esq.

Alex Simanovsky & Associates, LLC
Consumer Protection Attorneys

Direct Phone: 678-781-1012
Toll-Free: 1-866-865-3666 Ext 1012
Toll-Free Fax: 1-877-570-5413
Web: www.autolemonlaws.com
Email: alex@lemonlawinfo.com

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VIA FAX ONLY

May 13, 2011

Alex Simanovsky, Esq.
Simanovsky & Associates
2300 Henderson Mill Rd NE Ste 300
Atlanta, GA 30345

RE: [REDACTED]
Service Request: 71-941139156
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK57B59F [REDACTED]
Customer Relationship Specialist: Holly

Dear Mr. Simanovsky:

We regret that your client(s) are dissatisfied with their 2009 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of \$ 5,000.00

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.

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

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

Odometer

Client's Signature

Date

Client's Signature

Date

RELEASE OF CLAIM

We, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 5,000.00 paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2009 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZK57B59F [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 Company 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 Releasees, 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 Releasees, 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: _____



"Alex Simanovsky"
<alex@lemonlawinfo.com>

05/13/2011 11:32 AM

Please respond to
<alex@lemonlawinfo.com>

To <holly_schwartz@gmexpert.com>

cc

bcc

Subject [REDACTED]

Holly,
Counter-demand is \$7250 inclusive. Please let me know.
Thanks,
Alex

Alex Simanovsky, Esq.

Alex Simanovsky & Associates, LLC
Consumer Protection Attorneys

Direct Phone: 678-781-1012
Toll-Free: 1-866-865-3666 Ext 1012
Toll-Free Fax: 1-877-570-5413
Web: www.autolemonlaws.com
Email: alex@lemonlawinfo.com

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VIA FAX ONLY

May 16, 2011

Alex Simanovsky, Esq.
Simanovsky & Associates
2300 Henderson Mill Rd NE Ste 300
Atlanta, GA 30345

RE: [REDACTED]
Service Request: 71-941139156
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK57B59F [REDACTED]
Customer Relationship Specialist: Holly

Dear Mr. Simanovsky:

We have received your counter-offer dated May 13, 2011. After further review, we do not believe that additional adjustment of our settlement offer, dated May 13, 2011 is appropriate in this matter. At this time, General Motors is again extending its previous offer. This offer will remain available for ten (10) calendar days. If your client has not accepted our offer within that timeframe, we will assume that this matter is unable to be resolved and will close our file.

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



VIA FAX ONLY

May 13, 2011

Alex Simanovsky, Esq.
Simanovsky & Associates
2300 Henderson Mill Rd NE Ste 300
Atlanta, GA 30345

RE: [REDACTED]

Service Request: 71-941139156
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK57B59F [REDACTED]
Customer Relationship Specialist: Holly

Dear Mr. Simanovsky:

We regret that your client(s) are dissatisfied with their 2009 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of \$ 5,000.00

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.

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

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

Odometer

Client's Signature

Date

Client's Signature

Date

RELEASE OF CLAIM

We, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 5,000.00 paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2009 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZK57B59F [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 Company 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 Releasees, 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 Releasees, 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 

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____



"Alex Simanovsky"
<alex@lemonlawinfo.com>

05/13/2011 02:25 PM

Please respond to
<alex@lemonlawinfo.com>

To <holly_schwartz@gmexpert.com>

cc

bcc

Subject



Holly,
Counter-demand is \$6750 inclusive. Please advise.
Thanks,
Alex

Alex Simanovsky, Esq.

Alex Simanovsky & Associates, LLC
Consumer Protection Attorneys

Direct Phone: 678-781-1012
Toll-Free: 1-866-865-3666 Ext 1012
Toll-Free Fax: 1-877-570-5413
Web: www.autolemonlaws.com
Email: alex@lemonlawinfo.com

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Holly Schwartz/Austin/GM1
05/18/2011 04:24 PM

To <alex@lemonlawinfo.com>
cc
bcc
Subject 71-941139156 Customer [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-941139156
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK57B59F [REDACTED]
Customer Relationship Specialist: Holly Schwartz
Telephone: 1-866-790-5700 ext 21207

Dear Alex:

Per your request, I have attached the three documents that were originally faxed to you on 5/16/11 below.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above, or contact The 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.

Sincerely,

General Motors



NFA letter 5-16-11.doc



Third offer letter.doc



Third release.doc

"Alex Simanovsky" <alex@lemonlawinfo.com>



"Alex Simanovsky"
<alex@lemonlawinfo.com>

05/18/2011 04:19 PM

Please respond to
<alex@lemonlawinfo.com>

To <holly_schwartz@gmexpert.com>
cc
Subject [REDACTED]

Holly,
Can you please email the latest offer letter and release for the [REDACTED] claim.
Thanks,
Alex

Alex Simanovsky, Esq.

Alex Simanovsky & Associates, LLC
Consumer Protection Attorneys

Direct Phone: 678-781-1012
Toll-Free: 1-866-865-3666 Ext 1012
Toll-Free Fax: 1-877-570-5413
Web: www.autolemonlaws.com
Email: alex@lemonlawinfo.com

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"Alex Simanovsky"
<alex@lemonlawinfo.com>

05/18/2011 04:19 PM

Please respond to
<alex@lemonlawinfo.com>

To <holly_schwartz@gmexpert.com>

cc

bcc

Subject [REDACTED]

Holly,

Can you please email the latest offer letter and release for the [REDACTED] claim.

Thanks,

Alex

Alex Simanovsky, Esq.

Alex Simanovsky & Associates, LLC
Consumer Protection Attorneys

Direct Phone: 678-781-1012
Toll-Free: 1-866-865-3666 Ext 1012
Toll-Free Fax: 1-877-570-5413
Web: www.autolemonlaws.com
Email: alex@lemonlawinfo.com

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VIA FAX ONLY

May 25, 2011

Alex Simanovsky, Esq.
Simanovsky & Associates
2300 Henderson Mill Rd NE Ste 300
Atlanta, GA 30345

RE: [REDACTED]
Service Request: 71-941139156
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK57B59F [REDACTED]
Customer Relationship Specialist: Holly

Dear Mr. Simanovsky:

On May 16, 2011 we communicated to you General Motors' 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' offer. We ask that you discuss General Motors' offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client(s) do not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

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

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



VIA FAX ONLY

May 16, 2011

Alex Simanovsky, Esq.
Simanovsky & Associates
2300 Henderson Mill Rd NE Ste 300
Atlanta, GA 30345

RE: [REDACTED]
Service Request: 71-941139156
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK57B59F [REDACTED]
Customer Relationship Specialist: Holly

Dear Mr. Simanovsky:

We have received your counter-offer dated May 13, 2011. After further review, we do not believe that additional adjustment of our settlement offer, dated May 13, 2011 is appropriate in this matter. At this time, General Motors is again extending its previous offer. This offer will remain available for ten (10) calendar days. If your client has not accepted our offer within that timeframe, we will assume that this matter is unable to be resolved and will close our file.

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



VIA FAX ONLY

May 13, 2011

Alex Simanovsky, Esq.
Simanovsky & Associates
2300 Henderson Mill Rd NE Ste 300
Atlanta, GA 30345

RE: [REDACTED]
Service Request: 71-941139156
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK57B59F [REDACTED]
Customer Relationship Specialist: Holly

Dear Mr. Simanovsky:

We regret that your client(s) are dissatisfied with their 2009 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of \$ 5,000.00

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.

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

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

Odometer

Client's Signature

Date

Client's Signature

Date

RELEASE OF CLAIM

We, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 5,000.00 paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2009 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZK57B59F [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 Company 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 Releasees, 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 Releasees, 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: _____

MARK KUSHINKA
HOUSTON COUNTY TAX COMMISSIONER
PO DRAWER 69
PERRY GA 31069-0069

2009 CHEV 4S
1G1ZK57B59F
0191 05/28/2010 STW

STANDARD TAG FEE 20.00
TOTAL FEES PAID 20.00

PURCH DT: 09/12/2008

09123229

TAXES GO UP ON YOUR BIRTHDAY!!
IT IS YOUR RESPONSIBILITY TO RENEW
WHETHER OR NOT YOU RECEIVE PRIOR
NOTIFICATION BY MAIL.

CHCK

THIS IS NOT A BILL
THIS IS YOUR RECEIPT
*** RETAIN FOR TAX PURPOSES ***

STATE OF GEORGIA
MOTOR VEHICLE REGISTRATION

1G1ZK57B59F - 2009 CHEV MALIBU LTZ 4S
Tag Number: Expires: 05/28/2011
Valuation 145599 \$7720 Tag Fee: 20.00
Title Number: Equip. No:
County: 019 District: 07 Mill Rate: Fuel: G
Farm Vehicle? N GVW: Color: RED
Classification: PASSENGER CAR/LIGHT TRUCKS
Insurance Status: VALID INSURANCE COVERAGE
Customer 1 No: Customer 2 No:

PERRY GA



Signature: _____

Holly Schwartz/Austin/GM1

05/31/2011 03:41 PM

To marva.bradford@gm.com

cc

bcc

Subject 71-941139156 Customer Heisig

RE: Customer Last Name: [REDACTED]
Service Request: 71-941139156
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK57B59F [REDACTED]
Customer Relationship Specialist: Holly Schwartz
Telephone: 1-866-790-5700 ext 21207

DDMA Marva Bradford:

This email is to follow up on Service Request 71-941139156 for customer [REDACTED]. The customer's vehicle is a 2009 Chevrolet Malibu with 39,094 miles. The customer has been working with Five Star Chevrolet in Warner Robbins, GA.

After negotiations with the plaintiff's counsel, the final offer of CASH in the amount of \$5,000.00 inclusive was accepted.

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

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors



VIA FAX ONLY

May 13, 2011

Alex Simanovsky, Esq.
Simanovsky & Associates
2300 Henderson Mill Rd NE Ste 300
Atlanta, GA 30345

RE: [REDACTED]
Service Request: 71-941139156
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK57B59F [REDACTED]
Customer Relationship Specialist: Holly

Dear Mr. Simanovsky:

We regret that your client(s) are dissatisfied with their 2009 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of \$ 5,000.00

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.

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

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

Odometer



Client's Signature

Date

5/31/11

Client's Signature

Date

RELEASE OF CLAIM

We, [redacted] and [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 5,000.00 paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2009 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZK57B59F [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 Company 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 Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 38551 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 Releasees, 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 24 MAY 2011

[redacted signature]

[redacted signature]

Address

Perry, GA
City, State, Zip Code

[redacted signature]

[redacted signature]

Address

Perry GA
City, State, Zip Code

STATE OF Georgia
COUNTY OF Houston

Sworn to (or affirmed) and subscribed before me this 24th day of May, 2011
by [REDACTED]

[Signature]
Signature of Notary Public

DARLENE MANNINGS
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ✓

Type of identification military ID

My commission expires: OCT 16 2013



**Request for Taxpayer
Identification Number and Certification**

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

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)

Business name, if different from above
ALEX SIMONOVSKY & ASSOCIATES, LLC

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

Address (number, street, and apt. or suite no.)
2300 HENDERSON HILL ROAD, SUITE 300

City, state, and ZIP code
ATLANTA, GA 30345

List account number(s) here (optional)

Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

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

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

Social security number

OR

Employer identification number
26 8701808

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 ▶

Date ▶ 5/31/11

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 the U.S. partner of a disregarded entity and not the entity.

May 23, 2011

David Gorberg, Esq.
David J Gorberg & Associates, P.C.
32 Parking Plz Ste 700
Ardmore, PA 19003

RE: [REDACTED] v. General Motors
Service Request: 71-941241252
2007 Pontiac G6
Vehicle Identification Number: 1G2ZH17N374 [REDACTED]
Customer Relationship Specialist: Viviana

Dear Mr. Gorberg:

Enclosed please find a check in the amount of \$4,900.00 made payable to [REDACTED] and [REDACTED] & Associates 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

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



CHECK No. [REDACTED] 50-837
 213

DATE: 05/25/11 *****4,900 DOLLARS *****00 CENTS *****4,900.00

[REDACTED]
 ARDMORE PA [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

Ann D. Albee
 SIGNATURE

Manhattan Bank, N.A.
 New York

AUDIT

[REDACTED]

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

DETACH BEFORE DEPOSITING CHECK

BB 00000023 1

CHECK NO. [REDACTED]

NAME [REDACTED]

PAYMENT DATE 05/25/11

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
17N374 [REDACTED]	05/24/11 71-941241	VM 1-FPUQ6L 252.1-FPUQ6L	00.0000	4,900.00	.00	4,900.00
TOTAL				4,900.00	.00	4,900.00

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

N3



VIA FAX ONLY

April 26, 2011

Service Manager Mike Jaconi
Mall Chevrolet, Inc.
75 Haddonfield Rd
Cherry Hill, NJ 08002-1462

RE:

Service Request: 71-941241252
2007 Pontiac G6
Vehicle Identification Number: 1G2ZH17N374
Customer Relationship Specialist: Isaac

Dear Mike Jaconi:

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 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

LG0040_GM
V10142009



VIA FAX ONLY

April 26, 2011

Service Manager Mike Dedicato
O'neil Buick Pontiac GMC
869 W Street Rd
Warminster, PA 18974-3126

RE:

Service Request: 71-941241252

2007 Pontiac G6

Vehicle Identification Number: 1G2ZH17N374

Customer Relationship Specialist: Isaac

Dear Mike Dedicato:

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 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

LC0040_GM
V10142009

DAVID J. GORBERG & ASSOCIATES, P.C.

DAVID J. GORBERG[†]
LAURA L. APPELGATE
COURTNEY L. SOFIA*
EDWARD B. FEINER*

*MEMBER OF PA AND NJ BARS
†MEMBER OF PA AND NY BARS

32 PARKING PLAZA
SUITE 700
ARDMORE, PA 19003

1-800-MY-LEMON
1 800 695 3666

215-665-7660
FAX 215-563-8738

www.MyLemon.com

NEW JERSEY OFFICE

208 KINGS HIGHWAY SOUTH
CHERRY HILL, NJ 08034
(856) 354-2119

PITTSBURGH OFFICE

1900 ALLEGHENY BLDG.
429 FORBES AVENUE
PITTSBURGH, PA 15219
412-894-9970
FAX 412-894-9983

April 25, 2011

VIA EMAIL ONLY

gmerinfo@gmexpert.com

GENERAL MOTORS LLC
PO BOX 33170
DETROIT, MI 48232
ATTN: BRC LEGAL - EARLY RESOLUTION

RE: **Our Client:** [REDACTED]
Vehicle: 2007 Pontiac G6
Vin #: 1G2ZH17N374 [REDACTED]

Dear Legal Department:

Please be advised this office represents the above individual under any and all of the following claims: New Jersey Lemon Law Act, Magnuson-Moss Act, Uniform Commercial Code and Unfair Trade Practices Act.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office.

Kindly confirm receipt of this letter, and have a representative contact our office to discuss this matter at your first convenience.

Very truly yours,

DAVID J. GORBERG

DJG/aw



Isaac Macias/Austin/GM1
04/26/2011 02:50 PM

To lapplegate@mylemon.com
cc anne@mylemon.com
bcc
Subject General Motors Acknowledgment Letter: McCann - SR#
71-941241252

RE: Customer Last Name: [REDACTED]
Service Request: 71-941241252
2007 Pontiac G6
Vehicle Identification Number: 1G2ZH17N374 [REDACTED]
BRC Mediation Liaison: Isaac Macias
Telephone: 866-790-5600 ex. 11466
Fax# 866-597-4481

Laura,

Attached is the General Motors acknowledgment letter for the above referenced case. Please confirm receipt and reply at your earliest convenience.



General Motors Acknowledgment Letter to PC, 04.26.11.doc
Thank You,

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors



VIA FAX ONLY

April 26, 2011

Service Manager Mike Jaconi
Mall Chevrolet, Inc.
75 Haddonfield Rd
Cherry Hill, NJ 08002-1462

RE:

Service Request: 71-941241252

2007 Pontiac G6

Vehicle Identification Number: 1G2ZH17N374

Customer Relationship Specialist: Isaac

Dear Mike Jaconi:

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 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

LG0040_GM
V10142009



VIA FAX ONLY

April 26, 2011

Service Manager Mike Dedicato
O'neil Buick Pontiac GMC
869 W Street Rd
Warminster, PA 18974-3126

RE: [REDACTED]
Service Request: 71-941241252
2007 Pontiac G6
Vehicle Identification Number: 1G2ZH17N374 [REDACTED]
Customer Relationship Specialist: Isaac

Dear Mike Dedicato:

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 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

LG0040_GM
V10142009



VIA FAX ONLY

April 26, 2011

David Gorberg, Esq.
David J Gorberg & Associates PC
32 Parking Plz Ste 700
Ardmore, PA 19003

RE: [REDACTED]
Service Request: 71-941241252
2007 Pontiac G6
Vehicle Identification Number: 1G2ZH17N374 [REDACTED]
Customer Relationship Specialist: Isaac

Dear Mr. Gorberg:

This is to advise that General Motors is in receipt of the above referenced case dated April 25, 2011. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

Copy of owner's current title and/or registration
 Other: Sales and Service Documents

Finance agreement
 Buyer's agreement

General Motors
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

cc:

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

to General Motors Company, 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

RELEASE OF LIEN INFORMATION

[Redacted Client Name]

(Client's Name)

I hereby authorize To Bank (OPERATIONS CENTER)
(Lien holder Name)

[Redacted Lien holder Address]

(Lien holder Address)

LEWISTON ME [Redacted]

(Lien holder Phone Number)

to release any and all information regarding my loan account # [Redacted]
(Account Number)

with To Bank (1800.224-5563)
(Lien holder Name)

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

Date 4-16-2011

LAST PAYMT MADE
STILL
PAYING
4-16-2011
PL 4/18/2011
[Signature]

VEHICLE INFORMATION

The current vehicle mileage is 52183 Date mileage read: 4-16-2011

[Redacted Signature Area]

Signature

Signature



VIA FAX ONLY

April 26, 2011

Service Manager Mike Dedicato
O'neil Buick Pontiac GMC
869 W Street Rd
Warminster, PA 18974-3126

RE:

Service Request: 71-941241252

2007 Pontiac G6

Vehicle Identification Number: 1G2ZH17N374

Customer Relationship Specialist: Isaac

Dear Mike Dedicato:

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 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

LG0040_GM
V10142009



GMC

HUMMER

General Motors Business Resource Center

FAX

FROM

To: Mike Jaconi
Company: Mall Chevrolet, Inc.
Fax: 8566632209
Phone:

TO

From: Isaac Macias
Fax: (866) 597-4481
Phone: 866-790-5600 ext 11466
E-mail:

CC:

NOTES:

Fax Server

4/26/2011 3:34:51 PM PAGE 2/002 fax server



VIA FAX ONLY

April 26, 2011

Service Manager Mike Jaconi
Mall Chevrolet, Inc.
75 Haddonfield Rd
Cherry Hill, NJ 08002-1462

RE: [REDACTED]

Service Request: 71-941241252

2007 Pontiac G6

Vehicle Identification Number: 1G2ZH17N374 [REDACTED]

Customer Relationship Specialist: Isaac

Dear Mike Jaconi:

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.
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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 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

LGD040 GM
V10142009

MALL CHEVROLET INC.

75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
CHERRY HILL		1G2ZH17N374 [REDACTED]		37782	05/03/10	60789 A EOD - C	
NJ [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		07	PONTIAC	G6 GT	BLUE	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
053738		[REDACTED]	[REDACTED]	63725	00/00/00	745	CASH
COST	LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
		04/27/10	37714	37782	04/30/10	04/27/10	

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QUY	TYPE	AMOUNT
A	Com Customer states VEH IS LEAKING BRAKE FLUID PLEASE CHECK					
	Cau WORN BANJO BOLT AND R.R CALIPER					
	Cor REPLACED BOLT ROAD TESTED OPER PROP					
			A88			
			21012386 WASHER	2	I	2.00
					Line Total.....	2.00

B +	Com Customer states PLEASE RESECURE REAR VIEW MIRROR					
			A88			
					Line Total.....	

481	2.00-	TOTAL-CASH	225	NoCharge
242I	2.00			

SERVFILE COPY - PAGE 01

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

 CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty 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)

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
CHERRY HILL		1G2ZH17N374 [REDACTED]		38397	05/13/10	61294 A	
NJ [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		07	PONTIAC	G6 GT	BLUE	00000	
COST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
053738		[REDACTED]	[REDACTED]	63725	00/00/00	165	CASH
COST LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN. SERV. DATE		
	04/27/10	37714	38392	05/13/10	04/27/10		

LINE	OP. CODE	FAIL. CD.	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com STEERING/SUSPENSION; CUSTOMER STATES STEERING WHEEL IS OFF CENTER						
Cau CHECKED ALIGNMENT - RIGHT ON SPEC - ROADTESTED VEHICLE 5 MILES - STEER						
ING WHEEL IS RIGHT ON CENTER						
Cor OK AT THIS TIME						
	02		A99			
Line Total.....						

TOTAL-CASH 225 NoCharge

SERVFILE COPY - PAGE 01

STATEMENT OF DISCLAIMER
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CUSTOMER SIGNATURE

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

MALL CHEVROLET INC.
75 HADDONFIELD ROAD
CHERRY HILL, NJ 08002
PH: (856)-662-7001
WWW.MALLCHEVY.COM

D/O

61294MCC

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE IN		DATE IN/TIME		I.C. NO.	
CHERRY HILL		1G2ZH17N374		38392		05/13/10 08:45		61294	
NJ		YEAR		MAKE		MODEL		COLOR	
[REDACTED]		07		PONTIAC		G6 GT		BLUE	
CUST. NO.		LICENSE		HOME PHONE		STOCK NO.		IN-SERV. DATE	
053738		[REDACTED]		[REDACTED]		53725		04/27/10	
CUST. LABOR RATE		DELIV. DATE		DELIV. MILES		MILES OUT		EQ. COMMENT	
[REDACTED]		04/27/10		37714		38,397		[REDACTED]	

WELCOME TO THE NEW MALL CHEVROLET INC. WE NOW SERVICE ALL MAKES AND MODELS, NOT JUST YOUR CHEVROLET. SEE YOUR SERVICE ADVISOR FOR DETAILS.

I 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. I hereby grant you permission to operate on streets, highways or inspection. An express inspection. An express the vehicle to secure the

Company	Description	Ded\$	Term	Miles	Exp Miles	Exp Date	CASH	CHARGE
ZURICH	PREFERRED-NEW	100	64	85000	0	00/00/00		
LN TYPE	OP-CODE	TECH						
A	I	02						

STEERING/SUSPENSION; CUSTOMER STATES STEERING WHEEL IS OFF CENTER

Vehicle's been back 3 times for various things.

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
60789	4/30/10	37782	745	I		A88 VEH IS LEAKI	I		A88 PLEASE RESEC			
60658	4/28/10	37701	745	ISPOT		SPOT DELIVER						
60258	4/19/10	37700	837	IBODY		REPAIR AS PB						
59888	4/12/10	37700	745	I01 SC		A34 PRE-OWNED VE	I01 SCGM	A34 GM CERTIFIED	IDETAIL			
				I		A12 VEH PULLS WH	IFBRAKE	A34 FRONT BRAKE	IRBRAKE			A34 REAR BRAKE S

please make sure everything is good

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES MONTH	OP-CODE	DESCRIPTION	MILES MONTH	OP-CODE	DESCRIPTION
-------------	---------	-------------	-------------	---------	-------------

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
CHERRY HILL		1G2ZH17N374 [REDACTED]		41376	07/12/10	63538 B	
NJ [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		07	PONTIAC	G6 GT	BLUE	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
053738		[REDACTED]	[REDACTED]	63725	00/00/00	165	CASH
COST LABEL RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	CS-SERV DATE		
	04/27/10	37714	41372	07/07/10	04/27/10		

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/ QTY	TYPE	AMOUNT
	X	15777128	PUSHBUTTO	1	W	36.45
Line Total.....						94.15

C +
 Com WHEELS/TIRES; CUSTOMER STATES LEFT REAR TIRE LOSES AIR
 Cau FOUND SCREW IN TIRE
 Cor REPAIRED LEFT REAR TIRE
 04 A31
 Line Total.....

D +
 Com STEERING/SUSPENSION; CUSTOMER STATES HEARS A RATTLING NOISE FROM OUTSIDE THE VEHICLE IN THE REAR WHEN DRIVING
 Cau FOUND PARKING BRAKE CABLE ADJUSTER MAKING NOISE
 Cor LUBRATED ADJUSTER AND ROADTESTED - NOISE GONE
 CC:0107/FC:6023, L=.5
 H2880 A31 .50
 H2880 A31 .50 W 48.09
 Line Total..... 48.09

E +
 Com 4000 MILE SERVICE: ENGINE OIL AND FILTER, TOP FLUIDS AS NEEDED, INSPECT BRAKES, ROTATE TIRES, GM MULTI-POINT INSPECTION, RE-SET TPM AND OLM

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CUSTOMER SIGNATURE

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MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
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 WWW.MALLCHEVY.COM

CHERRY HILL		NJ		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
				1G2ZH17N374		41376		07/12/10		63538 B	
				YEAR		MAKE		MODEL		COLOR	
				07		PONTIAC		G6 GT		BLUE	
CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.		SERV. ADV.	
053738								63725		00/00/00	
CUST. LABOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN		DATE IN		IN-SERV. DATE	
		04/27/10		37714		41372		07/07/10		04/27/10	
										TAG NO.	
										00000	
										TERMS	
										CASH	

LINE	QB CODE	FAIL CD	TECH.	HOURS/QT	TYPE	AMOUNT
E + CONTINUED						
Com SYSTEMS. \$54.95 PLUS TAX.						
COR 1ST SERVICE IS FREE						
	4000		A31			
			19210285 FILTER	.90	I	32.10
			12345610 OIL	1	I	8.56
			W/W W/W/FLUID	5	I	12.50
				1	I	1.79
Line Total.....						54.95

462	144.26-				
480	48.90-				
463	32.10-				
481	22.85-				
263	193.16				
242I	54.95				
		TOTAL-CASH	225	NoCharge	

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CUSTOMER SIGNATURE

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

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

D/O

63538MCC

VEHICLE IDENTIFICATION		VEHICLE ID	DATE IN/TIME	R.O. NO.
1G2ZH17N374		41372	07/07/10 09:56	63538
YEAR	MAKE	MODEL	COLOR	TAG NO.
07	PONTIAC	G6 GT	BLUE	00000
CUST. NO.	LICENSE	HOME PHONE	STOCK NO.	IN-SERV. DATE
053738			63725	04/27/10
CUSTOMER NAME	DELIV. DATE	DELIV. MILES	SERV. ADV.	PROMISED
	04/27/10	37714	165 RICH Z	

WELCOME TO THE NEW MALL CHEVROLET INC.
 WE NOW SERVICE ALL MAKES AND MODELS, NOT JUST YOUR
 CHEVROLET. SEE YOUR SERVICE ADVISOR FOR DETAILS.

I 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. I hereby grant
 you permission to operate the vehicle on streets, highways or
 elsewhere for the purpose of the repair. An express
 receipt will be provided to secure the

41,376

Company	Description	Ded\$	Mth Term	Miles Exp	Exp Miles	Exp Date
ZURICH	PREFERRED-NEW	100	84	85000	0	00/00/00
LN TYPE OP-CODE	TECH					
A W 26						

**ELECTRICAL SYSTEM; CUSTOMER STATES 3RD BRAKE LIGHT COMES ON BY ITSELF
 WHEN NOT USING THE BRAKES** - Sometimes rattling heard makes it go out.

**ELECTRICAL SYSTEM; CUSTOMER STATES DRIVER'S DOOR LOCK SWITCH LOCKS THE
 DOOR BUT DOESN'T LOCK THEM**

C-C/S 4/R Tire loses air

D-C/S hears a rattling noise from rear outside of vehicle even when not over bump
Certified Spot # 3

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
61294	5/13/10	38392	165	I02		A99 STEERING/SUS			
60789	4/30/10	37782	745	I		A88 VEH IS LEAKY	I	A88 PLEASE RESEC	
60658	4/28/10	37701	745	ISPOT		SPOT DELIVER			
60258	4/19/10	37700	837	IBODY		REPAIR AS PE			
59888	4/12/10	37700	745	I01 SC		A34 PRE-OWNED VE	I01 SCGM	A34 GM CERTIFIED	IDETAIL
				I		A12 VEH PULLS WH	IFBRAKE	A34 FRONT BRAKE	IRBRAKE
									DETAIL: POWE
									A34 REAR BRAKE S

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	OP-CODE	DESCRIPTION
-------	-------	---------	-------------

04/27/2011 12:26 FAX 8568625140

BRAKES FRONT = % REAR = % ANTI-FREEZE =

ALT. =

BATT. =

TIRE PRESSURE =

TECH. NO.

TIME CLOCK

SERVICE OPPORTUNITIES

SERVICE	LABOR	PARTS	CONDITION
4,8,12 SERVICE			
TUNE UP			
DR & RC DR			
THROTTLE SER.			
FUEL INJ. SER.			
INDUCTION SER.			
BELTS			
ALIGN			
STRUTS			
SHOCKS			
ROTATE			
BALANCE			
TRANS SER.			
FLUSH			
BRAKES			
CUT RODS			
CUT DRUMS			
REPACK BEAR			
AC SERVICE			
SCOPE ENG			
BATTERY			
EXHAUST			
MOTOR VAC.			

COMPLAINT
 CLS - 3rd Stop lamp int. Comes on by itself
 CAUSE
 Possible condition due to "stop lamp" relay setting stuck (controls CHMSL)
 CORRECTION
 Ordered relay, Replaced relay

COMPLAINT
 CLS - DR lock switch "unlock" inq at times
 CAUSE
 Fault within switch itself, poor contacts
 CORRECTION
 Ordered switch, Replaced switch

COMPLAINT
 CLS LR tire loses air
 CAUSE
 Screw puncturing tire
 CORRECTION
 Plugged LR tire

COMMENTS TO WRITER

CLS - hears rattle from rear of car even when not going over bumps
 C - Noise coming from park brake cable Metal attachments
 C - Lubed surfaces to eliminate noise
 performed 4hr Service

SUBTOTAL

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF	ON
1		63538	1.00	35.2	1.30
		431			

TIME PAID

Printed on Demand

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
CHERRY HILL NJ [REDACTED]		1G2ZH17N374 [REDACTED]		44423	10/08/10	67765 B
		YEAR	MAKE	MODEL	COLOR	TAG NO.
		07	PONTIAC	G6 GT	BLUE	00000
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
053738		[REDACTED]	[REDACTED]	63725	00/00/00	165
COST LABOR RATE		DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE
		04/27/10	37714	44421	10/07/10	04/27/10
						TERMS
						CASH

LINE A
 Com ELECTRICAL SYSTEM; CUSTOMER STATES AIRBAG LIGHT IS ON
 Cau FOUND CODE B0081:71 SET IN HISTORY - PASSENGER PRESENCE MODULE MALFUNCTION
 - PERFORMED DIAGNOSTIC TEST AND CHECKED WIRING - NO PROBLEM COULD BE FOUND
 Cor ROADTESTED VEHICLE - NO LIGHTS CAME ON - COULD NOT DUPLICATE CONCERN
 CC:0302/FC:9099, L=.3
 N9995 A34 .30
 Auth: N9995 A44 .30 W 28.85
 Claim Type: Complaint Cd: LaborHrs: 0.3 OtherHrs: 0.0
 Line Total..... 28.85

B
 Com STEERING/SUSPENSION; CUSTOMER STATES VEHICLE PULLS TO LEFT
 Cau ROADTESTED VEHICLE - PULLS IN EITHER DIRECTION DEPENDING ON WHICH WAY
 THE ROAD IS CROWNED BUT ON A FLAT EVEN SURFACE VEHICLE TRACKS STRAIGHT
 Cor ALIGNMENT OK - NO PROBLEM COULD BE FOUND AT THIS TIME
 02 A44
 Line Total.....

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MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
CHERRY HILL		1G2ZH17N374 [REDACTED]		44423	10/08/10	67765 B
NJ [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.
		07	PONTIAC	G6 GT	BLUE	00000
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV.
053738		[REDACTED]	[REDACTED]	63725	00/00/00	165
CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	TERMS
	04/27/10	37714	44421	10/07/10	04/27/10	CASH

LINE	OP CODE	FAIL CD	TECH	HOURS/QT	TYPE	AMOUNT
462		28.85-				
263		28.85				
TOTAL-CASH				225	NoCharge	

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

MALLORY CHEVROLET, INC.
 75 HADDON ROAD
 CHERRY HILL, NJ 08002
 PH: (856) 682-2000
 WWW.MALLORYCHEV.COM

D/O
A 1044

1G22BT170002		44421	10/07/10	11:05	677
NJ					
07	PONTIAC	G6 GT	BLUE		700000
165 FEET 2					
10	37714				

I authorize the repair work herein set forth to be done upon my vehicle with the necessary material and agree that you do not accept any liability for any damage to vehicle or articles left in vehicle unless caused by negligence of any other cause beyond your control or for any delay in service due to unavailability of parts or delays in parts shipment. I understand that you have the right to refuse to operate the vehicle until repairs are completed.

Company	Description	Ded%	Mth	Agmt	Used	Exp	Rate
PREPARED-NEW	TECH	100	84	85000	0	00/00/00	

ELECTRICAL SYSTEM; CUSTOMER STATES ALRAG LIGHT IS ON *B0081*

STEERING/SUSPENSION; CUSTOMER STATES VEHICLE PULLS TO LEFT

Certified

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

PLANT	DATE	MI	S.N.	OR CODE	TRCN	DESC	OR CODE	TRCN	DESC	OR CODE	TRCN	DESC
61258	7/7/10	42372	165	WN2831	A31	ELECTRICAL S	WN2831	A31	ELECTRICAL S	I04		
				WH2880	A31	STEERING/SUS	I4000	A31	4000 MILE SE			
61258	5/13/10	38392	165	I02	A99	STEERING/SUS						
60789	4/30/10	37782	745	I	A88	VEH IS LEAKI	I	A88	PLEASE RESEC			
60658	4/28/10	37701	745	ISPOT		SPOT DELIVER						
60258	4/19/10	37700	837	IBODY		REPAIR AS PE						
60258	4/12/10	37700	745	I01 SC	A34	PRE-OWNED VE	I01 SCGM	A34	GM CERTIFIED			

PLEASE NOTE: CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THIS VEHICLE BE MAINTAINED AT 100,000 MILES.

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
CHERRY HILL		1G2ZH17N374 [REDACTED]		45261	10/27/10	68603 B
NJ [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.
		07	PONTIAC	G6 GT	BLUE	00000
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
053738		[REDACTED]	[REDACTED]	63725	00/00/00	165
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	TERMS
	04/27/10	37714	45257	10/26/10	04/27/10	CASH

LINE	OP CODE	FAIL-CD	TECH	HOURS/QT	TYPE	AMOUNT
A						
Com ELECTRICAL SYSTEM; CUSTOMER STATES AIRBAG LIGHT COMES ON, STAYS ON FOR AWHILE, AND THEN DOESN'T COME BACK ON FOR AWHILE						
Cau FOUND CODE B0081:71 IN SYSTEM AND BULLETIN #06-09-41-008C WHICH STATES FOR THIS CODE TO REPLACE SHORTED PASSENGER PRESENCE MODULE						
Cor REPLACED PPS (PASSENGER PRESENCE MODULE) PER BULLETIN						
	L=1.2					
	C9780	A88	1.20			
		C9780	A88	1.20	W	115.40
		X	15939370	1	W	438.27
						Line Total..... 553.67

B						
Com M-1 MAINTENANCE SERVICE - INCLUDES OIL AND FILTER CHANGE, TIRE ROTATIO						
N, AND PERFORM A MULTI-POINT VEHICLE INSPECTION - \$69.95 PLUS TAX						
	M1	A88	.70		C	48.23
		19210285	1		C	6.00
		12345610	5		C	13.75
		W/W W/W/FLUID	1		C	1.97
						Line Total..... 69.95

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[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
CHERRY HILL NJ [REDACTED]		1G2ZH17N374 [REDACTED]		45261	10/27/10	68603 B
YEAR	MAKE	MODEL	COLOR		TAG NO.	
07	PONTIAC	G6 GT	BLUE		00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
053738		[REDACTED]	[REDACTED]	63725	00/00/00	165
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	TERMS
	04/27/10	37714	45257	10/26/10	04/27/10	CASH

LINE	OP. CODE	RAIL-CD	TECH.	HOURS/PTY	TYPE	AMOUNT
462	115.40-				Labor	
480	438.27-			460	Parts	48.23-
263	553.67			467	Sales Tax	21.72-
				324	TOTAL-CRCARD	4.90-
				201A		74.85

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CUSTOMER SIGNATURE _____

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

MALL CREDIT
 15000 ROUTE 130
 FREEBORO NJ 08802
 TEL: (908) 861-1000

PL	NJ 08803	102ZH17000	45257	10/26/10	00000
MAKE	MODEL	YEAR	COLOR	MPG	TYPE
GM	PONTIAC	2007	BLUE	24	SEDAN
VIN	53725	04/27/10	165	REG	Z
DATE	3774				

DESCRIPTION **DATE** **MAN** **FROM** **MILES** **EXP** **MILES** **DATE**

REFERRED-NEW 100 84 00000 0 00/00/00

WORK

WHEN; CUSTOMER STATES AIRBAG LIGHT COMES ON, STAYS ON FOR
 WHEN DOESN'T COME BACK ON FOR AWHILE - *BOOM! - Found out the*

SERVICE - INCLUDES OIL AND FILTER CHANGE, TIRE ROTATION
 A MULTI-POINT VEHICLE INSPECTION - \$69.95 PLUS TAX

Certified *Scott*

THE FOLLOWING ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE:

DATE	OF CODE	TECH	DESC	OF CODE	TECH	DESC	OF CODE	TECH	DESC
165	WN9995	A44	ELECTRICAL S	I02	A44	STEERING/SUS			
165	WN2833	A31	ELECTRICAL S	WN2114	A31	ELECTRICAL S	I04	A31	WHEEL
	WR2880	A31	STEERING/SUS	I4000	A31	4000 MILE SE			
165	I02	A99	STEERING/SUS						
745	I	A88	VEH IS LEAKI	I	A88	PLEASE RESEC			
745	ISPOT		SPOT DELIVER						
857	IBODY		REPAIR AS PE						

AT THE CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING:

DESCRIPTION	MILES	MONTH	OF CODE	DESCRIPTION
-------------	-------	-------	---------	-------------

SERVICE ADVISOR
 603

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

CHERRY HILL		NJ		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
				1G2ZH17N374		46153		11/22/10		69743 B	
				YEAR		MAKE		MODEL		COLOR	
				07		PONTIAC		G6 GT		BLUE	
CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.		SERV. ADV.	
053738								63725		00/00/00	
CUST. LABOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN		DATE IN		IN-SERV. DATE	
		04/27/10		37714		46151		11/19/10		04/27/10	
										TERMS	
										CASH	
										TAG NO.	
										00000	

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QTZ	TYPE	AMOUNT
D +						
Com ENGINE MECHANICAL/ENGINE CONTROLS; CUSTOMER STATES HEARS EXCESSIVE UNDERHOOD NOISE INSIDE VEHICLE DIRECTLY IN FRONT OF DRIVER						
Cau FOUND INTERMEDIATE STEERING SHAFT BOOT POPPED OUT OF PLACE						
Cor REINSERTED INTERMEDIATE STEERING SHAFT BOOT						
11			A17			
Line Total.....						

462	28.85-				
480	2.69-				
263	31.54				
		TOTAL-CASH	225	NoCharge	

SERVFILE COPY - PAGE 02

STATEMENT OF DISCLAIMER

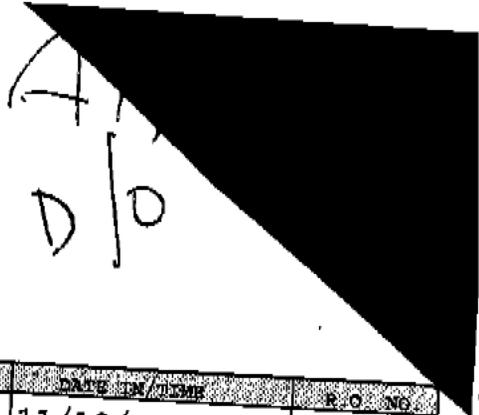
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CUSTOMER SIGNATURE

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

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM



A/D/O

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE IN		DATE IN/TIME		P.O. NO.	
CHERRY HILL NJ [REDACTED]		1G2ZH17N374 [REDACTED]		46151		11/19/10 09:55		69743	
YEAR		MAKE		MODEL		COLOR		PLA NO.	
07		PONTIAC		G6 GT		BLUE		00000	
CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.	
053738		[REDACTED]		[REDACTED]		[REDACTED]		63725	
IN-SERV DATE		SERV ASV		PREMISED		COST ADJCF RATE		DELIV DATE	
04/27/10		165 RICH Z		[REDACTED]		[REDACTED]		37714	
DELIV MILES		OTHER PHONE		MILES OUT		NO. CONVERT		[REDACTED]	
37714		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	

WELCOME TO THE NEW MALL CHEVROLET INC. WE NOW SERVICE ALL MAKES AND MODELS, NOT JUST YOUR CHEVROLET. SEE YOUR SERVICE ADVISOR FOR DETAILS.

I 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. I hereby grant you permission to operate on streets, highways or inspection. An express vehicle to secure the

Company	Description	Ded\$	Mch	Term/Miles	Exp Miles	Exp Date	CASH	CHARGE
ZURICH	PREPARED-NEW	100	84	85000	0	00/00/00		
LN TYPE OP-CODE	TECH							
A W 02								

STEERING/SUSPENSION; CUSTOMER STATES STEERING WHEEL IS OFF CENTER

ELECTRICAL SYSTEM; CUSTOMER STATES LEFT TURN SIGNAL FLASHES QUICKLY, BULB IS OUT

C - Cust called @ 11/16 - 11/19/10 and added steering wheel shakes at highway speeds - not using the brakes

X to add

Certified
done inside vehicle

Spot#20

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
68967	11/ 2/10	45560	165	WN9595	A17	ELECTRICAL S	WD1446	A17	BODY/TRIM/MO
				WE7700	A17	STEERING/SUS			
68603	10/26/10	45257	165	WC9780	A88	ELECTRICAL S	CM1	A88	M-1
67765	10/ 7/10	44421	165	WN9995	A44	ELECTRICAL S	I02	A44	STEERING/SUS
63538	7/ 7/10	41372	165	WN2833	A31	ELECTRICAL S	WN2114	A31	ELECTRICAL S
				WH2880	A31	STEERING/SUS	I4000	A31	4000
51294	5/13/10	38392	165	I02	A99	STEERING/SUS			

BASED ON CURRENT MILEAGE THE MARCH 2010 SERVICE RECORD IS AS FOLLOWS:

FILE#	MONTHS	OP-CODE	DESCRIPTION

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		CHERRY HILL NJ 08003		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
[REDACTED]		[REDACTED]		1G2ZH17N374		45562	11/08/10	68967 C
[REDACTED]		[REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.
[REDACTED]		[REDACTED]		07	PONTIAC	G6 GT	BLUE	00000
COST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS	
053738		[REDACTED]	[REDACTED]	63725	00/00/00	165	CASH	
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE			
	04/27/10	37714	45560	11/02/10	04/27/10			

LINE	OP. CODE	FAIL-CD	TRCH	HOURS/QTY	TYPE	AMOUNT
A						
Com ELECTRICAL SYSTEM; CUSTOMER STATES 3RD BRAKE LIGHT STAYS ON EVEN WHENNOT USING THE BRAKES - ACCELERATING HARD TURNS THE LIGHT OFF						
Cau THOUGH THIS CONCERN WAS NEVER DUPLICATED FOUND BULLETIN #08-05-22-009C WHICH STATES THERE IS HIGH RESISTANCE DUE TO TERMINAL FRETTING CORROSION C2 AND X2 CONNECTOR						
Cor DISCONNECTED C2 AND X2, ADDED DIELECTRIC GREASE TO CORRECT HIGH RESISTANCE - OK - L=.3						
	N9595	A17		.30	W	28.85
	N9595		A17	1	W	13.22
	X	12377900	LUBRICANT			
Line Total.....						42.07

B +						
Com BODY/TRIM/MOLDINGS; CUSTOMER STATES HEARS A SQUEAKING/RATTLING NOISE FROM UNDERNEATH VEHICLE EVEN ON A SMOOTH ROAD - EASIER TO HEAR WITH THE WINDOWS OPEN						
Cau FOUND A FEW RETAINERS MISSING FROM FRONT AIR DEFLECTOR BUT THE LACK OF RETAINERS ALLOWED EXCESSIVE MOVEMENT WHICH ELONGATE THE MOUNTING HOLES AND ALLOWS THEM RATTLE						
Cor REPLACED ALL 3 LOWER DEFLECTOR AND ROADTESTED VEHICLE - NO NOISES HEARD - L=.2, OLH=.4 TO REPLACE OTHER 2 DEFLECTOR AND INSTAL MISSING RETAINERS						
	D1446	A17		.20		

SERVFILE COPY - PAGE 01

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CUSTOMER SIGNATURE

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

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
CHERRY HILL NJ [REDACTED]		1G2ZH17N374 [REDACTED]		45562	11/08/10	68967 C EOD - C	
		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		07	PONTIAC	G6 GT	BLUE	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
053738		[REDACTED]	[REDACTED]	63725	00/00/00	165	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE		
	04/27/10	37714	45560	11/02/10	04/27/10		

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QTZ	TYPE	AMOUNT
	D1446		A17	.20	W	19.23
Auth:	Claim Type:		Complaint Cd:	LaborHrs:	0.2	OtherHrs: 0.0
	X	25995473	DEFLECTOR	1	W	67.90
		15242779	DEFLECTOR	1	W	41.01
		15242778	DEFLECTOR	1	W	44.70
		11518017	RETAINER	4	W	9.52
Line Total.....						182.36

C +
 Com STEERING/SUSPENSION; CUSTOMER STATES STEERING PULLS TO THE LEFT
 Cau CHECKED ALIGNMENT - WITHIN SPECS
 Cor ROADTESTED VEHICLE - UNDER HEAVIER ACCELERATION TORQUE STEERING WILL T
 UG ON THE STEERING ON ONE DIRECTION
 02 A17
 Line Total.....

D +
 Com STEERING/SUSPENSION; CUSTOMER STATES HEARS A CLUNK NOISE FROM UNDERNE
 ATH VEHICLE ESPECIALLY OVER BUMPS
 Cau FOUND WORN INTERMEDIATE STEERING SHAFT
 Cor REPLACED INTERMEDIATE STEERING SHAFT
 L=.5
 E7700 A17 .50

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CUSTOMER SIGNATURE _____

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

MALL CHEVROLET INC
HADDONFIELD NJ
CHRYSLER FLEET DIVISION
1000 WALL STREET
NEWARK NJ 07102

VIP
A-17

68967MCC

1000017007	45560	11/02/10	15000	68967
07	BONNETTAC	6% ST	Blow	00000
04/27/10	165 RINCH 2			
04/27/10	37704			

DEALER INC.
SALES MODELS, NOT JUST VEHICLES
PLEASE ADVISOR FOR DETAILS.

...the repair work...
...cause...
...delays in parts...
...for the purchase...

Description	Days	Mth	Year	Miles	Exp Miles	Exp Date
PREFERRED-NEW	100	84	85000	0	00/00/00	

SYSTEM; CUSTOMER STATES 3RD BRAKE LIGHT STAYS ON
BRAKES - ACCELERATING HARD TURNS THE LIGHT OFF

SPRINGS; CUSTOMER STATES HEARS A SCREEKING/RAVING
VEHICLE EVEN ON A SMOOTH ROAD - EASIER TO HEAR

STEERING; CUSTOMER STATES STEERING PULLS TO THE
LEFT

ARE THE MOST RECENT SERVICES PERFORMED

DATE	OP-CD	DECR	DESC	OP-CD	DECR	DESC
165	WN9780	A88	ELECTRICAL S	CM1	A88	M-1 MAINTENANCE
165	WN9995	A44	ELECTRICAL S	I02	A44	STEERING/SUSP
165	WN2833	A31	ELECTRICAL S	WN2114	A31	ELECTRICAL S
165	WN2880	A31	STEERING/SUS	I4000	A31	4000 MILE SE
165	I02	A99	STEERING/SUS			
745	I	A99	VEH IS LEAKI			
745	SPOT		SPOT DELIVER			A99 PLEASE RESER

Certified

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
CHERRY HILL		1G2ZH17N374 [REDACTED]		49454	03/16/11	74731 C	
NJ [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		07	PONTIAC	G6 GT	BLUE	00373	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
053738		[REDACTED]	[REDACTED]	63725	00/00/00	177	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE		
	04/27/10	37714	49447	03/11/11	04/27/10		

A
 Com Customer states please check for alignment, vehicle drifts to the right and steering wheel is off center
 Cau OUT OF SPEC
 Cor REPLACED R/F KNUCKLE AND CONTROL ARM, ALIGNMENT
 E2520 1.0 ADD .7
 E2520

	A35	4.00	W	167.56
22730776	ARM	1	W	212.18
25872804	KNUCKLE	1	W	128.80
Line Total.....				508.54

C
 Com Customer states please check over vehicle for trip
 A35
 Line Total.....

462	167.56-	TOTAL-CASH	225	NoCharge
480	340.98-			
263	508.54			

SERVFILE COPY - PAGE 01

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<p>_____ CUSTOMER SIGNATURE</p>	<p>_____ (SIGNATURE) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)</p>

MALL CHEVROLET
DONFIELD
CHERRY HILL, NJ 08002
PH: (856) 552-7001
WWW.MALLCHEVROLET.COM

SPOT#3

CHERRY HILL NJ		VEHICLE IDENTIFICATION	MILEAGE IN	DATE IN/TIME	P.O. NO.
		1G2ZH17N374	49447	03/11/11 07:37	74731
YEAR	MAKE	MODEL	COLOR	TAG NO.	
07	PONTIAC	G6 GT	BLUE	00373	
CUST. NO.	LICENSE	HOME PHONE	STOCK NO.	IN-SERV. DATE	SERV. ADV.
053738			63725	04/27/10	177 4678
VEHICLE MAKE	DELIV. DATE	DELIV. MILES	OTHER PHONE	MILES. OUT	NO. COMMENT
	04/27/10	37714		49454	

WELCOME TO THE NEW MALL CHEVROLET INC.
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Company	Description	Ded\$	Mth	Term	Miles Exp	Miles	Exp Date	CASH	CHARGE
ZURICH	PREFERRED-NEW	100	84	85000	0	00/00/00			
LN TYPE OP-CODE	TECH								

- A. C. Customer states please check for alignment, vehicle drifts to the right and steering wheel is off center
- B. C. Customer states please check remotes *4992*
- C. C. Customer states please check over vehicle for trip

E 2520 11.0
Goodwill related concern
To front purchase since impact found

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

P.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
70042	11/26/10	46310	165	WN0680	A44	ELECTRICAL S	W02	A88	STEERING/SUS			
69743	11/19/10	46151	165	I02	A17	STEERING/SUS	WN0761	A17	ELECTRICAL S	I02	A17	STEERING/SUS
				I11	A17	ENGINE MECHA						
68967	11/ 2/10	45560	165	WN9595	A17	ELECTRICAL S	WD1446	A17	BODY/TRIM/MO	I02	A17	STEERING/SUS
				WE7700	A17	STEERING/SUS						
68603	10/26/10	45257	165	WC9780	A88	ELECTRICAL S	CM1	A88	M-1 MAINTENA			
57765	10/ 7/10	44421	165	WN9995	A44	ELECTRICAL S	I02	A44	STEERING/SUS			

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	OP-CODE	DESCRIPTION	MILES	MONTH	OP-CODE	DESCRIPTION
4000	3	0204	PERFORM GM ENGINE OIL & FILTER SER	4000	1003		PERFORM 4000 MILE MAINTENANCE SCH
8000		1004	PERFORM 8000 MILE MAINTENANCE SERV	12000	1005		PERFORM 12000 MILE MAINTENANCE INT

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
CHERRY HILL		1G2ZH17N374		52091		04/15/11		76158 B	
NJ [REDACTED]		YEAR		MAKE		MODEL		COLOR	
		07		PONTIAC		G6 GT		BLUE	
CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.	
053738				[REDACTED]		[REDACTED]		63725	
CUST. LABOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN		DATE IN	
		04/27/10		37714		52090		04/11/11	
								04/27/10	
PROD. DATE		SERV. ADV.		TERMS					
00/00/00		745		CASH					

LINE	OR CODE	FAIL CD	TECH	HOURS/QTZ	TYPE	AMOUNT
A						
Com Customer states rear brake lights stay on when driving						
Cau FOUND CODE C0227 FOUND BRAKE PEDAL POSITION SWITCH SHORTED						
Cor BRAKE PEDAL POSITION SENSOR REPLACEMENT						
L-.3 D-.3 OLH 1.90						
	H2642		A10	2.50	W	246.43
			22666955 SENSOR KI	1	W	19.55
Line Total.....						265.98

B	Com Customer states windows do not drop down when closing door please chec					
Cor REPROGRAM BCM						
			A10			
Line Total.....						

C +	Com COURTESY TRANSPORTATION DURING REPAIR					
RENTAL						
	SUBLET	ENTERPRISE	RENTAL	1	W	129.00
Line Total.....						129.00

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 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
CHERRY HILL		1G2ZH17N374 [REDACTED]		52091	04/15/11	76158 B	
NJ [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		07	PONTIAC	G6 GT	BLUE	00000	
COST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
053738		[REDACTED]	[REDACTED]	63725	00/00/00	745	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE		
	04/27/10	37714	52090	04/11/11	04/27/10		

LINE	OP. CODE	FAIL-CD	TECH	HOURS/CTY	TYPE	AMOUNT
462		246.43-				
480		19.55-				
466		129.00-				
263		394.98				

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CUSTOMER SIGNATURE

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

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

58MCC

A. 10

CHERRY HILL NJ		VEHICLE IDENTIFICATION		MILEAGE TO		DATE IN/TIME		E.O. NO.	
		1G2ZH17N374		52099		04/11/11 08:53		76158	
YEAR		MAKE		MODEL		COLOR		TAG NO.	
07		PONTIAC		G6 GT		BLUE		00000	
CITY NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.	
3738								63725	
IN-SERV DATE		SERV ADV		FRONT END		MILES OUT		ED COMMENT	
04/27/10		37714				52091			

WE SERVICE ALL MAKES AND MODELS, NOT JUST YOUR CHEVROLET. SEE YOUR SERVICE ADVISOR FOR DETAILS.

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Company	Description	Days	Mth	Term	Miles Exp	Exp Miles	Exp Date
ZURICH	PREFERRED-NEW	100	84	85000	0	00/00/00	Brake Pedal Parts
LN TYPE OP-CODE	TECH						Large

A W Customer states rear brake lights stay on when driving *CO217*

B W Customer states windows do not drop down when closing door please check

*A Goodwin
 My Diagnostic
 Emy*

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

E.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
75691	3/31/11	52005	177	W3600	A34	ELECTRICAL	WN6612	A34	BODY	WB7540	A34	BODY
				IREC	A34	LIGHTING						
74731	3/11/11	49447	177	WE2520	A35	please check	CR4485	A35	please check	W	A35	please check
70042	11/26/10	46310	165	WN0680	A44	ELECTRICAL S	W02	A88	STEERING/SUS			
69743	11/19/10	46151	165	I02	A17	STEERING/SUS	WN0761	A17	ELECTRICAL S	I02	A17	STEERING
				I11	A17	ENGINE MECHA						
68967	11/2/10	45560	165	WN9595	A17	ELECTRICAL S	WD1446	A17	BODY/TRIM/MO	I02	A17	STEERING

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	OP-CODE	DESCRIPTION	MILES	MONTH	OP-CODE	DESCRIPTION
4000	3	0204	PERFORM GM ENGINE OIL & FILTER SER	4000	1003	PERFORM 4000 MILE MAINT	
8000	1004	PERFORM 8000 MILE MAINTENANCE SERV	12000	1005	PERFORM 12000 MILE MAINT		

ABOVE RECOMMENDED SERVICES ARE BASED UPON ESTIMATED MILEAGE OF 52,090

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
CHERRY HILL NJ [REDACTED]		1G2ZH17N374 [REDACTED]		52010	04/01/11	75691 B EOD - C	
YEAR	MAKE	MODEL		COLOR	TAG NO.		
07	PONTIAC	G6 GT		BLUE	00689		
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
053738		[REDACTED]	[REDACTED]	63725	00/00/00	177	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE		
	04/27/10	37714	52005	03/31/11	04/27/10		

LINE	OP. CODE	FALL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	3600		A34			
Com ELECTRICAL 3rd brake light stays on all the time, please check Cau OPEN CIRCUIT TO BCM Cor REPAIRED CONNECTION Line Total.....						

B	N6612		A34	3.00	W	147.85
Com BODY when shutting the door, drivers side window doesn't al ways go down Cau OPEN CIRCUIT FOUND SWITCH SHORTED OUT DUE TO CONNECTOR WETNESS, FOUND WINDSHIELD LE Cor WAKING WATER, RESEALED WINDSHIELD AND REPAIRED CONNECTOR AT KICK PANEL. APPLIED DIALECTIC GREASE AND REASSEMBLED REPROGRAM N6612 .5 OLN 1.0 Line Total..... 232.55						

C
 Com BODY water leak where roof and windshield meet and where li
 ghts are on the roof
 Cau FOUND SEAL AT TOP OF WINDSHIELD NOT SEALED PROPERLY, SUBLET TO WINDSHI

SERVFILE COPY - PAGE 01

<p>STATEMENT OF DISCLAIMER</p> <p>The factory warranty constitutes all of the warranties with respect to the use of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p>	<p>On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.</p>
<p>_____ CUSTOMER SIGNATURE</p>	<p>_____ (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)</p>

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
CHERRY HILL NJ [REDACTED]		1G2ZH17N374 [REDACTED]		52010	04/01/11	75691 B EOD - C	
YEAR	MAKE	MODEL		COLOR		TAG NO.	
07	PONTIAC	G6 GT		BLUE		00689	
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV	TERMS
053738		[REDACTED]	[REDACTED]	63725	00/00/00	177	CASH
COST	LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
		04/27/10	37714	52005	03/31/11	04/27/10	

LINE	OP CODE	FAIL CD	TECH	HOURS/QTZ	TYPE	AMOUNT
C	CONTINUED					
1.00 ELD REPAIR AND REINSPECTED - OK 2.00 MOLDING, WINDSHIELD REVEAL - R&R OR REPLACE B7540 .5 B7540 A34 .50 W 49.29 Auth: Claim Type: Complaint Cd: LaborHrs: 0.5 OtherHrs: 0.0 SUBLET SAFELITE 142408 1 W 45.00 A99 .50 Line Total..... 94.29						

D	1.00 LIGHTING passenger side fog light is out of place 2.00 NEEDS FOG LIGHT ASSEMBLY - NOT COVERED BY CERTIFIED WARRANTY COVERAGE LIGHTS AND BULBS ARE NOT COVERED. ESTIMATE \$261.03 PLUS TAX 3.00 PART NUMBER 15162675 REC A34 Line Total.....					
---	---	--	--	--	--	--

SERVFILE COPY - PAGE 02

<p>STATEMENT OF DISCLAIMER</p> <p>The factory warranty constitutes all of the warranties with respect to the use of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p> <p>_____ CUSTOMER SIGNATURE</p>	<p>On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.</p> <p>_____ (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)</p>
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MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

CHERRY HILL		NJ		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
				1G2ZH17N374		52010		04/01/11		75691 B	
				YEAR		MAKE		MODEL		COLOR	
				07		PONTIAC		G6 GT		BLUE	
										TAG NO.	
										00689	
COST NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.		PROD. DATE	
053738								63725		00/00/00	
										SERV. ADV.	
										177	
										TERMS	
										CASH	
CUST. LABOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN		DATE IN		IN-SERV DATE	
		04/27/10		37714		52005		03/31/11		04/27/10	

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QTZ	TYPE	AMOUNT
462		197.14-				
480		84.70-				
466		45.00-				
263		326.84				
TOTAL-CASH				225		NoCharge

SERVFILE COPY - PAGE 03

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the use 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.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty 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.

CUSTOMER SIGNATURE

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

75 HADDONFIELD ROAD
CHERRY HILL, NJ 08002
PH: (856)-662-7001
WWW.MALLCHEVY.COM

MCC

CHERRY HILL NJ		VEHICLE IDENTIFICATION		MILEAGE IN		DATE IN/TIME		A.C. NO.	
		1G2ZH17N374		52005		03/31/11 07:54		75691	
YEAR		MAKE		MODEL		COLOR		TAG NO.	
07		PONTIAC		G6 GT		BLUE		00689	
LIC. NO.		HOME PHONE		WORK PHONE		BIDDER NO.		IN-SERV. DATE	
3738						63725		04/27/10	
SERV. ADV.		SERV. ADV.		SERV. ADV.		SERV. ADV.		SERV. ADV.	
177		4678							
DELIV. DATE		DELIV. MILESS		OTHER PHONE		MILEAGE OUT		NO. COMMENT	
04/27/10		37714				52010			

I 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. I hereby grant you permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

CASH CHARGE

Company	Description	Ded\$	Mth	Term	Miles	Exp	Miles	Exp	Date
RICH	PREFERRED-NEW	100	84	85000	4%	0	00/00/00		
TYPE OP-CODE	TECH								
3600									
ELECTRICAL	3rd brake light stays on all the time, please check								
6001									
BODY	when shutting the door, drivers side window doesn't always go down								
6002									
BODY	water leak where roof and windshield meet and where lights are on the roof <i>Seal wind Shutch</i>								
6101									
LIGHTING	passenger side fog light is out of place								

E-OLH
A goodwill
my

*Checked 11/2/10
7/7/10*

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
CHERRY HILL NJ [REDACTED]		1G2ZH17N374 [REDACTED]		52089	04/18/11	76060 B EOD - C	
YEAR	MAKE	MODEL		COLOR		TAG NO.	
07	PONTIAC	G6 GT		BLUE		00072	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
053738		[REDACTED]	[REDACTED]	63725	00/00/00	745	CASH
COST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	04/27/10	37714	52089	04/08/11	04/27/10		

LINE	OP. CODE	FAIL. CD	TECH.	HOURS/QT	TYPE	AMOUNT
A						
Com ELECTRICAL inspect operation on rear brake lights stay on while driving. check operation						
For CHECK OPERATIONS NO PROBLEM FOUND						
	3600		A44			
Line Total.....						
B						
Com ELECTRICAL inspect operations of window does not close when closing. check and advise						
For CHECK OPERATION NO PROBLEM FOUND						
	3600		A44			
Line Total.....						

225

SERVEFILE COPY - PAGE 01

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<p>_____ CUSTOMER SIGNATURE</p>	<p>_____ (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)</p>

04/27/11

WELCOME TO THE NEW HALL CHEVROLET... WE NOW SERVICE ALL MAKES AND MODELS... CHEVROLET. SEE YOUR SERVICE ADVISE FOR DETAILS.

I authorize the repair work set forth to be done along with the necessary material and agree that I am 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. I hereby grant you permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

X

CASH CHARGE

Company Description Ded\$ Mch Term Miles Exp Miles Exp Date
 ZURICH PREFERRED-NEW 100 64 85000 0 /00/00

IN TYPE OP-CODE TECH

W 3600 ELECTRICAL inspect operation on rear brake lights stay on while driving. check operation

C.N.D.

W 3600 ELECTRICAL inspect operations of window does not close when opening. check and advise

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

LO.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
5691	3/31/11	52005	177	W3600		A34 ELECTRICAL	WN6612		A34 BODY	WB7540		A34 BODY
						IREC			A34 LIGHTING			
4731	3/11/11	49447	177	WE2520		A35 please check	CR4485		A35 please check	W		A35 please check
0042	11/26/10	46310	165	WN0680		A44 ELECTRICAL S	W02		A68 STEERING/SUS			
9743	11/19/10	46151	165	I02		A17 STEERING/SUS	WN0761		A17 ELECTRICAL S	I02		A17 STEERING/SUS
						I11			A17 ENGINE MECHA			
8967	11/2/10	45560	165	WN9595		A17 ELECTRICAL S	WD1446		A17 BODY/TRIM/MO	I02		A17 STEERING/SUS

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES MONTH	OP-CODE	DESCRIPTION	MILES MONTH	OP-CODE	DESCRIPTION
1000	3	0204 PERFORM GM ENGINE OIL & FILTER SER	4000	1003	PERFORM 4000 MILE MAINTENANCE SCHE
1000		1004 PERFORM 8000 MILE MAINTENANCE SERV	12000	1005	PERFORM 12000 MILE MAINTENANCE INT

BRAKES FRONT = % REAR = % ANTI-FREEZE = ALT. = BATT. = TIRE PRESSURE = TECH. NO.

SERVICE OPPORTUNITIES			
SERVICE	LABOR	PARTS	CONDITION
4,8,12 SERVICE	15905986	25909321	\$100.65
TUNE UP			
CAP & ROTOR			
THROTTLE SER.	15905987	25909322	\$101.65
FUEL INJ. SER.			
INDUCTION SER.			
BELTS			
ALIGN.			
STRUTS			
SHOCKS			
ROTATE			
BALANCE			
TRANS SER.			
FLUSH			
BRAKES			
CUT - ROTORS			
CUT DRUMS			
REPACK BEAR.			
A/C SERVICE			
SCOPE ENG			
BATTERY			
EXHAUST			
ROTOR VAC.			
TOTAL			
TAX			

COMPLAINT

CAUSE **1**

CORRECTION

COMPLAINT

CAUSE **2**

CORRECTION

COMPLAINT

CAUSE **3**

CORRECTION

COMMENTS TO WRITER

CUSTOMERS NAME: 76060
 JOB NO.:
 DATE: 4/14
 EMP NO.:
 OPERATION: McCann
 REG. QTY: 8 APR 15A
 OFF: 4
 ON: 8 APR 14Z

2007 G6 - GT COUPE
 91U ELECTRIC BLUE METALLIC /V6G
 192 EBONY
 ORDER NO. KJSMK8/TRE STOCK NO.
 VIN 1G2 ZH17 N3 74 [REDACTED]
 *****16*03155S
 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
 2ZH37 G6 - GT COUPE 21965.00 20756.93 INVOICE 09/29/06
 AY0 SIDE IMPACT AIRBAGS, DRIVER 295.00 244.85 SHIPPED 09/29/06
 AND FRONT PASSENGER EXP I/T 10/08/06
 FE9 FEDERAL EMISSIONS N/C N/C INT COM 10/10/06
 FR9 AXLE RATIO 3.29 N/C N/C PRC EFF 09/29/06
 LZ4 ENGINE, 3.5L V6 SFI N/C N/C KEYS G0544 G0544
 PCQ PREMIUM PACKAGE: 1350.00 1120.50 WFP-S QTR OPT-1
 * SEATS, LEATHER APPOINTED BANK: GMAC - 020
 * PWR SEAT ADJUST-DRIVER, 6 WAY CHG-TO 03-155
 * DRIVER & FRT PASSENGER-HEATED SEATS
 * REMOTE VEHICLE START SHIP WT: 3420
 * CONVENIENCE NET, CARGO HP: 36.5
 * FLOOR MATS, FRONT/REAR GMS: 23093.98
 SUPPLR: 24126.46
 MRM: 25360.00
 DAN: STK
 MEMO 1085.50
 PDE SUN AND SOUND PACKAGE: 1100.00 913.00
 * AM/FM STEREO W/ 6 DISC
 CD PLAYER, AUTOTONE CONTROL,
 RADIO DATA SYSTEM
 (REPLACES STD/OPT/PKG RADIO)
 * POWER SUNROOF
 VK3 LICENSE PLATE BRACKET, FRONT N/C N/C

TOTAL MODEL & OPTIONS 24710.00 23035.28 ACT 231 22943.98
 DESTINATION CHARGE 650.00 650.00 H/B 261 741.30
 LAM DEALER CONTRIBUTION 247.10 ADV 261 247.10
 LAM GROUP CONTRIBUTION 308.88 EXP 65A 308.88

TOTAL 25360.00 24241.26 PAY 310 24241.26
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 23170.48

 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.

DAVIS PONTIAC, INC.
 REMIT TO GMAC NO. 020
 VIN 1G2ZH17N374 [REDACTED]
 \$ 24241.26 INV 2AD56213851
 DUE 10/10/06 DEALER 03-155

CUSTOMER _____
 ADDRESS _____ CHERRY HILL NJ _____
 HOME PHONE _____ WORK PHONE _____ SALESPERSON DAN TRINIDAD
 PLEASE ENTER MY ORDER FOR ONE 2007 PONTIAC MODEL 66 BT

BODY TYPE COUPE COLOR BLUE MILES 37714 VIN 1G1JC124947

INTERIOR TRIM COLOR _____

Private Delivery of the vehicle listed above customer shall elect one of the following: Private Dealer's IP Cash Purchase Finance Purchase Lease

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON SEPARATE DISCLOSURE STATEMENTS INCLUDING BUT NOT LIMITED TO A SHOP DELIVERY AGREEMENT ARE MADE A PART OF THIS ORDER.

Price of Unit	14953.00
Additional Equipment (options)	NA
GAP INSURANCE	750.00
84 MO / 45000 PREFERRED-NEW	
IF A PURCHASE, THE FOLLOWING APPLY:	
Dealer Prep (U/C only)	89.00
N/C or U/C Service Contract	2000.00
TOTAL PRICE	17792.00
Less Trade-in	700.00
TOTAL TAXABLE AMOUNT	17092.00
Sales Tax	1196.44
Motor Vehicle Title Fee	NA
NJ Supplemental Tiling Fee	NA
On Line Registration	8.30
*Estimated Motor Vehicle Fee (See Paragraph 15 On Reverse Side)	196.00
Documentary } Clerical Expense Fee \$99.00 Service Fee } Document Transmittal Fee \$50.00	\$149.00
(See Paragraph 16 On Reverse Side)	
PAY-OFF ON TRADE IN	NA
TOTAL	18641.74
Rebate (If Applicable)	NA
Deposit	NA
BALANCE IN CASH OR CERTIFIED CHECK DUE ON DELIVERY	18641.74

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

IF A LEASE, THE FOLLOWING WILL ALSO APPLY:

MONTHLY PAYMENT AMOUNT \$ NA
 TERM: NA MONTHS
 MILEAGE PER YEAR NA
 CASH DUE AT DELIVERY \$ NA

IF A NEW VEHICLE SALE

TRADE-IN DESCRIPTION AND ALLOWANCE

Year 1997 Make CHEVROLET Model CAVALIER RS
 VIN 1D1JC124947 Mileage 81892
 Trade-in Value 700.00 Appraisal Date 04/27/10
 Less Balance Owed NA
 Net Trade-in Allowance 700.00
 Balance Owed to: _____
 Address: _____
 Account No.: _____
 Init. From _____ Good Thru _____

IF USED VEHICLE SALE CHECK APPROPRIATE BOX
 This vehicle is sold "as is" and the selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability" based upon the selling dealer's negligence, or otherwise) is expressly excluded and customer hereby assumes any such risks.

OR
 The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES DEALER'S OBLIGATION
 The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle _____ from the date of delivery of such vehicle.
 04 / 27 / 2010
 Date / Signature X

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)
 The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373).
 04 / 27 / 2010 X
 Date / Signature X

Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that

Documentary Service Fee	Clerical Expense Fee \$99.00 Document Transmittal Fee \$50.00 (See Paragraph 16 On Reverse Side)	\$149.00
PAY-OFF ON TRADE IN		NA
TOTAL		18641.74
Rebate (If Applicable)		NA
Deposit		NA
BALANCE IN CASH OR CERTIFIED CHECK DUE ON DELIVERY		18641.74

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT. IF A LEASE, THE FOLLOWING WILL ALSO APPLY:

MONTHLY PAYMENT AMOUNT \$	NA
TERM: NA MONTHS	NA
MILEAGE PER YEAR	NA
CASH DUE AT DELIVERY \$	NA

IF A NEW VEHICLE SALE
The only warranties applying to this vehicle are those offered by the manufacturer. The selling dealer sells this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by the selling dealer.

Customer agrees that this Order on the face and on the reverse side and any attachments to it includes all the terms and conditions. If a cash sale, Customer further agrees this Order cancels and supersedes any prior Motor Vehicle Retail Order Agreements and as of the date signed by Dealer or authorized agent, comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer unless the purchase is a credit sale or lease. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. **THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.** Customer by execution of this Order acknowledges that they have read the terms and conditions and have received a true copy of the order. I am 18 years of age or older and of full legal capacity to enter into this contract. **ANY DISPUTE BETWEEN CUSTOMER AND DEALER SHALL BE BROUGHT IN ARBITRATION IN THE STATE OF NEW JERSEY AND NEW JERSEY LAW SHALL APPLY.** Customer agrees that Customer will not sue the Dealer, except for FCC claims but, including claims under the New Jersey Consumer Fraud Act, within 180 days from the date of this agreement and if not brought within one year.

registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected by the State from the date of delivery of such vehicle.

Date: 04/27/2010
Customer's Signature: [Signature]

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)
The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon Warranty Law (P.L. 1995, Chpt. 373).

Date: 04/27/2010 X
Customer's Signature: [Signature]

Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies that the above mileage of trade-in vehicle is accurate. Customer warrants any trade-in vehicle to be his property free and clear of all liens and encumbrances except as otherwise noted on this order. Customer further warrants that he will deliver to dealer an original, legally valid and binding title to any trade-in vehicle, and that said title does not contain any "title brand".

Customer certifies that the vehicle has never been in an accident or suffered damage. Moreover, customer agrees to indemnify and hold dealer harmless should any of the above statements be false, including any actions with third party.

Date: 04/27/2010
Customer's Signature: [Signature]

Accepted By: 04/27/10 X
Dealer or His Authorized Representative: [Signature]

IMPORTANT - READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING.

*The motor vehicle fees shown on the Vehicle Buyer Order or Lease Contract for your vehicle are an approximation of the actual fees that will be charged by the New Jersey Division of Motor Vehicle to process the title and registration for your vehicle. When your title work has been completed, we will refund any excess fees that have been collected. If we have underestimated your motor vehicle fees we will seek payment of such amount from you.

WE OWE

Y	NAME OF ITEM
	NOTHING OWED.

by accept this WE OWE with the understanding that it is valid for only (30) THIRTY DAYS FROM DATE OF ISSUANCE, and that I must make an ADVANCE APPOINTMENT WITH SERVICE DEPARTMENT before the above work can be performed. (FOR APPOINTMENT CALL SERVICE DEPT.)

and their manufacturer with respect to the new motor vehicles.

3. **MANUFACTURER'S PRICE INCREASES.** The Manufacturer has reserved the right to change the price to Dealer of new motor vehicles without notice. In the event the price to Dealer of the new motor vehicle ordered by Customer is changed by Manufacturer prior to its delivery to Customer, Dealer reserves the right to change the cash delivery price to Customer. If the cash delivery price, or monthly lease payment, in the event Customer has advised Dealer of his election to lease, is increased by Dealer, Customer may, if dissatisfied with the higher figure, cancel this Order. In the event a used motor vehicle ("trade-in") has been traded as part of the consideration for the new motor vehicle, the trade-in shall be returned to Customer upon payment of a reasonable charge for storage and repairs, (if any). If the trade-in has been previously sold by Dealer, the amount received for it shall be returned to Customer less a selling commission of 15% and any expense incurred in storing, insuring, conditioning or advertising said trade-in for sale.
4. **TRADE-IN AND APPRAISAL.** Where Customer wishes to trade in a used motor vehicle ("trade-in") as part of the consideration for the motor vehicle ordered, Dealer may appraise the trade-in at the time of the execution of this Order by Customer. Dealer also reserves the right to reappraise the trade-in at the time of delivery.

The Dealer shall not alter a trade-in appraisal from the time of the initial appraisal until the time of delivery, unless:

- (1) intervening factors indicate an apparent decrease in the value of the trade-in over and above ordinary wear and tear, and/or
- (2) a change occurs in the mechanical performance of the vehicle.

If such reappraised value is lower than the original allowance as shown on the front of this Order, Customer may, if dissatisfied, cancel this Order. Such right of cancellation must be exercised prior to actual delivery to the Customer of the motor vehicle ordered, and the surrender of the used motor vehicle to Dealer.

Customer certifies that the engine block is not cracked, the vehicle has not been flooded, there is no significant vehicle defect or damage, the vehicle has not been involved in any accident, and the emission control equipment, including catalytic converter has never been altered or removed.

5. **DELIVERY OF TITLE TO DEALER.** Customer agrees to deliver to Dealer satisfactory evidence of title to any trade-in vehicle used as part of the consideration for the motor vehicle ordered at the time of delivery of such used motor vehicle to Dealer. Customer warrants any trade-in vehicle to be his property free and clear of all liens and encumbrances except as otherwise noted on this Order.
6. **NONREFUNDABLE DEPOSIT.** Unless this Order is cancelled by Customer in accordance with Paragraphs 3 and 4 above, Dealer shall have the right upon failure or refusal of Customer to accept delivery of the ordered vehicle or to comply with the terms of this Order, to retain as liquidated damages any cash deposit. In addition, where Customer has traded a used motor vehicle as part of the consideration for the vehicle ordered, Dealer shall have the right to sell such trade-in and reimburse himself out of the proceeds of such sale for the expenses specified in Paragraphs 3 and 4 above and for such other expenses and losses as Dealer may incur or suffer as a result of the Customer's failure or refusal to comply with the provisions of this Order.
7. **DESIGN CHANGES BY THE MANUFACTURER.** The Manufacturer has reserved the right to change the design of any new motor vehicle, chassis, accessories or parts of new vehicles at any time without notice and without obligation to make the same or any similar change upon any motor vehicle, chassis, accessories or parts of vehicles previously purchased by or shipped to Dealer or being manufactured or sold in accordance with the Dealer's orders. In the event of any such change by the Manufacturer, Dealer shall have no obligation to Customer to make this same or any similar change in any motor vehicle, chassis, accessories or parts of the vehicle covered by this Order either before or after delivery to Customer.
8. **DELAYS IN DELIVERY.** Dealer shall not be liable for failure to deliver or for any delay in delivering the motor vehicle covered by this Order where such failure or delay is due, in whole or in part, to any cause beyond the control or without the fault or negligence of Dealer.
9. **PAYMENT OF SALES AND USE TAXES.** The price for the motor vehicle specified on the face of this Order includes reimbursement for certain Federal Excise taxes but does not include sales taxes and use taxes (Federal, State or Local) or other taxes, unless expressly stated. Customer assumes and agrees to pay, unless prohibited by law, any such sales, use or occupational taxes imposed on or applicable to the transaction covered by this Order, regardless of which party may have primary tax liability.
10. **EXECUTION OF OTHER DOCUMENTS.** The Customer, before or at the time of delivery of the motor vehicle covered by this Order will execute such other forms of agreement or documents as may be required by the terms and conditions of payment in accordance with Customer's election to purchase for cash, purchase and finance or to lease the vehicle covered by this Order.

If such reappraised value is lower than the original allowance as shown on the front of this Order, Customer may, if dissatisfied, cancel this Order. Such right of cancellation must be exercised prior to actual delivery to the Customer of the motor vehicle ordered and the surrender of the used motor vehicle to Dealer.

Customer certifies that the engine block is not cracked, the vehicle has not been flooded, there is no significant vehicle defect or damage, the vehicle has not been involved in any accident, and the emission control equipment, including catalytic converter has never been altered or removed.

5. **DELIVERY OF TITLE TO DEALER:** Customer agrees to deliver to Dealer satisfactory evidence of title to any trade-in vehicle used as part of the consideration for the motor vehicle ordered at the time of delivery of such used motor vehicle to Dealer. Customer warrants any trade-in vehicle to be his property free and clear of all liens and encumbrances except as otherwise noted on this Order.
6. **NONREFUNDABLE DEPOSIT:** Unless this Order is cancelled by Customer in accordance with Paragraphs 3 and 4 above, Dealer shall have the right upon failure or refusal of Customer to accept delivery of the ordered vehicle or to comply with the terms of this Order, to retain as liquidated damages any cash deposit. In addition, where Customer has traded a used motor vehicle as part of the consideration for the vehicle ordered, Dealer shall have the right to sell such trade-in and reimburse himself out of the proceeds of such sale for the expenses specified in Paragraphs 3 and 4 above and for such other expenses and losses as Dealer may incur or suffer as a result of the Customer's failure or refusal to comply with the provisions of this Order.
7. **DESIGN CHANGES BY THE MANUFACTURER:** The Manufacturer has reserved the right to change the design of any new motor vehicle, chassis, accessories or parts of new vehicles at any time without notice and without obligation to make the same or any similar change upon any motor vehicle, chassis, accessories or parts of vehicles previously purchased by or shipped to Dealer or being manufactured or sold in accordance with the Dealer's orders. In the event of any such change by the Manufacturer, Dealer shall have no obligation to Customer to make this same or any similar change in any motor vehicle, chassis, accessories or parts of the vehicle covered by this Order either before or after delivery to Customer.
8. **DELAYS IN DELIVERY:** Dealer shall not be liable for failure to deliver or for any delay in delivering the motor vehicle covered by this Order where such failure or delay is due, in whole or in part, to any cause beyond the control or without the fault or negligence of Dealer.
9. **PAYMENT OF SALES AND USE TAXES:** The price for the motor vehicle specified on the face of this Order includes reimbursement for certain Federal Excise taxes but does not include sales taxes and use taxes (Federal, State or Local) or other taxes, unless expressly stated. Customer assumes and agrees to pay, unless prohibited by law, any such sales, use or occupational taxes imposed on or applicable to the transaction covered by this Order, regardless of which party may have primary tax liability.
10. **EXECUTION OF OTHER DOCUMENTS:** The Customer, before or at the time of delivery of the motor vehicle covered by this Order, will execute such other forms of agreement or documents as may be required by the terms and conditions of payment in accordance with Customer's election to purchase for cash, purchase and finance or to lease the vehicle covered by this Order.
11. **PAYMENT OF BALANCE DUE AND ACCEPTANCE BY CUSTOMER:** The Customer agrees to advise Dealer of his election to purchase for cash, purchase and finance or to lease the vehicle covered by this Order and to pay the balance due on the terms specified and to accept delivery of the ordered vehicle within 48 hours after notification that the vehicle is ready for delivery. In the event Customer fails to take delivery of the vehicle, Customer's deposit may be retained by Dealer as liquidated damages for Dealer's expense and efforts in the matter. In addition, Dealer may dispose of or sell ordered vehicle as Dealer deems reasonable.
12. **SALES OF DEMONSTRATORS AND USED VEHICLES ONLY:** 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.
13. **PROHIBITION ON EXPORTING NEW VEHICLES:** The Customer agrees that the new vehicle to be purchased or leased will be used only in, and will not be exported from, the USA within one year of delivery of the vehicle to Customer. Customer accepts full responsibility for any violation of this provision, and shall be liable for all costs and any charge-backs, other costs or economic sanctions imposed on Dealer by Dealer's Manufacturer such as product withholding, directly or indirectly. This provision applies to the use and export of vehicle from any place and to any recipient, with or without the knowledge of Customer. Customer consents to the jurisdiction of the Superior Court of NJ in the event that Dealer litigates to enforce this provision.
14. **ASSIGNMENT OF ORDER PROHIBITED:** Customer and Dealer agree that this Order cannot be assigned to any third party, without the written consent of both Customer and Dealer.
15. **TITLE AND REGISTRATION FEES:** These are fees charged by the State of New Jersey or your state of residence for

Seller Name and Address

Buyer(s) Name(s) and Address(es)

MGIA CHEVROLET INC.
75 HADDONFIELD ROAD
CHERRY HILL NJ 08002

CHERRY HILL

NJ

No. _____
Date 06/27/2010

Business, commercial or agricultural purpose Contract. Refer to the attached addendum for additional Buyers and their signatures.

Truth-in-Lending Disclosure

Annual Percentage Rate The cost of your credit as a yearly rate.	Finance Charge The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid when you have made all scheduled payments.	Total Sale Price The total cost of your purchase on credit, including your down payment of
6.99 %	\$ 4301.06	\$ 18641.74	\$ 22942.00	\$ 700.00 \$ 23642.00

Payment Schedule. Your payment schedule is:

No. of Payments	Amount of Payments	When Payments are Due
72	\$ 319.65	MONTHLY, BEGINNING: 06/11/2010
NA	\$ NA	
NA	\$ NA	

Security. You are giving us a security interest in the Property purchased.

Late Charge. If all or any portion of a payment is not paid within 10 days of its due date, you will be charged a late charge of \$10.

Prepayment. If you pay off this Contract early, you will not have to pay a penalty.

Filing Fees. \$ NO

Contract Provisions. You can see the terms of this Contract for any additional information about nonpayment, default, any required repayment before the scheduled date, and prepayment, refunds and penalties.

Description of Property

Year	Make	Model	Style	Vehicle Identification Number	Odometer Mileage
2007	PONTIAC	66 BT	COUPE	1G8ZH17N374 [REDACTED]	37714
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used <input type="checkbox"/> Demo					

Description of Trade-In

1997 CHEVROLET CAVALIER/RB
1B1JC1249V7 [REDACTED]

Conditional Delivery

Conditional Delivery. A Conditional Delivery Agreement is being signed along with this Contract. The Conditional Delivery Agreement is incorporated by reference into this Contract, and a copy of the Conditional Delivery Agreement is attached to this Contract.

Itemization of Amount Financed

Sales Agreement

Payment. You promise to pay us the principal amount of \$ 18641.74 plus the time price differential accruing on the unpaid balance at the rate of 6.99000 % per year from the date of this Contract until maturity. After maturity, or after you default and we demand payment, we will earn the time price differential on the unpaid balance at 6.99000 % per year. Time price differential accrues on a 365/366 day basis. You agree to pay this Contract according to the payment schedule and late charge provisions shown in the Truth-in-Lending Disclosures. You also agree to pay any

Payment Schedule. Your payment schedule is:

No. of Payments	Amount of Payments	When Payments are Due
72	\$ 318.65	MONTHLY, BEGINNING 06/11/2019
NA	\$ NA	
NA	\$ NA	

Security. You are giving us a security interest in the Property purchased.

Late Charge. If all or any portion of a payment is not paid within 10 days of its due date, you will be charged a late charge of \$10.

Prepayment. If you pay off this Contract early, you will not have to pay a penalty.

Filing Fees. \$ NA

Contract Provisions. You can see the terms of this Contract for any additional information about nonpayment, default, any required repayment before the scheduled date, and prepayment refunds and penalties.

Description of Property

Year	Make	Model	Style	Vehicle Identification Number	Odometer Mileage
2007	PONTIAC	GG BT	COUPE	1G2ZT1170374 [REDACTED]	37714
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used <input type="checkbox"/> Demo		Other:			

Description of Trade-In

1997 CHEVROLET CAVALIER HD
1B17D124847 [REDACTED]

Conditional Delivery

Conditional Delivery. A *Conditional Delivery Agreement* is being signed along with this Contract. The *Conditional Delivery Agreement* is incorporated by reference into this Contract, and a copy of the *Conditional Delivery Agreement* is attached to this Contract.

Itemization of Amount Financed

a. Cash Price of Vehicle	\$ 14,953.00
b. Trade-In Allowance	\$ 700.00
c. Less: Amount owing, paid to (includes):	\$ NA
d. Net Trade-In (b-c; if negative, enter \$0 here and enter the amount on line f)	\$ 700.00
e. Cash payment	\$ NA
f. Manufacturer's rebate	\$ NA
g. Deferred down payment	\$ N/A
h. Down payment (d+e+f+g)	\$ 700.00
i. Adjusted Cash Price (a-h)	\$ 14,253.00
j. Sales Tax (reduced as required due to value of like trade-in)	\$ 1195.44
k. Unpaid balance of Cash Price (i+j)	\$ 15,448.44
l. Financed trade-in balance (see line d)	\$ NA

Sales Agreement

Payment. You promise to pay us the principal amount of \$ 14,253.74 plus the time price differential accruing on the unpaid balance at the rate of 6.99000 % per year from the date of this Contract until maturity. After maturity, or after you default and we demand payment, we will earn the time price differential on the unpaid balance at 6.99000 % per year. Time price differential accrues on a 365/366 day basis. You agree to pay this Contract according to the payment schedule and late charge provisions shown in the Truth-in-Lending Disclosures. You also agree to pay any additional amounts according to the terms and conditions of this Contract.

Assignment

This Contract and Security Agreement is assigned to TD Bank, N.A.
70 GRAY ROAD

FALMOUTH, ME 04105, the Assignee, phone
800-211-2571

This assignment is made

under the terms of a separate agreement made between the Seller and Assignee.

under the terms of the *Assignment by Seller* section on page 2.

This Assignment is made with recourse.

Seller

04/27/2019

RELEASE OF LIEN INFORMATION

I  (Client's Name)

hereby authorize TO BANK (OPERATIONS CENTER) (Lien holder Name)

 (Lien holder Address) LEWISTON MA  (Lien holder Phone Number)

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

with TO BANK (1800.224-5563) (Lien holder Name)

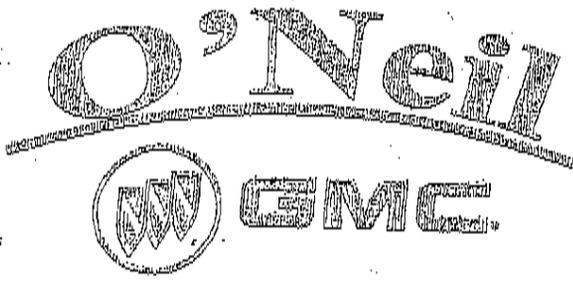
to General Motors Company, including but not limited to a complete payment history of my account, a LAST PAYMT MADE STILL PAYING 4-16-2011 PL 4/18/2011 DM loan payoff amount, and per diem information.

Date 4-16-2011

VEHICLE INFORMATION

The current vehicle mileage is 52183 Date mileage read: 4-16-2011





869 West Street Road, Warminster, PA 18974

Phone: 215-672-0900 Fax : 215-672-1821

www.oneilgm.com

FAX COVER SHEET

NO. PAGES: 41

TO: Isaac Macias

COMPANY: General Motors

FAX#: 866-597-4481

FROM: Angel Fichra

PHONE#: (215) 672-0900 ext 123

MESSAGE:



VIA FAX ONLY

April 26, 2011

Service Manager Mike Dedicato
O'neil Buick Pontiac GMC
869 W Street Rd
Warminster, PA 18974-3126

RE:

Service Request: 71-941241252
2007 Pontiac G6
Vehicle Identification Number: 1G2ZH17N374
Customer Relationship Specialist: Isaac

Dear Mike Dedicato:

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.

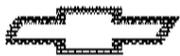
In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

LG0040 GM
V10142009

Car was not purchase here.



GMC

HUMMER

General Motors Business Resource Center

FAX

To: Mike Dedicato

Company: O'NEIL BUICK PONTIAC GMC

Fax: 2156721821

Phone:

From: Isaac Macias

Fax: (866) 597-4481

Phone: 866-790-5600 ext 11466

E-mail:

cc:

NOTES:

CHK R/F lock inop, Find R/F door switch inop, RTR door panel to inspect wire/switch, Found broken wire inside door panel, repair wire, OK .5 N6636

CHK water leak, CHK for bulletins, ^{NO bulletins} ~~for bulletins~~

install drain tube extensions, Found front hoses off drains, also, install extensions on all sunroof drains 2.0 B2858

CHK sunroof operation, Find sunroof jumping around during operation, Refurb return procedure on sunroof ~~100%~~ .5 N6646

STRAIGHT TIME (HRS)	FLAT RATE PRICE	EMP. NO.	OPER. NO.
11	310	27100	246
		'08 DEC 16	15.39
		'08 DEC 16	11.23

25430000



869 West Street Road · Warminster, PA 18974-3133
(215) 672-0900 · oneillbulckgmc.com

PHILA, PA

SERVICE ADVISOR DAVE F HOGG

REPAIR ORDER WRITTEN	DATE READY	STOCK NO	VEHICLE IDENTIFICATION	CUST. NO	TAG NO	PO. NO	DATE OF WORK	INVOICE NO.
16DEC08	16DEC08		1G2ZH17N374		T481		16DEC08	271246
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO	LABOR RATE	DELIVERY DATE	PREPARED BY	SA
		07	PONTIAC G6			01JAN07	4519	4519
MILEAGE IN	MILEAGE OUT	LICENSE NO	MISCELLANEOUS COMMENT / LOCATION					
28872	28872							

INSPECTION AND FREE BATTERY CHECK
6726 HENRY R ARETAS LIC# [REDACTED]
CP 0.00 0.00

*Thank You
For
Your
Business!*

** PRE-INVOICE **

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 DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

CUSTOMER SIGNATURE

X



**COMPLETE AUTO BODY
REPAIRS AVAILABLE**

FILE COPY



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(215) 672-0900 · oneilbuickgmc.com

PHILA, PA

SERVICE ADVISOR DAVE F HOGG

REPAIR ORDER NUMBER 16DEC08	DATE READY 16DEC08	STOCK NO.	VEHICLE IDENTIFICATION 1G2ZH17N374	CUST. NO.	TAG NO. T481	P.O. NO.	INVOICE PRINTED 16DEC08	INVOICE NO. 271246
TIME IN	TIME READY	YEAR 07	MAKE & MODEL PONTIAC G6	TELEPHONE NO.	LABOR RATE	DELIVER DATE 01JAN07	PREPARED BY 4519	DATE 4519
MILEAGE IN 28872	MILEAGE OUT 28872	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					

CLAIM TYPE:
AUTH CODE:
OJ

C R/F DOOR LOCK INOP
CAUSE: PARTIAL CONNECTION
N6636 WIRING AND/OR CONNECTOR ENTRY
CONTROL SYSTEMS REPAIR OR REPLACE
HENRY R ARELIAS LIC# [REDACTED]
WP (N/C)
FC: ON PART# COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ

D RESET OIL CHANGE LIGHT
CO999 COMMENT
6726 HENRY R ARELIAS LIC# [REDACTED]
CP 0.00 0.00

E MULTI POINT INSPECTION 21 POINT INSPECTION
AND FREE BATTERY CHECK
MP MULTI POINT INSPECTION 21 POINT

*Thank You
For
Your
Business!*

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

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

CUSTOMER SIGNATURE
X



**COMPLETE AUTO BODY
REPAIRS AVAILABLE**

FILE COPY



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PHILA, PA

SERVICE ADVISOR DAVE F HOGG

REV ORDER WRITTEN	DATE READY	STOCK NO	VEHICLE IDENTIFICATION	CUST NO	TAG NO	P.O. NO	INVOICE RECEIVED	INVOICE NO.
16DEC08	16DEC08		1G2ZH17N374		T481		16DEC08	271246
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO	JUST PAY LABOR RATE	DELIVERY DATE	ISSUED BY	S/A
		07	PONTIAC G6			01JAN07	4519	4519
MILEAGE IN	MILEAGE OUT	LICENSE NO	MISCELLANEOUS COMMENT / LOCATION					
28872	28872							

A LEAK IN INTERIOR HEADLAMP?

CAUSE: MISROUTED

B2852 HOSE, SUNROOF DRAIN FRONT R&R OR REPLACE

6726 HENRY R AREIAS LIC#: [REDACTED]

WP

4 25930220 TUBE

FC: 3C

PART#: 25930220

COUNT: 4

CLAIM TYPE:

AUTH CODE:

VN

(N/C)

(N/C)

B CK. SUNROOF, JUST TILTS, WON'T OPEN ALL THE WAY

CAUSE: CONNECTOR

N6646 WIRING AND/OR CONNECTOR

SUNROOF/CONVERTIBLES REPAIR OR REPLACE

6726 HENRY R AREIAS LIC#: [REDACTED]

WP

FC: 6N PART#: COUNT: 0

(N/C)

*Thank You
For
Your
Business!*

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

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. Selier neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

X



GMC

**COMPLETE AUTO BODY
REPAIRS AVAILABLE**

FILE COPY

O'NEIL BUICK-GMC, Inc.

869 West Street Road
 Warminster, PA 18974-3133
 (215) 672-0900
 oneilbuickgmc.com

PHILA, PA

SERVICE ADVISOR **DAVE F HOGG**

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAB NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
16DEC08	16DEC08		1G2ZH17N374		T481		16DEC08	271246
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	MISC. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	STA
		07	PONTIAC G6			01JAN07	4519	4519
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					
28872	28872							

CLAIM TYPE:	AUTH CODE:	QTY	UNIT PRICE	TOTAL	SALES TAX	LABOR
CLAIM TYPE:	AUTH CODE:					
OJ						
		0				TPARTS
		675			4448	TLABOR
C R/F DOOR LOCK INOP						
CAUSE: PARTIAL CONNECTION						
NG636 WIRING AND/OR CONNECTOR ENTRY						
CONTROL SYSTEMS REPAIR OR REPLACE						
6726 HENRY R AREIAS LIC#:						
	WP	0.50		44.48		44.48
	FC: 6N PART#	COUNT: 0				
CLAIM TYPE:	AUTH CODE:					
OJ						
		0				TPARTS
		675			4448	TLABOR

** PRE-INVOICE **	DESCRIPTION	TOTALS	6550	30186	0
46200	26686	4050	STATEMENT OF DISCLAIMER		
48000	3500	2500	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.		
26300	30186	*****	CUSTOMER SIGNATURE		
	LABOR AMOUNT	266.86	X		
	PARTS AMOUNT	35.00			
	GAS,OIL, LUBE	0.00			
	SUBLET AMOUNT	0.00			
	MISC. CHARGES	0.00			
	TOTAL CHARGES	301.86			
	LESS DISCOUNT	0.00			
	SALES TAX	0.00			
	PLEASE PAY THIS AMOUNT	301.86			

COMPLETE AUTO BODY REPAIRS AVAILABLE

WARRANTY COPY

O'NEIL BUICK-GMC, Inc.

869 West Street Road
 Warminster, PA 18974-3133
 (215) 672-0900
 onailbuickgmc.com

PHILA, PA

SERVICE ADVISOR **DAVE F HOGG**

REGISTRATION WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUSTOMER NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
16DEC08	16DEC08		1G2ZH17N374		T481		16DEC08	271246
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUSTOMER LABOR RATE	DELIVERY DATE	PREPARED BY	SIA
		07	PONTIAC G6			01JAN07	4519	4519
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					
28872	28872							

A LEAK IN INTERIOR HEADLAMP?
CAUSE: MISROUTED
B2852 HOSE, SUNROOF DRAIN FRONT R&R OR REPLACE
6726 HENRY R AREIAS LIC#:
 WP 2.00 177.90
4 25930220 TUBE 10.59 8.75 35.00
 EC: 3C
PART#: 25930220
COUNT: 4
CLAIM TYPE:
AUTH CODE:
 VN

2500 3500 TPARTS
 2700 17790 TLABOR

B CK. SUNROOF, JUST YIELDS, WON'T OPEN ALL THE WAY
CAUSE: CONNECTOR
N6646 WIRING AND/OR CONNECTOR
SUNROOF/CONVERTIBLES REPAIR OR REPLACE
6726 HENRY R AREIAS LIC#:
 WP 0.50 44.48
EC: 6N PART#: COUNT: 0

DESCRIPTION	TOTALS	STATEMENT OF DISCLAIMER
LABOR AMOUNT		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.
PARTS AMOUNT		
GAS,OIL, LUBE		
SUBLET AMOUNT		
MISC. CHARGES		
TOTAL CHARGES		
LESS DISCOUNT		
SALES TAX		CUSTOMER SIGNATURE
PLEASE PAY THIS AMOUNT		X

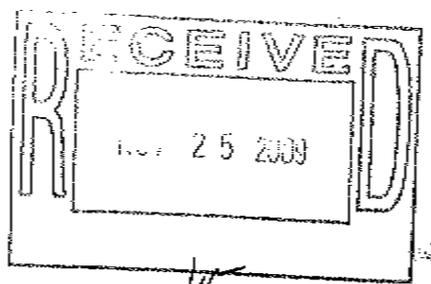
COMPLETE AUTO BODY REPAIRS AVAILABLE

WARRANTY COPY

① Replaced Power steering Hoses was to
 close to EXT system Burned Hole in Hoses,
 ReRoute Hoses & wire tie out of the way
 Refill Reser. OK
 Clean all down. & wash CR.

9

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	OPER. NO.	TIME	OFF	ON
	19.00	284773				



AS center
 V.P.
 2586-4165



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(215) 672-0900 · onellbuickgmc.com

PHILA, PA

SERVICE ADVISOR MICHAEL F DEDICATO

ORDER NO.	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	EST. NO.	TAG NO.	P.O. NO.	INVOICE DATED	INVOICE NO.
30NOV09	30NOV09		1G2ZH17N374		T893		30NOV09	284773
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUSTOMER LABOR RATE	DELIVERY DATE	ASSEMBLED BY	S/S
		07	PONTIAC G6			01JAN07	5447	5447
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					
36275	36279							

A CUST. STATES LEAKING POWER STEERING FLUID,
CAR SMOKING, UNABLE TO DRIVE
CAUSE: LEAKING
E8522 HOSES, POWER STEERING HYDRAULIC
PRESSURE REPLACE
23 WP (N/C)
1 25864165 HOSE (N/C)
1 89020561 FLUID (N/C)
CC: 0123
EC: 4061
PART#: 25864165
COUNT: 1
CLAIM TYPE: ZREG
AUTH CODE:

B MULTI POINT INSPECTION 21 POINT INSPECTION
AND FREE BATTERY CHECK
MP MULTI POINT INSPECTION 21 POINT
INSPECTION AND FREE BATTERY CHECK
23 CP 0.00 0.00

C VERIFY AND CORRECT MILEAGE (DROP-OFF)
VCM VERIFY AND CORRECT MILEAGE (DROP-OFF)
23 CP 0.00 0.00

D** 267 549 6390

*Thank You
For
Your
Business!*

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

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

CUSTOMER SIGNATURE
X



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PHILA, PA

SERVICE ADVISOR MICHAEL F DEDICATO

APPROX ORDER WRITTEN	DATE READY	STOCK NO	VEHICLE IDENTIFICATION	CUSTOMER	TAG NO	P.C. NO	INVOICE PRINTED	INVOICE NO
30NOV09	30NOV09		1G2ZH17N374		T893		30NOV09	284773
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO	CUR. PAY RATE	DELIVERY DATE	PREPARED BY	SR
		07	PONTIAC G6			01JAN07	5447	5447
MILEAGE IN	MILEAGE OUT	LICENSE NO	MISCELLANEOUS COMMENT / LOCATION					
36275	36279							

PART#:	COUNT:	CLAIM TYPE:	AUTH CODE:	QUANTITY	UNIT	TOTAL	SALE	LABOR
		ZPTI					1003	1003
								TPARTS
							0	0
								TLABOR

** PRE-INVOICE **			DESCRIPTION	TOTALS	13230	24205	0
46200	8384	1643	LABOR AMOUNT	83.84	STATEMENT OF DISCLAIMER		
48000	15821	11587	PARTS AMOUNT	158.21	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.		
26300	24205	*****	GAS,OIL, LUBE	0.00	CUSTOMER SIGNATURE		
			SUBLET AMOUNT	0.00			
			MISC. CHARGES	0.00			
			TOTAL CHARGES	242.05			
			LESS DISCOUNT	0.00			
			SALES TAX	0.00	X		
			PLEASE PAY THIS AMOUNT	242.05			

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SERVICE ADVISOR MICHAEL F DEDICATO

REPAIR ORDER WRITTEN	DATE READ	STOCK NO	VEHICLE IDENTIFICATION	CUST NO	TAC NO	P.O. NO	INVOICE PRINTED	INVOICE NO
30NOV09	30NOV09		1G2ZH17N374		T893		30NOV09	284773
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO	CUST PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		07	PONTIAC G6			01JAN07	5447	5447
MILEAGE IN	MILEAGE OUT	LICENSE NO	MISCELLANEOUS COMMENT / LOCATION					
36275	36279							

A CUST. STATES LEAKING POWER STEERING FLUID,
 CAR SMOKING, UNABLE TO DRIVE
 CAUSE: LEAKING

ES622 HOSES, POWER STEERING HYDRAULIC
 PRESSURE REPLACE
 23 WP 0.90 83.84 83.84 1643 8384
 1 25864165 HOSE 175.88 140.35 140.35 10025 14035 0
 1 89020661 FLUID 9.80 7.83 7.83 559 783 0
 CC: 0123
 FC: 4061
 PART#: 25864165
 COUNT: 1
 CLAIM TYPE: ZREG
 AUTH CODE:

E** PARTS EXPEDITING PURCHASED FROM ANOTHER GM
 DEALER
 CAUSE: PART PICK UP
 Z5000 PARTS EXPEDITING PURCHASED FROM
 ANOTHER GM DEALER

23 WP 0.00 0.00 0.00 0 0
 1 ONB-Z000 BXE/DEALER 10.03 10.03 10.03 1003 1003 0
 CC: 0090
 FC: 9094

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

**COMPLETE AUTO BODY
 REPAIRS AVAILABLE**

WARRANTY COPY

① S.I + 6M I .9

② CK BRAKES Lites staying on
Re COIL-BRAKE Switch & Clean
Terminal & LUBS. .3

③ ROR Rear Lewis R. Hood & Replaced
Tires & BRAKES Lites Brakes .3

④

1.5

BRAKES
F 5/13
R 5/13
Tires 10/32

STRAIGHT TIME (REG.)	
FLAT RATE PRICE	1.5
R.O. NO.	282447
OPER. NO.	11785
DATE	04/28/11
TIME	02:56 PM
NO.	001



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REPAIR ORDER WRITTEN	DATE READ	STOCK NO.	VEHICLE IDENTIFICATION	CRST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
30SEP09	30SEP09		1G2ZH17N374		T683		30SEP09	282447
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUSTOMER RATE	DELIVERY DATE	PREPARED BY	SALES
		07	PONTIAC G6			01JAN07	4519	4519
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENTS/LOCATION					
33413	33413							

CAUSE: DEFECTIVE BULB
 MP MULTI POINT INSPECTION 21 POINT
 INSPECTION AND FREE BATTERY CHECK
 23 CP 0.00 0.00
 N0760 BULBS, STOP, TAIL, AND TURN LAMP
 (RIGHT) REPLACE
 23 WP (N/C)
 1 12450108 BULB (N/C)
 FC: 6S
 PART#: 12450108
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:
 01

*Thank You
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** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	71.35
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	71.35
LESS DISCOUNT	17.00
SALES TAX	3.26
PLEASE PAY THIS AMOUNT	57.61

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CUSTOMER SIGNATURE
 X



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REP/ORDER WORKEN	DATE READY	STOCK NO	VEHICLE IDENTIFICATION	CUST. NO.	TAB. NO.	FD. NO.	INVOICE PRINTED	INVOICE NO.
30SEP09	30SEP09		1G2ZH17N374		T683		30SEP09	282447
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUSTOMER LABOR RATE	DELIVERY DATE	PREPARED BY	SA
		07	PONTIAC G6			01JAN07	4519	4519
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					
33413	33413							

A CK. BRAKE LIGHT, CUST. STATES LIGHTS STAY ON WHILE DRIVING AND GO OFF WHEN APPLYING BRAKE PEDAL CAUSE: PARTIAL CONNECTION N9595 BCM C2 CONNECTOR REPAIR 23 WP (N/C) FC: 6N PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: OJ:			
B PENNSYLVANIA STATE INSPECTION ONEIL ADVANTAGE PSIO PENNSYLVANIA STATE INSPECTION ONEIL ADVANTAGE 23 CP 19.00 19.00			
C PENNSYLVANIA ENHANCED EMISSION TEST INCLUDES STATE TRANSACTION FEE FREE PENNSYLVANIA ENHANCED EMISSION TEST INCLUDES STATE TRANSACTION FEE 23 CP 52.35 52.35			
D MULTI POINT INSPECTION 21 POINT INSPECTION AND FREE BATTERY CHECK			

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Business!*

DESCRIPTION	TOTALS	STATEMENT OF DISCLAIMER
LABOR AMOUNT		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.
PARTS AMOUNT		
GAS,OIL, LUBE		
SUBLET AMOUNT		
MISC. CHARGES		
TOTAL CHARGES		
LESS DISCOUNT		
SALES TAX		CUSTOMER SIGNATURE
PLEASE PAY THIS AMOUNT		X



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REPAIR ORDER DATE WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
30SEP09	30SEP09		1G2ZH17N374		T683		30SEP09	282447
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	DIS. PAT. LABOR RATE	DELIVER DATE	PREPARED BY	SA
		07	PONTIAC G6			01JAN07	4519	4519
MILEAGE IN	MILEAGE OUT	W/SENSE NO.	MISCELLANEOUS COMMENT / LOCATION					
33413	33413							

QTY	DESCRIPTION	TOTAL	COST	SALE	LABOR
	OJ				
			204	286	TPARTS
			548	2795	TLABOR

** PRE-INVOICE **			DESCRIPTION	TOTALS	1300	5876	0
46200	5590	1096	LABOR AMOUNT	55.90	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. CUSTOMER SIGNATURE X		
48000	286	204	PARTS AMOUNT	2.86			
26300	5876	*****	GAS,OIL, LUBE	0.00			
			SUBLET AMOUNT	0.00			
			MISC. CHARGES	0.00			
			TOTAL CHARGES	58.76			
			LESS DISCOUNT	0.00			
			SALES TAX	0.00			
			PLEASE PAY THIS AMOUNT	58.76			

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SERVICE ADVISOR **DAVE F HOGG**

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CLERK NO.	TAS NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
30SEP09	30SEP09		1G2ZH17N374		T683		30SEP09	282447
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUSTOMER PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		07	PONTIAC G6			01JAN07	4519	4519
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					
33413	33413							

A CK. BRAKE LIGHT, CUST. STATES LIGHTS STAY ON WHILE DRIVING AND GO OFF WHEN APPLYING BRAKE PEDAL CAUSE: PARTIAL CONNECTION N9595 BCM C2 CONNECTOR REPAIR 23 WP 0.30 27.95 27.95 548 2795 FC: 6N PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: 07									
D MULTI POINT INSPECTION 21 POINT INSPECTION AND FREE BATTERY CHECK CAUSE: DEFECTIVE BULB N0760 BULBS, STOP, TAIL, AND TURN LAMP (RIGHT) REPLACE 23 WP 0.30 27.95 27.95 548 2795 1 12450108 BULB 4.12 2.86 2.86 204 286 0 FC: 6S PART#: 12450108 COUNT: 1 CLAIM TYPE: AUTH CODE:									

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

X

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RO NUMBER	DATE CLOSED	MILEAGE	OP CODE	DESCRIPTION	OF CODE	DESCRIPTION	OF CODE	DESCRIPTION	OF CODE	DESCRIPTION
258188	14JAN08	1690519	4CPVCM	VERIFY AND CORJ0750		SEAL, TIMING CNPF		WE WERE UNABLEMP		MULTI POINT IM

SM - 8501755 (B7)

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 20733

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

- LUBRICATION
- OIL CHANGE
- OIL FILTER
- CHECK FLUID LEVELS
- SERVICE AIR CLEANER
- SERVICE AIR FILTER
- SERVICE DRIVE BELT
- SERVICE OCCASIONAL MAINTENANCE
- REPLACE AIR FILTER
- REPLACE DRIVE BELT
- WASH BRAKES
- CHECK FRONT WHEELS
- FRONT END MAINTENANCE
- INSPECT DRIVE SHAFT
- INSPECT FRONT STRUTS
- INSPECT AND ADJUST BRAKES
- INSPECT AND ADJUST TIRE PRESSURE
- WASH AND WAX EXTERIOR
- WAXOR TUNEUP
- MAJOR TUNEUP
- CABINETER OVERHAUL
- SERVICE AIR CONDITIONER
- SERVICE AIR CONDENSER
- KUSHN SERVICE
- SERVICE DRIVE SHAFT
- CHECK AND FLUSH COOLING SYSTEM

22711844

C-00667

15142067

15785296



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

CUST. N. [REDACTED] STOCK NO. [REDACTED] TAG NO. T552 COLOR BLUE

DATE 01OCT2008 VEHICLE IDENTIFICATION NUMBER 1G2ZHL17N374 MILEAGE 20733 DELIVER DATE 01JAN07 LICENSE NUMBER [REDACTED] YEAR 07 MAKE AND MODEL PONTIAC G6 WRITTEN BY 4519 RO NUMBER 268324

I hereby authorize the repair work herein set forth to be performed on the undersigned's vehicle. I understand and agree that any work performed beyond my control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier of components. I hereby grant you and/or your employees permission to operate the vehicle herein described on roads, highways or otherwise 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 thereon. Not responsible for damage from flooding due to lack of maintenance.

NAME [REDACTED]
ADDRESS [REDACTED]
CITY/STATE/ZIP PHILA PA [REDACTED]
BILL TO: [REDACTED] P.O. NO. [REDACTED]
HOME PHONE [REDACTED]
BUSINESS PHONE [REDACTED]

PRELIMINARY ESTIMATE # [REDACTED]

AUTHORIZED BY: X
REVISED ESTIMATE(1) # [REDACTED] DATE [REDACTED] TIME [REDACTED] BY [REDACTED]
REVISED ESTIMATE(2) # [REDACTED] DATE [REDACTED] TIME [REDACTED] BY [REDACTED]

ENGINE NO. [REDACTED] TRANSM. NO. [REDACTED] AXLE NO. [REDACTED] PROD. DATE [REDACTED] LABOR RATE [REDACTED]

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

X CUSTOMER SIGNATURE [REDACTED]

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A		0.50 CK. BRAKE LIGHTS, COMES ON RANDOM, WHEN BRAKE LIGHTS GO OUT		
# B	MP	0.00 MULTI POINT INSPECTION 21 POINT INSPECTION AND FREE BATTERY CHECK	TOWING	AMOUNT
		c) Grand Noice Strating	MISC. CHARGES	AMOUNT
		d) 3K	SUBLETS P.O. NO.	AMOUNT

* Note dents in L.S. door. (2)

FOREMAN'S SIGNATURE X

TECHNICIAN COPY

① 3K. Lof .4

② CK BRAKES Lites staying on.
ORDER Pedal assy. over night

③ CK starter noisy Internal failures
with motor. Replaces with new.

④ needs Tires B Low $\frac{2}{32}$ LR 1.2

⑤ needs Rear Disc Brakes & rotors $\frac{2}{32}$ 2.0

⑥ Rec 4 wheel Aring. 1.6

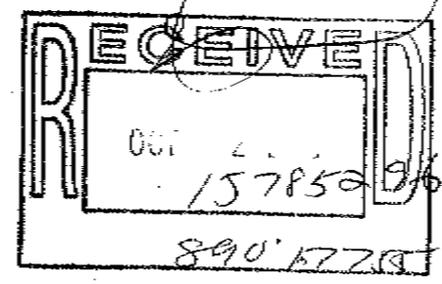
H2641
1.4

54640
1.8

646
282
80

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	OFF TIME	ON
	2.2	268324		
		OPER. NO.		
		23		

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	OFF TIME	ON
	4.2	268324		
		OPER. NO.		
		23		



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PHILA, PA

SERVICE ADVISOR **DAVE F HOGG**

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	PRI. NO.	INVOICE NUMBER	INVOICE NO.
01OCT08	02OCT08		1G2ZH17N374		T552		02OCT08	268324
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUSTOMER PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SA
		07	PONTIAC G6			01JAN07	4519	4519
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT/LOCATION					
20733	20733							

C** CK. GRIND NOISE WHEN STARTING ENGINE

CAUSE: OPEN

J4640 STARTER MOTOR REPLACEMENT

23 WP 0.80 71.16 71.16 1460 7116

1 89017755 W-STRTR REM 385.37 269.75 269.75 19268 26975 0

EC: 6F

PART#: 89017755

COUNT: 1

CLAIM TYPE:

AUTH CODE:

NG

19268 26975 TPARTS
1460 7116 TLABOR

** PRE-INVOICE **	DESCRIPTION	TOTALS	29408	54181	0
46200 19569 4015	LABOR AMOUNT	195.69	STATEMENT OF DISCLAIMER		
48000 34612 25393	PARTS AMOUNT	346.12	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.		
46000 0 0	GAS,OIL, LUBE	0.00	CUSTOMER SIGNATURE		
46300 900 730	SUBLET AMOUNT	0.00	X		
46700 453 453	MISC. CHARGES	0.00			
49100 1915 1915	TOTAL CHARGES	541.81			
26300 54181 *****	LESS DISCOUNT	0.00			
22500 0 *****	SALES TAX	0.00			
1604 3268 *****	PLEASE PAY THIS AMOUNT	541.81			

COMPLETE AUTO BODY REPAIRS AVAILABLE

WARRANTY COPY

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PHILA, PA

SERVICE ADVISOR **DAVE F HOGG**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CVT NO.	TAG NO.	P.C. NO.	INVOICE PRINTED	INVOICE NO.
01OCT08	02OCT08		1G2ZH17N374		T552		02OCT08	268324
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUSTOMER TRADE RATE	DELIVER DATE	PREPARED BY	SALES
		07	PONTIAC G6			01JAN07	4519	4519
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					
20733	20733							

A CK. BRAKE LIGHTS, COMES ON RANDOM, WHEN BRAKE LIGHTS GO OUT CAUSE: SHORT H2641 BRAKE PEDAL ASSEMBLY REPLACEMENT								
	23	WP	1.40	124.53	124.53	2555	12453	
1	15785296	F-PEDAL	66.31	52.92	52.92	3780	5292	0
FC: 6G PART#: 15785296 COUNT: 1 CLAIM TYPE: AUTH CODE: OJ								
Z5001 PARTS EXPEDITING VIA OVERNIGHT V.I.P. OR SPAC CASE								
	23	WP	0.00	0.00	0.00	0	0	
1	ONE-2000 EXP/DEALER		23.45	23.45	23.45	2345	2345	0
FC: 6G PART#: 5001 COUNT: 1 CLAIM TYPE: AUTH CODE: OJ								
						6125	7637	TPARTS
						2555	12453	TLABOR

DESCRIPTION	TOTALS	
LABOR AMOUNT		STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. CUSTOMER SIGNATURE X
PARTS AMOUNT		
GAS,OIL, LUBE		
SUBLET AMOUNT		
MISC. CHARGES		
TOTAL CHARGES		
LESS DISCOUNT		
SALES TAX		
PLEASE PAY THIS AMOUNT		

**COMPLETE AUTO BODY
 REPAIRS AVAILABLE**

WARRANTY COPY



869 West Street Road · Warminster, PA 18974-3133
(215) 672-0900 · oneilbuickgmc.com

PHILA, PA

SERVICE ADVISOR DAVE F HOGG

ORDER NO.	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
01OCT08	02OCT08		1G2ZH17N374		T552		02OCT08	268324
TIME IN	TIME READY	YEARS	MAKE & MODEL	TELEPHONE NO.	CUST. PAY. LABOR RATE	DELIVER DATE	PREPARED BY	SIA
		07	PONTIAC G6			01JAN07	4519	4519
MILEAGE IN	MILEAGE OUT	LICENSE TAG	MISCELLANEOUS COMMENT / LOCATION					
20733	20733	FTJ8774						

1 89017342 FILTER (N/C)
5 QNB-8000 SYN BLEND (N/C)

*Thank You
For
Your
Business!*

** PRE-INVOICE **

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 DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00 X

STATEMENT OF DISCLAIMER
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CUSTOMER SIGNATURE



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PHILA, PA

SERVICE ADVISOR DAVE F HOGG

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CLST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
01OCT08	02OCT08		1G2ZH17N374		T552		02OCT08	268324
TIME IN	TIME READY	YEAR	MAKE & MODEL	DEPT. NO.	CUSTOMER PAY LABOR RATE	DELIVER DATE	PREPARED BY	SA
		07	PONTIAC G6			01JAN07	4519	4519
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISC. CHECKS / COMMENT / LOCATION					
20733	20733							

B MULTI POINT INSPECTION 21 POINT INSPECTION AND FREE BATTERY CHECK			
MP MULTI POINT INSPECTION 21 POINT INSPECTION AND FREE BATTERY CHECK			
23	CP	0.00	0.00
REC. REAR BRAKES SOON, 2/32, 3 TIRES AT 2/32			
C** CK. GRIND NOISE WHEN STARTING ENGINE			
CAUSE: OPEN			
J4640 STARTER MOTOR REPLACEMENT			
23	WP		(N/C)
1 89017755 W-STRTR REM			(N/C)
FC: 6F			
PART#: 89017755			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
NG			
D** 1 FREE LUBE OIL AND FILTER CHANGE			
ELOC O'NEIL LIFETIME FREE LUBE, OIL & FILTER			
23	ELOC		(N/C)

*Thank You
For
Your
Business!*

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

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CUSTOMER SIGNATURE
X



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PHILA, PA

SERVICE ADVISOR **DAVE F HOGG**

ORDER NO.	DATE RECD	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	F.O.B.C.	INVOICE PRINTED	INVOICE NO.
01OCT08	02OCT08		1G2ZH17N374		T552		02OCT08	268324
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	POST-PAY LABOR RATE	DELIVER DATE	PREPARED BY	SA
		07	PONTIAC G6			01JAN07	4519	4519
MILEAGE IN	MILEAGE OUT	DEVISE NO.	MISCELLANEOUS COMMENT / LOCATION					
20733	20733							

A CK. BRAKE LIGHTS, COMES ON RANDOM, WHEN BRAKE LIGHTS GO OUT
 CAUSE: SHORT
 H2641 BRAKE PEDAL ASSEMBLY REPLACEMENT
 23 WP (N/C)
 1 15785296 F PEDAL (N/C)
 FC: 6G
 PART#: 15785296
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:
 OJ
 Z5001 PARTS EXPEDITING VIA OVERNIGHT
 V.I.P. OR SPAC CASE
 23 WP (N/C)
 1 ONB-Z000 EXP/DEALER (N/C)
 FC: 6G
 PART#: 5001
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:
 OJ

*Thank You
 For
 Your
 Business!*

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

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CUSTOMER SIGNATURE
 X



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SUPPLIER OF ALL GM PARTS

DATE ENTERED 01 OCT 08	YOUR ORDER NO.	DATE SHIPPED 01 OCT 08	INVOICE DATE	INVOICE NUMBER 6832
---------------------------	----------------	---------------------------	--------------	------------------------

QUOTE

S
O
L
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ACCOUNT NO.

S
H
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PAGE 1 OF 1

SHIP VIA		SLSM.	B/L NO.	TERMS	F.O.B. POINT WARMINSTER PA		
ORD.	QUANTITY SHIP	B.C.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	15243254	PAD KIT	143.03	119.41	119.41
			25864605	REPLACING	PART-NO. FOR ABOVE PART		
3	3	0	19161881	C2255017	205.20	205.20	615.60
3	3	0	ONB-9000	V STEM	1.80	1.80	5.40
3	3	0	ONB-9997	WASTE/FEE	3.00	3.00	9.00
3	3	0	ONB-9999	TIRE-FEE C	1.00	1.00	3.00
**** INVOICE QUOTE - DO NOT PAY ***							
NEW SERVICE AND PARTS HOURS MON THROUGH FRI 8:00 AM TO 5:00 PM SATURDAY 8:00 AM TO 3:00 PM THANK YOU FOR YOUR PATRONAGE					PARTS		752.41
NOTE: SIGNATURE MUST BE LEGIBLE					SUBLET		
CUSTOMER'S SIGNATURE X					FREIGHT		0.00
					SALES TAX		0.00
					TOTAL		\$752.41

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THIS INVOICE MUST ACCOMPANY ALL RETURNS. 20% HANDLING CHARGE ON ALL RETURNS.
 NO RETURNS ON: A. - ELECTRICAL PARTS B. - SPECIAL ORDER PARTS C. - ALTERED PARTS
 D. - PARTS NOT IN ORIGINAL CONTAINER. E. - PARTS AFTER 30 DAYS.

CUSTOMER COPY

① Reborn P-30 in Trunk Fore
 aux & lighter P-30
 (P-30 blew cover what was bought
 into lighter after market.)

.2

② C.K.B. Leak needs line High Pres
 Hose. Leaking Reborn & Repair
 Clean down & Reck OK.

88622

.9

 1.1

Pick up
 AT Bennis

QUANTITY	UNIT PRICE	TOTAL PRICE
1	11.03	11.03
		28394
		13.08
		19.08

O'NEIL BUICK-GMC, Inc.

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PHILA, PA

SERVICE ADVISOR **MICHAEL F DEDICATO**

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUSTOMER NO.	TAG NO.	P.D. NO.	INVOICE PRINTED	INVOICE NO.
06NOV09	09NOV09		1G2ZH17N374		T278		09NOV09	283997
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUSTOMER LABEL RATE	DELIVERY DATE	PREPARED BY	SEA
		07	PONTIAC G6			01JAN07	5447	5447
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT/LOCATION					
34718	34718							

PART#: ONB-Z000		1003	1003	TPARTS
COUNT: 1				
CLAIM TYPE: ZREG				
AUTH CODE:				
		0	0	TLABOR

** PRE-INVOICE **			DESCRIPTION	TOTALS	13230	24205	0
46200	8384	1643	LABOR AMOUNT	83.84	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. CUSTOMER SIGNATURE X		
48000	15821	11587	PARTS AMOUNT	158.21			
26300	24205	*****	GAS,OIL, LUBE	0.00			
			SUBLET AMOUNT	0.00			
			MISC. CHARGES	0.00			
			TOTAL CHARGES	242.05			
			LESS DISCOUNT	0.00			
			SALES TAX	0.00			
			PLEASE PAY THIS AMOUNT	242.05			

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WARRANTY COPY

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PHILA, PA

SERVICE ADVISOR **MICHAEL F DEDICATO**

REPAIR ORDER NUMBER 06NOV09	DATE READY 09NOV09	STOCK NO.	VEHICLE IDENTIFICATION 1G2ZH17N374	QUOTY. NO.	PA3 NO. T278	P.C. NO.	INVOICE PRINTED 09NOV09	INVOICE NO. 283997
TIME IN	TIME READY	YEAR 07	MAKE & MODEL PONTIAC G6	TELEPHONE NO.	CUSTOMER PAY LABOR RATE	DELIVERY DATE 01JAN07	PREPARED BY 5447	SA 5447
MILEAGE IN 34718	MILEAGE OUT 34718	LICENSE NO.	MISCELLANEOUS COMMENT/LOCATION					

A CUST. STATES POWER STEERING FLUID LOW AND IS LEAKING							
CAUSE: LEAKS/HIGH PRESSURE HOSE							
E8622 HOSES, POWER STEERING HYDRAULIC PRESSURE REPLACE							
	23	WP	0.90	83.84	83.84	1643	8384
1	89020661	FLUID	9.80	7.83	7.83	559	783
1	25864165	HOSE	175.88	140.35	140.35	10025	14035
CC:	0327						
FC:	6061						
PART#:	25864165					10584	14818
COUNT:	1						TPARTS
CLAIM TYPE:	ZREG						
AUTH CODE:							
F** PARTS EXPEDITING PURCHASED FROM ANOTHER GM DEALER						1643	8384
CAUSE: PARTS PICK UP/ NO ISSUES							TLABOR
Z5000 PARTS EXPEDITING PURCHASED FROM ANOTHER GM DEALER							
	23	WP	0.00	0.00	0.00	0	0
1	09B Z000	EXP/DEALER	10.03	10.03	10.03	1003	1003
CC:	0090						
FC:	9096						

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

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SERVICE ADVISOR MICHAEL F DEDICATO

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TA/ENC.	EG. NO.	INVOICE DATED	INVOICE NO.
06NOV09	09NOV09		1G2ZH17N374		T278		09NOV09	283997
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY (CASH/BANK)	ORDER BY	PREPARED BY	SA
		07	PONTIAC G6			01JAN07	5447	5447
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					
34718	34718	FTJ8774						

CAUSE: F
 EL999 REPLACED FUSE FOR AUX. AND LIGHTER
 23 CP 18.99 18.99
 1 88861352 FUSE 2.87 2.00 2.00
 E** REPLACE WIPER BLADES
 WB REPLACE WIPER BLADES
 23 CP 1.95 1.95
 1 25945093 BLADE 21.83 21.83 21.83
 1 25945094 BLADE 21.83 21.83 21.83
 F** PARTS EXPEDITING PURCHASED FROM ANOTHER GM DEALER
 CAUSE: PARTS PICK UP/ NO ISSUES
 Z5000 PARTS EXPEDITING PURCHASED FROM ANOTHER GM DEALER
 23 WP (N/C)
 1 ONE-Z000 EXP/DEALER (N/C)
 CC: 0090
 FC: 9096
 PART#: ONE-Z000
 COUNT: 1
 CLAIM TYPE: ZREG
 AUTH CODE:

*Thank You
 For
 Your
 Business!*

** PRE-INVOICE **	
DESCRIPTION	TOTALS
LABOR AMOUNT	20.94
PARTS AMOUNT	45.66
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	66.60
LESS DISCOUNT	0.00
SALES TAX	4.00
PLEASE PAY THIS AMOUNT	70.60

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CUSTOMER SIGNATURE
 X



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PHILA, PA

SERVICE ADVISOR MICHAEL F DEDICATO

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUSTOMER NO.	TAG NO.	PO NO.	INVOICE NUMBER	INVOICE NO.
06NOV09	09NOV09		1G2ZH17N374		T278		09NOV09	283997
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUSTOMER PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		07	PONTIAC G6			01JAN07	5447	5447
MILEAGE IN	MILEAGE OUT	DEVEUSE NO.	MISCELLANEOUS COMMENT / LOCATION					
34718	34718							

A CUST. STATES POWER STEERING FLUID LOW AND IS LEAKING
 CAUSE: LEAKS/HIGH PRESSURE HOSE
 E8622 HOSES, POWER STEERING HYDRAULIC PRESSURE REPLACE
 23 NP (N/C)
 1 89020661 FLUID (N/C)
 1 25864165 HOSE (N/C)
 CC: 0327
 FC: 6061
 PART#: 25864165
 COUNT: 1
 CLAIM TYPE: ZREG
 AUTH CODE:

B. MULTI POINT INSPECTION 21 POINT INSPECTION AND FREE BATTERY CHECK
 ME MULTI POINT INSPECTION 21 POINT INSPECTION AND FREE BATTERY CHECK
 23 CP 0.00 0.00

C 267 549 6390
 0 23
 23 CP 0.00 0.00

D** LIGHTER OUTLET INOP

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 Business!*

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

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CUSTOMER SIGNATURE
 X



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FILE COPY

10243247

4

CRK OIL LEAK, FRONT
CRANK SEAL LEAKING
REPLACE SEAL

J0750
7

J41816
J29113



STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
	74	258188		482
		EMP. NO. OPER. NO.		024
				ON



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PHILA, PA

SERVICE ADVISOR DAVE F HOGG

DATE READY	STOCK NO	VEHICLE IDENTIFICATION	CUST NO	TAG NO	P.O. NO	INVOICE PRINTED	INVOICE NO	
14JAN08	14JAN08	1G2ZH17N374		T826		14JAN08	258188	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO	CUST PAY LABEL/DATE	DELIVERY DATE	PREPARED BY	SA
		07	PONTIAC G6			01JAN07	4519	4519
MILEAGE IN	MILEAGE OUT	LICENSE NO	MISCELLANEOUS COMMENT / LOCATION					
16903	16905							

A VERIFY AND CORRECT MILEAGE (DROP-OFF)
VCM VERIFY AND CORRECT MILEAGE (DROP-OFF)
4 CP 0.00 0.00

B CHECK FOR OIL LEAK
CAUSE: IMPROPER SEALED
JO750 SEAL, TIMING COVER OIL REPLACE
4 WP (N/C)
1 10243247 SEAL ASM (N/C)
FC: 2K
PART#: 10243247
COUNT: 1
CLAIM TYPE:
AUTH CODE:
VN

C WAS IN ACCIDENT / SOUNDS LOUD ON START UP
NPF WE WERE UNABLE TO DUPLICATE THE
SYMPTOM DESCRIBED BY THE CUSTOMER
4 CP 0.00 0.00

D MULTI POINT INSPECTION 21 POINT INSPECTION
AND FREE BATTERY CHECK
MP MULTI POINT INSPECTION 21 POINT
INSPECTION AND FREE BATTERY CHECK

*Thank You
For
Your
Business!*

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

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CUSTOMER SIGNATURE
X



GMC

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 (215) 672-0900
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SERVICE ADVISOR **DAVE F HOGG**

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAS NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
14JAN08	14JAN08		1G2ZH17N374		T826			14JAN08 258188
TIME IN	TIME READY	YEAR	MAKE'S MODEL	TELEPHONE NO.	DIST. PAY LABOR RATE	RECEIPT DATE	PREPARED BY	SA
		07	PONTIAC G6			01JAN07	4519	4519
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISC. REPAIRS COMMENT / LOCATION					
16903	16905							

B CHECK FOR OIL LEAK								
CAUSE: IMPROPER SEALED								
J0750 SEAL, TIMING COVER OIL REPLACE								
	1	WP	0.70	62.27	62.27	1348	6227	
	1	10243247	SEAL ASM-	16.85	13.45	13.45	961	1345 0
FC: 2K								
PART#: 10243247								
COUNT: 1								
CLAIM TYPE:								
AUTH CODE:								
VN								
						961	1345	TPARTS
						1348	6227	TLABOR

** PRE-INVOICE **			DESCRIPTION	TOTALS	2309	7572	0
46000	0	0	LABOR AMOUNT	62.27	STATEMENT OF DISCLAIMER		
46200	6227	1348	PARTS AMOUNT	13.45	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.		
48000	1345	961	GAS,OIL, LUBE	0.00	CUSTOMER SIGNATURE		
22500	0	*****	SUBLET AMOUNT	0.00			
26300	7572	*****	MISC. CHARGES	0.00			
			TOTAL CHARGES	75.72			
			LESS DISCOUNT	0.00			
			SALES TAX	0.00	X		
			PLEASE PAY THIS AMOUNT	75.72			

COMPLETE AUTO BODY REPAIRS AVAILABLE

WARRANTY COPY



Viviana
Monreal/Austin/GM1
05/09/2011 04:48 PM

To: anne@mylemon.com
cc
bcc
Subject: NISM - 71-941241252

Customer Last Name: [REDACTED]
Service Request: 71-941241252
Vehicle: 2007 Pontiac G6
VIN: 1G2ZH17N374 [REDACTED]
Mediation Liaison: Viviana Monreal
Phone: 866-790-5700 x21426
Fax#: 866-300-1249

Dear Ms. Williams,

Do you have the sales/service documents for this customer? If so, can you please forward them to me? Thanks for your help. I will now be assisting with this file.

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The 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.

Sincerely,

General Motors



Viviana
Monreal/Austin/GM1
05/09/2011 04:48 PM

To: anne@mylemon.com
cc
bcc
Subject: NISM - 71-941241252

Customer Last Name: [REDACTED]
Service Request: 71-941241252
Vehicle: 2007 Pontiac G6
VIN: 1G2ZH17N374 [REDACTED]
Mediation Liaison: Viviana Monreal
Phone: 866-790-5700 x21426
Fax#: 866-300-1249

Dear Ms. Williams,

Do you have the sales/service documents for this customer? If so, can you please forward them to me? Thanks for your help. I will now be assisting with this file.

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The 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.

Sincerely,

General Motors



GMC

HUMMER

General Motors Business Resource Center

FAX

FROM

To: Mike Jaconi
Company: Mall Chevrolet, Inc.
Fax: 8566632209
Phone:

TO

From: Isaac Macias
Fax: (866) 597-4481
Phone: 866-790-5600 ext 11466
E-mail:

CC:

NOTES:

Fax Server

4/26/2011 3:34:51 PM PAGE 2/002 fax server



VIA FAX ONLY

April 26, 2011

Service Manager Mike Jaconi
Mall Chevrolet, Inc.
75 Haddonfield Rd
Cherry Hill, NJ 08002-1462

RE: [REDACTED]

Service Request: 71-941241252

2007 Pontiac G6

Vehicle Identification Number: 1G2ZH17N374 [REDACTED]

Customer Relationship Specialist: Isaac

Dear Mike Jaconi:

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 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

LGD040 GM
V10142009

MALL CHEVROLET INC.

75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

CHERRY HILL		NJ		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
				1G2ZH17N374		37782		05/03/10		60789 A EOD - C	
				YEAR		MAKE		MODEL		COLOR	
				07		PONTIAC		G6 GT		BLUE	
CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.		PROD. DATE	
053738								63725		00/00/00	
										SERV. ADV.	
										745	
										TERMS	
										CASH	
COST LABOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN		DATE IN		IN-SERV DATE	
		04/27/10		37714		37782		04/30/10		04/27/10	

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QUY	TYPE	AMOUNT
A						
Com Customer states VEH IS LEAKING BRAKE FLUID PLEASE CHECK						
Cau WORN BANJO BOLT AND R.R CALIPER						
Cor REPLACED BOLT ROAD TESTED OPER PROP						
			A88			
			21012386 WASHER	2	I	2.00
					Line Total.....	2.00

B +						
Com Customer states PLEASE RESECURE REAR VIEW MIRROR						
			A88			
					Line Total.....	

481	2.00-	TOTAL-CASH	225	NoCharge
242I	2.00			

SERVFILE COPY - PAGE 01

STATEMENT OF DISCLAIMER
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 CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty 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)

MALL CHEVROLET INC.

75 HADDONFIELD ROAD
CHERRY HILL, NJ 08002
PH: (856)-662-7001
WWW.MALLCHEVY.COM

60789MCC

886 596 5965

A88

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE IN		DATE IN/TIME		R.O. NO.	
CHERRY HILL		1G2ZH17N374		37782		04/30/10 15:18		60789	
NJ [REDACTED]		YEAR		MAKE		MODEL		COLOR	
[REDACTED]		07		PONTIAC		G6 GT		BLUE	
CUST NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.	
053738		[REDACTED]		[REDACTED]		[REDACTED]		63725	
IN-SERV DATE		SERV ADV		PROMISED		MILES OLEV		RO COMMENTS	
04/27/10		745 0899		[REDACTED]		3778		[REDACTED]	
CUST/LABOR RATE		DELIV DATE		DELIV MILES		OTHER PHONE		MILES OLEV	
[REDACTED]		04/27/10		37714		- -		[REDACTED]	

WELCOME TO THE NEW MALL CHEVROLET INC. WE NOW SERVICE ALL MAKES AND MODELS, NOT JUST YOUR CHEVROLET. SEE YOUR SERVICE ADVISOR FOR DETAILS.

I 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. I hereby grant you access to my vehicle, streets, highways or other public places. An express receipt will be provided to secure the vehicle.

CASH _____ CHARGE _____

Company	Description	Ded\$	Mth	Yr	Miles Exp	Miles	Exp Date
ZURICH	PREFERRED-NEW	100	84	5000	0	00/00/00	

LN TYPE OP-CODE TECH

A I Customer states VEH IS LEAKING BRAKE FLUID PLEASE CHECK

B- Mirror Rear view loose.

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
60658	4/28/10	37701	745	ISPOT		SPOT DELIVER						
60258	4/19/10	37700	837	IBODY		REPAIR AS PE						
59888	4/12/10	37700	745	I01 SC	A34	PRE-OWNED VE	I01 SCGM	A34	GM CERTIFIED	IDETAIL		DETAIL: POWE
				I	A12	VEH PULLS WH	IFBRAKE	A34	FRONT BRAKE	IRBRAKE	A34	REAR BRAKE S

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	OP-CODE	DESCRIPTION	MILES	MONTH	OP-CODE	DESCRIPTION
-------	-------	---------	-------------	-------	-------	---------	-------------

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED] CHERRY HILL NJ [REDACTED]				VEHICLE IDENTIFICATION 1G2ZH17N374 [REDACTED]		MILEAGE OUT 38397	DATE OUT 05/13/10	INVOICE NO. 61294 A EOD - C	
YEAR 07		MAKE PONTIAC		MODEL G6 GT		COLOR BLUE		TAG NO. 00000	
COST NO. 053738	LICENSE	HOME PHONE	WORK PHONE	STOCK NO. 63725	PROD. DATE 00/00/00	SERV. ADV. 165	TERMS CASH		
COST LABOR RATE		DELIV. DATE 04/27/10	DELIV. MILES 37714	MILEAGE IN 38392	DATE IN 05/13/10	IN. SERV. DATE 04/27/10			

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A						
Com STEERING/SUSPENSION; CUSTOMER STATES STEERING WHEEL IS OFF CENTER Cau CHECKED ALIGNMENT - RIGHT ON SPEC - ROADTESTED VEHICLE 5 MILES - STEER ING WHEEL IS RIGHT ON CENTER Cor OK AT THIS TIME						
	02		A99			

Line Total.....

TOTAL-CASH 225 NoCharge

SERVFILE COPY - PAGE 01

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CUSTOMER SIGNATURE

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

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
CHERRY HILL		1G2ZH17N374		41376	07/12/10	63538 B
NJ [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.
		07	PONTIAC	G6 GT	BLUE	00000
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
053738		[REDACTED]	[REDACTED]	63725	00/00/00	165
COST LABEL RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	TERMS
	04/27/10	37714	41372	07/07/10	04/27/10	CASH

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/ QTY	TYPE	AMOUNT
	X	15777128	PUSHBUTTO	1	W	36.45
Line Total.....						94.15

C +
 Com WHEELS/TIRES; CUSTOMER STATES LEFT REAR TIRE LOSES AIR
 Cau FOUND SCREW IN TIRE
 Cor REPAIRED LEFT REAR TIRE
 04 A31
 Line Total.....

D +
 Com STEERING/SUSPENSION; CUSTOMER STATES HEARS A RATTLING NOISE FROM OUTSIDE THE VEHICLE IN THE REAR WHEN DRIVING
 Cau FOUND PARKING BRAKE CABLE ADJUSTER MAKING NOISE
 Cor LUBRATED ADJUSTER AND ROADTESTED - NOISE GONE
 CC:0107/FC:6023, L=.5
 H2880 A31 .50
 H2880 A31 .50 W 48.09
 Line Total..... 48.09

E +
 Com 4000 MILE SERVICE: ENGINE OIL AND FILTER, TOP FLUIDS AS NEEDED, INSPECT BRAKES, ROTATE TIRES, GM MULTI-POINT INSPECTION, RE-SET TPM AND OLM

SERVFILE COPY - PAGE 02

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CUSTOMER SIGNATURE

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

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
CHERRY HILL		1G2ZH17N374		41376	07/12/10	63538 B
NJ [REDACTED]		YEAR	MAKE	MODEL	COLOR	ROD - C
		07	PONTIAC	G6 GT	BLUE	TAG NO.
						00000
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
053738				63725	00/00/00	165
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	TERMS
	04/27/10	37714	41372	07/07/10	04/27/10	CASH

LINE	QB CODE	FAIL-CD	TECH.	HOURS/QT	TYPE	AMOUNT
E + CONTINUED						
Com SYSTEMS. \$54.95 PLUS TAX.						
COR 1ST SERVICE IS FREE						
	4000		A31			
			19210285 FILTER	.90	I	32.10
			12345610 OIL	1	I	8.56
			W/W W/W/FLUID	5	I	12.50
				1	I	1.79
Line Total.....						54.95

462	144.26-				
480	48.90-				
463	32.10-				
481	22.85-				
263	193.16				
242I	54.95				
		TOTAL-CASH	225	NoCharge	

SERVFILE COPY - PAGE 03

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CUSTOMER SIGNATURE

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

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

D/O

63538MCC

VEHICLE IDENTIFICATION		VEHICLE ID	DATE IN/TIME	R.O. NO.
1G2ZH17N374		41372	07/07/10 09:56	63538
YEAR	MAKE	MODEL	COLOR	TAG NO.
07	PONTIAC	G6 GT	BLUE	00000
CUSTOMER NO.	LICENSE	HOME PHONE	STOCK NO.	IN-SERV DATE
053738			63725	04/27/10
CUSTOMER LABOUR RATE	DELIV DATE	DELIV MILES	OTHER PHONE	SERV ADV
	04/27/10	37714	-	165 RICH Z
			SALES CODE	NO COMMENT
			41376	

WELCOME TO THE NEW MALL CHEVROLET INC.
 WE NOW SERVICE ALL MAKES AND MODELS, NOT JUST YOUR
 CHEVROLET. SEE YOUR SERVICE ADVISOR FOR DETAILS.

I 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. I hereby grant you permission to operate the vehicle on streets, highways or elsewhere for the purpose of the repair. An express receipt will be provided to secure the vehicle.

Company	Description	Ded%	Mth Term	Miles Exp	Miles	Exp Date
ZURICH	PREFERRED-NEW	100	84	85000	0	00/00/00
LN TYPE OP-CODE	TECH					
A W 26						

ELECTRICAL SYSTEM; CUSTOMER STATES 3RD BRAKE LIGHT COMES ON BY ITSELF WHEN NOT USING THE BRAKES - Sometimes rattling heard makes it go out.

ELECTRICAL SYSTEM; CUSTOMER STATES DRIVER'S DOOR LOCK SWITCH LOCKS THE DOOR BUT DOESN'T LOCK THEM

C-C/S 4/R Tire loses air

D-C/S hears a rattling noise from rear outside of vehicle even when not over bump
Certified Spot # 3

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
61294	5/13/10	38392	165	I02		A99 STEERING/SUS			
60789	4/30/10	37782	745	I		A88 VEH IS LEAKY	I	A88 PLEASE RESEC	
60658	4/28/10	37701	745	ISPOT		SPOT DELIVER			
60258	4/19/10	37700	837	IBODY		REPAIR AS FE			
59888	4/12/10	37700	745	I01 SC		A34 PRE-OWNED VE	I01 SCGM	A34 GM CERTIFIED	IDETAIL
				I		A12 VEH PULLS WH	IFBRAKE	A34 FRONT BRAKE	IRBRAKE
									DETAIL: POWE
									A34 REAR BRAKE S

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	OP-CODE	DESCRIPTION
-------	-------	---------	-------------

04/27/2011 12:26 FAX 8568625140

BRAKES FRONT = % REAR = % ANTI-FREEZE =

ALT. =

BATT. =

TIRE PRESSURE =

TECH. NO.

TIME CLOCK

SERVICE OPPORTUNITIES

SERVICE	LABOR	PARTS	CONDITION
4,8,12 SERVICE			
TUNE UP			
DR & RC DR			
THROTTLE SER.			
FUEL INJ. SER.			
INDUCTION SER.			
BELTS			
ALIGN			
STRUTS			
SHOCKS			
ROTATE			
BALANCE			
TRANS SER.			
FLUSH			
BRAKES			
CUT RODS			
CUT DRUMS			
REPACK BEAR			
AC SERVICE			
SCOPE ENG			
BATTERY			
EXHAUST			
MOTOR VAC.			

COMPLAINT
 CLS - 3rd Stop lamp int. Comes on by itself
 CAUSE
 Possible condition due to "stop lamp" relay setting stuck (controls CHMSL)
 CORRECTION
 Ordered relay, Replaced relay

COMPLAINT
 CLS - DR lock switch "unlock" inq at times
 CAUSE
 Fault within switch itself, poor contacts
 CORRECTION
 Ordered switch, Replaced switch

COMPLAINT
 CLS LR tire loses air
 CAUSE
 Screw puncturing tire
 CORRECTION
 Plugged LR tire

COMMENTS TO WRITER

CLS - hears rattle from rear of car even when not going over bumps
 C - Noise coming from park brake cable Metal attachments
 C - Lubed surfaces to eliminate noise
 performed 4hr Service

SUBTOTAL

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF	ON
1		63538	7:00	35.2	1.30
		431			

TIME PAID

Printed on Demand

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

CHERRY HILL NJ		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G2ZH17N374		44423	10/08/10	67765 B
YEAR	MAKE	MODEL	COLOR	TAG NO.		
07	PONTIAC	G6 GT	BLUE	00000		
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
053738				63725	00/00/00	165
COST LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE	TERMS
	04/27/10	37714	44421	10/07/10	04/27/10	CASH

LINE A

Com ELECTRICAL SYSTEM; CUSTOMER STATES AIRBAG LIGHT IS ON
 Cau FOUND CODE B0081:71 SET IN HISTORY - PASSENGER PRESENCE MODULE MALFUNCTION
 - PERFORMED DIAGNOSTIC TEST AND CHECKED WIRING - NO PROBLEM COULD BE FOUND
 Cor ROADTESTED VEHICLE - NO LIGHTS CAME ON - COULD NOT DUPLICATE CONCERN
 CC:0302/FC:9099, L=.3
 N9995 A34 .30

Auth: N9995 A44 .30 W 28.85
 Claim Type: Complaint Cd: LaborHrs: 0.3 OtherHrs: 0.0
 Line Total..... 28.85

LINE B

Com STEERING/SUSPENSION; CUSTOMER STATES VEHICLE PULLS TO LEFT
 Cau ROADTESTED VEHICLE - PULLS IN EITHER DIRECTION DEPENDING ON WHICH WAY
 THE ROAD IS CROWNED BUT ON A FLAT EVEN SURFACE VEHICLE TRACKS STRAIGHT
 Cor ALIGNMENT OK - NO PROBLEM COULD BE FOUND AT THIS TIME
 02 A44

Line Total.....

SERVFILE COPY - PAGE 01

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CUSTOMER SIGNATURE

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

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
CHERRY HILL		1G2ZH17N374 [REDACTED]		44423	10/08/10	67765 B	
NJ [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		07	PONTIAC	G6 GT	BLUE	00000	
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV.	TERMS
053738		[REDACTED]	[REDACTED]	63725	00/00/00	165	CASH
CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	04/27/10	37714	44421	10/07/10	04/27/10		

LINE	OP CODE	FAIL CD	TECH	HOURS/QT	TYPE	AMOUNT
462		28.85-				
263		28.85				
TOTAL-CASH				225		NoCharge

SERVFILE COPY - PAGE 02

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

CHEVROLET INC.
75 HADDONFIELD ROAD
CHERRY HILL NJ 08002
PH: (856) 482-7000
WWW.MALLORY.COM

D/O
A 04/26

1G2ZET7N172		44421	10/07/10 11:05	677
NJ	07	PONTIAC	G6 GT	BLUE
37714		165 FECH 2		
37714		165 FECH 2		

CHEVROLET INC.
SALES AND MODELS, NOT JUST YOUR
SERVICE ADVISOR FOR DETAILS.

I authorize the repair work herein set forth to be performed on the
vehicle and agree that you are not responsible for any loss of
damage to vehicle or articles left in vehicle under any circumstances
or any other cause beyond your control or for any delay caused by
unavailability of parts or delays in parts shipment. I understand
you permission to operate the vehicle herein conveyed is temporary and
subject to the terms and conditions of the repair order.

Company	Description	Ded\$	Mth	Year	Model	Year
WORTH	PREFERRED-NEW	100	84	85000	0	00/00/00

TYPE OF CODE: TECH

A W 26

ELECTRICAL SYSTEM; CUSTOMER STATES ALRAG LIGHT IS ON **B0081**

B W 02

STEERING/SUSPENSION; CUSTOMER STATES VEHICLE PULLS TO LEFT

Certified

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

PLANT	DATE	MILES	S.A.	OR CODE	TECH	DESC	OR CODE	TECH	DESC	OR CODE
63538	7/7/10	44372	165	WN2833	A31	ELECTRICAL S	WN2833	A31	ELECTRICAL S	I04
				WH2880	A31	STEERING/SUS	I4000	A31	4000 MILE SE	
61294	5/13/10	38392	165	I02	A99	STEERING/SUS				
60789	4/30/10	37782	745	I	A88	VEH IS LEAKI	I	A88	PLEASE RESEC	
60698	4/28/10	37701	745	ISPOT		SPOT DELIVER				
60258	4/19/10	37700	837	IBODY		REPAIR AS PE				
59988	4/12/10	37700	745	I01 SC	A34	PRE-OWNED VE	I01 SCGM	A34	GM CERTIFIED	

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING MAINTENANCE SCHEDULE

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
CHERRY HILL		1G2ZH17N374		45261		10/27/10		68603 B	
NJ		YEAR		MAKE		MODEL		COLOR	
		07		PONTIAC		G6 GT		BLUE	
CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		TAG NO.	
053738				[REDACTED]		[REDACTED]		00000	
CUST. LABOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN		DATE IN	
		04/27/10		37714		45257		10/26/10	
								IN-SERV. DATE	
								04/27/10	
STOCK NO.		PROD. DATE		SERV. ADV.		TERMS			
63725		00/00/00		165		CASH			

LINE	OF CODE	FAIL-CD	TECH	HOURS/DTY	TYPE	AMOUNT
A						
Com ELECTRICAL SYSTEM; CUSTOMER STATES AIRBAG LIGHT COMES ON, STAYS ON FOR AWHILE, AND THEN DOESN'T COME BACK ON FOR AWHILE						
Cau FOUND CODE B0081:71 IN SYSTEM AND BULLETIN #06-09-41-008C WHICH STATES FOR THIS CODE TO REPLACE SHORTED PASSENGER PRESENCE MODULE						
Cor REPLACED PPS (PASSENGER PRESENCE MODULE) PER BULLETIN						
	L=1.2					
	C9780	A88	1.20			
		X	15939370	MODULE KI	1.20 W	115.40
					1 W	438.27
Line Total.....						553.67

B						
Com M-1 MAINTENANCE SERVICE - INCLUDES OIL AND FILTER CHANGE, TIRE ROTATION, AND PERFORM A MULTI-POINT VEHICLE INSPECTION - \$69.95 PLUS TAX						
	M1	A88	.70	C		48.23
		19210285	FILTER	1	C	6.00
		12345610	OIL	5	C	13.75
		W/W	W/W/FLUID	1	C	1.97
Line Total.....						69.95

SERVFILE COPY - PAGE 01

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CUSTOMER SIGNATURE

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

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
CHERRY HILL NJ [REDACTED]		1G2ZH17N374 [REDACTED]		45261	10/27/10	68603 B
		YEAR	MAKE	MODEL	COLOR	EOD - C
		07	PONTIAC	G6 GT	BLUE	TAG NO.
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
053738		[REDACTED]	[REDACTED]	63725	00/00/00	165
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	TERMS
	04/27/10	37714	45257	10/26/10	04/27/10	CASH

LINE	OP. CODE	FAIL. CD	TECH.	HOURS/QTZ	TYPE	AMOUNT
462	115.40-				Labor	
480	438.27-			460	Parts	48.23-
263	553.67			467	Sales Tax	21.72-
				324	TOTAL-CRCARD	4.90-
				201A		74.85

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CUSTOMER SIGNATURE _____

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

MALL CREDIT
10000 ROAD
NEW BRUNSWICK, NJ 08902
TEL: (908) 438-1000

PL	NJ 08003	1G2ZH17070	45257	10/26/10	0818
YEAR	MAKE	MODEL	COLOR		
07	PONTIAC	GRAND	BLUE		
PRICE	DEPT. PRICE	MONTHLY PRICE			
53725	37740	500	655 RICH Z		
MALL CREDIT INC. AND MERCH. NOT FINANCIAL SERVICE ADVISOR FOR VEHICLES.		I warrant the dealer will disclose forthwith any and all necessary material facts known to the dealer at the time of sale regarding the vehicle or articles used in the vehicle, and will indemnify and hold the customer harmless from any and all claims or any other cause beyond your control or control of the dealer including liability for parts or delays in parts, and will give you permission to operate the vehicle during the term of the lease.			

Description	Days	Mon	Tues	Miles	Exp. Miles	Exp. Date
REFERRED-NEW	100	84	25000	0	08/01/08	
TECH						
WHEN; CUSTOMER STATES AIRBAG LIGHT COMES ON, STAYS ON FOR WHEN DOESN'T COME BACK ON FOR AWHILE - <i>BOOM! 71 found that the</i>						
SERVICE - INCLUDES OIL AND FILTER CHANGE, TIRE ROTATION A MULTI-POINT VEHICLE INSPECTION - \$69.95 PLUS TAX						

Certified *Spot*

THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

S.N.	OP. CODE	TECH	DESC	OP. CODE	TECH	DESC	OP. CODE	TECH	DESC
165	WN9995	A44	ELECTRICAL S	I02	A44	STEERING/SUS			
165	WN2833	A31	ELECTRICAL S	WN2114	A31	ELECTRICAL S	I04	A31	WHEELS
	WR2880	A31	STEERING/SUS	I4000	A31	4000 MILE SE			
165	I02	A99	STEERING/SUS						
1745	I	A88	VEH IS LEAKI	I	A88	PLEASE RESEC			
1745	ISPOT		SPOT DELIVER						
1837	IBODY		REPAIR AS PE						

AT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING

DESCRIPTION	MILES MONTH	OP. CODE	DESCRIPTION
-------------	-------------	----------	-------------

SERVICE ADVISOR
603

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
CHERRY HILL NJ [REDACTED]		1G2ZH17N374 [REDACTED]		46153	11/22/10	69743 B EOD - C	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	YEAR	MAKE	MODEL	COLOR
053738		[REDACTED]	[REDACTED]	07	PONTIAC	G6 GT	BLUE
							TAG NO.
							00000
				STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
				63725	00/00/00	165	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE		
	04/27/10	37714	46151	11/19/10	04/27/10		

LINE 02 OF CODE FAIL-CD TECH. HOURS/QTY TYPE AMOUNT
A
 Com STEERING/SUSPENSION; CUSTOMER STATES STEERING WHEEL IS OFF CENTER
 Cor SET STEERING WHEEL POSITION
 02 A17
 Line Total.....

B
 Com ELECTRICAL SYSTEM; CUSTOMER STATES LEFT TURN SIGNAL FLASHES QUICKLY, B
 ULB IS OUT
 Cau OPEN BULB
 Cor REPLACED LEFT TAIL LAMP TURN SIGNAL BULB
 L=.3
 N0761 A17 .30 W 28.85
 X 9441839 BULB LP 1 W 2.69
 Line Total..... 31.54

C +
 Com STEERING/SUSPENSION; CUSTOMER STATES STEERING WHEEL SHAKES AT HIGHWAY
 SPEEDS
 Cau SWAPPED POSITIONS OF TIRES FRONT TO BACK
 Cor NO FUTHER VIBRATIONS FELT
 02 A17
 Line Total.....

SERVFILE COPY - PAGE 01

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MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

CHERRY HILL		NJ		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
				1G2ZH17N374		46153		11/22/10		69743 B	
				YEAR MAKE		MODEL		COLOR		TAG NO.	
				07 PONTIAC		G6 GT		BLUE		00000	
CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.		PROD. DATE	
053738								63725		00/00/00	
COST LABOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN		DATE IN		IN. SERV. DATE	
		04/27/10		37714		46151		11/19/10		04/27/10	
										SERV. ADV.	
										165	
										TERMS	
										CASH	

LINE	SP. CODE	FAIL-CD	TRCH	HOURS/QTZ	TYPE	AMOUNT
D +						
Com ENGINE MECHANICAL/ENGINE CONTROLS; CUSTOMER STATES HEARS EXCESSIVE UND						
ERHOOD NOISE INSIDE VEHICLE DIRECTLY IN FRONT OF DRIVER						
Cau FOUND INTERMEDIATE STEERING SHAFT BOOT POPPED OUT OF PLACE						
Cor REINSERTED INTERMEDIATE STEERING SHAFT BOOT						
11			A17			
Line Total.....						

462	28.85-				
480	2.69-				
263	31.54				
			TOTAL-CASH	225	NoCharge

SERFILE COPY - PAGE 02

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MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

A
D/O

CHERRY HILL NJ		VEHICLE IDENTIFICATION		MILEAGE IN		DATE IN/TIME		R.O. NO.	
		1G2ZH17N374		46151		11/19/10 09:55		69743	
YEAR		MAKE		MODEL		COLOR		TAG NO.	
07		PONTIAC		G6 GT		BLUE		00000	
CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.	
053738								63725	
IN-SERV DATE		SERV ADV		PROMISED					
04/27/10		165 RICH Z							
COST LABOR RATE		DELIV. DATE		DELIV. MILES		OTHER PHONE		MILES OUT	
		04/27/10		37714					

WELCOME TO THE NEW MALL CHEVROLET INC. WE NOW SERVICE ALL MAKES AND MODELS, NOT JUST YOUR CHEVROLET. SEE YOUR SERVICE ADVISOR FOR DETAILS.

I 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. I hereby grant you permission to operate the vehicle on streets, highways or inspection. An express vehicle to secure the

Company	Description	Ded\$	Mch	Term/Miles	Exp Miles	Exp Date	CASH	CHARGE
ZURICH	PREFERRED-NEW	100	84	85000	0	00/00/00		

LN TYPE OP-CODE
 A W 02
STEERING/SUSPENSION; CUSTOMER STATES STEERING WHEEL IS OFF CENTER
 B W 26
ELECTRICAL SYSTEM; CUSTOMER STATES LEFT TURN SIGNAL FLASHES QUICKLY, B ULB IS OUT
 C - Cust called @ 11:16 - 11/19/10 and added steering wheel shakes at highway speeds - not using the brakes
 X to add

Certified
done inside vehicle

Spot# 20

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON THIS VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
68967	11/ 2/10	45560	165	WN9595	A17	ELECTRICAL S	WD1446	A17	BODY/TRIM/NO
				WE7700	A17	STEERING/SUS			
68603	10/26/10	45257	165	WC9780	A88	ELECTRICAL S	CM1	A88	M-1
67765	10/ 7/10	44421	165	WN9995	A44	ELECTRICAL S	I02	A44	STEERING
63538	7/ 7/10	41372	165	WN2833	A31	ELECTRICAL S	WN2114	A31	ELECTRICAL
				WH2880	A31	STEERING/SUS	I4000	A31	4000
51294	5/13/10	38392	165	I02	A99	STEERING/SUS			

BASED ON CURRENT MILEAGE THE MANDATORY



MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		CHERRY HILL NJ 08003		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
[REDACTED]		[REDACTED]		1G2ZH17N374		45562	11/08/10	68967 C
[REDACTED]		[REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.
[REDACTED]		[REDACTED]		07	PONTIAC	G6 GT	BLUE	00000
COST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS	
053738		[REDACTED]	[REDACTED]	63725	00/00/00	165	CASH	
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE			
	04/27/10	37714	45560	11/02/10	04/27/10			

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QTZ	TYPE	AMOUNT
A						
Com ELECTRICAL SYSTEM; CUSTOMER STATES 3RD BRAKE LIGHT STAYS ON EVEN WHEN NOT USING THE BRAKES - ACCELERATING HARD TURNS THE LIGHT OFF						
Cau THOUGH THIS CONCERN WAS NEVER DUPLICATED FOUND BULLETIN #08-05-22-009C WHICH STATES THERE IS HIGH RESISTANCE DUE TO TERMINAL FRETTING CORROSION C2 AND X2 CONNECTOR						
Cor DISCONNECTED C2 AND X2, ADDED DIELECTRIC GREASE TO CORRECT HIGH RESISTANCE - OK - L=.3						
	N9595	A17		.30	W	28.85
	N9595	A17		1	W	13.22
	X	12377900	LUBRICANT			
Line Total.....						42.07

B +						
Com BODY/TRIM/MOLDINGS; CUSTOMER STATES HEARS A SQUEAKING/RATTLING NOISE FROM UNDERNEATH VEHICLE EVEN ON A SMOOTH ROAD - EASIER TO HEAR WITH THE WINDOWS OPEN						
Cau FOUND A FEW RETAINERS MISSING FROM FRONT AIR DEFLECTOR BUT THE LACK OF RETAINERS ALLOWED EXCESSIVE MOVEMENT WHICH ELONGATE THE MOUNTING HOLES AND ALLOWS THEM RATTLE						
Cor REPLACED ALL 3 LOWER DEFLECTOR AND ROADTESTED VEHICLE - NO NOISES HEARD - L=.2, OLH=.4 TO REPLACE OTHER 2 DEFLECTOR AND INSTAL MISSING RETAINERS						
	D1446	A17		.20		

SERVFILE COPY - PAGE 01

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<p>_____ CUSTOMER SIGNATURE</p>	<p>_____ (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)</p>

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

CHERRY HILL		NJ		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
				1G2ZH17N374		45562	11/08/10	68967 C
				YEAR	MAKE	MODEL	COLOR	TAG NO.
				07	PONTIAC	G6 GT	BLUE	00000
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS	
053738				63725	00/00/00	165	CASH	
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE			
	04/27/10	37714	45560	11/02/10	04/27/10			

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QUY	TYPE	AMOUNT
Auth:	D1446		A17	.20	W	19.23
	Claim Type:		Complaint Cd:	LaborHrs:	0.2	OtherHrs: 0.0
	X 25995473		DEFLECTOR	1	W	67.90
	15242779		DEFLECTOR	1	W	41.01
	15242778		DEFLECTOR	1	W	44.70
	11518017		RETAINER	4	W	9.52
Line Total.....						182.36

C +
 Com STEERING/SUSPENSION; CUSTOMER STATES STEERING PULLS TO THE LEFT
 Cau CHECKED ALIGNMENT - WITHIN SPECS
 For ROADTESTED VEHICLE - UNDER HEAVIER ACCELERATION TORQUE STEERING WILL T
 UG ON THE STEERING ON ONE DIRECTION
 02 A17
 Line Total.....

D +
 Com STEERING/SUSPENSION; CUSTOMER STATES HEARS A CLUNK NOISE FROM UNDERNE
 ATH VEHICLE ESPECIALLY OVER BUMPS
 Cau FOUND WORN INTERMEDIATE STEERING SHAFT
 For REPLACED INTERMEDIATE STEERING SHAFT
 L=.5
 E7700 A17 .50

SERVFILE COPY - PAGE 02

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MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
CHERRY HILL		1G2ZH17N374 [REDACTED]		45562		11/08/10		68967 C	
NJ [REDACTED]		YEAR		MAKE		MODEL		COLOR	
		07		PONTIAC		G6 GT		BLUE	
CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.	
053738				[REDACTED]		[REDACTED]		63725	
CUST. LABOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN		DATE IN	
		04/27/10		37714		45560		11/02/10	
								04/27/10	
								IN-SERV DATE	
								SERV. ADV.	
								165	
								TERMS	
								CASH	

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QT	TYPE	AMOUNT
	E7700		A17	.50	W	48.09
Auth:	Claim Type:		Complaint Cd:	LaborHrs:	0.5	OtherHrs: 0.0
	X 25979679		SHAFT	1	W	129.87
				Line Total.....		177.96

462	96.17-				
480	306.22-		TOTAL-CASH	225	NoCharge
263	402.39				

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

MALL CHEVROLET INC
HADDONFIELD NJ
CHRYSLER FLEET GROUP

VIP

A-17

68967MCC

100	45560	11/02/10	68967
07	BONNETTAC	66 ST	Blond
		04/27/10	165 RING 2
04/27/10	37714		

DEALER INC.
SALES MODELS, NOT JUST
REPAIRS. ADVISOR FOR DETAILS.

...the repair work...
...cause...
...delays...
...vehicle...

Description	DAYS	Mth	Miles	Exp Miles	Exp Date
PREFERRED-NEW	100	84	25000	0	00/00/00

SYSTEM; CUSTOMER STATES 3RD BRAKE LIGHT STAYS ON
BRAKES - ACCELERATING HARD TURNS THE LIGHT OFF

SPRINGS; CUSTOMER STATES HEARS A SCREEKING/RAVING
VEHICLE EVEN ON A SMOOTH ROAD - EASIER TO HEAR

STEERING; CUSTOMER STATES STEERING PULLS TO THE
RIGHT

ARE THE MOST RECENT SERVICES PERFORMED

DATE	OP-CD	DECR	DESC	OP-CD	DECR	DESC
165	WN9780	A88	ELECTRICAL S	CM1	A88	M-1 MAINTENANCE
165	WN9995	A44	ELECTRICAL S	I02	A44	STEERING/SUSP
165	WN2833	A31	ELECTRICAL S	WN2114	A31	ELECTRICAL S
	WN2880	A31	STEERING/SUS	I4000	A21	4000 MILE SER
165	I02	A99	STEERING/SUS			
745	I	A98	VEH IS LEAKI			
745	SPOT		SPOT DELIVER			A98 PLEASE RESER

MILEAGE THE MANUFACTURER RECOMMENDS THE
MONTHS MONTHS OF CODE DESIGN

Certified

LAST PAGE

REPRINT

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
CHERRY HILL NJ [REDACTED]		1G2ZH17N374 [REDACTED]		46313	11/30/10	70042 B EOD - C	
YEAR	MAKE	MODEL		COLOR	TAG NO.		
07	PONTIAC	G6 GT		BLUE	00000		
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
053738		[REDACTED]	[REDACTED]	63725	00/00/00	165	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	04/27/10	37714	46310	11/26/10	04/27/10		

LINE	OP. CODE	FAUL-CD	TECH.	HOURS/CTY	TYPE	AMOUNT
A	Com ELECTRICAL SYSTEM; CUSTOMER STATES PASSENGER SIDE REAR BRAKE AND TURN SIGNAL LIGHT IS OUT					
	Cau FOUND BURNT BULB - OPEN					
	Cor REPLACED RIGHT REAR BRAKE LIGHT BULB					
	L=.3					
	N0680	A44	.30			
	N0680		A44	.30	W	28.85
	X	12450064	BULB	1	W	4.00
	Line Total.....					32.85

B	Com STEERING/SUSPENSION; CUSTOMER STATES STEERING SEEMS TO BE GRADUALLY WORKING ITS WAY BACK TO OFF CENTER					
	Cau OFF CENTER					
	Cor REMOVED STEERING WHEEL AND REINSTALLED TO CENTER					
	02		A88			
	Line Total.....					

SERVFILE COPY - PAGE 01

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

MALL CHEVROLET INC.

75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED] CHERRY HILL NJ [REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		1G2ZH17N374 [REDACTED]		46313	11/30/10	70042 B EOD - C	
YEAR		MAKE		MODEL	COLOR		TAG NO.
07		PONTIAC		G6 GT	BLUE		00000
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
053738		[REDACTED]	[REDACTED]	63725	00/00/00	165	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	04/27/10	37714	46310	11/26/10	04/27/10		

LINE	OP. CODE	FAIL. CD.	TECH.	HOURS/QTY	TYPE	AMOUNT
	462				TOTAL-CASH	225 NoCharge
	480					4.00-
	263					32.85

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<p>STATEMENT OF DISCLAIMER</p> <p>The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p> <p>_____</p> <p>CUSTOMER SIGNATURE</p>	<p>On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.</p> <p>_____</p> <p>(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)</p>
--	---

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
CHERRY HILL		1G2ZH17N374 [REDACTED]		49454	03/16/11	74731 C	
NJ [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		07	PONTIAC	G6 GT	BLUE	00373	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
053738		[REDACTED]	[REDACTED]	63725	00/00/00	177	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE		
	04/27/10	37714	49447	03/11/11	04/27/10		

LINE	OP. CODE	FAIL-CD	TBCH	HOURS/QT	TYPE	AMOUNT
A	Com Customer states please check for alignment, vehicle drifts to the right and steering wheel is off center Cau OUT OF SPEC Cor REPLACED R/F KNUCKLE AND CONTROL ARM, ALIGNMENT E2520 1.0 ADD .7 E2520					
			A35	4.00	W	167.56
			22730776 ARM	1	W	212.18
			25872804 KNUCKLE	1	W	128.80
			Line Total.....			508.54

C	Com Customer states please check over vehicle for trip A35					
						Line Total.....

462	167.56-	TOTAL-CASH	225	NoCharge
480	340.98-			
263	508.54			

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

MALL CHEVROLET
UNCONFIRMED
CHERRY HILL, NJ 08002
PH: (856) 572-7001
WWW.MALLCHEVROLET.COM

SPOT#3

CHERRY HILL NJ		VEHICLE IDENTIFICATION		MILEAGE IN	DATE IN/TIME	R.O. NO.
		1G2ZH17N374		49447	03/11/11 07:37	74731
YEAR	MAKE	MODEL	COLOR	TAG NO.		
07	PONTIAC	G6 GT	BLUE	00373		
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	IN-SERV. DATE	SERV. ADV.
053738				63725	04/27/10	177 4678
PROMISED	EQUIP. LABOR RATE		DELIV. DATE	DELIV. MILES	OTHER PHONE	MILES OUT
			04/27/10	37714		49454

WELCOME TO THE NEW MALL CHEVROLET INC.
WE NOW SERVICE ALL MAKES AND MODELS, NOT JUST YOUR
CHEVROLET. SEE YOUR SERVICE ADVISOR FOR DETAILS.

I 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. I hereby grant you permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

Company	Description	Ded\$	Mth	Term	Miles	Exp	Miles	Exp	Date	CASH	CHARGE
ZURICH	PREFERRED-NEW	100	84	85000	0	00/00/00					
LN TYPE OF-CODE	TECH										

- A C Customer states please check for alignment, vehicle drifts to the right and steering wheel is off center
- B C Customer states please check remotes *4992*
- C C Customer states please check over vehicle for trip

E 2520 11.0
Goodwill related to front purchase since purchase no impact found

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
70042	11/26/10	46310	165	WN0680	A44	ELECTRICAL S	W02	A88	STEERING/SUS			
69743	11/19/10	46151	165	I02	A17	STEERING/SUS	WN0761	A17	ELECTRICAL S	I02	A17	STEERING/SUS
				I11	A17	ENGINE MECHA						
68967	11/ 2/10	45560	165	WN9595	A17	ELECTRICAL S	WD1446	A17	BODY/TRIM/MO	I02	A17	STEERING/SUS
				WE7700	A17	STEERING/SUS						
68603	10/26/10	45257	165	WC9780	A88	ELECTRICAL S	CM1	A88	M-1 MAINTENA			
57765	10/ 7/10	44421	165	WN9995	A44	ELECTRICAL S	I02	A44	STEERING/SUS			

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	OP-CODE	DESCRIPTION	MILES	MONTH	OP-CODE	DESCRIPTION
4000	3	0204	PERFORM GM ENGINE OIL & FILTER SER	4000	1003		PERFORM 4000 MILE MAINTENANCE SCH
8000		1004	PERFORM 8000 MILE MAINTENANCE SERV	12000	1005		PERFORM 12000 MILE MAINTENANCE INT

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
CHERRY HILL		1G2ZH17N374 [REDACTED]		52091		04/15/11		76158 B	
NJ [REDACTED]		YEAR		MAKE		MODEL		COLOR	
		07		PONTIAC		G6 GT		BLUE	
CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.	
053738				[REDACTED]		[REDACTED]		63725	
						PROD. DATE		SERV. ADV.	
						00/00/00		745	
CUST. LABOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN		DATE IN	
		04/27/10		37714		52090		04/11/11	
								IN-SERV DATE	
								04/27/10	
								TERMS	
								CASH	

LINE	OR CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A						
Com Customer states rear brake lights stay on when driving						
Cau FOUND CODE C0227 FOUND BRAKE PEDAL POSITION SWITCH SHORTED						
Cor BRAKE PEDAL POSITION SENSOR REPLACEMENT						
L-.3 D-.3 OLH 1.90						
			H2642			
			A10	2.50	W	246.43
			22666955 SENSOR KI	1	W	19.55
Line Total.....						265.98

B						
Com Customer states windows do not drop down when closing door please chec						
Cor REPROGRAM BCM						
			A10			
Line Total.....						

C +						
Com COURTESY TRANSPORTATION DURING REPAIR						
RENTAL						
			SUBLET ENTERPRISE	RENTAL	1 W	129.00
Line Total.....						129.00

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STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

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

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
CHERRY HILL		1G2ZH17N374 [REDACTED]		52091	04/15/11	76158 B	
NJ [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		07	PONTIAC	G6 GT	BLUE	00000	
COST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
053738		[REDACTED]	[REDACTED]	63725	00/00/00	745	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE		
	04/27/10	37714	52090	04/11/11	04/27/10		

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
462		246.43-				
480		19.55-				
466		129.00-				
263		394.98				

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MALL CHEVROLET INC.
75 HADDONFIELD ROAD
CHERRY HILL, NJ 08002
PH: (856)-662-7001
WWW.MALLCHEVY.COM

58MCC

A. 10

CHERRY HILL NJ		VEHICLE IDENTIFICATION		MILEAGE		DATE IN/TIME		E.O. NO.	
		1G2ZH17N374		52099		04/11/11 08:53		76158	
YEAR		MAKE		MODEL		COLOR		TAG NO.	
07		PONTIAC		G6 GT		BLUE		00000	
CRK. NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.	
059738								63725	
IN-SERV DATE		SERV. ADV.		PROMISED					
04/27/10		745 0899							
DELIV. DATE		DELIV. MILES		OTHER PHONE		MILES OUT		ED. COMMENT	
04/27/10		37714				52091			

WE ARE A NEW MALL CHEVROLET INC.
WE SERVICE ALL MAKES AND MODELS, NOT JUST YOUR
CHEVROLET. SEE YOUR SERVICE ADVISOR FOR DETAILS.

I 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. I hereby grant you permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

X _____ CASH _____ CHARGE

Company	Description	Days	Mch	Term	Miles	Exp	Miles	Exp	Date
ZURICH	PREFERRED-NEW	100	84	85000	0	00/00/00			
LN TYPE	OP-CODE	TECH							
A	W								

Brake Pedal Position sensor

Customer states rear brake lights stay on when driving

Customer states windows do not drop down when closing door please check

*A Goodwin
DIAGNOSTIC
E.M.*

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

E.O.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
75691	3/31/11	52005	177	W3600	A34	ELECTRICAL	WN6612	A34	BODY	WB7540	A34	BODY
				IREC	A34	LIGHTING						
74731	3/11/11	49447	177	WE2520	A35	please check	CR4485	A35	please check	W		A35 please check
70042	11/26/10	46310	165	WN0680	A44	ELECTRICAL S	W02	A88	STEERING/SUS			
69743	11/19/10	46151	165	I02	A17	STEERING/SUS	WN0761	A17	ELECTRICAL S	I02		A17 STEERING
				I11	A17	ENGINE MECHA						
68967	11/2/10	45560	165	WN9595	A17	ELECTRICAL S	WD1446	A17	BODY/TRIM/MO	I02		A17 STEERING

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	OP-CODE	DESCRIPTION	MILES	MONTH	OP-CODE	DESCRIPTION
4000	3	0204	PERFORM GM ENGINE OIL & FILTER SER	4000	1003	PERFORM 4000 MILE MAINTENANCE SERV	
8000	1004	PERFORM 8000 MILE MAINTENANCE SERV	12000	1005	PERFORM 12000 MILE MAINTENANCE SERV		

ABOVE RECOMMENDED SERVICES ARE BASED UPON ESTIMATED MILEAGE OF 52,090

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
CHERRY HILL NJ [REDACTED]		1G2ZH17N374 [REDACTED]		52010	04/01/11	75691 B EOD - C
YEAR	MAKE	MODEL	COLOR	TAG NO.		
07	PONTIAC	G6 GT	BLUE	00689		
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
053738		[REDACTED]	[REDACTED]	63725	00/00/00	177
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	TERMS
	04/27/10	37714	52005	03/31/11	04/27/10	CASH

LINE	OP. CODE	FALL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A						
Com ELECTRICAL 3rd brake light stays on all the time, please check Cau OPEN CIRCUIT TO BCM Cor REPAIRED CONNECTION 3600 A34						
Line Total.....						

B						
Com BODY when shutting the door, drivers side window doesn't al ways go down Cau OPEN CIRCUIT FOUND SWITCH SHORTED OUT DUE TO CONNECTOR WETNESS, FOUND WINDSHIELD LE Cor WAKING WATER, RESEALED WINDSHIELD AND REPAIRED CONNECTOR AT KICK PANEL. APPLIED DIALECTIC GREASE AND REASSEMBLED REPROGRAM N6612 .5 OLN 1.0 N6612 A34 3.00 W 147.85 15146034 SWITCH 1 W 75.12 Z5001FREIGHT FREIGHT 1 W 9.58						
Line Total.....						232.55

C
 Com BODY water leak where roof and windshield meet and where li
 ghts are on the roof
 Cau FOUND SEAL AT TOP OF WINDSHIELD NOT SEALED PROPERLY, SUBLET TO WINDSHI

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MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED] CHERRY HILL NJ [REDACTED]		VEHICLE IDENTIFICATION 1G2ZH17N374 [REDACTED]		MILEAGE OUT 52010	DATE OUT 04/01/11	INVOICE NO. 75691 B EOD - C	
YEAR 07	MAKE PONTIAC	MODEL G6 GT		COLOR BLUE		TAG NO. 00689	
CUST. NO. 053738	LICENSE	HOME PHONE	WORK PHONE	STOCK NO. 63725	PROD. DATE 00/00/00	SERV. ADV. 177	TERMS CASH
CUST. LABOR RATE	DELIV. DATE 04/27/10	DELIV. MILES 37714	MILEAGE IN 52005	DATE IN 03/31/11	IN-SERV. DATE 04/27/10		

LINE	OP. CODE	FAIL. CD	TECH.	HOURS/QTZ	TYPE	AMOUNT
C	CONTINUED					
1.00 ELD REPAIR AND REINSPECTED - OK 2.00 MOLDING, WINDSHIELD REVEAL - R&R OR REPLACE B7540 .5 B7540 A34 .50 W 49.29 Auth: Claim Type: Complaint Cd: LaborHrs: 0.5 OtherHrs: 0.0 SUBLET SAFELITE 142408 1 W 45.00 A99 .50 Line Total..... 94.29						

D	1.00 LIGHTING					
1.00 passenger side fog light is out of place 2.00 NEEDS FOG LIGHT ASSEMBLY - NOT COVERED BY CERTIFIED WARRANTY COVERAGE LIGHTS AND BULBS ARE NOT COVERED. ESTIMATE \$261.03 PLUS TAX 3.00 PART NUMBER 15162675 REC A34 Line Total.....						

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--	--

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

CHERRY HILL NJ		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		1G2ZH17N374		52010	04/01/11	75691 B EOD - C	
YEAR	MAKE	MODEL		COLOR		TAG NO.	
07	PONTIAC	G6 GT		BLUE		00689	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
053738				63725	00/00/00	177	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	04/27/10	37714	52005	03/31/11	04/27/10		

LINE	DE CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
462		197.14-				
480		84.70-				
466		45.00-				
263		326.84				
TOTAL-CASH				225		NoCharge

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CUSTOMER SIGNATURE

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

75 HADDONFIELD ROAD
CHERRY HILL, NJ 08002
PH: (856)-662-7001
WWW.MALLCHEVY.COM

MCC

CHERRY HILL NJ		VEHICLE IDENTIFICATION		MILEAGE IN		DATE IN/TIME		R.O. NO.	
		1G2ZH17N374		52005		03/31/11 07:54		75691	
YEAR		MAKE		MODEL		COLOR		TAG NO.	
07		PONTIAC		G6 GT		BLUE		00689	
LIC. NO.		HOME PHONE		WORK PHONE		STOCK NO.		IN-SERV. DATE	
3738						63725		04/27/10	
SERV. ADV.		SERV. ADV.		SERV. ADV.		SERV. ADV.		SERV. ADV.	
						177 4678			
DELIV. DATE		DELIV. MILES		OTHER PHONE		MILES OUT		NO. COMMENT	
04/27/10		37714				52005			

I 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. I hereby grant you permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

X CASH CHARGE

Company	Description	Ded\$	Mth	Term	Miles	Exp	Miles	Exp	Date
RICH	PREFERRED-NEW	100	84	85000	4%	0	00/00/00		
TYPE OP-CODE	TECH								
3600									
ELECTRICAL	3rd brake light stays on all the time, please check								
6001	when shutting the door, drivers side window doesn't all ways go down								
6002	water leak where roof and windshield meet and where lights are on the roof <i>Seal wind Shutch</i>								
6101	passenger side fog light is out of place								

Check 11/2/10 7/7/10

E-OLH
A Goodwill
my

FRONT =		% REAR =		ANTI-FREEZE =		ALT. =	BATT. =	TIRE PRESSURE =	TECH. NO.	TIME CL.
SERVICE OPPORTUNITIES										
SERVICE	LABOR	PARTS	CONDITION	COMPLAINT	CAUSE	CORRECTION				
4.8, 12 SERVICE	4000			Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
TUNE UP	4.00			Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
CAP & ROTOR	4.00	10366901	15.16005-E	Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
THROTTLE SER.				Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
FUEL INJ. SER.				Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
INDUCTION SER.				Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
BELTS				Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
ALIGN.				Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
STRUTS				Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
SHOCKS				Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
ROTATED				Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
FLANGE				Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
WASHERS				Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
WASH				Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
WAXES				Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
ROTORS				Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
DRUMS				Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
CK BEAR.				Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
SERVICE				Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
ENG				Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
4K				Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
Air Filter	15.16		59.95	Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
Fuel Filter	10.90		26.00	Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
Fog Lamp	161.03		139.95	Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
	105		266.03	Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
			486.99	Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
			+ Tax	Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				
	667.9500			Customer States Vehicle Has Water Leak	Found windshield Leak	Reseal windshield				

COMPLAINT	161.03	CAUSE	15146034	CORRECTION	9390.60
COMPLAINT	1.0	CAUSE		CORRECTION	

CUSTOMER'S NAME	OPERATION
JOB NO.	75281
DATE	APR 14 2011
EMP. NO.	A34
REG.	
OPT. 1	APR 14.5
	APR 12.9
	ON
	OFF
	ON
	OFF
	ON

Parts Returned
 Switch

MALL CHEVROLET INC.
 75 HADDONFIELD ROAD
 CHERRY HILL, NJ 08002
 PH: (856)-662-7001
 WWW.MALLCHEVY.COM

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
CHERRY HILL NJ [REDACTED]		1G2ZH17N374 [REDACTED]		52089	04/18/11	76060 B EOD - C	
YEAR	MAKE	MODEL		COLOR		TAG NO.	
07	PONTIAC	G6 GT		BLUE		00072	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
053738		[REDACTED]	[REDACTED]	63725	00/00/00	745	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	04/27/10	37714	52089	04/08/11	04/27/10		

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com ELECTRICAL inspect operation on rear brake lights stay on while driving. check operation						
For CHECK OPERATIONS NO PROBLEM FOUND						
	3600		A44			
Line Total.....						
B						
Com ELECTRICAL inspect operations of window does not close when closing. check and advise						
For CHECK OPERATION NO PROBLEM FOUND						
	3600		A44			
Line Total.....						

225

SERVFILE COPY - PAGE 01

<p>STATEMENT OF DISCLAIMER</p> <p>A factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p>	<p>On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.</p>
<p>_____ CUSTOMER SIGNATURE</p>	<p>_____ (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)</p>

04/27/11

WELCOME TO THE NEW MALL CHEVROLET... WE NOW SERVICE ALL MAKES AND MODELS... CHEVROLET. SEE YOUR SERVICE ADVISE FOR DETAILS.

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

X

CASH CHARGE

Company Description Ded\$ Mth Term Miles Exp Miles Exp Date
ZURICH PREFERRED-NEW 100 84 85000 0 /00/00

W 3600 ELECTRICAL TECH

inspect operation on rear brake lights stay on while driving. check operation

C.N.D.

W 3600 ELECTRICAL TECH

inspect operations of window does not close when driving. check and advise

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

Q.#	DATE	MILES	S.A.	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC	OP-CODE	TECH	DESC
5691	3/31/11	52005	177	W3600		A34 ELECTRICAL	WN6612	A34	BODY	WB7540	A34	BODY
				IREC		A34 LIGHTING						
4731	3/11/11	49447	177	WE2520		A35 please check	CR4485	A35	please check	W	A35	please check
0042	11/26/10	46310	165	WN0680		A44 ELECTRICAL S	W02	A88	STEERING/SUS			
9743	11/19/10	46151	165	I02		A17 STEERING/SUS	WN0761	A17	ELECTRICAL S	I02	A17	STEERING/SUS
				I11		A17 ENGINE MECHA						
8967	11/ 2/10	45560	165	WN9595		A17 ELECTRICAL S	WD1446	A17	BODY/TRIM/MO	I02	A17	STEERING/SUS

BASED ON CURRENT MILEAGE THE MANUFACTURER RECOMMENDS THE FOLLOWING SERVICES

MILES	MONTH	OF CODE	DESCRIPTION	MILES	MONTH	OF CODE	DESCRIPTION
1000	3	0204	PERFORM GM ENGINE OIL & FILTER SER	4000		1003	PERFORM 4000 MILE MAINTENANCE SCHE
1000		1004	PERFORM 8000 MILE MAINTENANCE SERV	12000		1005	PERFORM 12000 MILE MAINTENANCE INT

BRAKES FRONT = % REAR = % ANTI-FREEZE = ALT. = BATT. = TIP PRESSURE = TECH. NO.

SERVICE OPPORTUNITIES

SERVICE	LABOR	PARTS	CONDITION
4,8,12 SERVICE	15905986	25909321	\$100.65
TUNE UP			
CAP & ROTOR			
THROTTLE SER.	15905987	25909322	\$101.65
FUEL INJ. SER.			
INDUCTION SER.			
BELTS			
ALIGN.			
STRUTS			
SHOCKS			
ROTATE			
BALANCE			
TRANS SER.			
FLUSH			
BRAKES			
CUT - ROTORS			
CUT DRUMS			
REPACK BEAR.			
A/C SERVICE			
SCOPE ENG			
BATTERY			
EXHAUST			
ROTOR VAC.			
TOTAL			
TAX			

COMPLAINT

CAUSE

CORRECTION

COMPLAINT

CAUSE

CORRECTION

COMPLAINT

CAUSE

CORRECTION

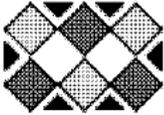
COMMENTS TO WRITER

CUSTOMERS NAME: 76060
 JOB NO.:
 DATE: 4/14
 EMP NO.:
 OPERATION: McCann
 REG. QTY: 8 APR 15A
 OFF: 4
 ON: 8 APR 14Z

1

2

3



Andrew Clark/Austin/GM1

05/13/2011 02:46 PM

To dgorberg@mylemon.com

cc lapplegate@mylemon.com

bcc

Subject [REDACTED] v. General Motors

RE: Customer Last Name: [REDACTED]

Service Request: 71-941241252

Y/M/M: 2007 Pontiac G6

Vehicle Identification Number: 1G2ZH17N374 [REDACTED]

Mediation Liaison: Andrew Clark

Telephone: 866-790-5700 ext. 21210

FAX# 866-629-2942

To whom it may concern,

Please review the following attachment regarding your client.

Thank you,



Offer Letter.doc

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The Business Resource Center at 1-866-790-5700 ext. 21210 Monday through Friday between 8:00 a.m. and 4:45 p.m., Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors



VIA FAX ONLY

May 17, 2011

David Gorberg, Esq.
David J Gorberg & Associates PC
32 Parking Plz Ste 700
Ardmore, PA 19003

RE: [REDACTED]
Service Request: 71-941241252
2007 Pontiac G6
Vehicle Identification Number: 1G2ZH17N374 [REDACTED]
Customer Relationship Specialist: Viviana Monreal

Dear Mr. Gorberg:

We regret that your client is dissatisfied with her 2007 Pontiac G6 and that several attempts by the dealer to resolve the concerns have not met your client's expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

After careful review of this case, 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 and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of \$4,750 inclusive.

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 would retain the vehicle.

If this offer is acceptable to your client, please have your client 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 do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

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

cc: FILE

LG0044
V10142009

Attach.

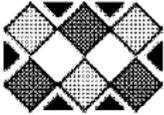
Odometer

Client's Signature

Client's Signature

Date

Date



Andrew Clark/Austin/GM1
05/13/2011 03:20 PM

To Viviana Monreal/Austin/GM1@GM1
cc
bcc
Subject Fw: [REDACTED] v. General Motors

----- Forwarded by Andrew Clark/Austin/GM1 on 05/13/2011 03:19 PM -----



"Laura Applegate"
<lapplegate@mylemon.com
>
05/13/2011 03:11 PM

To <Andrew_Clark@gmexpert.com>
cc
Subject RE: [REDACTED] v. General Motors

Hi, my counter offer in this case is \$6,900inc.

Laura

-----Original Message-----

From: Andrew_Clark@gmexpert.com [mailto:Andrew_Clark@gmexpert.com]
Sent: Friday, May 13, 2011 2:50 PM
To: dgorberg@mylemon.com
Cc: lapplegate@mylemon.com
Subject: [REDACTED] v. General Motors

RE: Customer Last Name: [REDACTED]
Service Request: 71-941241252
Y/M/M: 2007 Pontiac G6
Vehicle Identification Number: 1G2ZH17N374 [REDACTED]
Mediation Liaison: Andrew Clark
Telephone: 866-790-5700 ext. 21210
FAX# 866-629-2942

To whom it may concern,

Please review the following attachment regarding your client.

Thank you,

(See attached file: Offer Letter.doc)

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The Business Resource Center at 1-866-790-5700 ext. 21210 Monday through Friday between 8:00 a.m. and 4:45 p.m., Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors



Viviana
 Monreal/Austin/GM1
 05/17/2011 10:40 AM

To lapplegate@mylemon.com
 cc
 bcc
 Subject [REDACTED] v. General Motors - 71-941241252

Customer Last Name [REDACTED]
 Service Request: 71-941241252
 Vehicle: 2007 Pontiac G6
 VIN: 1G2ZH17N374 [REDACTED]
 Mediation Liaison: Viviana Monreal
 Phone:866-790-5700 x21426
 Fax#:866-300-1249

Dear Ms. Applegate,

Please review the attached offer for your client's consideration. You can respond to me, I will be handling this case.



Cash Offer 5.17.11.doc

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The 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.

Sincerely,

General Motors

----- Forwarded by Viviana Monreal/Austin/GM1 on 05/17/2011 10:34 AM -----



Andrew Clark/Austin/GM1
 05/13/2011 03:20 PM

To Viviana Monreal/Austin/GM1@GM1
 cc
 Subject Fw: [REDACTED] v. General Motors

----- Forwarded by Andrew Clark/Austin/GM1 on 05/13/2011 03:19 PM -----



"Laura Applegate"
 <lapplegate@mylemon.com>
 >
 05/13/2011 03:11 PM

To <Andrew_Clark@gmexpert.com>
 cc
 Subject RE: [REDACTED] v. General Motors

Hi, my counter offer in this case is \$6,900inc.

Laura

-----Original Message-----

From: Andrew_Clark@gmexpert.com [mailto:Andrew_Clark@gmexpert.com]
Sent: Friday, May 13, 2011 2:50 PM
To: dgorberg@mylemon.com
Cc: lapplegate@mylemon.com
Subject: [REDACTED] v. General Motors

RE: Customer Last Name: [REDACTED]
Service Request: 71-941241252
Y/M/M: 2007 Pontiac G6
Vehicle Identification Number: 1G2ZH17N374 [REDACTED]
Mediation Liaison: Andrew Clark
Telephone: 866-790-5700 ext. 21210
FAX# 866-629-2942

To whom it may concern,

Please review the following attachment regarding your client.

Thank you,

(See attached file: Offer Letter.doc)

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The Business Resource Center at 1-866-790-5700 ext. 21210 Monday through Friday between 8:00 a.m. and 4:45 p.m., Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors



VIA FAX ONLY

May 18, 2011

David Gorberg, Esq.
David J Gorberg & Associates PC
32 Parking Plz Ste 700
Ardmore, PA 19003

RE: [REDACTED]
Service Request: 71-941241252
2007 Pontiac G6
Vehicle Identification Number: 1G2ZH17N374 [REDACTED]
Customer Relationship Specialist: Viviana Monreal

Dear Mr. Gorberg:

We regret that your client is dissatisfied with her 2007 Pontiac G6 and that several attempts by the dealer to resolve the concerns have not met your client's expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

After careful review of this case, 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 and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of \$4,900 inclusive.

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 would retain the vehicle.

If this offer is acceptable to your client, please have your client 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 do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

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

cc: FILE

LG0044
V10142009

Attach.

Odometer

Client's Signature

Date

Client's Signature

Date

RELEASE OF CLAIM

I, [REDACTED], (hereinafter referred to as "Releasor(s)"), on behalf of myself and my assigns, heirs and executors, in consideration of \$4,900 inclusive paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2007 Pontiac G6 bearing Vehicle Identification Number 1G2ZH17N374 [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 Company 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 Releasees, 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 Releasees, 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 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



"Laura Applegate"
<lapplegate@mylemon.com
>

05/18/2011 03:09 PM

To <Viviana_Monreal@gmexpert.com>
cc
bcc
Subject RE: [REDACTED] v. General Motors - 71-941241252

Thank you!! Will get this back to you asap.

:)

-----Original Message-----

From: Viviana_Monreal@gmexpert.com [mailto:Viviana_Monreal@gmexpert.com]
Sent: Wednesday, May 18, 2011 3:06 PM
To: lapplegate@mylemon.com
Subject: RE: [REDACTED] v. General Motors - 71-941241252

Customer Last Name: [REDACTED]
Service Request: 71-941241252
Vehicle: 2007 Pontiac G6
VIN: 1G2ZH17N374 [REDACTED]
Mediation Liaison: Viviana Monreal
Phone: 866-790-5700 x21426
Fax#: 866-300-1249

Dear Ms. Applegate,

Please see the attached offer and the release is attached as well. I will also need the current registration and w9. Thanks for your help.

(See attached file: Cash-Offer 5.18.11.doc) (See attached file: Release of Claim.doc)

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The 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.

Sincerely,

General Motors

"Laura Applegate"
<lapplegate@mylemon.com>

05/18/2011 12:27 PM

To <Viviana_Monreal@gmexpert.com>
cc
Subject
RE: [REDACTED] v. General Motors - 71-941241252

Can you offer 4900inc to settle this one ?
Thanks

-----Original Message-----

From: Viviana_Monreal@gmexpert.com [mailto:Viviana_Monreal@gmexpert.com]
Sent: Tuesday, May 17, 2011 10:40 AM
To: lapplegate@mylemon.com
Subject: [REDACTED] v. General Motors - 71-941241252

Customer Last Name: [REDACTED]
Service Request: 71-941241252
Vehicle: 2007 Pontiac G6
VIN: 1G2ZH17N374 [REDACTED]
Mediation Liaison: Viviana Monreal
Phone: 866-790-5700 x21426
Fax#: 866-300-1249

Dear Ms. Applegate,

Please review the attached offer for your client's consideration. You can respond to me, I will be handling this case.

(See attached file: Cash-Offer 5.17.11.doc)

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The 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.

Sincerely,

General Motors

----- Forwarded by Viviana Monreal/Austin/GM1 on 05/17/2011 10:34 AM -----

Andrew
Clark/Austin/GM1

05/13/2011 03:20
PM

Viviana Monreal/Austin/GM1@GM1

To
cc

Subject
Fw: [REDACTED] v. General Motors

----- Forwarded by Andrew Clark/Austin/GM1 on 05/13/2011 03:19 PM -----

"Laura Applegate"
<lapplegate@mylemon.com>

05/13/2011 03:11
PM

<Andrew_Clark@gmexpert.com>

To

cc

Subject

RE: [REDACTED] v. General Motors

Hi, my counter offer in this case is \$6,900inc.

Laura

-----Original Message-----

From: Andrew_Clark@gmexpert.com [mailto:Andrew_Clark@gmexpert.com]
Sent: Friday, May 13, 2011 2:50 PM
To: dgorberg@mylemon.com
Cc: lapplegate@mylemon.com
Subject: [REDACTED] v. General Motors

RE: Customer Last Name: [REDACTED]
Service Request: 71-941241252
Y/M/M: 2007 Pontiac G6
Vehicle Identification Number: 1G2ZH17N374 [REDACTED] Mediation Liaison: Andrew Clark
Telephone: 866-790-5700 ext. 21210
FAX# 866-629-2942

To whom it may concern,

Please review the following attachment regarding your client.

Thank you,

(See attached file: Offer Letter.doc)

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The Business Resource Center

at 1-866-790-5700 ext. 21210 Monday through Friday between 8:00 a.m.
and 4:45 p.m., Eastern Time. Please refer to the service request number
above.

Sincerely,

General Motors



"Laura Applegate"
<lapplegate@mylemon.com
>

05/18/2011 12:27 PM

To <Viviana_Monreal@gmexpert.com>
cc
bcc
Subject RE: [REDACTED] v. General Motors - 71-941241252

Can you offer 4900inc to settle this one ?
Thanks

-----Original Message-----

From: Viviana_Monreal@gmexpert.com [mailto:Viviana_Monreal@gmexpert.com]
Sent: Tuesday, May 17, 2011 10:40 AM
To: lapplegate@mylemon.com
Subject: [REDACTED] v. General Motors - 71-941241252

Customer Last Name: [REDACTED]
Service Request: 71-941241252
Vehicle: 2007 Pontiac G6
VIN: 1G2ZH17N374 [REDACTED]
Mediation Liaison: Viviana Monreal
Phone:866-790-5700 x21426
Fax#:866-300-1249

Dear Ms. Applegate,

Please review the attached offer for your client's consideration. You can respond to me, I will be handling this case.

(See attached file: Cash-Offer 5.17.11.doc)

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The 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.

Sincerely,

General Motors

----- Forwarded by Viviana Monreal/Austin/GM1 on 05/17/2011 10:34 AM -----

Andrew
Clark/Austin/GM1

05/13/2011 03:20
PM

To
Viviana Monreal/Austin/GM1@GM1
cc
Subject
Fw: [REDACTED] v. General Motors

----- Forwarded by Andrew Clark/Austin/GM1 on 05/13/2011 03:19 PM -----

"Laura Applegate"
<lapplegate@mylemon.com>

05/13/2011 03:11
PM

<Andrew_Clark@gmexpert.com>

To

cc

Subject

RE: [REDACTED] v. General Motors

Hi, my counter offer in this case is \$6,900inc.

Laura

-----Original Message-----

From: Andrew_Clark@gmexpert.com [mailto:Andrew_Clark@gmexpert.com]
Sent: Friday, May 13, 2011 2:50 PM
To: dgorberg@mylemon.com
Cc: lapplegate@mylemon.com
Subject: [REDACTED] v. General Motors

RE: Customer Last Name: McCann
Service Request: 71-941241252
Y/M/M: 2007 Pontiac G6
Vehicle Identification Number: 1G2ZH17N374 [REDACTED] Mediation Liaison: Andrew Clark
Telephone: 866-790-5700 ext. 21210
FAX# 866-629-2942

To whom it may concern,

Please review the following attachment regarding your client.

Thank you,

(See attached file: Offer Letter.doc)

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The Business Resource Center

at 1-866-790-5700 ext. 21210 Monday through Friday between 8:00 a.m. and 4:45 p.m., Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors



Viviana
Monreal/Austin/GM1
05/18/2011 03:05 PM

To "Laura Applegate"
<lapplegate@mylemon.com>@SITEWCWEB
cc
bcc
Subject RE: [REDACTED] v. General Motors - 71-941241252

Customer Last Name: [REDACTED]
Service Request: 71-941241252
Vehicle: 2007 Pontiac G6
VIN: 1G2ZH17N374 [REDACTED]
Mediation Liaison: Viviana Monreal
Phone: 866-790-5700 x21426
Fax#: 866-300-1249

Dear Ms. Applegate,

Please see the attached offer and the release is attached as well. I will also need the current registration and w9. Thanks for your help.



Cash-Offer 5.18.11.doc



Release of Claim.doc

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The 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.

Sincerely,

General Motors
"Laura Applegate" <lapplegate@mylemon.com>



"Laura Applegate"
<lapplegate@mylemon.com>
>
05/18/2011 12:27 PM

To <Viviana_Monreal@gmexpert.com>
cc
Subject RE: [REDACTED] v. General Motors - 71-941241252

Can you offer 4900inc to settle this one ?
Thanks

-----Original Message-----

From: Viviana_Monreal@gmexpert.com [mailto:Viviana_Monreal@gmexpert.com]
Sent: Tuesday, May 17, 2011 10:40 AM
To: lapplegate@mylemon.com
Subject: [REDACTED] v. General Motors - 71-941241252

Customer Last Name: [REDACTED]
Service Request: 71-941241252
Vehicle: 2007 Pontiac G6
VIN: 1G2ZH17N374 [REDACTED]
Mediation Liaison: Viviana Monreal
Phone:866-790-5700 x21426
Fax#:866-300-1249

Dear Ms. Applegate,

Please review the attached offer for your client's consideration. You can respond to me, I will be handling this case.

(See attached file: Cash-Offer 5.17.11.doc)

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The 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.

Sincerely,

General Motors

----- Forwarded by Viviana Monreal/Austin/GM1 on 05/17/2011 10:34 AM -----

Andrew
Clark/Austin/GM1

05/13/2011 03:20
PM

Viviana Monreal/Austin/GM1@GM1

To
cc

Subject
Fw: [REDACTED] v. General Motors

----- Forwarded by Andrew Clark/Austin/GM1 on 05/13/2011 03:19 PM -----

"Laura Applegate"
<lapplegate@mylem
on.com>

05/13/2011 03:11
PM

<Andrew_Clark@gmexpert.com>

To
cc

Subject
RE: [REDACTED] v. General Motors

Hi, my counter offer in this case is \$6,900inc.

Laura

-----Original Message-----

From: Andrew_Clark@gmexpert.com [mailto:Andrew_Clark@gmexpert.com]
Sent: Friday, May 13, 2011 2:50 PM
To: dgorberg@mylemon.com
Cc: lapplegate@mylemon.com
Subject: [REDACTED] v. General Motors

RE: Customer Last Name: [REDACTED]
Service Request: 71-941241252
Y/M/M: 2007 Pontiac G6
Vehicle Identification Number: 1G2ZH17N374 [REDACTED] Mediation Liaison: Andrew
Clark
Telephone: 866-790-5700 ext. 21210
FAX# 866-629-2942

To whom it may concern,

Please review the following attachment regarding your client.

Thank you,

(See attached file: Offer Letter.doc)

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The Business Resource Center at 1-866-790-5700 ext. 21210 Monday through Friday between 8:00 a.m. and 4:45 p.m., Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors



VIA FAX ONLY

May 18, 2011

David Gorberg, Esq.
David J Gorberg & Associates PC
32 Parking Plz Ste 700
Ardmore, PA 19003

RE: [REDACTED]

Service Request: 71-941241252
2007 Pontiac G6
Vehicle Identification Number: 1G2ZH17N374 [REDACTED]
Customer Relationship Specialist: Viviana Monreal

Dear Mr. Gorberg:

We regret that your client is dissatisfied with her 2007 Pontiac G6 and that several attempts by the dealer to resolve the concerns have not met your client's expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

After careful review of this case, 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 and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of \$4,900 inclusive.

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 would retain the vehicle.

If this offer is acceptable to your client, please have your client 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 do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

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

cc: FILE

LG0044
V10142009

Attach.

<i>53075 Miles</i>	
Odometer	
	
Client's Signature	Client's Signature
<i>5-18-2011</i>	
Date	Date

RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself and my assigns, heirs and executors, in consideration of \$4,900 inclusive paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2007 Pontiac G6 bearing Vehicle Identification Number 1G2ZH17N374 [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 Company 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 Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

X The subject vehicle's mileage is 53075 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 Releasees, 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 agree to the terms of this Release of All Claims

DATE SIGNED: 5-18-2011

[REDACTED]
Claimant's Signature

Claimant's Signature

[REDACTED]
Address

Address

Cherry Hill N.J. [REDACTED]
City, State, Zip Code

City, State, Zip Code

STATE OF New Jersey
COUNTY OF Camden

Sworn to (or affirmed) and subscribed before me this 18th day of May, 2011.

by [REDACTED]

Kristy King-Seher
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



124412358



VEHICLE REGISTRATION

PLATE NO: [REDACTED] GOOD THRU: 10/2011
 VIN: 1 1G2ZH17N374 [REDACTED]
 PON 2007 2 DR. BL G6 WC:8
 PASSENGER 08
 DL:M1134 40161 54684
 CHERRY HILL NJ [REDACTED] RENEWAL PT:PA
 EQ:8 FEE: 71.50 HR CH20103090335

[REDACTED]
 CHERRY HILL NJ [REDACTED]

124412358

NEW JERSEY - MOTOR VEHICLE SERVICES
 THIS IS A RECEIPT DOCUMENT ONLY

PLATE NO: [REDACTED]
 M1134 40161 54684
 [REDACTED]
 CHERRY HILL NJ [REDACTED]

GOOD THRU: OCT 2011 VIN: 1 1G2ZH17N374 [REDACTED]
 MAKE: PON REG R : 71.50
 YEAR: 2007 FD REG:
 TYPE: 2 DR. POST AUDIT:
 MODEL: G6 PLATE FEE:
 COLOR: BL
 PT: PA
 MILEAGE:
 WC: 8
 EQ: 8 TOTAL: (K) 71.50
 REGCD: 08 HR CH20103090335

To: Laura@
1.412.291.2917

CONFIDENTIAL



Viviana
Monreal/Austin/GM1
05/23/2011 09:55 AM

To karen.c.calhoun@gm.com
cc
bcc
Subject NISM - 71-941241252

Customer Last Name: [REDACTED]
Service Request: 71-941241252
Vehicle: 2007 Pontiac G6
VIN: 1G2ZH17N374 [REDACTED]
Mediation Liaison: Viviana Monreal
Phone: 866-790-5700 x21426
Fax#: 866-300-1249

Dear Karen Calhoun,

This email is to follow up on Service Request 71-941241252 for customer [REDACTED]. The customer's vehicle is a 2007 Pontiac G6 with 53,075 miles. The customer has been working with Mall Chevrolet in Cherry Hill, NJ.

After negotiations with the plaintiff's counsel, the final offer of \$4,900 inclusive was accepted.

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

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The 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.

Sincerely,

General Motors

**Request for Taxpayer
 Identification Number and Certification**

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

Print or type
 or specify instructions on page 2

Name (as shown on your income tax return)

David J. Corbong & Associates, P.C.

Business name, if different from above

Check appropriate box: Individual/Sole proprietor Corporation Partnership
 Limited liability company. Enter the tax classification (D—disregarded entity, C—corporation, P—partnership) Exempt payee
 Other (see instructions)

Address (number, street, and apt. or suite no.)

32 Pocking Plaza, Suite 700

City, state, and ZIP code

Ardenore, PA 19003

Local tax authority number(s) here (optional)

Requester's name and address (optional)

Part 1 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 trust, trust agreement, or managed trust entity, see the Part 1 instructions on page 3. For other entities, file for 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.

Employer identification number (EIN)	
TIN	3033153

Part 2 Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or, if not wrong, the best one I know).
- 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) I am a nonresident alien who is not subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must check box 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 returns. The IRS sends this notification from the IRS's tax equity program. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, or distributions to a trust, see the instructions for Form 1099-A, 1099-C, 1099-D, and 1099-E. Payments other than interest and dividends, you are not required to sign this Certification, but you must provide your correct TIN. See the instructions for Form 1099.

Sign Here Signature of U.S. person

Date 5-2-11

General Instructions

Section references refer 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, TDS (tax) transactions, multiple 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. 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' shares of allocable 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 partner 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 the withholding on your share of partnership income.

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

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

January 28, 2014

[REDACTED]
Raceland, LA [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request Number: 71-948873915



KROHN & MOSS
CONSUMER LAW CENTER

10474 SANTA MONICA BLVD., SUITE 401
LOS ANGELES, CA 90025



UNITED STATES POSTAGE
PITNEY BOWES

\$ 000.44⁰

07022+584 JUL 01 2011
MAILED FROM ZIP CODE 90036

07-08-11A07:48 RCVD

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

48232+5170



Krohn & Moss, Ltd.

(California, Florida, Illinois, Indiana, Kansas, Kentucky, Minnesota, Missouri, Ohio, Texas, Wisconsin, Washington, DC)

10474 Santa Monica Blvd., Suite 401

Los Angeles, CA 90025

www.krohnandmoss.com

Writer's Direct Number
(323) 988-2400 Ext. 221
Writer's Direct Facsimile
(866) 431-5575
Writer's Direct E-Mail
kanoine@consumerslawcenter.com
www.krohnandmoss.com

Licensed to practice in: California

July 1, 2011

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

RE: [REDACTED] v. General Motors LLC

Vehicle: 2008 Chevrolet Malibu

VIN: 1G1ZK577884 [REDACTED]

Our File No.: L110148HAA

Dear Sir or Madam:

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

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

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

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

1. Defective electrical as evidenced by the illumination of the stability light, the illumination of the SVC traction control light, the driver's side rear door will not open, inoperative power door lock, inoperative brake lights and the illumination of the ESC light;

July 1, 2011

2. Defective steering/suspension as evidenced by wiggle in steering wheel and a vibration and noise from front end while driving;
3. Defective body and trim as evidenced by a loose driver's seat back panel;
4. Defective brakes as evidenced by loud squealing when brakes applied and the brakes feel soft;
5. Any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.

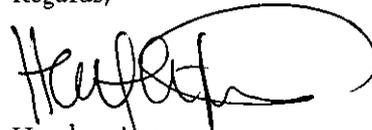
The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle.

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

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

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

Regards,



Heather Antoine
Attorney

HA/er



VIA FAX ONLY

July 8, 2011

Heather Antoine, Esq.
Krohn & Moss
10474 Santa Monica Blvd Ste 401
Los Angeles, CA 90025

RE: [REDACTED]
Service Request: 71-964968422
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK577884 [REDACTED]
Customer Relationship Specialist: Dan

Dear Ms. Antoine:

This is to advise that General Motors is in receipt of the above referenced case dated July 1, 2011. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

Copy of owner's current title and/or registration
 Other: Release of lien

Finance agreement
 Buyer's agreement

General Motors
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

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

to General Motors Company, 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



VIA FAX ONLY

July 8, 2011

Service Manager Rich Stuepzel
Selman Chevrolet

RE: [REDACTED]

Service Request: 71-964968422

2008 Chevrolet Malibu

Vehicle Identification Number: 1G1ZK577884 [REDACTED]

Customer Relationship Specialist: Dan

Dear Mr. Stuepzel:

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 (866) 873-4549. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at (866) 790-5600 ext 31066 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

Chevrolet

LG0040_CH
v06302010



VIA FAX ONLY

July 11, 2011

Heather Antoine, Esq.
Krohn & Moss
10474 Santa Monica Blvd Ste 401
Los Angeles, CA 90025

RE: [REDACTED]
Service Request: 71-964968422
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZK577884 [REDACTED]
Customer Relationship Specialist: Dan

Dear Ms. Antoine:

This is to advise that General Motors is in receipt of the above referenced case dated July 1, 2011. 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.

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

Copy of owner's current title and/or registration
 Other: Release of lien

Finance agreement
 Buyer's agreement

General Motors
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

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

to General Motors Company, 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

CONTRATO DE VENTA MINORISTA A PLAZOS: CARGO POR FINANCIAMIENTO SIMPLE

Número de Concesionario _____ Número de Contrato _____ Número R.O.S. _____ Número de Surtido **080990**

Nombre y dirección del comprador (Incluya el condado y el código postal) SANTA ANA CA ORANGE	Nombre y dirección del comprador solidario (Incluya el condado y el código postal)	Acreedor - Vendedor (Nombre y Dirección) SELMAN CHEVROLET CO. 1800 E. CHAPMAN AVE ORANGE CA 92867
--	--	---

Usted, el Comprador (y Comprador Conjunto, si existe), puede comprar el vehículo mencionado a continuación con dinero en efectivo o con crédito. Al firmar este contrato, usted elige comprar el vehículo a crédito según lo acordado en el anverso y el reverso de este contrato. Usted conviene en pagar al acreedor-vendedor (en ocasiones, "nosotros" en este contrato), el monto financiado y el cargo por financiamiento, en fondos estadounidenses, conforme al programa de pagos que se presenta más adelante. Calcularemos su cargo por financiamiento diario. Las Declaraciones sobre la Veracidad del Préstamo que aparecen más adelante son parte de este contrato.

Nuevo Usado	Año	Marca y Modelo	Odómetro	Nº de Identificación del Vehículo	Uso Principal de la Compra
NEW	2008	CHEVROLET MALIBU	7294	1G1ZK577884	<input checked="" type="checkbox"/> Personal, familia u hogar <input type="checkbox"/> negocio o comercial

DECLARACIONES SOBRE LA VERACIDAD DEL PRÉSTAMO

TASA PORCENTUAL ANUAL El costo de su crédito a tasa anual.	RECARGO DE FINANCIAMIENTO La cantidad en dólares que el crédito le costará.	Cantidad Financiada La cantidad de crédito suministrado a usted o a su nombre.	Monto de Pagos El monto que habrá pagado después de hacer todos los pagos según el plan.	Precio Total de Venta El costo total de la compra bajo crédito, incluso su pago inicial
6.69%	\$ 6071.80	\$ 27570.20	\$ 33642.00	\$ 3750.00 \$ 37392.00

(e) significa un cálculo

LA ESTRUCTURA DE SUS PAGOS SERÁ:

Número de Pagos:	Cantidad de Pagos:	Vencimiento de Pagos:
Un Pago de N/A	N/A	N/A
Un Pago de N/A	N/A	N/A
71 Pagos	467.25	Mensuales a partir del 10/06/2009
Pagos	N/A	Mensuales a partir del N/A
Un Pago Final	467.25	QUE UN 09/06/2015

Cargo por Atraso. Si el pago completo no se recibe dentro de 10 días después de su vencimiento, usted pagará un recargo por tardanza del 5% de la porción del pago atrasado. **Pago Adelantado.** Si usted liquida toda su deuda prematuramente, posiblemente recibirá un recargo mínimo de financiamiento. **Interés de Garantía.** Usted está otorgando un interés de garantía mediante el vehículo que se compra. **Información Adicional:** Diríjase a este contrato para más información inclusive información acerca del no pagar, la mora, cualquier pago que se exige por completo antes de la fecha estructurada, recargos mínimos de financiamiento, y el interés de garantía.

DETALLE DEL MONTO FINANCIADO (El vendedor podría retener una parte de la suma pagada a otros)

1. Precio Total en Efectivo

- A. Precio en Efectivo del Vehículo Motorizado y Complementos \$ **26545.00(A)**
 - 1. Precio en Efectivo del Vehículo \$ **26545.00**
 - 2. Precio en Efectivo de Complementos \$ **N/A**
 - 3. Otro (no gravable) \$ **N/A**
 - Describir **N/A**
 - Describir **N/A**
- B. Cargo por Preparación de Documentos (no es un cargo gubernamental) \$ **55.00(B)**
- C. Cargo por Certificación de control de contaminación ambiental pagado al Vendedor \$ **N/A(C)**
- D. (Opcional) Dispositivo antirrobo (a quién le paga) **SELMAN CHEVRO** \$ **388.00(D)**
- E. (Opcional) Dispositivo antirrobo (a quién le paga) **N/A** \$ **N/A(E)**
- F. (Opcional) Dispositivo antirrobo (a quién le paga) **N/A** \$ **N/A(F)**
- G. (Opcional) Producto para protección de superficies (a quién le paga) **N/A** \$ **N/A(G)**
- H. (Opcional) Producto para protección de superficies (a quién le paga) **N/A** \$ **N/A(H)**
- I. Impuesto sobre las ventas (para artículos gravables desde la A hasta H) \$ **2361.45(I)**
- J. Cuota opcional de registro electrónico en el Departamento de Tránsito (DMV) \$ **N/A(J)**
- K. (Opcional) Contrato de servicio (a quién le paga) **CNA** \$ **1565.00(K)**
- L. (Opcional) Contrato de servicio (a quién le paga) **N/A** \$ **N/A(L)**
- M. (Opcional) Contrato de servicio (a quién le paga) **N/A** \$ **N/A(M)**
- N. (Opcional) Contrato de servicio (a quién le paga) **N/A** \$ **N/A(N)**
- O. (Opcional) Contrato de servicio (a quién le paga) **N/A** \$ **N/A(O)**
- P. Crédito anterior o saldo de arrendamiento pagado por el vendedor a **N/A** \$ **N/A(P)**

(véase cálculo del pago inicial y del valor del vehículo a cambio)

DECLARACION DE SEGURO

AVISO: Ninguna persona está obligada como condición de financiar la compra de un vehículo motorizado a comprar o negociar cualquier seguro mediante un distinto agente, corredor, o empresa de seguros. No es necesario que adquiera algún otro seguro para obtener un crédito. Su decisión de adquirir o no adquirir otro seguro no influirá en el proceso de aprobación de un crédito.

Seguro de Vehículo

	Plazo	Prima
\$ N/A Ded. Integ., Incendio y Robo	N/A mes.	\$ N/A
\$ N/A Ded. Choque	N/A mes.	\$ N/A
Lesiones Físicas \$ N/A millas	N/A mes.	\$ N/A
Daño a Propiedad \$ N/A límites	N/A mes.	\$ N/A
Médico N/A	N/A mes.	\$ N/A

Monto de Primas de Seguro de Vehículo \$ **N/A**

AMENOS QUE ESTE ACUERDO INCLUYA UN CARGO PARA SEGURO DE RESPONSABILIDAD PÚBLICA O DANOS MATERIALES, ESTE ACUERDO NO CONTIENE EL PAGO POR DICHA COBERTURA.

El comprador puede adquirir un seguro por accidente según el presente contrato (ver el reverso) de cualquier compañía que sea de conformidad con la vendedora. El comprador no estará obligado a adquirir algún otro seguro para obtener el crédito.

Comprador **N/A**
Co-Comprador **N/A**
Vendedor **N/A**

Si se marca algún seguro abajo, las pólizas o certificados de las nombradas empresas de seguro delinearán los plazos y condiciones.

Solicitud para Seguro Opcional que Garantiza el Pago de Deuda

Vida Comprador Co-Comprador Ambas
 Incapacidad (Solamente Comprador)

	Plazo	Venc.	Prima
Vida N/A	N/A mes.	\$	N/A
Incapacidad N/A	N/A mes.	\$	N/A
Monto de Primas para Seguro de Crédito		\$	N/A
Nombre de Empresa de Seguro	N/A		
Dirección de Oficina Central	N/A		

Los seguros de vida e invalidez no son una exigencia para el otorgamiento del crédito. Su decisión de adquirir o no un seguro de vida y un seguro de invalidez no influirá en el proceso de aprobación del crédito. No se otorgarán, salvo que usted acuerde mediante firma pagar el costo adicional involucrado. El seguro de vida queda sujeto a su calendario de pago original. En caso de mora, el seguro puede abstenerse de abonar el total del monto adeudado por el comprador según el presente contrato. El seguro de invalidez no cubre aumentos en los pagos ni en la cantidad de cuotas. La cobertura del seguro de vida y el de invalidez finalizan en la fecha de vencimiento original del último pago, a menos que el presente contrato establezca un plazo diferente.

Usted solicita el seguro para garantizar el pago de deuda marcado arriba. Su firma al pie significa que usted acuerda que: (1) Usted no está elegible para seguro si ha cumplido sus 65 años. (2) Usted sí es elegible para seguro de incapacidad

1. Precio en Efectivo del Vehículo \$ 20990.00

2. Precio en Efectivo de Complementos \$ N/A

3. Otro (no gravable) \$ N/A

Describir N/A

Describir N/A

B. Cargo por Preparación de Documentos (no es un cargo gubernamental) \$ 55.00(B)

C. Cargo por Certificación de control de contaminación ambiental pagado al Vendedor \$ N/A(C)

D. (Opcional) Dispositivo antirrobo (a quién le paga) SELMAN CHEVRO \$ 388.00(D)

E. (Opcional) Dispositivo antirrobo (a quién le paga) N/A \$ N/A(E)

F. (Opcional) Dispositivo antirrobo (a quién le paga) N/A \$ N/A(F)

G. (Opcional) Producto para protección de superficie (a quién le paga) N/A \$ N/A(G)

H. (Opcional) Producto para protección de superficie (a quién le paga) N/A \$ N/A(H)

I. Impuesto sobre las ventas (para artículos gravables desde la A hasta H) \$ 2361.45(I)

J. Cuota opcional de registro electrónico en el Departamento de Tránsito (DMV) \$ N/A(J)

K. (Opcional) Contrato de servicio (a quién le paga) CNA \$ 1565.00(K)

L. (Opcional) Contrato de servicio (a quién le paga) N/A \$ N/A(L)

M. (Opcional) Contrato de servicio (a quién le paga) N/A \$ N/A(M)

N. (Opcional) Contrato de servicio (a quién le paga) N/A \$ N/A(N)

O. (Opcional) Contrato de servicio (a quién le paga) N/A \$ N/A(O)

P. Crédito anterior o saldo de arrendamiento pagado por el vendedor a N/A \$ N/A(P)

(véase cálculo del pago inicial y del valor del vehículo a cambio)

Q. (Opcional) Contrato de seguro complementario (a quién le paga) N/A \$ N/A(Q)

R. (Opcional) Convenio de opción de cancelación de contrato de vehículo usado \$ N/A(R)

S. Otro (a quién le paga) N/A \$ N/A(S)

Por N/A

Precio total en efectivo (A hasta S) \$ 30914.45(1)

2. Montos Pagados a Funcionarios Públicos

A. Cobro de Licencia \$ 309.00(A)

B. Cobros de Matrícula/Trasladar/Título \$ 88.00(B)

C. Cuotas por desecho de neumáticos de California \$ 8.75(C)

D. Otro N/A \$ N/A(D)

Monto de Cobros Oficiales (A hasta D) \$ 405.75(2)

3. Cantidad Pagada a Empresas de Seguro

(Monto de primas del Estado de Seguro columna a+b) \$ N/A(3)

4. Certificación de emisión de gases o Arancel de exención pagado al Estado \$ N/A(4)

5. Monto parcial (1 hasta 4) \$ 31320.20(5)

6. Pago Inicial Total

A. Valor acordado del automóvil entregado o pago parcial Año N/A Marca N/A \$ N/A(A)

Modelo N/A Odom N/A

VIN N/A

B. Menos Balance Previo de Crédito o Arrendamiento \$ N/A(B)

C. Entrega Neta (A menos B) (indique si es número negativo) \$ N/A(C)

D. Pago Inicial Moroso \$ N/A(D)

E. Reembolso de Fabricante \$ 2750.00(E)

F. Otro N/A \$ N/A(F)

G. Efectivo \$ 1000.00(G)

Pago Inicial Total (C hasta G) \$ 3750.00(6)

(Si es negativo, apunte cero sobre línea 6 y apunte la cantidad menos que cero como número positivo sobre línea 1P de arriba).

7. Cantidad Financiada (5 menos 6) \$ 27570.20(7)

Solicitud para Seguro Opcional que Garantiza el Pago de Deuda

Vida: Comprador Co-Comprador Ambos

Incapacidad (Solamente Comprador)

Plazo N/A Meses Venc. N/A Prima N/A

Vida N/A Meses N/A \$ N/A

Incapacidad N/A Meses N/A \$ N/A

Monto de Primas para Seguro de Crédito \$ N/A

Nombre de Empresa de Seguro N/A

Dirección de Oficina Central N/A

Los seguros de vida e invalidez no son una exigencia para el otorgamiento del crédito. Su decisión de adquirir o no un seguro de vida y un seguro de invalidez no influirá en el proceso de aprobación del crédito. No se otorgarán, salvo que usted acuerde mediante firma pagar el costo adicional involucrado. El seguro de vida queda sujeto a su calendario de pago original. En caso de mora, el seguro puede abstenerse de abonar el total del monto adeudado por el comprador según el presente contrato. El seguro de invalidez no cubre aumentos en los pagos ni en la cantidad de cuotas. La cobertura del seguro de vida y el de invalidez finalizará en la fecha de vencimiento original del último pago, a menos que el presente contrato establezca un plazo diferente.

Usted solicita el seguro para garantizar el pago de deuda marcado arriba. Su firma al pie significa que usted acuerda que:

(1) Usted no está elegible para seguro si ha cumplido sus 65 años. (2) Usted si es elegible para seguro de incapacidad solamente si trabaja por sueldo o ganancia 30 horas por semana o más durante la Fecha en Vigor. (3) Solo el Comprador Principal es elegible para el seguro de Incapacidad. PUEDE SER QUE EL SEGURO POR INCAPACIDAD NO CUBRA AFECIONES POR LAS CUALES USTED HAYA CONSULTADO A UN MEDICO O QUIROPRACTICO DURANTE LOS ULTIMOS 6 MESES (Para detalles diríjase a la sección en su póliza o certificado "Incapacidades Totales no Cubiertas").

Usted quiere suscribir un seguro de crédito.

Fecha N/A x N/A Firma de Comprador N/A Edad N/A

Fecha N/A x N/A Firma de Co-Comprador N/A Edad N/A

CONTRATO OPCIONAL DE SALDO No es necesario firmar un contrato de saldo (gap - control de cancelación de deuda) para obtener un crédito y no le será provisto a menos que usted firme más abajo y esté de acuerdo en pagar un cargo extra. Si usted elige adquirir un contrato gap (protección garantizada del vehículo), el cargo aparece en la partida 10 de la memorización del monto financiado. Consulte el contrato gap para conocer los detalles de sus términos y condiciones. Forma parte de este contrato.

Plazo N/A Meses N/A

Nombre del Contrato de Saldo N/A

Quiero adquirir un contrato gap.

Firma del comprador X N/A

CONTRATO(S) DE SERVICIO OPTATIVO Usted quiere adquirir los contratos de servicio suscritos con las siguientes compañías, durante los plazos que se indican a continuación, correspondientes a los cargos mostrados en las partidas 1K, 1L, 1M, 1N o 1O.

1K Compañía CNA Plazo 84 Meses o 70000 Millas

1L Compañía N/A Plazo N/A Meses o N/A Millas

1M Compañía N/A Plazo N/A Meses o N/A Millas

1N Compañía N/A Plazo N/A Meses o N/A Millas

1O Compañía N/A Plazo N/A Meses o N/A Millas

Comprador X N/A

CÓMO SE PUEDE CAMBIAR ESTE CONTRATO. Este contrato contiene el acuerdo completo entre usted y nosotros en relación con este contrato. Cualquier cambio al contrato se debe hacer por escrito y tanto usted como nosotros debemos firmarlo. Los cambios orales no son vinculantes.

Firma del comprador X N/A

PRESTAMO CON AYUDA DEL VENDEDOR SE PUEDE EXIGIR QUE EL COMPRADOR EMPENE UNA GARANTÍA PARA EL PRESTAMO, Y ESTARÁ OBLIGADO A PAGAR A CUENTA TANTO ESTE CONTRATO DE VENTA A PLAZO MENORISTA COMO EL PRESTAMO.

Recaudaciones de Préstamo de: N/A

Cantidad \$ N/A Recargo por Financiamiento \$ N/A

Monto \$ N/A Pagadero en N/A

Plazos de \$ N/A \$ N/A

de este Préstamo se demuestra en artículo 8D.

MANIFESTACION DEL COBRO DE AGENTE Si este contrato refleja la venta al por menor de un vehículo nuevo, la venta no está sujeta a un cobro que un agente de autos recibe de nosotros amenos que se marca la siguiente casilla:

Nombre del agente de autos que recibe el cobro, si corresponde: N/A

AVISO DE LOS DERECHOS DE ANULACIÓN Si el Comprador y Co-comprador firman aquí, se aplicarán las estipulaciones en la sección de los Derechos de Anulación al dorso que da el derecho al Vendedor de anular si el Vendedor no puede ceder este contrato con una institución financiera.

X N/A Comprador

X N/A Co-Comprador

PRESTAMO CON AYUDA DEL VENDEDOR
 SE PUEDE EXIGIR QUE EL COMPRADOR EMPENE UNA GARANTIA PARA EL PRESTAMO, Y ESTARA OBLIGADO A PAGAR A CUENTA TANTO ESTE CONTRATO DE VENTA A PLAZO MINORISTA COMO EL PRESTAMO.

Recaudaciones de Préstamo de \$ N/A
 Cantidad \$ N/A Retorno por Financiamiento \$ N/A
 Monto \$ N/A Pagadero en N/A \$ N/A
 Plazos de \$ N/A \$ N/A

de este Préstamo se demuestra en artículo 6D.

MANIFESTACION DEL COBRO DE AGENTE
 Si este contrato refleja la venta al por menor de un vehículo nuevo, la venta no está sujeta a un cobro que un agente de autos recibe de nosotros a menos que se marca la siguiente casilla:

Nombre del agente de autos que recibe el cobro, si corresponde:
N/A

1M Compañía N/A
 Plazo N/A Meses o N/A Millas
 1N Compañía N/A
 Plazo N/A Meses o N/A Millas
 1O Compañía N/A
 Plazo N/A Meses o N/A Millas
 Comprador X _____

AVISO DE LOS DERECHOS DE ANULACION Si el Comprador y Co-comprador firman aquí, se aplicarán las estipulaciones en la sección de los Derechos de Anulación al dorso que da el derecho al Vendedor de anular si el Vendedor no puede ceder este contrato con una institución financiera.

Comprador N/A
 Co-Comprador N/A

CÓMO SE PUEDE CAMBIAR ESTE CONTRATO.
 Este contrato contiene el acuerdo completo entre usted y nosotros en relación con este contrato. Cualquier cambio al contrato se debe hacer por escrito y tanto usted como nosotros debemos firmarlo. Los cambios orales no son vinculantes.

Firma del comprador X _____
 Firma del codeudor X _____

OPCIÓN: Usted no paga recargos de financiamiento si la Cantidad Financada, artículo 7, se paga por completo sobre o antes del N/A Año N/A INICIALES DE VENDEDOR _____

TODA PERSONA QUE COMPRE UN VEHICULO DEBE CUMPLIR CON LOS REQUISITOS DE SEGURO DE RESPONSABILIDAD PUBLICA ESTIPULADOS EN LA LEY. SI NO ESTÁ SEGURO DE QUE SU PÓLIZA DE SEGURO ACTUAL CUBRIRÁ A SU VEHICULO RECIBIENDO ESTE SE DEBE COMUNICAR CON SU AGENTE DE SEGUROS.

ADVERTENCIA:
 SU PÓLIZA ACTUAL POSIBLEMENTE NO CUBRE DAÑO TOTAL DEL VEHICULO. SU AGENTE DE SEGUROS O EL CONCESIONARIO, SIN EMBARGO, A MENOS QUE SE INDIQUE A LO CONTRARIO, LA COBERTURA QUE USTED CONSIGUE MEDIANTE EL PAGO AL CONCESIONARIO, GENERALMENTE HASTA EL SALDO RESTANTE POR PAGAR DESPUES DE LA RECUPERACION Y VENTA DEL VEHICULO.

PARA OBTENER CONSEJO SOBRE LAS OBLIGACIONES EN CASO DE LA PERDIDA O DAÑO A SU VEHICULO, SE DEBE PONER EN CONTACTO CON SU AGENTE DE SEGUROS. EL COMPRADOR FIRMARÁ POR ESTAS CONDICIONES Y TERMINOS DE RESPONSABILIDAD PUBLICA.

S/S X _____ x N/A

Representaciones del Comprador en la verdad y precisión de la información entregada por usted con respecto al vehículo entregado como pago parcial. Usted representa que ha otorgado una cantidad exacta que cancela la deuda como pago. Si la cantidad que cancela la deuda supera la indicada arriba en el artículo 6B como "Crédito anterior o Saldo de arrendamiento", usted deberá pagar al vendedor el excedente. Si la cantidad que cancela la deuda es inferior a la indicada arriba en el artículo 6B como "Crédito anterior o saldo de arrendamiento", el vendedor le reembolsará la diferencia.

Comprador X N/A Co-Comprador X N/A

Aviso al Comprador: (1) No firme este contrato antes de leerlo o si contiene espacios vacíos. (2) Usted tiene derecho a una copia de este acuerdo llena por completo. (3) Usted puede pagar con antelación la completa cantidad por pagar bajo este acuerdo a cualquier momento. (4) Si usted no cumple con el desempeño de sus obligaciones bajo este acuerdo, el vehículo podrá ser recuperado y usted podrá estar sujeto a una demanda y la responsabilidad por la deuda por pagar demostrado por este acuerdo.

Si usted tiene una queja con respecto a esta venta, usted lo debe resolver con el vendedor. Las quejas relativas a prácticas o métodos injustos o engaño de parte del vendedor se pueden remitir al fiscal municipal, fiscal del distrito, o a un investigador del Department of Motor Vehicles, o cualquier combinación de ellos. Después de firmar este contrato, el vendedor no puede cambiar el financiamiento o los plazos de pago a menos que por escrito usted haya acordado a tal cambio. Usted no está obligado a estar de acuerdo a un cambio, y es una práctica injusta o engañosa que el vendedor haga un cambio unilateral.

Firma del Comprador X _____ Firma del Co-Comprador X N/A

La Tasa porcentual anual es susceptible de ser negociada con el vendedor. El vendedor puede ceder el presente contrato y retener su derecho a recibir una parte del Costo de financiación.

NO HAY PERIODO PARA RETRACTARSE, A MENOS QUE SE OBTENGA UNA OPCIÓN DE CANCELACIÓN DE CONTRATO.
 Las leyes de California no estipulan un periodo de "tregua" u otro periodo de cancelación para la venta de vehículos. Por consiguiente, usted no puede cancelar este contrato más tarde simplemente porque cambió de parecer, decidió que el vehículo es muy costoso, o porque desea haber conseguido un vehículo diferente. Después de firmar abajo, usted puede cancelar este contrato solamente con el acuerdo del vendedor o por razones legales, tal como el fraude. Sin embargo, las leyes del estado de California exigen que el vendedor ofrezca una opción de cancelación de contrato de dos días de duración cuando se trate de vehículos usados de un valor inferior a US\$40,000, lo cual está sujeto a ciertas condiciones estatutarias. Este requisito para la opción de anulación del contrato no se aplica a la venta de un vehículo recreativo, una motocicleta o un vehículo motorizado de uso fuera de la carretera que está sujeto a identificación bajo la ley de California. Consulte el convenio de opción de cancelación de contrato para conocer los detalles.

USTED ESTÁ DE ACUERDO CON LOS TÉRMINOS DEL PRESENTE CONTRATO. USTED CONFIRMA QUE, PREVIO A SUSCRIBIR EL PRESENTE CONTRATO, EL VENDEDOR LE HIZO ENTREGA DEL MISMO Y QUE USTED TUVO LA OCASIÓN DE LEERLO EN LIBERTAD. USTED CONFIRMA HABER RECIBIDO UNA COPIA YA COMPLETA AL MOMENTO DE FIRMARLO.

Firma del Comprador X _____ Fecha 08/22/09 Firma del Co-Comprador X N/A Fecha N/A

Codeudores y otros cotitulares. Un codeudor es aquella persona responsable del pago total de la deuda. El cotitular es aquél cuyo nombre figura en el título del vehículo pero no es responsable del pago de la deuda. El cotitular está de acuerdo con el derecho real de garantía que se otorga al vendedor en el presente contrato.

Firma del Otro Propietario X _____ Dirección _____

GARANTIA: Para incentivarlos a vender el vehículo al Comprador, cada una de las personas que firma como Garante garantiza en forma individual el pago de este contrato. Si el Comprador no pagara un monto debido según este contrato, cada uno de los Garantes deberá pagarlo cuando se lo piden. Cada uno de los Garantes será responsable por el pago total adeudado, aún cuando haya otras personas que hubieran firmado como Garantes, y aún cuando el Comprador pueda oponer una defensa completa a la demanda de reembolso del Garante. Cada uno de los Garantes se compromete a responder por la deuda aún en el caso que realicemos una o más de las siguientes acciones: (1) conceder al Comprador más tiempo para efectuar uno o más pagos, (2) liberar de responsabilidad parcial o total a otro Garante, (3) liberar otra garantía, (4) aceptar que el Comprador pague una suma menor que el monto total adeudado, o (5) de otro modo, llegar a un acuerdo relacionado a este contrato o extender el plazo del contrato. Cada uno de los Garantes reconoce haber recibido una copia completa de este contrato y de la garantía en el momento de firmar. El Garante renuncia a la notificación de la aceptación de esta Garantía, a la notificación de la falta de pago, del incumplimiento y del atraso del Comprador, y a las notificaciones del monto adeudado en cualquier momento, y de los requerimientos que se le efectúan al Comprador.

Garante X _____ Fecha _____ Garantador X _____ Fecha _____
 Dirección _____ Dirección _____

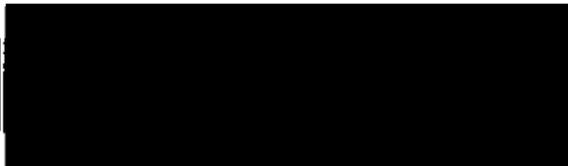
Firma del vendedor **SELMAN CHEVROLET CO.** Fecha 08/22/09 Por X _____ Título _____

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: 08/22/2009 TO: 08/24/2010

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2008	2009	HD	110	11	[REDACTED]
BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER			
SD	G	QW	[REDACTED]			
TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PTC	STICKER ISSUED	
AUTOMOBILE	09/24/09	30	09/24/09	4	X0155532	

REGISTERED OWNER



AMOUNT PAID \$ 397.00

AMOUNT DUE	AMOUNT RECVD
\$ 397.00	CASH :
	CHCK :
	CRDT : 397.00

SANTA ANA CA



LIENHOLDER GMACAB PO BX 8128

COCKEYSVILLE MD 21030

A01 691 C1 0039700 0057 CS A01 092409 11 6JRY476 278



Selman Chevrolet Company

1800 East Chapman

ORANGE, CALIFORNIA 92867-7704

Phone (714) 633-3521

B.A.R. REG. NO. AA003847 • E.P.A. NO. CAD 981872886

CELL: [REDACTED]

CUSTOMER NO. 106857	ADVISOR GABE TREJO	TAG NO. 585 281	INVOICE DATE 11/28/09	INVOICE NO. CVC5511939
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 11,198	CO. OR DK GRY MET/
[REDACTED]	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/MALIBU LTZ	DELIVERY DATE 08/22/09	DELIVERY MILES 7,294	SPRINK 080990
SANTA ANA, CA	VEHICLE ID NO. 1G1ZK577884	SELLING DEALER NO. SELMAN CHEV	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/28/09	
REF [REDACTED]	COMMENTS			

LABOR & PARTS
JOB # 1 01CVZZZ FIRST SER. FIRST SERVICE TECH(S) 1127 INTERNAL
 3000 MILE SERVICE, FIRST SERVICE FREE. CHECK FLUID LEVELS
 CHECK TIRE PRESSURES. ADVISE ANY OTHER NEEDED REPAIRS
 COMPLETED.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		89017524	FILTER 1.836	INTERNAL
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

JOB # 2 35CVZ BRAKE SYSTEM TECH(S) 495 WARRANTY
 CUSTOMER STATES THAT THERE IS LOUD SQUEALING WHEN BRAKES
 APPLIED
 PAD NOISE
 REPLACE FRONT BRAKE PADS, SWIRL ROTORS AND ROAD TEST
 (PER BULLETIN 08-05-23-002)

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1		22731037	PAD KIT 5.017	WARRANTY
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

G.O.G. & SUPPLIES
JOB # 1 5.5 OIL /UNIT TOTAL 0.00 INTERNAL

MISC. CODE DESCRIPTION CONTROL NOIS
JOB # 1 1SERVICE, FIRST SERVICE INTERNAL

COMMENTS
 WAITER - ARMONDO 714-600-5809
 CLOSED OUT BY MAYRA

TOTALS

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

IF YOU HAVE ANY QUESTIONS OR COMMENTS - PLEASE REFER TO YOUR SERVICE ADVISOR.

* INDICATES GM GOODWRENCH LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR THE ORIGINAL PURCHASER.

INVOICE PREPARED	CASH <input type="checkbox"/>
BY	\$ AMOUNT RECEIVED
PAYMENT RECEIVED	\$ CHANGES RETURNED
BY	CREDIT CARD <input type="checkbox"/>
	CHECK <input type="checkbox"/>
	NO
	WARRANTY <input type="checkbox"/>
	INTERNAL <input type="checkbox"/>
	OTHER <input type="checkbox"/>

SERVICE DEPARTMENT HOURS
 TUESDAY THRU FRIDAY
 7:30 AM TO 6:00 PM
 MONDAY 7:30 AM TO 8:00 PM
 SATURDAY 8:00 AM TO 4:00 PM
 NO VEHICLES RELEASED
 AFTER SERVICE
 DEPARTMENT CLOSURE
PARTS DEPARTMENT HOURS
 MONDAY THRU FRIDAY
 8:00 AM TO 5:30 PM
 SATURDAY 8:00 AM TO 4:00 PM
 BODY SHOP HOURS
 MONDAY THRU FRIDAY
 7:30 AM TO 5:30 PM
 SATURDAY 8:00 AM TO NOON

NOTICE TO CONSUMER:
 PLEASE READ IMPORTANT INFORMATION ON BACK.

NOTICE TO CUSTOMER
 WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES. RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

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

REORDER FROM TRIFORM CO. (800) 501-7070



Selman Chevrolet Company

1800 East Chapman
 ORANGE, CALIFORNIA 92867-7704
 Phone (714) 633-3521
 B.A.R. REG. NO. AA003847 • E.P.A. NO. CAD 981572866

CELL: [REDACTED]

CUSTOMER NO. 106857	ADVISOR GABE TREJO	TAG NO. 585 296	INVOICE DATE 01/09/10	INVOICE NO. CVC5514855
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 12,827	COLOR DK GRY MET/
[REDACTED]	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/MALIBU LTZ	DELIVERY DATE 08/22/09	DELIVERY MILES 7,294	STOCK NO. 080990
SANTA ANA, CA [REDACTED]	VEHICLE I.D. NO. 1G1ZK577884	SELLING DEALER NO. SELMAN CHEV	PRODUCTION DATE	
	FYE NO.	P.O. NO.	R.O. DATE 01/09/10	
RE: [REDACTED]	COMMENTS			

LABOR & PARTS
 # 1 77CVZ ACCESSORY & TRIM TECH(S) 165 WARRANTY
 CUSTOMER STATES THAT THE DRIVER'S POWER DOOR LOCK IS INOP
 LOCK ACTUATOR SHORTED
 DIAGNOSE AND REPLACE LFET FRONT DOOR LOCK

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		20772312	LOCK 10.470		
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	

COMMENTS
 CALL ARMANDO 714-600-5809
 CLOSED OUT BY MAYRA

TOTALS

IF YOU HAVE ANY QUESTIONS OR COMMENTS - PLEASE REFER TO YOUR SERVICE ADVISOR.

* INDICATES GM GOODWRENCH LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR THE ORIGINAL PURCHASER

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

CUSTOMER SIGNATURE [REDACTED]

DUPLICATE INVOICE

INVOICE PREPARED	CASH <input type="checkbox"/>
BY _____	\$ _____ AMOUNT RECEIVED
PAYMENT RECEIVED	AMOUNT RECEIVED
BY _____	\$ _____ CHANGE RETURNED
CREDIT CARD <input type="checkbox"/>	CHECK <input type="checkbox"/>
NO _____	
WARRANTY <input type="checkbox"/>	INTERNAL <input type="checkbox"/>
	OTHER <input type="checkbox"/>

SERVICE DEPARTMENT HOURS
 TUESDAY THRU FRIDAY
 7:30 AM TO 6:00 PM
 MONDAY 7:30 AM TO 8:00 PM
 SATURDAY 8:00 AM TO 4:00 PM
 NO VEHICLES RELEASED AFTER SERVICE
 DEPARTMENT CLOSES
 PARTS DEPARTMENT HOURS
 MONDAY THRU FRIDAY
 8:00 AM TO 5:30 PM
 SATURDAY 8:00 AM TO 4:00 PM
 BODY SHOP HOURS
 MONDAY THRU FRIDAY
 7:30 AM TO 5:30 PM
 SATURDAY 8:00 AM TO NOON

NOTICE TO CONSUMER:
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REORDER FROM THE FORM CO. (800) 501-7070

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.



Selman Chevrolet Company

1800 East Chapman
ORANGE, CALIFORNIA 92867-7704
Phone (714) 633-3521
B.A.R. REG. NO. AA003B47 • E.F.A. NO. CAD 981572888

CELL: [REDACTED]

CUSTOMER NO. 106857	ADVISOR MATTHEW J BAKER	TAG NO. 914 72	INVOICE DATE 01/16/10	INVOICE NO. CVCS515346
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 13,134	COLOR DK GRY MET/STCEN
SANTA ANA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/MALIBU LTZ		DELIVERY DATE 08/22/09	DELIVERY MILES 7,294
	VEHICLE I.D. NO. 1G1ZK577884		SELLING DEALER NO. SELMAN CHEV	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/16/10	

REFERENCE PHONE	PLANE REFERENCE	COMMENTS
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LABOR & PARTS
JOB # 1 18CVZ STEERING/SUSPENSION TECHS: 495 WARRANTY
 CUSTOMER STATES STABILITY AND T/C LIGHTS COME ON DISPLAY AFTER DRIVING AWHILE ORDERED PART

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	0	11518111	WASHER 8.929		
PART ON SPECIAL ORDER					
** QUANTITY 2 IS SPECIAL ORDERED **					
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

COMMENTS
 CLOSED OUT BY MAYRA

TOTALS

IF YOU HAVE ANY QUESTIONS OR COMMENTS - PLEASE REFER TO YOUR SERVICE ADVISOR.

* INDICATES GM GOODWILL LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR ORIGINAL PURCHASER

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

CUSTOMER SIGNATURE

INVOICE PREPARED	CASH <input type="checkbox"/>
BY	\$ AMOUNT RECEIVED
PAYMENT RECEIVED	\$ CHANGE RETURNED
BY	CREDIT CARD <input type="checkbox"/>
	CHECK <input type="checkbox"/>
	NO
WARRANTY <input type="checkbox"/>	INTERNAL <input type="checkbox"/>
	OTHER <input type="checkbox"/>

SERVICE DEPARTMENT HOURS
 TUESDAY THRU FRIDAY
 7:30 AM TO 6:00 PM
 MONDAY 7:30 AM TO 8:00 PM
 SATURDAY 8:00 AM TO 4:00 PM
 NO VEHICLES RELEASED AFTER SERVICE
DEPARTMENT CLOSES
PARTS DEPARTMENT HOURS
 MONDAY THRU FRIDAY
 8:00 AM TO 5:30 PM
 SATURDAY 8:00 AM TO 4:00 PM
 BODY SHOP HOURS
 MONDAY THRU FRIDAY
 7:30 AM TO 5:30 PM
 SATURDAY 8:00 AM TO NOON

NOTICE TO CONSUMER:
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REORDER FROM TRIFLEX CO. (800) 501-7070



Selman Chevrolet Company

1800 East Chapman
 ORANGE, CALIFORNIA 92867-7704
 Phone (714) 633-3521
 B.A.R. REG. NO. AA003847 • E.P.A. NO. CAD 981572886

CELL: [REDACTED]

CUSTOMER NO. 106857	ACT/REP MATTHEW J BAKER 914	TAB NO. 64	INVOICE DATE 02/04/10	INVOICE NO. CVCS316835
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 13,877	COLOR GRY MET/ 080990
SANTA ANA, CA	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/MALIBU LTZ	DELIVERY DATE 08/22/09	DELIVERY MILES 7,294	
	VEHICLE I.D. NO. 1G1ZK577884	SELLING DEALER NO. SELMAN CHEV	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/03/10	

COMMENTS

LABOR & PARTS
 #1 16CVZ STEERING/SUSPENSION TECH(S) 499 WARRANTY
 CUSTOMER STATES SVC TRACTION CONTROL ON DASH..SEE HISTORY
 WIRE HARNESS AT BCM HAS TERMINAL F SETTING
 REMOVED PANEL AND INSTALLED DIELECTRIC GREASE ON HARNESS END
 PER DOC #2374067..CLEARED CODES
 JOB # 1 TOTAL LABOR & PARTS 0.00

#2 90CVZ RENTAL CAR SUBLET TECH(S) 989 WARRANTY
 SELMAN LOANER #755
 JOB # 2 TOTAL LABOR & PARTS 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # 2 RENT RENTAL VEHICLE
 TOTAL - MISC 0.00

TOTALS-----
 IF YOU HAVE ANY QUESTIONS OR COMMENTS - PLEASE REFER TO YOUR SERVICE ADVISOR.
 * INDICATES AN UNLIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR THE ORIGINAL PURCHASER.
 TOTAL LABOR... 0.00
 TOTAL PARTS... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G... 0.00
 TOTAL MISC CHG... 0.00
 TOTAL MISC DISC... 0.00
 TOTAL TAX... 0.00
TOTAL INVOICES 0.00

CUSTOMER SIGNATURE [REDACTED]
 ***** ORIGINAL INVOICE *****

INVOICE PREPARED CASH
 BY _____ \$ _____ AMOUNT RECEIVED
 PAYMENT RECEIVED \$ _____
 BY _____ \$ _____ CHANGE RETURNED
 CREDIT CARD CHECK
 NO _____
 WARRANTY INTERNAL
 OTHER

SERVICE DEPARTMENT HOURS
 TUESDAY THRU FRIDAY
 7:30 AM TO 6:00 PM
 MONDAY 7:30 AM TO 8:00 PM
 SATURDAY 8:00 AM TO 4:00 PM
 NO VEHICLES RELEASED AFTER SERVICE
 DEPARTMENT CLOSES
 PARTS DEPARTMENT HOURS
 MONDAY THRU FRIDAY
 8:00 AM TO 5:30 PM
 SATURDAY 8:00 AM TO 4:00 PM
 BODY SHOP HOURS
 MONDAY THRU FRIDAY
 7:30 AM TO 5:30 PM
 SATURDAY 8:00 AM TO NOON

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ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

REORDER FROM TRIFORM CO. (800) 501-7070



Selman Chevrolet Company

1800 East Chapman

ORANGE, CALIFORNIA 92867-7704

Phone (714) 633-3521

E.A.R. REG. NO. AA003647 • E.P.A. NO. CAD 981572888

CUSTOMER NO. 113183	ADVISOR TODD KALMEN	1198	TAG NO. 228	INVOICE DATE 01/08/11	INVOICE NO. CTCS542558	
IRVINE, CA	LABOR RATE		MILEAGE 124,678	COLOR PEWTER/	STOCK NO.	
	YEAR/MAKE/MAKE	03/CHEVROLET TRUCK/TAHOE/4DR 4WD			DELIVERY DATE 10/24/03	DELIVERY MILES
	VEHICLE I.D. NO.	1 G N E K 1 3 T 5 3 R			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.		P.O. NO.	R.O. DATE 01/08/11		
COMMENTS						

LABOR & PARTS

JOB # 1 38CVZ TUNE/EXTENSION PERFORM TUNE UP MAINT REPLACED SPARK PLUGS & WIRE SET

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	8		12621258	SPARK PLU 2.270	5.61	44.88
JOB # 1	1		88894394	WIRE KIT 2.239	68.95	68.95
JOB # 1 TOTAL PARTS						113.83
JOB # 1 TOTAL LABOR & PARTS						161.83

INVOICE PREPARED CASH

BY _____ \$ _____ AMOUNT RECEIVED

PAYMENT RECEIVED

BY _____ \$ _____ CHANGE RETURNED

CREDIT CARD CHECK

WARRANTY INTERNAL

OTHER

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$300.00 (+TAX)

COMMENTS
CLOSED OUT BY MAYRA

TOTALS

IF YOU HAVE ANY QUESTIONS OR COMMENTS - PLEASE REFER TO YOUR SERVICE ADVISOR

TOTAL LABOR	48.00
TOTAL PARTS	113.83
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	2.96
TOTAL INVOICES	171.79

* INDICATE GOODWRENCH LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR THE ORIGINAL PURCHASER

SERVICE DEPARTMENT HOURS
TUESDAY THRU FRIDAY
7:30 AM TO 8:00 PM
MONDAY 7:30 AM TO 8:00 PM
SATURDAY 8:00 AM TO 4:00 PM
NO VEHICLES RELEASED AFTER SERVICE
DEPARTMENT CLOSURES
PARTS DEPARTMENT HOURS
MONDAY THRU FRIDAY
8:00 AM TO 5:30 PM
SATURDAY 8:00 AM TO 4:00 PM
BODY SHOP HOURS
MONDAY THRU FRIDAY
7:30 AM TO 5:30 PM
SATURDAY 8:00 AM TO NOON

CUSTOMER SIGNATURE _____
DUPLICATE INVOICE

**NOTICE TO CONSUMER:
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INFORMATION ON BACK.**

NOTICE TO CUSTOMER
WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES. RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

REORDER FROM TRB FORM CO. (800) 501-7070

CVCB538785

Selman Chevrolet Company

CVCB538785



1800 East Chapman
ORANGE, CALIFORNIA 92667-7704
Phone (714) 633-3521
E.P.A. REG. NO. AA003847 • E.P.A. NO. CAD 981572886
E.P.A. REG. NO. AA003847 • E.P.A. NO. CAD 981572886

CELL: [REDACTED]

106857	ADVISOR EFREN PERALES	370	340E	INVOICE DATE 12/30/10	INVOICE NO CVCB538785
SANTA ANA, CA	LABOR RATE	JOBS NO.	MILEAGE 23,968	COLOR DK GRY MET/	KEYS NO 080990
	VEHICLE MODEL 08/CHEVROLET/MALIBU/MALIBU LTZ			DELIVERY DATE 08/22/09	DELIVERY MILES 7,294
	VEHICLE ID 1G1ZK577884			SELLER SELMAN CHEV	ACQUISITION DATE
	REG. NO.	REG. NO.		REG. DATE 11/18/10	REPRINT# 1

JOB # 4 TOTAL PARTS		0.00
JOB # 4 TOTAL LABOR & PARTS		10.00
SUBLET.....PO#.....VEND INV#-INV. DATE-DESCRIPTION.....		
JOB # 1 291383 15195 12/23/10 R&I BACKGLASS		66.00
JOB # 1 291188 526750 12/29/10 ALIGNMENT		85.00
TOTAL - SUBLET		151.00
G.O.G. & SUPPLIES.....		
JOB # 2 1.0 PAINT MATERIALS @ 529.600 /UNIT		529.60
TOTAL - GOG		529.60
MISC.....CODE.....DESCRIPTION.....CONTROL NO.....		
JOB # 1 IDC5 INS PARTS DISC		-109.05
TOTAL - MISC		-109.05
ESTIMATE.....		
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$7043.06 (+TAX)		
COMMENTS.....		
REPAIR REAR END MERCURY CL#100029006102-97		
500.00 DED. WAIVED BY WARRANTY AT EXT. 22619		
11/29/10 CALLED CUST NO ANSWER		
714 600 5803 ARMONDO		
12/2/10 CALLED CUST ADVISED PARTS IN EXPT FOR ONE ETA FRIDAY FOR PART LM ARMONDO CUST CALLED BACK AND ADVISED		
12/9/10 CALLED CUST ADVISED VEH PARTS NOT HERE ETA TODAY		
12/16/10 CUST CALLED ADVISED VEH ETA RAIN NEXT WEEK WENDS ROSS TUE		
12/21/10 CUST CALLED ADVISED VEH ETA FRIDAY		
12/24/10 CUST CALLED ADVISED VEH DONE WEDNESDAY		
12/27/10 CUST CALLED ADVISED VEH DONE THURSDAY		
12/29/10 CALLED CUST ADVISED VEH ETA DONE BUT NO ROCKER CLIPS		
12/29/10 CALLED CUST ADVISED VEH DONE TODAY		
TOTALS.....		
IF YOU HAVE ANY QUESTIONS OR COMMENTS - PLEASE REFER TO YOUR SERVICE ADVISOR.		
* INDICATES GM GOODWRENCH LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR THE ORIGINAL PURCHASER.		
TOTAL LABOR....	2473.20	
TOTAL PARTS....	3542.77	
TOTAL SUBLET...	151.00	
TOTAL G.O.G....	529.60	
TOTAL MISC CHG....	0.00	
TOTAL MISC DISC	-109.05	
TOTAL TAX.....	355.54	
TOTAL INVOICE \$		7043.06

POWER OF ATTORNEY
The undersigned, hereinafter called Insured, for the consideration of repairs made to Insured's automobile, does hereby grant to said SELMAN CHEVROLET CO. Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereof as settlement for Insured's claim for damages to the above described automobile.

WARRANTY INTERNAL

X (DATE) X (NUMBER)

SERVICE DEPARTMENT HOURS
TUESDAY THRU FRIDAY
7:30 AM TO 6:00 PM
7:30 AM TO 6:00 PM
MONDAY 7:30 AM TO 6:00 PM
SATURDAY 8:00 AM TO 4:00 PM
NO VEHICLES RELEASED AFTER SERVICE DEPARTMENT CLOSURE
PARTS DEPARTMENT HOURS
MONDAY THRU FRIDAY
8:00 AM TO 5:30 PM
SATURDAY 8:00 AM TO 4:00 PM
BODY SHOP HOURS
MONDAY THRU FRIDAY
7:30 AM TO 5:30 PM
SATURDAY 8:00 AM TO NOON

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON BACK.

NOTICE TO CUSTOMER
WE MAKE NO WARRANTY OR GUARANTEE FOR THE LABOR AND PARTS USED IN THE REPAIRS PERFORMED AT OUR SERVICE DEPARTMENT. WE MAKE NO WARRANTY OR GUARANTEE FOR THE LABOR AND PARTS USED IN THE REPAIRS PERFORMED AT OUR BODY SHOP. WE MAKE NO WARRANTY OR GUARANTEE FOR THE LABOR AND PARTS USED IN THE REPAIRS PERFORMED AT OUR COLLISION CENTER. WE MAKE NO WARRANTY OR GUARANTEE FOR THE LABOR AND PARTS USED IN THE REPAIRS PERFORMED AT OUR TIRE SERVICE DEPARTMENT. WE MAKE NO WARRANTY OR GUARANTEE FOR THE LABOR AND PARTS USED IN THE REPAIRS PERFORMED AT OUR CAR WASH. WE MAKE NO WARRANTY OR GUARANTEE FOR THE LABOR AND PARTS USED IN THE REPAIRS PERFORMED AT OUR CAR DETAILING SERVICE. WE MAKE NO WARRANTY OR GUARANTEE FOR THE LABOR AND PARTS USED IN THE REPAIRS PERFORMED AT OUR CAR POLISHING SERVICE. WE MAKE NO WARRANTY OR GUARANTEE FOR THE LABOR AND PARTS USED IN THE REPAIRS PERFORMED AT OUR CAR STAIN REMOVAL SERVICE. WE MAKE NO WARRANTY OR GUARANTEE FOR THE LABOR AND PARTS USED IN THE REPAIRS PERFORMED AT OUR CAR WINDOW TINTING SERVICE. WE MAKE NO WARRANTY OR GUARANTEE FOR THE LABOR AND PARTS USED IN THE REPAIRS PERFORMED AT OUR CAR WINDOW REPAIR SERVICE. WE MAKE NO WARRANTY OR GUARANTEE FOR THE LABOR AND PARTS USED IN THE REPAIRS PERFORMED AT OUR CAR WINDOW TINTING SERVICE. WE MAKE NO WARRANTY OR GUARANTEE FOR THE LABOR AND PARTS USED IN THE REPAIRS PERFORMED AT OUR CAR WINDOW REPAIR SERVICE.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

COLLISION CENTER

REORDER FROM TRIFLEX CO. (800) 501-7070

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE



Selman Chevrolet Company

1800 East Chapman
ORANGE, CALIFORNIA 92867-7704
Phone (714) 633-3521

B.A.R. REG. NO. AA003947 • E.P.A. NO. CAD 981572886

CELL: [REDACTED]

CUSTOMER NO. 106857	ADVISOR BRIAN WALKER	1149	TAG NO. 127	INVOICE DATE 07/10/10	INVOICE NO. CVCS528472
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 19,511	COLOR DK GRY MET/	STOCK NO. 080990
SANTA ANA, CA	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/MALIBU LTZ			DELIVERY DATE 08/22/09	DELIVERY MILES 7,294
[REDACTED]	VEHICLE I.D. NO. IGIZK577884		[REDACTED]	SELLING DEALER NO. SELMAN CHEV	PRODUCTION DATE
[REDACTED]	R.T.E. NO.	P.O. NO.		R.O. DATE 07/10/10	
[REDACTED]	COMMENTS				

LABOR & PARTS

JOB # 1 77CVZ ACCESSORY & TRIM TECH(S) 105 WARRANTY

CUSTOMER STATES DR SIDE REAR DOOR WILL NOT OPEN AND POWER DOOR LOCK DOSE NOT WORK
LOCK ACTUATOR SHORTED OUT
DIAG AND REPALCE SHORTED OUT LOCK ACTUATOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	20922251	LOCK 10.473		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

INVOICE PREPARED CASH

BY _____ \$ _____ AMOUNT RECEIVED

PAYMENT RECEIVED

BY _____ \$ _____ CHANGE RETURNED

CREDIT CARD CHECK

NO _____

WARRANTY INTERNAL

OTHER

JOB # 2 15CVZ STEERING/SUSPENSION TECH(S) 495 WARRANTY

CUSTOMER STATES ON SLOW SPEED TURNS STEERING WHEEL WIGGLES
LIKE FED BACK THOUGH WHEEL ADV.
ROAD TEST AND INSP CAR CK OUT FRT END AND TIRE
AND SUSPENTION NO PROBLEM FOUND AT THIS TIME

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

SERVICE DEPARTMENT HOURS
TUESDAY THRU FRIDAY
7:30 AM TO 8:00 PM
MONDAY 7:30 AM TO 8:00 PM
SATURDAY 8:00 AM TO 4:00 PM
NO VEHICLES RELEASED
AFTER SERVICE
DEPARTMENT CLOSES

PARTS DEPARTMENT HOURS
MONDAY THRU FRIDAY
8:00 AM TO 5:30 PM
SATURDAY 8:00 AM TO 4:00 PM
BODY SHOP HOURS
MONDAY THRU FRIDAY
7:30 AM TO 5:30 PM
SATURDAY 8:00 AM TO NOON

COMMENTS

CLOSED OUT BY MAYRA

TOTALS

IF YOU HAVE ANY QUESTIONS OR COMMENTS, PLEASE REFER TO YOUR SERVICE ADVISOR.

* INDICATED BY GOODWRENCH LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR THE ORIGINAL PURCHASER.

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

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER SIGNATURE _____

***** DUPLICATE INVOICE *****

NOTICE TO CUSTOMER
WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES. RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

REORDER FROM TRAF FORM CO. (800) 501-7070



Selman Chevrolet Company

1800 East Chapman
 ORANGE, CALIFORNIA 92867-7704
 Phone (714) 633-3521

B.A.R. REG. NO. AA003847 • E.P.A. NO. CAD 981572886

CELL: [REDACTED]

CUSTOMER NO. 106857	ADVISOR TODD KALMEN	1198	TAG NO. 218	INVOICE DATE 01/08/11	INVOICE NO. CVC5542544
[REDACTED]	LABOR RATE	LICENSE NO	MILEAGE 24,136	COLOR DK GRY MET/	STOCK NO 080990
SANTA ANA, CA	YEAR MAKE / MODEL 08/CHEVROLET/MALIBU/MALIBU LTZ			DELIVERY DATE 08/22/09	DELIVERY MILES 7,294
	VEHICLE ID. NO. 1G1ZK577884			SELLING DEALER NO. SELMAN CHEV	PRODUCTION DATE
	F.T.E. NO.		R.O. NO.	R.O. DATE 01/08/11	
COMMENTS					

LABOR & PARTS
J# 1 77CVZ-1 ACCESSORY & TRIM TECH(S): 165 WARRANTY
 BRAKE LIGHTS INOP.
 SEE LINE 3

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

J# 2 77CVZ-1 ACCESSORY & TRIM TECH(S): 165 WARRANTY
 HARD TO SHIFT OUT OF PARK, NECESSARY TO PUSH HARD ON PEDAL
 SEE LINE 3

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

J# 3 16CVZ STEERING/SUSPENSION TECH(S): 495 WARRANTY
 SERVICE TRACTION CONTROL MESSAGE ON DIC AT TIMES.
 C0561 INVALID SERIAL DATA RECEIVED
 C0131 SYSTEM PRESSURE CIRCUIT MALFUNCTION
 UNABLE TO APPLY ELECTRIC GREASE ON BCM CONNECTOR
 PER DOC# 2535089 - ROADTESTED OK

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

J# 4 77CVZ-2 ACCESSORY & TRIM TECH(S): 165 WARRANTY
 DRIVER'S SEAT BACK PANEL LOOSE
 UNABLE TO RESECURE PANEL - WARPED
 NESC TO ORDER PANEL - WILL NOTIFY CUSTOMER WHEN PART ARRIVES

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4	0		15284803	PANEL 11,358		
				PART ON SPECIAL ORDER		
				** QUANTITY 1 IS SPECIAL ORDERED **		
JOB # 4 TOTAL PARTS						0.00
JOB # 4 TOTAL LABOR & PARTS						0.00

COMMENTS
 PH: [REDACTED]
 CLOSED OUT BY MAYRA

INVOICE PREPARED CASH

BY _____ \$ _____ AMOUNT RECEIVED

PAYMENT RECEIVED

BY _____ \$ _____ CHANGE RETURNED

CREDIT CARD CHECK

NO _____

WARRANTY INTERNAL

OTHER

SERVICE DEPARTMENT HOURS
 TUESDAY THRU FRIDAY
 7:30 AM TO 8:00 PM
 MONDAY 7:30 AM TO 8:00 PM
 SATURDAY 8:00 AM TO 4:00 PM
 NO VEHICLES RELEASED
 AFTER SERVICE
 DEPARTMENT CLOSURES
 PARTS DEPARTMENT HOURS
 MONDAY THRU FRIDAY
 8:00 AM TO 5:30 PM
 SATURDAY 8:00 AM TO 4:00 PM
 BODY SHOP HOURS
 MONDAY THRU FRIDAY
 7:30 AM TO 5:30 PM
 SATURDAY 8:00 AM TO NOON

NOTICE TO CONSUMER:
 PLEASE READ IMPORTANT
 INFORMATION ON BACK.

NOTICE TO CUSTOMER
 WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES. RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

REORDER FROM THE FORM CO. (800) 591-7070



Selman Chevrolet Company

1800 East Chapman
 ORANGE, CALIFORNIA 92867-7704
 Phone (714) 633-3521

B.A.R. REG. NO. AA003847 • E.P.A. NO. CAD 981572886

CELL: [REDACTED]

CUSTOMER NO. 106857	ADVISOR TODD KALMEN	TAB NO. 1198	INVOICE DATE 01/08/11	INVOICE NO. CVCS542544
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 24,136	COLOR DK GRY MET/
[REDACTED]	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/MALIBU LTZ	DELIVERY DATE 08/22/09	DELIVERY MILES 7,294	STOCK NO. 080990
SANTA ANA, CA	VEHICLE I.D. NO. 1G1ZK577884	SELLING DEALER NO. SELMAN CHEV	PRODUCTION DATE	
[REDACTED]	R.T.E. NO.	R.O. NO.	R.O. DATE 01/08/11	
[REDACTED]	COMMENTS			

TOTALS.....

IF YOU HAVE ANY QUESTIONS OR COMMENTS - PLEASE REFER TO YOUR SERVICE ADVISOR.

* INDICATES GM GOODWRENCH LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR THE ORIGINAL PURCHASER.

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

INVOICE PREPARED	CASH <input type="checkbox"/>
BY _____	\$ _____
PAYMENT RECEIVED	AMOUNT RECEIVED
BY _____	\$ _____
	CHANGE RETURNED
CREDIT CARD <input type="checkbox"/>	CHECK <input type="checkbox"/>
	NO _____
WARRANTY <input type="checkbox"/>	INTERNAL <input type="checkbox"/>
	OTHER <input type="checkbox"/>

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

SERVICE DEPARTMENT HOURS
 TUESDAY THRU FRIDAY
 7:30 AM TO 8:00 PM
 MONDAY 7:30 AM TO 8:00 PM
 SATURDAY 8:00 AM TO 4:00 PM
 NO VEHICLES RELEASED AFTER SERVICE
DEPARTMENT CLOSES
 PARTS DEPARTMENT HOURS
 MONDAY THRU FRIDAY
 8:00 AM TO 5:30 PM
 SATURDAY 8:00 AM TO 4:00 PM
BODY SHOP HOURS
 MONDAY THRU FRIDAY
 7:30 AM TO 5:30 PM
 SATURDAY 8:00 AM TO NOON

NOTICE TO CONSUMER:
 PLEASE READ IMPORTANT INFORMATION ON BACK.

NOTICE TO CUSTOMER
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ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

REORDER FROM TELFORM CO. (800) 501-7070



Selman Chevrolet Company

1800 East Chapman
 ORANGE, CALIFORNIA 92867-7704
 Phone (714) 633-3521

B.A.R. REG. NO. AA003847 • E.P.A. NO. CAD 981572888

CELL: [REDACTED]

CUSTOMER NO. 106857	ADVISOR MICHAEL ARGANDONA	TAG NO. 1141	32	INVOICE DATE 01/15/11	INVOICE NO. CVCS543119
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 24,296	COLOR DK GRY MET/	STOCK NO. 080990
SANTA ANA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/MALIBU LTZ			DELIVERY DATE 08/22/09	DELIVERY MILES 7,294
	VEHICLE I.C. NO. 1 G I Z K 5 7 7 8 8 4			SELLING DEALER NO. SELMAN CHEV	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.C. DATE 01/15/11	
RES [REDACTED]	COMMENTS				

LABOR & PARTS

1 77CVZ ACCESSORY & TRIM TECH(S) 168 WARRANTY

CUSTOMER STATES DRIVERS SEAT BACKSIDE PANEL FITS LOOSE
 SPECIAL ORDER PART IS HERE
 PANEL WARPED POOR FIT.
 REPLACED L. SEAT BACK PANEL.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		15284803	PANEL 11.358		
					JOB # 1 TOTAL PARTS	0.00
					JOB # 1 TOTAL LABOR & PARTS	0.00

COMMENTS
 WAITER 714-6005809
 CLOSED OUT BY MAYRA

TOTALS

IF YOU HAVE ANY QUESTIONS OR COMMENTS - PLEASE REFER TO YOUR SERVICE ADVISOR.

* INDICATES GM GOODWRENCH LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR THE ORIGINAL PURCHASER

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

CUSTOMER SIGNATURE

INVOICE PREPARED CASH

BY PAYMENT RECEIVED \$ AMOUNT RECEIVED

BY \$ CHANGE RETURNED

CREDIT CARD CHECK

NO

WARRANTY INTERNAL

OTHER

SERVICE DEPARTMENT HOURS
 TUESDAY THRU FRIDAY
 7:30 AM TO 8:00 PM
 MONDAY 7:30 AM TO 8:00 PM
 SATURDAY 8:00 AM TO 4:00 PM
 NO VEHICLES RELEASED
 AFTER SERVICE
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 8:00 AM TO 5:30 PM
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ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

REORDER FROM TRU-FORM CO. (800) 501-7070



VIA FAX ONLY

August 26, 2011

Service Manager Rich Stuepzel
Selman Chevrolet

RE:

Service Request: 71-964968422

2008 Chevrolet Malibu

Vehicle Identification Number: 1G1ZK577884

Customer Relationship Specialist: Dan

Dear Mr. Stuepzel:

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 (866) 873-4549. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at (866) 790-5600 ext 31066 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

Chevrolet

LG0040_CH
v06302010

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91040 [UPDATE](#)
Pricing for Sunland, CA

	True Market Value®
Trade-In	\$14,185
Private Party Sale	\$16,046
Dealer Retail	\$17,730

Search 2008 Chevrolet Malibu Sedan Listings Near You

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Pricing Details for a Chevrolet Malibu Sedan LTZ

3.6L V6 6-speed Automatic

Customized True Market Value® Prices

	Trade-In	Private Party	Dealer Retail
National Base Price	\$13,140	\$14,971	\$16,595
Optional Equipment	\$249	\$279	\$339
Power Glass Sunroof	\$318	\$356	\$432
6-Speed Automatic Transmission	\$-168	\$-188	\$-228
Manual Rear Sunshade	\$99	\$111	\$135
Color Adjustment - Silver	\$39	\$45	\$50
Regional Adjustment - for Zip Code 91040	\$-45	\$-51	\$-56
Mileage Adjustment - 27,650 miles	\$802	\$802	\$802
Condition Adjustment - Clean	\$0	\$0	\$0
Total	\$14,185	\$16,046	\$17,730

Buying a Certified Used Vehicle

	Dealer Retail
Certified Used Price	\$18,798

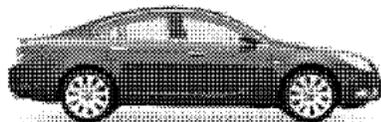
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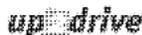
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No VIN Available?

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To:

Company :

Fax Number : **9,1 866-873-4549**

Phone Number :

From : Tammy

Fax Number : **1800-200-4622**

Phone Number

Time Sent : **Wednesday, Sep 28, 2011 02:50PM**

Pages : **3**

Description :

Dan Lorette



P.O. Box 380901
Bloomington, MN 55438

September 28, 2011



Account # [REDACTED]
Vehicle: N08 Chevmalibu
VIN: 1G1ZK577884 [REDACTED]

Dear [REDACTED]

I have enclosed a payment history for your account as you requested. If you have any further questions, please do not hesitate to call the toll free number listed below.

Thank you for financing with Ally Financial.

Sincerely,
Ally Financial
888-919-2559

Attachment

- 2 -

September 28, 2011

Payment History

Date Paid	Principal Paid	Finance Charge Paid	Late Charge Paid	Other Paid	Total Paid
09/06/11	\$361.00	\$106.25			\$467.25
08/08/11	\$344.26	\$122.99			\$467.25
07/06/11	\$353.50	\$113.75			\$467.25
06/06/11	\$347.73	\$119.52			\$467.25
05/06/11	\$349.66	\$117.59			\$467.25
04/06/11	\$347.75	\$119.50			\$467.25
03/07/11	\$353.90	\$113.35			\$467.25
02/07/11	\$335.74	\$131.51			\$467.25
01/06/11	\$337.93	\$129.32			\$467.25
12/06/10	\$348.65	\$118.60			\$467.25
11/08/10	\$325.51	\$141.74			\$467.25
10/06/10	\$336.54	\$130.71			\$467.25
09/06/10	\$330.31	\$136.94			\$467.25
08/06/10	\$332.90	\$134.35			\$467.25
07/07/10	\$467.25				\$467.25
07/07/10	\$327.77	\$138.73			\$466.50
06/07/10	\$174.65	\$293.35			\$468.00
04/05/10	\$288.31	\$178.94			\$467.25
02/26/10	\$400.30	\$66.95			\$467.25
02/12/10	\$254.77	\$212.48			\$467.25
12/30/09	\$335.21	\$132.04			\$467.25
12/03/09	\$323.70	\$143.55			\$467.25
11/04/09	\$302.08	\$165.17			\$467.25
10/02/09	\$260.08	\$207.17			\$467.25



To:

Company :

Fax Number : **9,1,8668734549**

Phone Number :

From : **McAlpine, Michael**

Fax Number : **1800-200-4622**

Phone Number

Time Sent : **Tuesday, Sep 27, 2011 12:25PM**

Pages : **2**

Description :

Dan

**Service of Process
Transmittal**

10/04/2011

CT Log Number 519257588

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

RE: Process Served in California

FOR: General Motors LLC (Domestic State: DE)

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

TITLE OF ACTION: [REDACTED] Pltf. vs. General Motors LLC, Dft.

DOCUMENT(S) SERVED: Summons, Complaint, Exhibit(s), Cover Sheet, Attachment(s), Stipulation Form

COURT/AGENCY: Orange County - Superior Court - Santa Ana, CA
Case # 30201100512115

NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - Manufacturing Defect - 2008
Chevrolet Malibu, VIN #: 1G1ZK577884 [REDACTED] - Defendant failed to repair defects

ON WHOM PROCESS WAS SERVED: C T Corporation System, Los Angeles, CA

DATE AND HOUR OF SERVICE: By Process Server on 10/04/2011 at 14:55

JURISDICTION SERVED: California

APPEARANCE OR ANSWER DUE: Within 30 days after service

ATTORNEY(S) / SENDER(S): Heather Antoine
Krohn & Moss
10474 Santa Monica Blvd.
Suite 401
Los Angeles, CA 90025
323-988-2400

REMARKS: Please note the process server underlined, circled, initialed and/or highlighted the entity name served at time of service at CT.

ACTION ITEMS: CT has retained the current log, Retain Date: 10/04/2011, Expected Purge Date:
10/09/2011
Image SOP
SOP Papers with Transmittal, via Fax, Rosemarie Williams 313-665-7572
Email Notification, GM Verification GMVerification@woitersklower.com

SIGNED: C T Corporation System
PER: Nancy Flores
ADDRESS: 818 West Seventh Street
Los Angeles, CA 90017
TELEPHONE: 213-337-4615

10/04/2011

2-55 pas

SUM-100

**SUMMONS
(CITACION JUDICIAL)**

**NOTICE TO DEFENDANT:
(AVISO AL DEMANDADO):**
GENERAL MOTORS, LLC.

FOR COURT USE ONLY
(SOLO PARA USO DE LA CORTE)

FILED
SUPERIOR COURT OF CALIFORNIA
COUNTY OF ORANGE
CENTRAL JUSTICE CENTER

SEP 30 2011

ALAN CARLSON, Clerk of the Court

BY: M. TAMYO DEPUTY

**YOU ARE BEING SUED BY PLAINTIFF:
(LO ESTÁ DEMANDANDO EL DEMANDANTE):**

NOTICE! You have been sued. The court may decide against you without your being heard unless you respond within 30 days. Read the information below.

You have 30 CALENDAR DAYS after this summons and legal papers are served on you to file a written response at this court and have a copy served on the plaintiff. A letter or phone call will not protect you. Your written response must be in proper legal form if you want the court to hear your case. There may be a court form that you can use for your response. You can find these court forms and more information at the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), your county law library, or the courthouse nearest you. If you cannot pay the filing fee, ask the court clerk for a fee waiver form. If you do not file your response on time, you may lose the case by default, and your wages, money, and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may want to call an attorney referral service. If you cannot afford an attorney, you may be eligible for free legal services from a nonprofit legal services program. You can locate these nonprofit groups at the California Legal Services Web site (www.lawhelpcalifornia.org), the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), or by contacting your local court or county bar association. NOTE: The court has a statutory lien for waived fees and costs on any settlement or arbitration award of \$10,000 or more in a civil case. The court's lien must be paid before the court will dismiss the case.

AVISO! Lo han demandado. Si no responde dentro de 30 días, la corte puede decidir en su contra sin escuchar su versión. Lea la información a continuación.

Tiene 30 DÍAS DE CALENDARIO después de que le entreguen esta citación y papeles legales para presentar una respuesta por escrito en esta corte y hacer que se entregue una copia al demandante. Una carta o una llamada telefónica no lo protegen. Su respuesta por escrito tiene que estar en formato legal correcto si desea que procesen su caso en la corte. Es posible que haya un formulario que usted pueda usar para su respuesta. Puede encontrar estos formularios de la corte y más información en el Centro de Ayuda de las Cortes de California (www.sucorte.ca.gov), en la biblioteca de leyes de su condado o en la corte que le quede más cerca. Si no puede pagar la cuota de presentación, pida al secretario de la corte que le dé un formulario de exención de pago de cuotas. Si no presenta su respuesta a tiempo, puede perder el caso por incumplimiento y la corte le podrá quitar su sueldo, dinero y bienes sin más advertencia.

Hay otros requisitos legales. Es recomendable que llame a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de remisión a abogados. Si no puede pagar a un abogado, es posible que cumpla con los requisitos para obtener servicios legales gratuitos de un programa de servicios legales sin fines de lucro. Puede encontrar estos grupos sin fines de lucro en el sitio web de California Legal Services, (www.lawhelpcalifornia.org), en el Centro de Ayuda de las Cortes de California, (www.sucorte.ca.gov) o poniéndose en contacto con la corte o el colegio de abogados locales. AVISO: Por ley, la corte tiene derecho a reclamar las cuotas y los costos exentos por imponer un gravamen sobre cualquier recuperación de \$10,000 ó más de valor recibida mediante un acuerdo o una concesión de arbitraje en un caso de derecho civil. Tiene que pagar el gravamen de la corte antes de que la corte pueda desechar el caso.

The name and address of the court is:
(El nombre y dirección de la corte es): Superior Court of Orange County
Central Justice Center
700 Civic Center Drive West, Santa Ana, CA 92701

JUDGE GREGORY MUNOZ
DEPT. C13

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is:
(El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado, es):
Heather Antoine, Krohn and Moss, Ltd. 10474 Santa Monica Blvd., Suite 401, Los Angeles, CA, 90025

DATE:
(Fecha) **SEP 30 2011**

ALAN CARLSON Clerk, by
(Secretario)

Natasha, Deputy
(Adjunto)

(For proof of service of this summons, use Proof of Service of Summons (form POS-010).)
(Para prueba de entrega de esta citación use el formulario Proof of Service of Summons, (POS-010).)



NOTICE TO THE PERSON SERVED: You are served

- as an individual defendant.
- as the person sued under the fictitious name of (specify):
- on behalf of (specify):
under: CCP 416.10 (corporation) CCP 416.60 (minor)
 CCP 416.20 (defunct corporation) CCP 416.70 (conservatee)
 CCP 416.40 (association or partnership) CCP 416.90 (authorized person)
 other (specify):
- by personal delivery on (date):

FILED
SUPERIOR COURT OF CALIFORNIA
COUNTY OF ORANGE
CENTRAL JUSTICE CENTER

SEP 30 2011

ALAN CARLSON, Clerk of the Court

BY: M. TAMYO DEPUTY

1 Jennifer Basola, Esq. - State Bar # 231538
2 Heather Antoine, Esq. - State Bar # 246917
3 Krohn & Moss
4 10474 Santa Monica Blvd., Suite 401
5 Los Angeles, CA 90025
6 (323) 988-2400

Attorneys for Plaintiff, [REDACTED]

8 SUPERIOR COURT OF THE STATE OF CALIFORNIA
9 COUNTY OF ORANGE
10 UNLIMITED JURISDICTION

[REDACTED]

) Case No.: [REDACTED]

) Plaintiff,

) COMPLAINT

) vs.

) (Civil - Unlimited)

13 GENERAL MOTORS LLC,

14 Defendant.

JUDGE GREGORY MUNOZ
DEPT. C13

16 COMPLAINT

17 NOW COMES the Plaintiff, [REDACTED] by and through Plaintiff's
18 attorneys, KROHN & MOSS, LTD., and for Plaintiff's Complaint against Manufacturer,
19 GENERAL MOTORS LLC, alleges and affirmatively states as follows:
20

21 PARTIES

22 1. Plaintiff, [REDACTED] ("Plaintiff"), is an individual who purchased
23 subject vehicle in the State of California.

24 2. Manufacturer, GENERAL MOTORS LLC ("Manufacturer"), is a corporation
25 Authorized to do business in the State of California and is engaged in the manufacture, sale, and

1 distribution of motor vehicles and related equipment and services. Manufacturer is also in the
2 business of marketing, supplying and selling written warranties to the public at large through a
3 system of authorized dealerships, including SELMAN CHEVROLET ("Seller"). Manufacturer
4 does business in all counties of the State of California.

5 BACKGROUND

6 3. On or about August 22, 2009, Plaintiff purchased from Seller a 2008 Chevrolet
7 Malibu ("MALIBU"), manufactured by Manufacturer, Vehicle Identification No
8 1G1ZK577884 [REDACTED] for valuable consideration (A copy of Plaintiff's purchase contract is
9 attached hereto and marked as Exhibit "A").

10 4. The price of the MALIBU, including sales tax, registration charges, document
11 fees and other collateral charges, such as bank and finance charges, totaled more than
12 \$37,332.00.

13 5. In consideration for the purchase of the MALIBU, Manufacturer issued and
14 supplied to Plaintiff several written warranties, as well as other standard warranties fully outlined
15 in the Manufacturer's Warranty Booklet.

16 6. On or about August 22, 2008, Plaintiff took possession of the MALIBU and
17 shortly thereafter experienced the various defects listed below that substantially impair the use,
18 value and/or safety of the MALIBU.

19 7. The defects listed below violate the express written warranties issued to Plaintiff
20 by manufacturer, as well as the implied warranty of merchantability.

21 8. Plaintiff brought the MALIBU to seller and/or other authorized service dealers of
22 manufacturer for various defects, including, but not limited to the following:

- 23 a. Defective electrical as evidenced by the illumination of the stability light, the
24 illumination of the SVC traction control light, the driver's side rear door will not
25 open, inoperative power door lock, inoperative brake lights and the illumination
of the ESC light;

- b. Defective steering/suspension as evidenced by wiggle in steering wheel and a vibration and noise from front end while driving;
- c. Defective body and trim as evidenced by a loose driver's seat back panel;
- d. Defective brakes as evidenced by loud squealing when brakes applied and the brakes feel soft;
- e. Any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.

9. Plaintiff provided Manufacturer through Seller and/or other authorized dealers of Manufacturer, sufficient opportunities to repair the MALIBU.

10. Manufacturer, through its authorized dealers was unable and/or failed to repair the MALIBU within a reasonable number of attempts.

11. Plaintiff justifiably lost confidence in the MALIBU's reliability and said defects have substantially impaired the value of the MALIBU to Plaintiff.

12. Said defects could have not been discovered by Plaintiff prior to Plaintiff's acceptance of the MALIBU.

13. As a result of said defects, Plaintiff revoked acceptance of the MALIBU in writing on July 1, 2011 (A copy of said letter is attached hereto and marked as Exhibit "B").

14. At the time of revocation, the MALIBU was in substantially the same condition as at delivery except for damage caused by its own defects and ordinary wear and tear.

15. Manufacturer refused Plaintiff's demand for revocation and has refused to provide Plaintiff with the remedies Plaintiff is entitled upon revocation.

16. The MALIBU remains in a defective and unmerchantable condition, and continues to exhibit the above mentioned defects that substantially impair its use, value and/or safety.

17. Plaintiff has and will continue to be financially damaged due to Manufacturer's failure to comply with the provisions of its express and implied warranties.

1 18. Prior to filing this complaint, Plaintiff attempted to submit to Manufacturer's
2 informal dispute resolution program and was unsatisfied with the results therein.

3 **COUNT I**
4 **BREACH OF WRITTEN WARRANTY**
5 **PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT**
6 **MANUFACTURER**

7 19. Plaintiff realleges and incorporates by reference as fully set forth herein,
8 paragraphs 1-18 of this Complaint.

9 20. Plaintiff is a purchaser of a consumer product who received the MALIBU during
10 the duration of a written warranty period applicable to the MALIBU and who is entitled by the
11 terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

12 21. Manufacturer is a person engaged in the business of making a consumer product
13 directly available to Plaintiff.

14 22. Seller is an authorized dealership/agent of Manufacturer designed to perform
15 repairs on vehicles under Manufacturer's automobile warranties.

16 23. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section, 2301 et. Seq.
17 ("Warranty Act") is applicable to Plaintiff's Complaint in that the MALIBU was manufactured,
18 sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).

19 24. Plaintiff's purchase of the MALIBU was accompanied by written factory
20 warranties for any non-conformities or defects in materials or workmanship, comprising an
21 undertaking in writing in connection with the purchase of the MALIBU to repair the MALIBU
22 or take other remedial action free of charge to Plaintiff with respect to the MALIBU in the event
23 that the MALIBU failed to meet the specifications set forth in said undertaking.

1 43. The MALIBU purchased by PLAINTIFF was subject to an implied warranty of
2 merchantability as defined in Cal. Civ. Code §1790 running from the Manufacturer to the
3 intended consumer, PLAINTIFF herein.

4 44. Manufacturer is a supplier of consumer goods as a person engaged in the business
5 of making a consumer product directly available to PLAINTIFF.

6 45. Manufacturer is prohibited from disclaiming or modifying any implied warranty
7 under Cal. Civ. Code §1790.

8 46. Pursuant to Cal. Civ. Code §1790, Plaintiff's MALIBU was impliedly warranted
9 to be fit for the ordinary use for which the MALIBU was intended.

10 47. The MALIBU was warranted to pass without objection in the trade under the
11 contract description, and was required to conform to the descriptions of the vehicle contained in
12 the contracts and labels.

13 48. The above described defects in the MALIBU caused it to fail to possess even the
14 most basic degree of fitness for ordinary use.

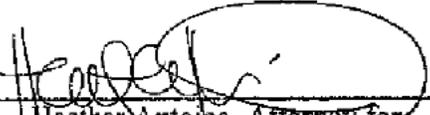
15 49. As a result of the breaches of implied warranty by Manufacturer, PLAINTIFF has
16 suffered and continues to suffer various damages.

17
18 WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- 19
- 20 a. Return of all monies paid or in the alternative applicable damages pursuant to
21 section 2714 of the Commercial Code, and all incidental and consequential
22 damages incurred;
 - 23 b. All reasonable attorneys' fees, witness fees and all court costs and other costs;
 - 24 c. Such other and further relief that the Court deems just and appropriate.
- 25

1 PLAINTIFF HEREBY REQUESTS A JURY TRIAL IN THIS MATTER.

2
3 Krohn & Moss, Ltd
Dated: September 27, 2011

4
5 By: 
6 Heather Antone, Attorney for
Plaintiff, 

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EXHIBIT A

Dealer Number Contract Number B.O.S. Number Sales Number 000930

Buyer Name and Address: [Redacted]
City/State/Zip: [Redacted]

Now the Buyer and Seller hereby agree to pay the vehicle below for cash or on credit by signing this contract. You choose to buy the vehicle on credit under the terms of the contract below. You agree to pay the Seller (hereinafter "we" or "us" in this contract) the amount financed and final payment plus interest according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

Table with 6 columns: Row, Make and Model, Dealer, Vehicle Identification Number, Primary Use For Which Purchased. Includes fields for 'Business or Commercial'.

FEDERAL TRUTH-IN-LENDING DISCLOSURES table with columns: Annual Percentage Rate, Finance Charges, Amount Financed, Total of Payments, Monthly Payment.

Table with 2 columns: Description of fee, Amount. Lists various fees like Document Preparation Fee, Sales Tax, Dealer Fee, etc.

STATEMENT OF INSURANCE form. Includes sections for Vehicle Insurance and a signature line.

Application for Optional Credit Insurance form. Includes checkboxes for Credit Life, Credit Disability, and Credit Loss, along with a premium table.

1. Amounts Paid To Whom Paid

G. (Optional) Service Contract (to whom paid) \$ N/A (C)

F. Prior Credit or Lease Balance paid by Seller to \$ N/A (D)

(see down payment and trade-in calculation)

Q. (Optional) Gap Contract (to whom paid) \$ N/A (G)

R. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (H)

S. Other (to whom paid) \$ N/A (I)

Total Cash Price (A through S) \$ 429.76 (1)

2. Amounts Paid To Public Officials

A. License Fees \$ 309.00 (A)

B. Registration/Transfer/Titling Fees \$ 88.10 (B)

C. California Title Fees \$ 0.00 (C)

D. Other \$ 0.00 (D)

Total Official Fees (A through D) \$ 397.10 (2)

3. Amounts Paid to Insurance Companies

Total Premiums from Statement of Insurance (column 3 + b) \$ N/A (3)

C. Safety Certification or Title Transfer Fee Paid to State \$ N/A (4)

Total Dealer Fees \$ 397.10 (5)

4. Amount Financed

A. Amount Financed (to whom) \$ N/A (E)

Model N/A Make N/A

VIN N/A

B. Less Prior Credit or Lease Balance \$ 0.00 (F)

C. Net Trade-in (A less B) (if negative number) \$ 0.00 (G)

D. Dealer's Cost \$ 2701.00 (H)

E. Manufacturer's Retail \$ 2701.00 (I)

F. Other \$ 0.00 (J)

Total Dealer Payment (C through G) \$ 2701.00 (6)

7. Amount Financed to Buyer \$ 0.00 (7)

You are applying for the credit insurance marks above. Your eligible benefit means that you agree that (1) You are not eligible for insurance if you have received your death benefits (2) You are eligible for disability insurance only if you are working for wage or profit 30 hours a week or more on the Effective Date (3) Only the Primary Buyer is eligible to disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 3 MONTHS BEFORE THE Total Disabilities No Covered is your policy for details.**

You want to buy the credit insurance.

Date: N/A Buyer Signature: N/A Age: N/A

Date: N/A Co-Buyer Signature: N/A Age: N/A

OPTIONAL GAP CONTRACT A gap contract (debit cancellation contract) is not required to obtain credit and will not be provided unless you are below and agree to pay the extra amount if the car is totaled. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Name of Gap Contract: N/A

I want to buy a gap contract.

Buyer Signs: N/A

OPTIONAL SERVICE CONTRACTS You want to purchase the service contracts which fit the following description (circle in item 10 below) the charge(s) should be made to: (1) (M) (N) and/or (O)

1K Company Term: N/A Months: 72 Miles: N/A

1L Company Term: N/A Months: 60 Miles: N/A

1M Company Term: N/A Months: 60 Miles: N/A

1N Company Term: N/A Months: 60 Miles: N/A

1O Company Term: N/A Months: 60 Miles: N/A

RETAIL LEASE OPTION

BUYER MAY BE QUALIFIED TO PURCHASE A LEASE OPTION. AWD WILL BE COLLECTED FOR THE INITIAL MONTHS ON BOTH THIS RETAIL INSTALLMENT AND CONTRACT AT THE DEALER.

Proceeds from this sale will be used to pay off the loan.

Amount of cash payment: N/A

Monthly payments: N/A

from this loan is shown in item 10.

AUTO BROKER FEE DISCLOSURE

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

Buyer and Seller hereby agree to the provisions of the Seller's Rights and Cancellation section on the back of this contract. A financial institution will apply.

Buyer Signature: N/A

Co-Buyer Signature: N/A

HOW THIS CONTRACT CAN BE CHANGED This contract contains the entire agreement between you and the dealer. Any change to the contract must be in writing and both you and the dealer must sign it.

Buyer Signature: N/A

Co-Buyer Signature: N/A

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

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

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED IF YOU DO NOT HAVE FULL COVERAGE. SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER'S SERVICE OFFICE. OTHERWISE, SECURE THE COVERAGE YOU OBTAIN THROUGH THE DEALER, BECAUSE ONLY THE DEALER IS RESPONSIBLE UP TO THE AMOUNT OF THE UPWARD COVERAGE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

IF YOU WANT TO PURCHASE A LEASE OPTION, YOU SHOULD CONTACT YOUR INSURANCE AGENT FOR 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. You represent that you have given a true cash amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6D 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 6D as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X: N/A

Co-Buyer X: N/A

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

THE BUYER 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 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 amount shown above in item 6B as "Prior Credit or Lease Balance." Seller will refund the difference to you.

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 obligation 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, at any time and at no cost.

After this contract and if it is an installment sale or payment terms (unless you agree in writing to the change), you do not have to agree to any change in change.

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.

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 purchased a different vehicle. After you sign below, you may only cancel this contract in the event of a legal cause, such as fraud. However, California law does provide a seller's duty to disclose certain information about used vehicles with a purchase price of more than \$4,000. Subject to certain conditions, this contract cancellation option does not apply to the sale of a residential vehicle, and a buyer or an off-highway motor vehicle. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THE CONTRACT YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU AND YOU WERE FREE TO TAKE IT AND RETURN IT IF YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED IN COPY WHEN YOU SIGNED IT.

Buyer Signature X Date 08/22/09 Co-Buyer Signature X Date

Co-Buyer and Cash Owner: 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 used to us in this contract.

Diner Owner Signature X Address

GUARANTEE: 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 Guarantors and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do not file or waive the following: (1) a lien and give more than 10 days or more payments; (2) the actual appraisal value to any other Guarantor; (3) release any security; (4) accept assignment from Buyer; then the total amount due; (5) the vehicle reach a settlement; (6) return 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 will be liable for acceptance of this Guaranty, notice of the Buyer's non-payment & non-performance, and default; and notice of the amount owing at any time, and of any claims upon the Buyer.

Guarantor X Date Guarantor X Date Address Address

SELLER: SELMAN CHEVROLET CO. Date 08/22/09 By X Title

FORM NO. 3 (REV. 10/01) PRINTED IN U.S.A. THE SELLER'S OBLIGATION TO THE BUYER IS LIMITED TO THE OBLIGATIONS SPECIFIED IN THIS CONTRACT. THE BUYER'S OBLIGATION TO THE SELLER IS LIMITED TO THE OBLIGATIONS SPECIFIED IN THIS CONTRACT. THE BUYER'S OBLIGATION TO THE SELLER IS LIMITED TO THE OBLIGATIONS SPECIFIED IN THIS CONTRACT.

CUSTOMER / TRUTH IN LENDING COPY

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EXHIBIT B

Krohn & Moss, Ltd.

(California, Florida, Illinois, Indiana, Kansas, Kentucky, Minnesota, Missouri, Ohio, Texas, Wisconsin, Washington, DC)

10474 Santa Monica Blvd., Suite 401

Los Angeles, CA 90025

www.krohnandmoss.com

Writer's Direct Number
(323) 988-2400 Ext. 221
Writer's Direct Facsimile
(866) 431-6676
Writer's Direct E-Mail
kmtaine@consumerslawcenter.com
www.krohnandmoss.com

Licensed to practice in: California

July 1, 2011

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

RE: [REDACTED] v. General Motors LLC

Vehicle: 2008 Chevrolet Malibu

VIN: 1G1ZK577884 [REDACTED]

Our File No.: [REDACTED]

Dear Sir or Madam:

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

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

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

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

1. Defective electrical as evidenced by the illumination of the stability light, the illumination of the SVC traction control light, the driver's side rear door will not open, inoperative power door lock, inoperative brake lights and the illumination of the ESC light;

July 1, 2011

2. Defective steering/suspension as evidenced by wiggle in steering wheel and a vibration and noise from front end while driving;
3. Defective body and trim as evidenced by a loose driver's seat back panel;
4. Defective brakes as evidenced by loud squealing when brakes applied and the brakes feel soft;
5. Any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.

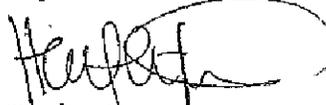
The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle.

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

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

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

Regards,



Heather Antoine
Attorney

HA/er

ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, State Bar number, and address):
SBN [redacted]
Krohn and Moss, Ltd.
10474 Santa Monica Blvd., Suite 401
Los Angeles, CA 90025
TELEPHONE NO: [redacted] FAX NO: [redacted]

FOR COURT USE ONLY
FILED
SUPERIOR COURT OF CALIFORNIA
COUNTY OF ORANGE
CENTRAL JUSTICE CENTER
SEP 30 2011
ALAN CARLSON, Clerk of the Court
BY: M. TAMYO DEPUTY

ATTORNEY FOR (Name): Plaintiff
SUPERIOR COURT OF CALIFORNIA, COUNTY OF Orange
STREET ADDRESS: 700 Civic Center Drive West
MAILING ADDRESS: Same
CITY AND ZIP CODE: Santa Ana CA 92701
BRANCH NAME: Central Justice Center

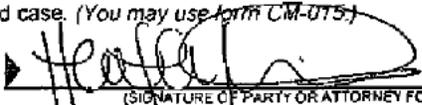
CASE NAME:
Josefina Beltran v. General Motors LLC

CIVIL CASE COVER SHEET
 Unlimited (Amount demanded exceeds \$25,000) **Limited** (Amount demanded is \$25,000 or less)
 Complex Case Designation
 Counter **Joinder**
Filed with first appearance by defendant (Cal. Rules of Court, rule 3.402)

Items 1-5 below must be completed (see instructions on page 2).

1. Check one box below for the case type that best describes this case:
- | | | |
|--|--|--|
| Auto Tort
<input type="checkbox"/> Auto (22)
<input type="checkbox"/> Uninsured motorist (46) | Contract
<input checked="" type="checkbox"/> Breach of contract/warranty (06)
<input type="checkbox"/> Collections (09)
<input type="checkbox"/> Insurance coverage (18)
<input type="checkbox"/> Other contract (37) | Provisional Complex Civil Litigation
(Cal. Rules of Court, rules 3.400-3.403)
<input type="checkbox"/> Antitrust/Trade regulation (03)
<input type="checkbox"/> Construction defect (10)
<input type="checkbox"/> Mass tort (40)
<input type="checkbox"/> Securities litigation (28)
<input type="checkbox"/> Environmental/Toxic tort (30)
<input type="checkbox"/> Insurance coverage claims arising from the above listed provisionally complex case types (41) |
| Other P/IPD/W/D (Personal Injury/Property Damage/Wrongful Death) Tort
<input type="checkbox"/> Asbestos (04)
<input type="checkbox"/> Product liability (24)
<input type="checkbox"/> Medical malpractice (45)
<input type="checkbox"/> Other P/IPD/W/D (23) | Real Property
<input type="checkbox"/> Eminent domain/Inverse condemnation (14)
<input type="checkbox"/> Wrongful eviction (33)
<input type="checkbox"/> Other real property (26) | Enforcement of Judgment
<input type="checkbox"/> Enforcement of judgment (20) |
| Non-P/IPD/W/D (Other) Tort
<input type="checkbox"/> Business tort/unfair business practice (07)
<input type="checkbox"/> Civil rights (08)
<input type="checkbox"/> Defamation (13)
<input type="checkbox"/> Fraud (16)
<input type="checkbox"/> Intellectual property (19)
<input type="checkbox"/> Professional negligence (26)
<input type="checkbox"/> Other non-P/IPD/W/D tort (35) | Unlawful Detainer
<input type="checkbox"/> Commercial (31)
<input type="checkbox"/> Residential (32)
<input type="checkbox"/> Drugs (38) | Miscellaneous Civil Complaint
<input type="checkbox"/> RICO (27)
<input type="checkbox"/> Other complaint (not specified above) (42) |
| Employment
<input type="checkbox"/> Wrongful termination (36)
<input type="checkbox"/> Other employment (15) | Judicial Review
<input type="checkbox"/> Asset forfeiture (05)
<input type="checkbox"/> Petition re: arbitration award (11)
<input type="checkbox"/> Writ of mandate (02)
<input type="checkbox"/> Other judicial review (39) | Miscellaneous Civil Petition
<input type="checkbox"/> Partnership and corporate governance (21)
<input type="checkbox"/> Other petition (not specified above) (43) |

2. This case is is not complex under rule 3.400 of the California Rules of Court. If the case is complex, mark the factors requiring exceptional judicial management:
- | | |
|--|--|
| a. <input type="checkbox"/> Large number of separately represented parties | d. <input type="checkbox"/> Large number of witnesses |
| b. <input type="checkbox"/> Extensive motion practice raising difficult or novel issues that will be time-consuming to resolve | e. <input type="checkbox"/> Coordination with related actions pending in one or more courts in other counties, states, or countries, or in a federal court |
| c. <input type="checkbox"/> Substantial amount of documentary evidence | f. <input type="checkbox"/> Substantial postjudgment judicial supervision |
3. Type of remedies sought (check all that apply):
a. monetary b. nonmonetary; declaratory or injunctive relief c. punitive
4. Number of causes of action (specify): 4
5. This case is is not a class action suit.
6. If there are any known related cases, file and serve a notice of related case. (You may use form CM-015.)

Date: September 27, 2011
Heather Antoine
(TYPE OR PRINT NAME)  (SIGNATURE OF PARTY OR ATTORNEY FOR PARTY)

NOTICE

- Plaintiff must file this cover sheet with the first paper filed in the action or proceeding (except small claims cases or cases filed under the Probate Code, Family Code, or Welfare and Institutions Code). (Cal. Rules of Court, rule 3.220.) Failure to file may result in sanctions.
- File this cover sheet in addition to any cover sheet required by local court rule.
- If this case is complex under rule 3.400 et seq. of the California Rules of Court, you must serve a copy of this cover sheet on all other parties to the action or proceeding.
- Unless this is a complex case, this cover sheet will be used for statistical purposes only.

INSTRUCTIONS ON HOW TO COMPLETE THE COVER SHEET

CM-010

To Plaintiffs and Others Filing First Papers

If you are filing a first paper (for example, a complaint) in a civil case, you must complete and file, along with your first paper, the *Civil Case Cover Sheet* contained on page 1. This information will be used to compile statistics about the types and numbers of cases filed. You must complete items 1 through 5 on the sheet. In item 1, you must check one box for the case type that best describes the case. If the case fits both a general and a more specific type of case listed in item 1, check the more specific one. If the case has multiple causes of action, check the box that best indicates the primary cause of action. To assist you in completing the sheet, examples of the cases that belong under each case type in item 1 are provided below. A cover sheet must be filed only with your initial paper. You do not need to submit a cover sheet with amended papers. Failure to file a cover sheet with the first paper filed in a civil case may subject a party, its counsel, or both to sanctions under rules 2.30 and 3.220 of the California Rules of Court.

To Parties in Complex Cases

In complex cases only, parties must also use the *Civil Case Cover Sheet* to designate whether the case is complex. If a plaintiff believes the case is complex under rule 3.400 of the California Rules of Court, this must be indicated by completing the appropriate boxes in items 1 and 2. If a plaintiff designates a case as complex, the cover sheet must be served with the complaint on all parties to the action. A defendant may file and serve no later than the time of its first appearance a joinder in the plaintiff's designation, a counter-designation that the case is not complex, or, if the plaintiff has made no designation, a designation that the case is complex.

CASE TYPES AND EXAMPLES

Auto Tort

- Auto (22)—Personal Injury/Property Damage/Wrongful Death
- Uninsured Motorist (46) (*if the case involves an uninsured motorist claim subject to arbitration, check this item instead of Auto*)

Other PIPD/WD (Personal Injury/Property Damage/Wrongful Death) Tort

- Asbestos (04)
 - Asbestos Property Damage
 - Asbestos Personal Injury/Wrongful Death
- Product Liability (*not asbestos or toxic/environmental*) (24)
- Medical Malpractice (45)
 - Medical Malpractice—Physicians & Surgeons
 - Other Professional Health Care Malpractice
- Other PIPD/WD (23)
 - Premises Liability (e.g., slip and fall)
 - Intentional Bodily Injury/PD/WD (e.g., assault, vandalism)
 - Intentional Infliction of Emotional Distress
 - Negligent Infliction of Emotional Distress
 - Other PIPD/WD

Non-PIP/WD (Other) Tort

- Business Tort/Unfair Business Practice (07)
- Civil Rights (e.g., discrimination, false arrest) (*not civil harassment*) (08)
- Defamation (e.g., slander, libel) (13)
- Fraud (16)
- Intellectual Property (19)
- Professional Negligence (25)
 - Legal Malpractice
 - Other Professional Malpractice (*not medical or legal*)
- Other Non-PIP/WD Tort (35)

Employment

- Wrongful Termination (36)
- Other Employment (15)

Contract

- Breach of Contract/Warranty (06)
 - Breach of Rental/Lease Contract (*not unlawful detainer or wrongful eviction*)
- Contract/Warranty Breach—Seller Plaintiff (*not fraud or negligence*)
- Negligent Breach of Contract/Warranty
- Other Breach of Contract/Warranty
- Collections (e.g., money owed, open book accounts) (09)
 - Collection Case—Seller Plaintiff
 - Other Promissory Note/Collections Case
- Insurance Coverage (*not provisionally complex*) (18)
 - Auto Subrogation
 - Other Coverage
- Other Contract (37)
 - Contractual Fraud
 - Other Contract Dispute

Real Property

- Eminent Domain/Inverse Condemnation (14)
- Wrongful Eviction (33)
- Other Real Property (e.g., quiet title) (26)
 - Writ of Possession of Real Property
 - Mortgage Foreclosure
 - Quiet Title
 - Other Real Property (*not eminent domain, landlord/tenant, or foreclosure*)

Unlawful Detainer

- Commercial (31)
- Residential (32)
- Drugs (38) (*if the case involves illegal drugs, check this item; otherwise, report as Commercial or Residential*)

Judicial Review

- Asset Forfeiture (05)
- Petition Re: Arbitration Award (11)
- Writ of Mandate (02)
 - Writ—Administrative Mandamus
 - Writ—Mandamus on Limited Court Case Matter
 - Writ—Other Limited Court Case Review
- Other Judicial Review (39)
 - Review of Health Officer Order
 - Notice of Appeal—Labor Commissioner Appeals

Provisionally Complex Civil Litigation (Cal. Rules of Court Rules 3.400–3.403)

- Antitrust/Trade Regulation (03)
- Construction Defect (10)
- Claims Involving Mass Tort (40)
- Securities Litigation (28)
- Environmental/Toxic Tort (30)
- Insurance Coverage Claims (*arising from provisionally complex case type listed above*) (41)

Enforcement of Judgment

- Enforcement of Judgment (20)
 - Abstract of Judgment (Out of County)
 - Confession of Judgment (*non-domestic relations*)
 - Sister State Judgment
 - Administrative Agency Award (*not unpaid taxes*)
 - Petition/Certification of Entry of Judgment on Unpaid Taxes
 - Other Enforcement of Judgment Case

Miscellaneous Civil Complaint

- RICO (27)
- Other Complaint (*not specified above*) (42)
- Declaratory Relief Only
- Injunctive Relief Only (*non-harassment*)
- Mechanics Lien
- Other Commercial Complaint Case (*non-tort/non-complex*)
- Other Civil Complaint (*non-tort/non-complex*)

Miscellaneous Civil Petition

- Partnership and Corporate Governance (21)
- Other Petition (*not specified above*) (43)
 - Civil Harassment
 - Workplace Violence
 - Elder/Dependent Adult Abuse
 - Election Contest
 - Petition for Name Change
 - Petition for Relief from Late Claim
 - Other Civil Petition

SUPERIOR COURT OF CALIFORNIA
ORANGE COUNTY – CENTRAL JUSTICE CENTER
CIVIL DEPARTMENT CALENDAR SCHEDULING CHART
 Ex Parte applications must comply with California Rules of Court, rules 3.1200 – 3.1207
 Court Local Rules are located at [REDACTED]

Dept	Judicial Officer	Motion Days and Time	Ex Parte Days and Time	Telephonic Notice to Courtroom the day before the hearing but no later than:	Ex Parte Application and Proposed Order presented to the court the day before the hearing but no later than:	Rulings posted on Internet?	Other Call for available dates.
C12	MOBERLY 657-622-5212	Friday 2:00 p.m.	M, T, W, TH 1:30 p.m.	Noon	3:00 p.m.	Yes 4:30 p.m. the day before	If there is no appearance for argument, the court will order the tentative ruling to become effective and final the date of the hearing. To schedule an ex parte matter the moving party/attorney shall contact the courtroom clerk (657) 622-5212 to reserve a date no later than noon, the day prior to the hearing. Motions for Summary Judgment must be reserved with C12 prior to filing by calling (657)622-5212.
C16	MONROE 657-622-5216	Tuesday 2:00 p.m.	T, W, TH 8:30 a.m.	Noon	4:00 p.m. if day prior to the Ex Parte hearing is Monday-Thursday; 3:00 P.M. if day prior to the Ex Parte hearing is Friday	Yes 11:00 a.m. the day of the hearing	If Monday is a holiday, law and motion is heard on Thursday at 2:00 p.m.
C23	MOSS 657-622-5223	Friday 10:00 a.m.	Daily 8:30 a.m.	Not required	12:00 p.m.	Yes 4:00 p.m. the day before	Teleconference appearances are voluntary and do not require consent by court or other parties. However, the court reserves to right to reject any request. Teleconference appearances are conducted in conformity with the guidelines, which are available by calling CourtCall, LLC at (310)914-7434 or (888) 88-COURT
C13	MUÑOZ 657-622-5213	Thursday 2:00 pm	M, T, W, TH 8:30 a.m.	Reservation must be made with courtroom day before the hearing by 10:00 a.m.	noon	Yes 4:00 p.m. the day before	Parties are required to call the department to check availability of a Motion for Summary Judgment date prior to filing the motion. (657)622-5213
C3	MYERS 657-622-5203	Thursday Unlimited/ Omni 1:30 p.m. Limited 2:00 p.m.	M, T, W, TH 1:30 p.m. Fri 11:00 a.m.- emergency only	Not required	3:00 p.m. day before	No	
C8	NAKAMURA 657-622-5208	Thursday 2:00 p.m.	M, T, W, TH 1:30 p.m.	24 hours, the day before the hearing	M, T, W, Th, 10:00 a.m. day of ex parte	Yes 4:00 p.m. the day before	Counsel must reserve a motion date with the courtroom, prior to setting the motion. If there is no appearance for argument, the court will order the tentative ruling to become effective and final the date of the hearing.

7/1/2011

**SUPERIOR COURT OF CALIFORNIA
COUNTY OF ORANGE**

**ALTERNATIVE DISPUTE RESOLUTION (ADR)
INFORMATION PACKAGE**

NOTICE TO PLAINTIFF(S) AND/OR CROSS-COMPLAINANT(S):

Rule 3.221(c) of the California Rules of Court requires you to serve a copy of the ADR Information Package along with the complaint and/or cross-complaint.

California Rules of Court – Rule 3.221
Information about Alternative Dispute Resolution (ADR)

(a) Each court shall make available to the plaintiff, at the time of filing of the complaint, an ADR Information Package that includes, at a minimum, all of the following:

(1) General information about the potential advantages and disadvantages of ADR and descriptions of the principal ADR processes.

(2) Information about the ADR programs available in that court, including citations to any applicable local court rules and directions for contacting any court staff responsible for providing parties with assistance regarding ADR.

(3) Information about the availability of local dispute resolution programs funded under the Dispute Resolutions Program Act (DRPA), in counties that are participating in the DRPA. This information may take the form of a list of the applicable programs or directions for contacting the county's DRPA coordinator.

(4) An ADR stipulation form that parties may use to stipulate to the use of an ADR process.

(b) A court may make the ADR Information Package available on its Web site as long as paper copies are also made available in the clerk's office.

(c) The plaintiff must serve a copy of the ADR Information Package on each defendant along with the complaint. Cross-complainants must serve a copy of the ADR Information Package on any new parties to the action along with the cross-complaint.

**SUPERIOR COURT OF CALIFORNIA
COUNTY OF ORANGE**

ADR Information

Introduction.

Most civil disputes are resolved without filing a lawsuit, and most civil lawsuits are resolved without a trial. The courts and others offer a variety of Alternative Dispute Resolution (ADR) processes to help people resolve disputes without a trial. ADR is usually less formal, less expensive, and less time-consuming than a trial. ADR can also give people more opportunity to determine when and how their dispute will be resolved.

BENEFITS OF ADR.

Using ADR may have a variety of benefits, depending on the type of ADR process used and the circumstances of the particular case. Some potential benefits of ADR are summarized below.

Save Time. A dispute often can be settled or decided much sooner with ADR; often in a matter of months, even weeks, while bringing a lawsuit to trial can take a year or more.

Save Money. When cases are resolved earlier through ADR, the parties may save some of the money they would have spent on attorney fees, court costs, experts' fees, and other litigation expenses.

Increase Control Over the Process and the Outcome. In ADR, parties typically play a greater role in shaping both the process and its outcome. In most ADR processes, parties have more opportunity to tell their side of the story than they do at trial. Some ADR processes, such as mediation, allow the parties to fashion creative resolutions that are not available in a trial. Other ADR processes, such as arbitration, allow the parties to choose an expert in a particular field to decide the dispute.

Preserve Relationships. ADR can be a less adversarial and hostile way to resolve a dispute. For example, an experienced mediator can help the parties effectively communicate their needs and point of view to the other side. This can be an important advantage where the parties have a relationship to preserve.

Increase Satisfaction. In a trial, there is typically a winner and a loser. The loser is not likely to be happy, and even the winner may not be completely satisfied with the outcome. ADR can help the parties find win-win solutions and achieve their real goals. This, along with all of ADR's other potential advantages, may increase the parties' overall satisfaction with both the dispute resolution process and the outcome.

Improve Attorney-Client Relationships. Attorneys may also benefit from ADR by being seen as problem-solvers rather than combatants. Quick, cost-effective, and satisfying resolutions are likely to produce happier clients and thus generate repeat business from clients and referrals of their friends and associates.

DISADVANTAGES OF ADR.

ADR may not be suitable for every dispute.

Loss of protections. If ADR is binding, the parties normally give up most court protections, including a decision by a judge or jury under formal rules of evidence and procedure, and review for legal error by an appellate court.

Less discovery. There generally is less opportunity to find out about the other side's case with ADR than with litigation. ADR may not be effective if it takes place before the parties have sufficient information to resolve the dispute.

Additional costs. The neutral may charge a fee for his or her services. If a dispute is not resolved through ADR, the parties may have to put time and money into both ADR and a lawsuit.

Effect of delays if the dispute is not resolved. Lawsuits must be brought within specified periods of time, known as statutes of limitation. Parties must be careful not to let a statute of limitations run out while a dispute is in an ADR process.

TYPES OF ADR IN CIVIL CASES.

The most commonly used ADR processes are arbitration, mediation, neutral evaluation and settlement conferences.

Arbitration. In arbitration, a neutral person called an "arbitrator" hears arguments and evidence from each side and then decides the outcome of the dispute. Arbitration is less formal than a trial, and the rules of evidence are often relaxed. Arbitration may be either "binding" or "nonbinding." *Binding arbitration* means that the parties waive their right to a trial and agree to accept the arbitrator's decision as final. Generally, there is no right to appeal an arbitrator's decision. *Nonbinding* arbitration means that the parties are free to request a trial if they do not accept the arbitrator's decision.

Cases for Which Arbitration May Be Appropriate. Arbitration is best for cases where the parties want another person to decide the outcome of their dispute for them but would like to avoid the formality, time, and expense of a trial. It may also be appropriate for complex matters where the parties want a decision-maker who has training or experience in the subject matter of the dispute.

Cases for Which Arbitration May Not Be Appropriate. If parties want to retain control over how their dispute is resolved, arbitration, particularly binding arbitration, is not appropriate. In binding arbitration, the parties generally cannot appeal the arbitrator's award, even if it is not supported by the evidence or the law. Even in nonbinding arbitration, if a party requests a trial and does not receive a more favorable result at trial than in arbitration, there may be penalties.

Mediation. In mediation, an impartial person called a "mediator" helps the parties try to reach a mutually acceptable resolution of the dispute. The mediator does not decide the dispute but helps the parties communicate so they can try to settle the dispute themselves. Mediation leaves control of the outcome with the parties.

Cases for Which Mediation May Be Appropriate. Mediation may be particularly useful when parties have a relationship they want to preserve. So when family members, neighbors, or business partners have a dispute, mediation may be the ADR process to use. Mediation is also effective when emotions are getting in the way of resolution. An effective mediator can hear both sides out and help them communicate with each other in an effective and nondestructive manner.

Cases for Which Mediation May Not Be Appropriate. Mediation may not be effective if one of the parties is unwilling to cooperate or compromise. Mediation also may not be effective if one of the parties has a significant advantage in power over the other. Therefore, it may not be a good choice if the parties have a history of abuse or victimization.

Neutral Evaluation. In neutral evaluation, each party gets a chance to present the case to a neutral person called an "evaluator." The evaluator then gives an opinion on the strengths and weaknesses of each party's evidence and arguments and about how the dispute could be resolved. The evaluator is

often an expert in the subject matter of the dispute. Although the evaluator's opinion is not binding, the parties typically use it as a basis for trying to negotiate a resolution of the dispute.

Cases for Which Neutral Evaluation May Be Appropriate. Neutral evaluation may be most appropriate in cases in which there are technical issues that require special expertise to resolve or the only significant issue in the case is the amount of damages.

Cases for Which Neutral Evaluation May Not Be Appropriate. Neutral evaluation may not be appropriate when there are significant personal or emotional barriers to resolving the dispute.

Settlement Conferences. Settlement conferences may be either mandatory or voluntary. In both types of settlement conferences, the parties and their attorneys meet with a judge or a neutral person called a "settlement officer" to discuss possible settlement of their dispute. The judge or settlement officer does not make a decision in the case but assists the parties in evaluating the strengths and weaknesses of the case and in negotiating a settlement. Settlement conferences are appropriate in any case where settlement is an option. Mandatory settlement conferences are often held close to the date a case is set for trial.

ADDITIONAL INFORMATION.

In addition to mediation, arbitration, neutral evaluation, and settlement conferences, there are other types of ADR, including conciliation, fact finding, mini-trials, and summary jury trials. Sometimes parties will try a combination of ADR types. The important thing is to try to find the type or types of ADR that are most likely to resolve your dispute.

To locate a dispute resolution program or neutral in your community:

- Contact the California Department of Consumer Affairs, Consumer Information Center, toll free, 1-800-852-5210
- Contact the Orange County Bar Association at (949) 440-6700
- Look in the Yellow Pages under "Arbitrators" or "Mediators"

Free mediation services are provided under the Orange County Dispute Resolution Program Act (DRPA). For information regarding DRPA, contact:

- Community Service Programs, Inc. (949) 851-3168
- Orange County Human Relations (714) 834-7198

For information on the Superior Court of California, County of Orange court ordered arbitration program, refer to Local Rule 360.

The Orange County Superior Court offers programs for Civil Mediation and Early Neutral Evaluation (ENE). For the Civil Mediation program, mediators on the Court's panel have agreed to accept a fee of \$300 for up to the first two hours of a mediation session. For the ENE program, members of the Court's panel have agreed to accept a fee of \$300 for up to three hours of an ENE session. Additional information on the Orange County Superior Court Civil Mediation and Early Neutral Evaluation (ENE) pilot programs is available on the Court's website at www.occourts.org.

ATTORNEY OR PARTY WITHOUT ATTORNEY (Name & Address): Telephone No.: _____ Fax No. (Optional): _____ E-Mail Address (Optional): _____ ATTORNEY FOR (Name): _____ Bar No: _____	FOR COURT USE ONLY CASE NUMBER: _____
SUPERIOR COURT OF CALIFORNIA, COUNTY OF ORANGE JUSTICE CENTER: <input type="checkbox"/> Central - 700 Civic Center Dr. West, Santa Ana, CA 92701-4045 <input type="checkbox"/> Civil Complex Center - 751 W. Santa Ana Blvd., Santa Ana, CA 92701-4512 <input type="checkbox"/> Harbor-Laguna Hills Facility - 23141 Moulton Pkwy., Laguna Hills, CA 92653-1251 <input type="checkbox"/> Harbor - Newport Beach Facility - 4601 Jamboree Rd., Newport Beach, CA 92660-2595 <input type="checkbox"/> North - 1275 N. Berkeley Ave., P.O. Box 5000, Fullerton, CA 92638-0500 <input type="checkbox"/> West - 8141 13 th Street, Westminster, CA 92683-0500	
PLAINTIFF/PETITIONER: DEFENDANT/RESPONDENT:	
ALTERNATIVE DISPUTE RESOLUTION (ADR) STIPULATION	

Plaintiff(s)/Petitioner(s), _____

and defendant(s)/respondent(s), _____

agree to the following dispute resolution process:

- Mediation
- Arbitration (must specify code)
 - Under section 1141.11 of the Code of Civil Procedure
 - Under section 1280 of the Code of Civil Procedure
- Neutral Case Evaluation

The ADR process must be completed no later than 90 days after the date of this Stipulation or the date the case was referred, whichever is sooner.

I have an *Order on Court Fee Waiver (FW-003)* on file, and the selected ADR Neutral(s) are eligible to provide pro bono services.

The ADR Neutral Selection and Party List is attached to this Stipulation.

We understand that there may be a charge for services provided by neutrals. We understand that participating in an ADR process does not extend the time periods specified in California Rules of Court rule 3.771 et seq.

Date: _____ (SIGNATURE OF PLAINTIFF OR ATTORNEY) _____ (SIGNATURE OF DEFENDANT OR ATTORNEY)

Date: _____ (SIGNATURE OF PLAINTIFF OR ATTORNEY) _____ (SIGNATURE OF DEFENDANT OR ATTORNEY)

ALTERNATIVE DISPUTE RESOLUTION (ADR) STIPULATION

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ORANGE JUSTICE CENTER: <input checked="" type="checkbox"/> Central - 700 Civic Center Dr. West, Santa Ana, CA 92701-4045 <input type="checkbox"/> Civil Complex Center - 751 W. Santa Ana Blvd., Santa Ana, CA 92701-4512 <input type="checkbox"/> Harbor-Laguna Hills Facility - 23141 Moulton Pkwy., Laguna Hills, CA 92653-1251 <input type="checkbox"/> Harbor - Newport Beach Facility - 4601 Jamboree Rd., Newport Beach, CA 92660-2595 <input type="checkbox"/> North - 1275 N. Berkeley Ave., P.O. Box 5000, Fullerton, CA 92838-0500 <input type="checkbox"/> West - 8141 13 th Street, Westminster, CA 92683-0500	FOR COURT USE ONLY
PLAINTIFF/PETITIONER: DEFENDANT/RESPONDENT:	
<p style="text-align: center;">ALTERNATIVE DISPUTE RESOLUTION (ADR) NEUTRAL SELECTION AND PARTY LIST</p> <p style="text-align: center;"><input type="checkbox"/> Arbitration <input type="checkbox"/> Mediation <input type="checkbox"/> Neutral Evaluation</p>	CASE NUMBER:

(ATTACH THIS FORM TO FORM L-1270, ALTERNATIVE DISPUTE RESOLUTION (ADR) STIPULATION, AND FILE IT WITH THE COURT.)

ADR NEUTRAL SELECTION

For Arbitration, parties may select a Neutral and Alternate or may have a Neutral randomly assigned from the Court's Panel. For Mediation and Neutral Evaluation, parties must select a Neutral and an Alternate below.

For Arbitration, please check this box to have an arbitrator assigned at random.

The parties select the following Neutral and Alternate from the Court ADR Panel:

Neutral: _____

Alternate: _____

The above named Neutral will be notified by a Notice of Assignment of ADR Neutral that he or she has been selected as the neutral in this proceeding. In the event the neutral does not accept the assignment, a new Notice of Assignment of ADR Neutral will be sent to the above named Alternate. The assignment of the Alternate to serve as the Neutral does not extend the time to complete the ADR process.

ALTERNATIVE DISPUTE RESOLUTION (ADR) NEUTRAL SELECTION AND PARTY LIST

Short Title:	Case Number:
--------------	--------------

**PARTY LIST
(Including Affiliates)**

The parties agree that the ADR Session may be conducted on one of the following dates:

1. _____ 2. _____ 3. _____ 4. _____

Attorney and Firm Name: _____

Mailing Address: _____ City _____ ZIP _____

Area Code and Telephone Number: _____ Fax _____

Attorney for: _____

Attorney and Firm Name: _____

Mailing Address: _____ City _____ ZIP _____

Area Code and Telephone Number: _____ Fax _____

Attorney for: _____

Attorney and Firm Name: _____

Mailing Address: _____ City _____ ZIP _____

Area Code and Telephone Number: _____ Fax _____

Attorney for: _____

Attorney and Firm Name: _____

Mailing Address: _____ City _____ ZIP _____

Area Code and Telephone Number: _____ Fax _____

Attorney for: _____

This Party List must also include the full names, addresses, and phone numbers of corporate parties' parent and subsidiary corporations, and of all insurance carriers. Counsel must immediately notify the neutral upon discovery if any attorney or self-represented party is not listed on this Party List Form.

Attach additional copies of this page if necessary to include additional parties, affiliated entities or insurance carriers.

**ALTERNATIVE DISPUTE RESOLUTION (ADR)
NEUTRAL SELECTION AND PARTY LIST**



KROHN & MOSS
CONSUMER LAW CENTER

10474 SANTA MONICA BLVD., SUITE 401
LOS ANGELES, CA 90025



UNITED STATES POSTAGE
POSTAGE WILL BE PAID BY ADDRESSEE
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES
PITNEY BOWES
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MAILED FROM ZIP CODE 90025

Attn BRC legal
Dan Loretta
General Motors
PO BOX 33170
Detroit MI 48232

48232+5170



PLAINTIFF/PETITIONER: [REDACTED]	CASE NUM [REDACTED]
DEFENDANT/RESPONDENT: General Motors, LLC	

**PROOF OF SERVICE BY FIRST-CLASS MAIL
NOTICE OF SETTLEMENT OF ENTIRE CASE**

(NOTE: You cannot serve the Notice of Settlement of Entire Case if you are a party in the action. The person who served the notice must complete this proof of service.)

1. I am at least 18 years old and not a party to this action. I am a resident of or employed in the county where the mailing took place, and my residence or business address is (specify):

[REDACTED] Los Angeles, CA [REDACTED]

2. I served a copy of the *Notice of Settlement of Entire Case* by enclosing it in a sealed envelope with postage fully prepaid and (check one):

- a. deposited the sealed envelope with the United States Postal Service.
- b. placed the sealed envelope for collection and processing for mailing, following this business's usual practices, with which I am readily familiar. On the same day correspondence is placed for collection and mailing, it is deposited in the ordinary course of business with the United States Postal Service.

3. The *Notice of Settlement of Entire Case* was mailed:

- a. on (date): October 11, 2011
- b. from (city and state): Los Angeles, California

4. The envelope was addressed and mailed as follows:

- | | |
|---|---|
| <p>a. Name of person served:
Attn: GM BRC Legal / Dan Loret
Street address: PO Box 33170
City: Detroit
State and zip code: MI 48232</p> | <p>c. Name of person served:

Street address:
City:
State and zip code:</p> |
| <p>b. Name of person served:

Street address:
City:
State and zip code:</p> | <p>d. Name of person served:

Street address:
City:
State and zip code:</p> |

Names and addresses of additional persons served are attached. (You may use form POS-030(P).)

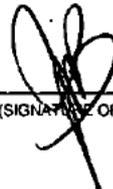
5. Number of pages attached _____.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Date: October 11, 2011

Jennifer Barrios

(TYPE OR PRINT NAME OF DECLARANT)



(SIGNATURE OF DECLARANT)

2008 MALIBU LTZ
 75U DARK GRAY METALLIC /V6G
 242 EBONY/BRICK
 ORDER NO. MNXGQP/TRE STOCK NO.
 VIN 1G1 ZK57 78 84
 *****13*20466S

GENERAL MOTORS CORPORATION
 & SUBSIDIARIES
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD18716711

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZK69 MALIBU LTZ	26795.00	25321.28	INVOICE 01/16/08
CF5 SUNROOF, POWER TILT AND SLIDE	800.00	664.00	SHIPPED 01/16/08
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
PDD REAR POWER PACKAGE:	250.00	207.50	PRC EFF 01/15/08
* REAR POWER CENTER, 110V AC			KEYS G1070 G1070
* REAR WINDOW SUNSHADE, MANUAL			WFP-S QTR OPT-1
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	BANK: GMAC - 061
YF5 50-STATE EMISSIONS	N/C	N/C	CHG-TO 20-466

SHIP WT: 3631
 HP: 32.9
 GMS: 26157.43
 SUPPLR: 27327.76
 MRM: 28495.00
 DAN: LTZ
 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
LAM DEALER CONTRIBUTION		278.45	ADV 261	278.45
LAM GROUP CONTRIBUTION		278.45	EXP 65A	278.45

TOTAL 28495.00 27399.68 PAY 310 27399.68
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 26028.43

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

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

REMIT TO GMAC NO. 061
 VIN 1G1ZK577884
 \$ 27399.68 INV 1AD18716711
 DUE 01/30/08 DEALER 20-466

SELMAN CHEVROLET COMPANY

RELEASE OF CLAIM

1. I, [REDACTED] (hereinafter referred to as "Releasor(s)"), as buyer of a certain 2008 Chevrolet Malibu, bearing Vehicle Identification Number 1G1ZK577884 [REDACTED] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Company of \$31,312.44, said payment to be made as outlined below, does for herself and each and all of her 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).

2. As consideration for this Release, and for the payment described above to be tendered in the form of three checks: the first, in the amount of \$8,773.53, made payable to [REDACTED] the second in the amount of \$19,788.91, made payable to GMAC; the third in the amount of \$2,750.00, made payable to Krohn & Moss.

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 \$31,312.44, 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 \$31,312.44, 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 2008 Chevrolet Malibu as determined by the Edmunds book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 31,000 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 her 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 she 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 herself, her 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 been 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 18th DAY OF
October, 2011.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE x 29,603 DATE SIGNED: 10-18-2011

WITNESS: _____



Claimant's Signature

[Redacted Address]

Address

Address

SANTA ANA CA.

City, State, Zip Code

[Redacted]

City, State, Zip Code

STATE OF California

COUNTY OF Orange

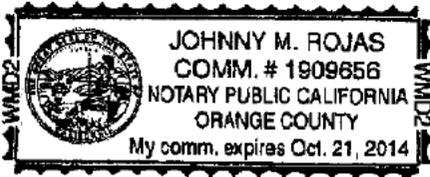
Sworn to (or affirmed) and subscribed before me this 18TH day of October, 20 11, by Josephina Beltran.

[Handwritten Signature]

Signature of Notary Public

Johnny M. Rojas

Print, type or stamp Commissioned Name of Notary Public



Personally Known _____ OR Produced identification

Type of identification ID. CA.

My commission expires: October 21-2014

CC: File
LG0025-T
Rev 05/01/07

STATE OF CALIFORNIA - DEPARTMENT OF MOTOR VEHICLES

VALIDATED REGISTRATION CARD

TYPE VEHICLE USE AUTO	REGISTRATION VALID FROM 8/24/2011 TO 8/24/2012	TYPE 11	LICENSE NUMBER [REDACTED]	ENGINE NUMBER	MISC KBS 10
VEHICLE IDENTIFICATION NUMBER 1G1ZK577884 [REDACTED]	MAKE CHEV	VLF CLASS HD	*YR 0000	YR MODEL 2008	TYPE VEH 12
DATE ISSUED 8/23/2011	DATE FIRST SOLD 2009	MP G	AX	WC	UNLADEN / G / CGW
BODY TYPE MODEL SD	TOTAL FEES PAID \$239	CC/ALCO 30/00	STICKER INSTRUCTIONS		

STICKER INSTRUCTIONS

- 1) CLEAN SURFACE - SCRAPE OFF ACCUMULATED STICKERS (WILL NOT STICK IF WET OR DIRTY).
- 2) REMOVE DECAL BY BENDING PAPER ALONG DOTTED LINE.
- 3) LIFT EDGE OF DECAL AND SLOWLY PEEL.
- 4) PLACE STICKER ON REAR PLATE AS SHOWN BELOW.

REGISTERED OWNER

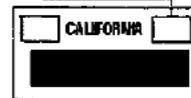
[REDACTED]

SANTA ANA CA [REDACTED]
 LIENHOLDER
 GMAC

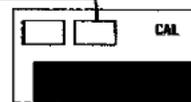


W 00000
 R 00069
 L 00140

VEHICLES:
 In Top Right Corner



MOTORCYCLES ONLY:
 Right Half of This Well



(Address On File With DMV)

IMPORTANT INSTRUCTIONS ON REVERSE SIDE



To:

Company :

Fax Number : **9,18668734549**

Phone Number :

From : **marcia**

Fax Number : **1800-200-4622**

Phone Number

Time Sent : **Thursday, Nov 3, 2011 05:52PM**

Pages : **3**

Description :

attn: Dan Lorette with GM RBC



P.O. Box 380901
Bloomington, MN 55438

November 3, 2011

[REDACTED]

,

Account #: [REDACTED]
Vehicle: N08 Chevmalibu
VIN: 1G1ZK577884 [REDACTED]

Dear [REDACTED]

I have enclosed a payment history for your account as you requested. If you have any further questions, please do not hesitate to call the toll free number listed below.

Thank you for financing with Ally Financial.

Sincerely,
Ally Financial
888-925-2559

Attachment

Payment History

Date Paid	Principal Paid	Finance Charge Paid	Late Charge Paid	Other Paid	Total Paid
10/06/11	\$359.32	\$107.93			\$467.25
09/06/11	\$361.00	\$106.25			\$467.25
08/08/11	\$344.26	\$122.99			\$467.25
07/06/11	\$353.50	\$113.75			\$467.25
06/06/11	\$347.73	\$119.52			\$467.25
05/06/11	\$349.66	\$117.59			\$467.25
04/06/11	\$347.75	\$119.50			\$467.25
03/07/11	\$353.90	\$113.35			\$467.25
02/07/11	\$335.74	\$131.51			\$467.25
01/06/11	\$337.93	\$129.32			\$467.25
12/06/10	\$348.65	\$118.60			\$467.25
11/08/10	\$325.51	\$141.74			\$467.25
10/06/11	\$359.32	\$107.93			\$467.25
09/06/11	\$361.00	\$106.25			\$467.25
08/08/11	\$344.26	\$122.99			\$467.25
07/06/11	\$353.50	\$113.75			\$467.25
06/06/11	\$347.73	\$119.52			\$467.25
05/06/11	\$349.66	\$117.59			\$467.25
04/06/11	\$347.75	\$119.50			\$467.25
03/07/11	\$353.90	\$113.35			\$467.25
02/07/11	\$335.74	\$131.51			\$467.25
01/06/11	\$337.93	\$129.32			\$467.25
12/06/10	\$348.65	\$118.60			\$467.25
11/08/10	\$325.51	\$141.74			\$467.25
10/02/09	\$260.08	\$207.17			\$467.25
10/02/09	\$260.08	\$207.17			\$467.25



To:

Company :

Fax Number : **9,18668734549**

Phone Number :

From : Piatkowski, Kandi

Fax Number : **1800-200-4622**

Phone Number

Time Sent : **Thursday, Nov 3, 2011 05:49PM**

Pages : **2**

Description :

Attn: Dan Lorette
Re: Case#71-964-968

Krohn & Moss, Ltd.

(California, Florida, Illinois, Indiana, Kansas, Kentucky, Minnesota, Missouri, Ohio, Texas, Wisconsin, Washington, DC)

10474 Santa Monica Blvd., Suite 401

Los Angeles, CA 90025

www.krohnandmoss.com

Writer's Direct Number
(323) 988-2400 Ext. 221
Writer's Direct Facsimile
(866) 431-5575
Writer's Direct E-Mail
hantoine@consumerlawcenter.com
www.krohnandmoss.com

Licensed to practice in: California

October 11, 2011

VIA EMAIL ONLY

Dan Lorette
General Motors, LLC
dan_lorette@gmexpert.com

RE: [REDACTED] v. General Motors, LLC

Dear Mr. Lorette:

Please be advised that my client has decided to accept your recent offer to repurchase the above referenced vehicle. The terms of the settlement include the following:

1. General Motors will satisfy the remaining balance of my client's loan;
2. General Motors will pay to my client the amount of \$8,773.53; and,
3. General Motors will pay \$2,750.00 towards my client's attorneys' fees.

Total restitution is therefore: \$8,773.53 to my client, \$2,750.00 in attorneys' fees, and the payoff of the existing loan.

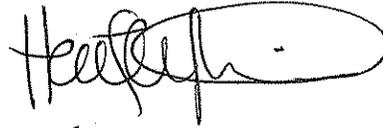
Upon completion of the drop off, General Motors will tender a check to Krohn & Moss, Ltd's accounting department in Los Angeles, CA, in the amount of \$11,523.53 payable to [REDACTED] and Krohn & Moss, Ltd. General Motors will also send the payoff check to my client's lender.

In addition, PLEASE MAKE SURE TO FORWARD THE SETTLEMENT DRAFT TO OUR ACCOUNTING OFFICE at:

Accounting Department
Krohn & Moss, Ltd.
10474 Santa Monica Blvd.
Suite 401
Los Angeles, CA 90025

I trust that this document accurately memorializes our agreement. If it does not, please contact my office immediately.

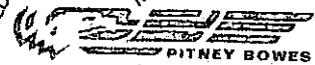
Regards,

A handwritten signature in black ink, appearing to read "Heather Antoine", with a large, sweeping flourish extending to the right.

Heather Antoine
Attorney

HA/jb

KM
KROHN & MOSS
CONSUMER LAW CENTER
10474 SANTA MONICA BLVD., SUITE 401
LOS ANGELES, CA 90025

UNITED STATES POSTAGE

PITNEY BOWES
02 1P \$ 000.44⁰
0002225684 DEC 12 2011
MAILED FROM ZIP CODE 90036

Attn: Dan Loret
GM BRC Legal
PO Box 33170
Detroit MI 48232

12-19-11A07:48 RCVD

48232+5170

SCAN 12/14/2011


PLAINTIFF/PETITIONER: Josefina Beltran DEFENDANT/RESPONDENT: General Motors, LLC	CASE NUMBER: 
---	---

Declaration Concerning Waived Court Fees

The court has a statutory lien for waived fees and costs on any recovery of \$10,000 or more in value by settlement, compromise, arbitration award, mediation settlement, or other recovery. The court's lien must be paid before the court will dismiss the case.

1. The court waived fees and costs in this action for *(name)*:
2. The person in item 1 *(check one)*:
 - a. is not recovering anything of value by this action.
 - b. is recovering less than \$10,000 in value by this action.
 - c. is recovering \$10,000 or more in value by this action. *(If item 2c is checked, item 3 must be completed.)*
3. All court fees and costs that were waived in this action have been paid to the court *(check one)*: Yes No

I declare under penalty of perjury under the laws of the State of California that the information above is true and correct.

Date: _____

(TYPE OR PRINT NAME OF ATTORNEY PARTY MAKING DECLARATION)

(SIGNATURE)

1 PROOF OF SERVICE

2 I am employed in the County of Los Angeles, State of California. I am over the age of 18
3 and not a party to the within action. My business Address is [REDACTED]
4 [REDACTED] Los Angeles, California [REDACTED]

5 On December 12, 2011, I served the following document(s) described as: **Request for
6 Dismissal**, on all interested parties in this action by placing:

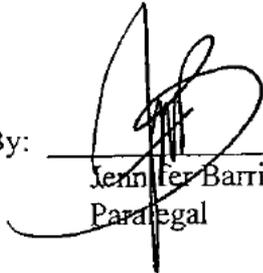
- 7
8 a true copy
9 the original thereof enclosed in sealed envelope(s) addressed as follows:

10
11 Attn: Dan Loret
12 GM BRC Legal
13 PO Box 33170
14 Detroit MI 48232

- 15 BY FACSIMILE – The facsimile machine used complied with Rule 2003(3) and
16 no error was reported by the machine. Pursuant to Rule 2008(e)(4), caused the
17 machine to print a record of the transmission.
- 18 BY MAIL (1013 a, 2015.5 CCP)
19 I deposited such envelope in the mail at Los Angeles, California. The
20 envelope was mailed with postage thereon fully prepaid.
21 I am readily familiar with the firm's practice for collection and processing
22 correspondence for mailing. Under that practice, this document will be
23 deposited with the U.S. Postal Service on this date with postage thereon
24 fully prepaid at Los Angeles, California in the ordinary course of business.
25 I am aware that on motion of the party served, service is presumed invalid
if postal cancellation date or postage meter date is more than one day after
date of deposit for mailing in affidavit.
- STATE – I declare under penalty of perjury under the laws of the State of
California that the above is true and correct.

Executed on December 12, 2011, at Los Angeles, California.

By: _____


Jennifer Barrios
Paralegal

Request for Taxpayer Identification Number and Certification

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

page 2
Print or type
See Specific Instructions on

where applicable on your income tax return

Business name, if different from above
John & Ross Ltd.

Check appropriate box: Individual Sole proprietor Corporation Partnership Other Exempt from backup withholding

Address (number, street, and apt. or suite no.)
10434 Santa Monica Blvd. Ste 40

City, state, and ZIP code
Los Angeles CA 90025

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided here relates to the person given on this form to receive backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, use 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 trust, see the instructions on page 4 for guidance on the name number to enter.

Part II Certification

Under penalties of perjury, I certify that:

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

Declaration instructions: You must check out here if you are a U.S. person (individual or a U.S. resident alien) who is not required to sign the Certification, but you must provide your signature and date.

Sign Here _____ Date 6/15/10

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 make to an IRA.

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

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).
2. Certify that you are not subject to backup withholding.
3. Claim exemption from backup withholding if you are a

U.S. exempt payee.

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

For federal tax purposes you are considered a person if you are:

- An individual who is a citizen or resident of the United States;
- A partnership, corporation, company, or association created or organized in the United States or under the laws

of the United States, or

• Any estate (other than a foreign estate) or trust. See Regulations sections 301.7701-6(a) and 7(e) for additional information.

Foreign person. If you are a foreign person, do not use Form W-9. Instead, use the appropriate Form W-8 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax purposes.

U.S. exempt payee.

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

For federal tax purposes you are considered a person if you are:

- An individual who is a citizen or resident of the United States;
- A partnership, corporation, company, or association created or organized in the United States or under the laws

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country, territory, or possession to which the treaty under which you claim an exemption from tax as a nonresident alien.
2. The treaty article withholding the income.
3. The article number (or numeral) in the tax treaty that



VIA FAX ONLY

August 5, 2011

Mark Romano, Esq.
Romano Stancroff & Mikhov
640 S San Vicente Blvd Ste 230
Los Angeles, CA 90048

RE: [REDACTED]

Service Request: 71-974037424
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B29F [REDACTED]
Customer Relationship Specialist: Tony

Dear Mr. Romano:

This is to advise that General Motors is in receipt of the above referenced case dated July 29, 2011. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

Copy of owner's current title and/or registration

Repair orders

General Motors
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

cc: Amy Sjolander, Ruben & Sjolander

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

to General Motors Company, 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



VIA FAX ONLY

August 5, 2011

Mark Romano, Esq.
Romano Stancroff & Mikhov
640 S San Vicente Blvd Ste 230
Los Angeles, CA 90048

RE:

Service Request: 71-974037424
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B29F
Customer Relationship Specialist: Tony

Dear Mr. Romano:

This is to advise that General Motors is in receipt of the above referenced case dated July 29, 2011. 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.

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Sincerely,

General Motors

cc: Amy Sjolander, Ruben & Sjolander

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

to General Motors Company, 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



VIA FAX ONLY

August 5, 2011

Gilbert Gonzalez
M.K Smith Chevrolet
12845 Central Ave.
Chino, CA 91710

RE:

[REDACTED]
Service Request: 71-974037424
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B29F [REDACTED]
Customer Relationship Specialist: Tony
Fax: (866) 311-2782

Dear Mr. Gonzalez:

This is a letter of notification regarding a breach of warranty lawsuit 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 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,

Chevrolet



VIA FAX ONLY

August 5, 2011

Scott Schoonober
Rotolo Chevrolet
16666 South Highland Ave.
Fontana, CA 92336

RE:

[REDACTED]
Service Request: 71-974037424
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B29F [REDACTED]
Customer Relationship Specialist: Tony
Fax: (866) 311-2782

Dear Mr. Schoonober:

This is a letter of notification regarding a breach of warranty lawsuit 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:

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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 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,

Chevrolet

(Including County and Zip Code)

ROSOLO CHEVROLET INC
16666 S. HIGHLAND AVENUE
FONTANA CA 92336
SAN BERNADINO

CHIRO HILLS CA
SAN BERNADINO

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2009	CHEVROLET MALIBU	30	161ZJ57829F	<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. 1.99%	The dollar amount the credit will cost you. \$ 961.98 (e)	The amount of credit provided to you or on your behalf. \$ 1961.22	The amount you will have paid after you have made all payments as scheduled. \$ 2857.20 (e)	The total cost of your purchase on credit, including your down payment of \$ 800.00, is \$ 2857.20 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	\$ 800.00	08/17/2009
One Payment of	N/A	N/A
59 Payments	342.97	Monthly, Beginning 08/13/2009
Payments	N/A	Monthly, Beginning N/A
One Final Payment	342.97	DUE ON 08/03/2014

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.)

1. Total Cash Price

- A. Cash Price of Motor Vehicle and Accessories \$ 24961.52 (A)
- 1. Cash Price Vehicle \$ 24961.52
- 2. Cash Price Accessories \$ N/A
- 3. Other (Nontaxable)
- Describe N/A \$ N/A
- Describe N/A \$ N/A
- B. Document Preparation Fee (not a governmental fee) \$ 55.00 (B)
- C. Smog Fee Paid to Seller \$ N/A (C)
- D. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (D)
- E. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (E)
- F. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A (F)
- G. (Optional) Surface Protection Product (to whom paid) N/A \$ N/A (G)
- H. (Optional) Surface Protection Product (to whom paid) N/A \$ N/A (H)
- I. Sales Tax (on taxable items in A through H) \$ 2189.95 (I)
- J. Optional DMV Electronic Filing Fee \$ 25.00 (J)
- K. (Optional) Service Contract (to whom paid) N/A \$ N/A (K)
- L. (Optional) Service Contract (to whom paid) N/A \$ N/A (L)
- M. (Optional) Service Contract (to whom paid) N/A \$ N/A (M)
- N. (Optional) Service Contract (to whom paid) N/A \$ N/A (N)
- O. (Optional) Service Contract (to whom paid) N/A \$ N/A (O)
- P. Prior Credit or Lease Balance paid by Seller to N/A \$ N/A (P)
- see downpayment and trade-in calculation
- Q. (Optional) Gap Contract (to whom paid) N/A \$ N/A (Q)
- R. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (R)
- S. Other (to whom paid) N/A \$ N/A (S)

For N/A

\$ 27234.47 (1)

STATEMENT OF INSURANCE

NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

	Term	Premium
\$ N/A Ded. Comp., Fire & Theft	N/A Mos.	\$ N/A
\$ N/A Ded. Collision	N/A Mos.	\$ N/A
Body Injury \$ N/A Limits	N/A Mos.	\$ N/A
Property Damage \$ N/A Limits	N/A Mos.	\$ N/A
Medical N/A	N/A Mos.	\$ N/A
	N/A Mos.	\$ N/A
Total Vehicle Insurance Premiums		\$ N/A (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

Co-Buyer N/A
Seller X

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

Application for Optional Credit Insurance

Credit Life: Buyer Co-Buyer Both

Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A Mos.		\$ N/A
Credit Disability	N/A Mos.		\$ N/A
Total Credit Insurance Premiums			\$ N/A (B)

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

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

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

1. Total Cash Price (A through S) \$ 11,100.00 (1)

2. Amounts Paid to Public Officials

A. License Fees \$ 286.00 (A)

B. Registration/Transfer/Titling Fees \$ 87.00 (B)

C. California Tire Fees \$ 8.75 (C)

D. Other N/A \$ N/A (D)

Total Official Fees (A through D) \$ 381.75 (2)

3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance column a + b) \$ N/A (3)

4. Smog Certification or Exemption Fee Paid to State \$ N/A (4)

5. Subtotal (1 through 4) \$ 27616.22 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr N/A Make N/A Model N/A VIN N/A Odor N/A \$ N/A (A)

B. Less Prior Credit or Lease Balance \$ N/A (B)

C. Net Trade-In (A less B) (Indicate if a negative number) \$ N/A (C)

D. Deferred Downpayment \$ 8000.00 (D)

E. Manufacturer's Rebate \$ N/A (E)

F. Other N/A \$ N/A (F)

G. Cash \$ N/A (G)

Total Downpayment (C through G) \$ 8000.00 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 7 above)

7. Amount Financed (5 less 6) \$ 19616.22 (7)

SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Indicate if you have been covered by a health insurance plan)

You were covered by a health insurance plan Yes No

Date 08/03/08 Buyer Signature [Signature] Age N/A

Date N/A Co-Buyer Signature [Signature] Age N/A

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 10 of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A Name of Gap Contract N/A

I want to buy [Signature]

Buyer Signature [Signature]

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1K, 1L, 1M, 1N, and/or 1O.

1K Company N/A Term N/A Mos. or N/A Miles

1L Company N/A Term N/A Mos. or N/A Miles

1M Company N/A Term N/A Mos. or N/A Miles

1N Company N/A Term N/A Mos. or N/A Miles

1O Company N/A

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 of this contract to a financial institution will apply.

N/A Co-Buyer

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and signed by both you and us.

Buyer Signature [Signature]

Co-Buyer Signature [Signature]

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

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

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

LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. SEE PUBLIC LIABILITY TERMS AND CONDITIONS.

N/A

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6B as "Prior Credit or Lease Balance," you must pay Seller the 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 [Signature] Co-Buyer X N/A

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

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

Buyer Signature [Signature] Co-Buyer Signature X N/A

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.

IF YOU ARE A RESIDENT OF CALIFORNIA, YOU AGREE TO THE TERMS OF THIS CONTRACT AND YOU UNDERSTAND THAT THERE IS NO CANCELLATION OPTION UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION FROM THE SELLER.

NEVER, 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.

IF YOU HAVE A COMPLAINT CONCERNING THIS SALE, YOU SHOULD TRY TO RESOLVE IT WITH THE SELLER. COMPLAINTS CONCERNING UNFAIR OR DECEPTIVE PRACTICES OR METHODS BY THE SELLER MAY BE REFERRED TO THE CITY ATTORNEY, THE DISTRICT ATTORNEY, OR AN INVESTIGATOR FOR THE DEPARTMENT OF MOTOR VEHICLES, OR ANY COMBINATION THEREOF. AFTER THIS CONTRACT IS SIGNED, THE SELLER MAY NOT CHANGE THE FINANCING OR PAYMENT TERMS UNLESS YOU AGREE IN WRITING TO THE CHANGE. YOU DO NOT HAVE TO AGREE TO ANY CHANGE, AND IT IS AN UNFAIR OR DECEPTIVE PRACTICE FOR THE SELLER TO MAKE A UNILATERAL CHANGE.

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 N/A

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

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.
Buyer Sign _____ Co-Buyer Signature X N/A

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 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 Sign _____ Date 08/03/09 Co-Buyer Signature X N/A Date N/A
Co-Buyers and Guarantors are 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 _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____ Date _____
Address _____ Address _____

Seller Sign ROLO CHEVROLET INC Date 08/03/09 By X _____ Title _____

I AM FORM NO. 583-CA (REV. 5/08) U.S. PATENT NO. 6,948,702
©2008 The Reynolds and Reynolds Company. TO ORDER: www.reynolds.com 1-800-344-0990 OR 1-800-491-6735
THE FRONT MAKER NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CUSTOMER/TRUTH IN LENDING COPY

08/03/2011

CT Log Number 518936508

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

RE: Process Served in California

FOR: General Motors LLC (Domestic State: DE)

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

TITLE OF ACTION: [REDACTED], Pltf. vs. General Motors LLC, etc., et al., Dfts.

DOCUMENT(S) SERVED: Summons, Complaint, Exhibit, Certificate, Cover Sheet, Attachment(s), Notice

COURT/AGENCY: San Bernardino County - Superior Court - San Bernardino, CA
Case # CIVDS1109260

NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - 2009 Chevrolet Malibu, VIN 1G1ZJ57B29F [REDACTED] - Failure to repair engine defects, transmission defects and various other defects

ON WHOM PROCESS WAS SERVED: C T Corporation System, Los Angeles, CA

DATE AND HOUR OF SERVICE: By Process Server on 08/03/2011 at 14:30

JURISDICTION SERVED : California

APPEARANCE OR ANSWER DUE: Within 30 days after service - File written response // 11/04/11 at 8:30 - Order to show cause // 2/3/12 at 8:30 - Case Management Conference // 15 days prior to the Case Management Conference - File Case Management Statement

ATTORNEY(S) / SENDER(S): Mark Romano
Romano Stancroff & Mikhov PC
640 S. San Vicente Blvd.
Ste. 350
Los Angeles, CA 90048
323-936-2274

REMARKS: Please note the process server underlined, circled, initialed and/or highlighted the entity name served at time of service at CT.

ACTION ITEMS: CT has retained the current log, Retain Date: 08/03/2011, Expected Purge Date: 08/08/2011
Image SOP
SOP Papers with Transmittal, via Fax, Rosemarie Williams 313-665-7572
Email Notification, GM Verification GMVerification@wolterskluwer.com

SIGNED: C T Corporation System
PER: Nancy Flores
ADDRESS: 818 West Seventh Street
Los Angeles, CA 90017
TELEPHONE: 213-337-4615

2130 8/3/11

SUM-100

SUMMONS (CITACION JUDICIAL)

**NOTICE TO DEFENDANT:
(AVISO AL DEMANDADO):**

GENERAL MOTORS LLC, a Delaware Limited Liability Company,
DOES 1 through 10, inclusive

**YOU ARE BEING SUED BY PLAINTIFF:
(LO ESTÁ DEMANDANDO EL DEMANDANTE):**

[REDACTED]

FOR COURT USE ONLY
(SOLO PARA USO DE LA CORTE)

FILED
SUPERIOR COURT
COUNTY OF SAN BERNARDINO
SAN BERNARDINO DISTRICT

AUG - 2 2011

By [Signature] Deputy

NOTICE! You have been sued. The court may decide against you without your being heard unless you respond within 30 days. Read the information below.

You have 30 CALENDAR DAYS after this summons and legal papers are served on you to file a written response at this court and have a copy served on the plaintiff. A letter or phone call will not protect you. Your written response must be in proper legal form if you want the court to hear your case. There may be a court form that you can use for your response. You can find these court forms and more information at the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), your county law library, or the courthouse nearest you. If you cannot pay the filing fee, ask the court clerk for a fee waiver form. If you do not file your response on time, you may lose the case by default, and your wages, money, and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may want to call an attorney referral service. If you cannot afford an attorney, you may be eligible for free legal services from a nonprofit legal services program. You can locate these nonprofit groups at the California Legal Services Web site (www.lawhelpcalifornia.org), the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), or by contacting your local court or county bar association. **NOTE:** The court has a statutory lien for waived fees and costs on any settlement or arbitration award of \$10,000 or more in a civil case. The court's lien must be paid before the court will dismiss the case.

¡AVISO! Lo han demandado. Si no responde dentro de 30 días, la corte puede decidir en su contra sin escuchar su versión. Lea la información a continuación.

Tiene 30 DÍAS DE CALENDARIO después de que le entreguen esta citación y papeles legales para presentar una respuesta por escrito en esta corte y hacer que se entregue una copia al demandante. Una carta o una llamada telefónica no lo protegen. Su respuesta por escrito tiene que estar en formato legal correcto si desea que procesen su caso en la corte. Es posible que haya un formulario que usted pueda usar para su respuesta. Puede encontrar estos formularios de la corte y más información en el Centro de Ayuda de las Cortes de California (www.sucorte.ca.gov), en la biblioteca de leyes de su condado o en la corte que le quede más cerca. Si no puede pagar la cuota de presentación, pida al secretario de la corte que le dé un formulario de exención de pago de cuotas. Si no presenta su respuesta a tiempo, puede perder el caso por incumplimiento y la corte le podrá quitar su sueldo, dinero y bienes sin más advertencia.

Hay otros requisitos legales. Es recomendable que llame a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de remisión a abogados. Si no puede pagar a un abogado, es posible que cumpla con los requisitos para obtener servicios legales gratuitos de un programa de servicios legales sin fines de lucro. Puede encontrar estos grupos sin fines de lucro en el sitio web de California Legal Services, (www.lawhelpcalifornia.org), en el Centro de Ayuda de las Cortes de California, (www.sucorte.ca.gov) o poniéndose en contacto con la corte o el colegio de abogados locales. **AVISO:** Por ley, la corte tiene derecho a reclamar las cuotas y los costos exentos por imponer un gravamen sobre cualquier recuperación de \$10,000 ó más de valor recibida mediante un acuerdo o una concesión de arbitraje en un caso de derecho civil. Tiene que pagar el gravamen de la corte antes de que la corte pueda desechar el caso.

The name and address of the court is:
(El nombre y dirección de la corte es): **San Bernardino County Superior Court**

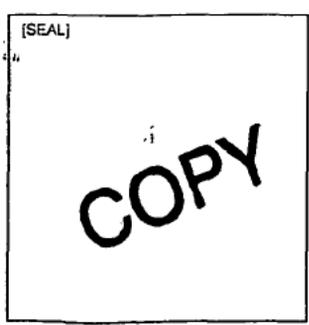
CASE NUMBER:
(Número del Caso): [REDACTED]

303 W. Third Street
San Bernardino, CA 92415

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is:
(El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado, es):
Romano Stancroff & Mikhov PC, 640 S. San Vicente Blvd., Ste. 350, Los Angeles, CA 90048 (323) 936-2274

DATE: **AUG - 2 2011** Clerk, by **Hailee Heaton**, Deputy
(Fecha) (Secretario) (Adjunto)

(For proof of service of this summons, use Proof of Service of Summons (form POS-010).)
(Para prueba de entrega de esta citación use el formulario Proof of Service of Summons, (POS-010)).



NOTICE TO THE PERSON SERVED: You are served

- as an individual defendant.
- as the person sued under the fictitious name of (specify):
- on behalf of (specify): **General Motors LLC, a Delaware Limited Liability Company**
under: CCP 416.10 (corporation) CCP 416.60 (minor)
 CCP 416.20 (defunct corporation) CCP 416.70 (conservatee)
 CCP 416.40 (association or partnership) CCP 416.90 (authorized person)
 other (specify): **a Delaware Limited Liability Company**
- by personal delivery on (date):

1 2. Defendant GENERAL MOTORS LLC is and was a Delaware limited liability company
2 registered to do business in the State of California with its registered office in the City of Los
3 Angeles, County of Los Angeles, State of California.

4 3. This cause of action arises out of the sale of the vehicle in question from Rotolo
5 Chevrolet Inc. in the City of Fontana, County of San Bernardino, State of California.

6 4. Plaintiff does not know the true names and capacities, whether corporate, partnership,
7 associate, individual or otherwise of Defendant issued herein as Does 1 through 10, inclusive,
8 under the provisions of section 474 of the California Code of Civil Procedure. Defendants Does
9 1 through 10, inclusive, are in some manner responsible for the acts, occurrences and
10 transactions set forth herein, and are legally liable to Plaintiff. Plaintiff will seek leave to amend
11 this Complaint to set forth the true names and capacities of the fictitiously named Defendants
12 together with appropriate charging allegations when ascertained.

13 5. All acts of corporate employees as alleged were authorized or ratified by an officer,
14 director or managing agent of the corporate employer.

15 6. Each Defendant whether actually or fictitiously named herein, was the principal, agent
16 (actual or ostensible) or employee of each other Defendant and in acting as such principal or
17 within the course and scope of such employment or agency, took some part in the acts and
18 omissions hereinafter set forth by reason of which each Defendant is liable to Plaintiff for the
19 relief prayed for herein.

20 7. On August 3, 2009, Plaintiff purchased a new 2009 Chevrolet Malibu, VIN:
21 1G1ZJ57B29F [REDACTED], ("the vehicle").

22 8. Express warranties accompanied the sale of the vehicle to Plaintiff by which
23 GENERAL MOTORS LLC undertook to preserve or maintain the utility or performance of
24 Plaintiff's vehicle or provide compensation if there was a failure in such utility or performance.

25 9. The vehicle was delivered to Plaintiff with serious defects and nonconformities to
26 warranty and developed other serious defects and nonconformities to warranty including, but not
27 limited to various, engine, transmission, electrical, steering, and structural defects.

28

1 FIRST CAUSE OF ACTION

2 (Violation of the Song-Beverly Consumer Warranty Act)

3 10. Plaintiff incorporates herein by reference each and every allegation contained in the
4 preceding and succeeding paragraphs as though herein fully restated and realleged.

5 11. Pursuant to the Song-Beverly Consumer Warranty Act (herein after the "Act") Civil
6 Code sections 1790 *et seq.* The vehicle constitutes "consumer goods" purchased primarily for
7 family or household purposes and Plaintiff has used the vehicle primarily for those purposes.

8 12. Plaintiff is a "buyer" of consumer goods under the Act.

9 13. Defendant GENERAL MOTORS LLC is a "manufacturer" and/or "distributor" under
10 the Act.

11 14. The sale of the vehicle to Plaintiff was accompanied by an implied warranty that the
12 vehicle was merchantable. The sale of the vehicle to Plaintiff was also accompanied by
13 Defendants' implied warranty of fitness.

14 15. The foregoing defects and nonconformities to warranty manifested themselves within
15 the applicable express warranty period. The nonconformities substantially impair the use, value
16 and/or safety of the vehicle.

17 16. Plaintiff delivered the vehicle to GENERAL MOTORS LLC authorized repair facilities
18 for repair of the nonconformities on numerous occasions.

19 17. Defendants were unable to conform Plaintiff's vehicle to the applicable express and
20 implied warranties after a reasonable number of attempts.

21 18. The defects and nonconformities rendered the vehicle unmerchantable.

22 19. Notwithstanding Plaintiff's entitlement, Defendant manufacturer has failed to either
23 promptly replace the new motor vehicle or promptly make restitution in accordance with the
24 Song-Beverly Consumer Warranty Act.

25 20. By failure of Defendants to remedy the defects as alleged above, or to issue a refund or
26 replacement, Defendants are in breach of their obligations under the Act.

27 21. Plaintiff is entitled to justifiably revoke acceptance of the vehicle under the Act.
28

1 31. Defendants violated the Mag-Moss Act when they breached the express warranty and
2 implied warranties by failing to repair the defects and nonconformities, or to replace or
3 repurchase the vehicle.

4 32. Plaintiff performed all terms, conditions, covenants, promises and obligations required
5 to be performed on Plaintiff's part under the terms of the sales agreement, and express warranty
6 and implied warranty except for those terms and conditions, covenants, promises and obligations
7 or payments for which performance and/or compliance has been excused by the acts and/or
8 conduct of the Defendants and/or by operation of law.

9 33. As a direct and proximate result of the acts and omissions of the Defendants, Plaintiff
10 has been damaged in the form of general, special and actual damages in an amount within the
11 jurisdiction of this Court, according to proof at trial.

12 34. Under the Act, Plaintiff is entitled to rescission of the contract, reimbursement of the
13 purchase price paid for the vehicle.

14 35. Plaintiff is entitled to all incidental, consequential and general damages resulting from
15 Defendants' failure to comply with their obligations under the Mag-Moss Act.

16 36. Plaintiff is entitled under the Mag-Moss Act to recover as part of the judgment a sum
17 equal to the aggregate amount of costs and expenses, including attorney's fees, reasonably
18 incurred in connection with the commencement and prosecution of this action pursuant to 15
19 U.S.C. § 2310(d)(2) .

20
21 WHEREFORE, Plaintiff prays for judgment against Defendants, as follows:

- 22 1. For general, special and actual damages according to proof at trial;
- 23 2. For rescission of the purchase contract and restitution of all monies expended;
- 24 3. For diminution in value;
- 25 4. For incidental and consequential damages according to proof at trial;
- 26 5. For civil penalty in the amount of two times Plaintiff's actual damages;
- 27 6. For prejudgment interest at the legal rate;

EXHIBIT 1

(Including County and Zip Code)

ROSOLO CHEVROLET INC
16666 S. HIGHLAND AVENUE
FONTANA CA 92336
SAN BERNARDINO

CHINO HILLS CA
SAN BERNARDINO

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2009	CHEVROLET MALIBU	30	161ZJ57829F	<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 \$ 8000.00 is \$ 28578.20 (e)
1.99%	\$ 951.98 (e)	\$ 19615.22	\$ 28578.20 (e)	\$ 28578.20 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	8000.00	08/17/2009
One Payment of N/A	N/A	N/A
59 Payments	342.97	Monthly, Beginning 09/13/2009
Payments	N/A	Monthly, Beginning N/A
One Final Payment	342.97	DUE ON 08/02/2014

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.)

1. Total Cash Price		
A. Cash Price of Motor Vehicle and Accessories	\$ 24961.52 (A)	
1 Cash Price Vehicle	\$ 24961.52	
2 Cash Price Accessories	\$ N/A	
3 Other (Nontaxable)	\$ N/A	
Describe N/A	\$ N/A	
Describe N/A	\$ N/A	
B. Document Preparation Fee (not a governmental fee)	\$ 55.00 (B)	
C. Smog Fee Paid to Seller	\$ N/A (C)	
D. (Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (D)	
E. (Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (E)	
F. (Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (F)	
G. (Optional) Surface Protection Product (to whom paid) N/A	\$ N/A (G)	
H. (Optional) Surface Protection Product (to whom paid) N/A	\$ N/A (H)	
I. Sales Tax (on taxable items in A through H)	\$ 2188.95 (I)	
J. Optional DMV Electronic Filing Fee	\$ 28.00 (J)	
K. (Optional) Service Contract (to whom paid) N/A	\$ N/A (K)	
L. (Optional) Service Contract (to whom paid) N/A	\$ N/A (L)	
M. (Optional) Service Contract (to whom paid) N/A	\$ N/A (M)	
N. (Optional) Service Contract (to whom paid) N/A	\$ N/A (N)	
O. (Optional) Service Contract (to whom paid) N/A	\$ N/A (O)	
P. Prior Credit or Lease Balance paid by Seller to N/A	\$ N/A (P)	
see downpayment and trade-in calculation		
Q. (Optional) Gap Contract (to whom paid) N/A	\$ N/A (Q)	
R. (Optional) Used Vehicle Contract Cancellation Option Agreement	\$ N/A (R)	
S. Other (to whom paid) N/A	\$ N/A (S)	
For N/A		
Total Cash Price (A through S)	\$ 27234.47 (1)	

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 (A)

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

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

Co-Buyer N/A
Seller X

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

Application for Optional Credit Insurance

<input type="checkbox"/> Credit Life: <input type="checkbox"/> Buyer <input type="checkbox"/> Co-Buyer <input type="checkbox"/> Both	
<input type="checkbox"/> Credit Disability (Buyer Only)	
Term	Exp. Premium
Credit Life N/A Mos. \$ N/A	
Credit Disability N/A Mos. \$ N/A	
Total Credit Insurance Premiums	\$ N/A (B)
Insurance Company Name	N/A
N/A	
Home Office Address	N/A
N/A	

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

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

Total Cash Price (A through S) \$ 117,000 (1)

2. Amounts Paid to Public Officials

A. License Fees \$ 286.00 (A)

B. Registration/Transfer/Titling Fees \$ 87.00 (B)

C. California Tire Fees \$ 8.75 (C)

D. Other N/A \$ N/A (D)

Total Official Fees (A through D) \$ 381.75 (2)

3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance column a + b) \$ N/A (3)

4. Smog Certification or Exemption Fee Paid to State \$ N/A (4)

5. Subtotal (1 through 4) \$ 27615.22 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr N/A Make N/A Model N/A VIN N/A \$ N/A (A)

B. Less Prior Credit or Lease Balance \$ N/A (B)

C. Net Trade-In (A less B) (indicate if a negative number) \$ N/A (C)

D. Dealer's Downpayment \$ 8000.00 (D)

E. Manufacturer's Rebate \$ N/A (E)

F. Other N/A \$ N/A (F)

G. Cash \$ N/A (G)

Total Downpayment (C through G) \$ 8000.00 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 7 above)

7. Amount Financed (5 less 6) \$ 19615.22 (7)

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 N/A 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 10 of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A

Name of Gap Contract

I want to buy a gap contract

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1K, 1L, 1M, 1N, and/or 1O.

1K Company N/A Term N/A Mos. or N/A Miles

1L Company N/A Term N/A Mos. or N/A Miles

1M Company N/A Term N/A Mos. or N/A Miles

1N Company N/A Term N/A Mos. or N/A Miles

1O Company N/A Term N/A Mos. or N/A Miles

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 of this contract apply. If Seller is unable to assign this contract to a financial institution will apply.

Buyer N/A

Co-Buyer N/A

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

Buyer N/A

Co-Buyer N/A

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

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

WARNING: YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE 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.

N/A

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

Co-Buyer N/A

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

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Co-Buyer Signature N/A

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.

YOU AGREE TO THE TERMS OF THIS CONTRACT AND YOU UNDERSTAND THAT THESE TERMS ARE NON-NEGOTIABLE. YOU AGREE TO THE TERMS OF THIS CONTRACT AND YOU UNDERSTAND THAT THESE TERMS ARE NON-NEGOTIABLE.

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. THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

N/A

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

Co-Buyer X N/A

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

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

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,

Co-Buyer Signature X N/A

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 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.

08/03/09 Co-Buyer Signature X N/A

Date N/A

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____ Date _____
Address _____ Address _____

ROLO CHEVROLET INC

08/03/09

Seller Signs _____ Date _____ By X [Signature] Title _____

SUPERIOR COURT OF CALIFORNIA, COUNTY OF SAN BERNARDINO

[REDACTED]

Case No. CIV DS1109260

vs.

CERTIFICATE OF ASSIGNMENT

GENERAL MOTORS LLC, et al

A civil action or proceeding presented for filing must be accompanied by this certificate. If the ground is the residence of a party, name and residence shall be stated.

The undersigned declares that the above-entitled matter is filed for proceedings in the San Bernardino District of the Superior Court under Rule 404 of this court for the checked reason:

General Collection

Nature of Action	Ground
<input type="checkbox"/> 1 Adoption	Petitioner resides within the district.
<input type="checkbox"/> 2 Conservator	Petitioner or conservatee resides within the district.
<input checked="" type="checkbox"/> 3 Contract	Performance in the district is expressly provided for.
<input type="checkbox"/> 4 Equity	The cause of action arose within the district.
<input type="checkbox"/> 5 Eminent Domain	The property is located within the district.
<input type="checkbox"/> 6 Family Law	Plaintiff, defendant, petitioner or respondent resides within the district.
<input type="checkbox"/> 7 Guardianship	Petitioner or ward resides within the district or has property within the district.
<input type="checkbox"/> 8 Harassment	Plaintiff, defendant, petitioner or respondent resides within the district.
<input type="checkbox"/> 9 Mandate	The defendant functions wholly within the district.
<input type="checkbox"/> 10 Name Change	The petitioner resides within the district.
<input type="checkbox"/> 11 Personal Injury	The injury occurred within the district.
<input type="checkbox"/> 12 Personal Property	The property is located within the district.
<input type="checkbox"/> 13 Probate	Decedent resided or resides within the district or had property within the district.
<input type="checkbox"/> 14 Prohibition	The defendant functions wholly within the district.
<input type="checkbox"/> 15 Review	The defendant functions wholly within the district.
<input type="checkbox"/> 16 Title to Real Property	The property is located within the district.
<input type="checkbox"/> 17 Transferred Action	The lower court is located within the district.
<input type="checkbox"/> 18 Unlawful Detainer	The property is located within the district.
<input type="checkbox"/> 19 Domestic Violence	The petitioner, defendant, plaintiff or respondent resides within the district.
<input type="checkbox"/> 20 Other _____	
<input type="checkbox"/> 21 THIS FILING WOULD NORMALLY FALL WITHIN JURISDICTION OF SUPERIOR COURT.	

The address of the accident, performance, party, detention, place of business, or other factor which qualifies this case for filing in the above-designated district is:

Rotolo Chevrolet Inc.	16666 S. Highland Ave.
(NAME - INDICATE TITLE OR OTHER QUALIFYING FACTOR)	ADDRESS
Fontana	CA 92336
(CITY)	(STATE) (ZIP CODE)

I declare, under penalty of perjury, that the foregoing is true and correct and that this declaration was executed on July 29, 2011 at Plymouth, Michigan, California

MM Romano
Signature of Attorney/Party

ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, State Bar number, and address):
Mark Romano (SBN 244113)
ROMANO STANCROFF & MIKHOV PC
640 S. San Vicente Blvd., Ste. 350
Los Angeles, CA 90048
TELEPHONE NO.: (323) 936-2274 FAX NO.: (323) 939-7973

FOR COURT USE ONLY

FILED
SUPERIOR COURT
COUNTY OF SAN BERNARDINO
SAN BERNARDINO DISTRICT

AUG - 2 2011

By [Signature] Deputy

ATTORNEY FOR (Name): [Redacted]
SUPERIOR COURT OF CALIFORNIA, COUNTY OF San Bernardino
STREET ADDRESS: 303 W. Third St.
MAILING ADDRESS: same as above
CITY AND ZIP CODE: San Bernardino, CA 92415
BRANCH NAME: San Bernardino District Civil Division

CASE NAME: [Redacted] v. General Motors LLC, et al

CASE NUMBER: [Redacted]
JUDGE:
DEPT:

CIVIL CASE COVER SHEET
 Unlimited (Amount demanded exceeds \$25,000) Limited (Amount demanded is \$25,000 or less)

Complex Case Designation
 Counter Joinder
Filed with first appearance by defendant (Cal. Rules of Court, rule 3.402)

Items 1-6 below must be completed (see instructions on page 2).

1. Check one box below for the case type that best describes this case:
- | | | |
|---|--|---|
| <p>Auto Tort</p> <input type="checkbox"/> Auto (22)
<input type="checkbox"/> Uninsured motorist (46) <p>Other PI/PD/WD (Personal Injury/Property Damage/Wrongful Death) Tort</p> <input type="checkbox"/> Asbestos (04)
<input type="checkbox"/> Product liability (24)
<input type="checkbox"/> Medical malpractice (45)
<input type="checkbox"/> Other PI/PD/WD (23) <p>Non-PI/PD/WD (Other) Tort</p> <input type="checkbox"/> Business tort/unfair business practice (07)
<input type="checkbox"/> Civil rights (08)
<input type="checkbox"/> Defamation (13)
<input type="checkbox"/> Fraud (16)
<input type="checkbox"/> Intellectual property (19)
<input type="checkbox"/> Professional negligence (25)
<input type="checkbox"/> Other non-PI/PD/WD tort (35) <p>Employment</p> <input type="checkbox"/> Wrongful termination (36)
<input type="checkbox"/> Other employment (15) | <p>Contract</p> <input checked="" type="checkbox"/> Breach of contract/warranty (06)
<input type="checkbox"/> Rule 3.740 collections (09)
<input type="checkbox"/> Other collections (09)
<input type="checkbox"/> Insurance coverage (18)
<input type="checkbox"/> Other contract (37) <p>Real Property</p> <input type="checkbox"/> Eminent domain/Inverse condemnation (14)
<input type="checkbox"/> Wrongful eviction (33)
<input type="checkbox"/> Other real property (26) <p>Unlawful Detainer</p> <input type="checkbox"/> Commercial (31)
<input type="checkbox"/> Residential (32)
<input type="checkbox"/> Drugs (38) <p>Judicial Review</p> <input type="checkbox"/> Asset forfeiture (05)
<input type="checkbox"/> Petition re: arbitration award (11)
<input type="checkbox"/> Writ of mandate (02)
<input type="checkbox"/> Other judicial review (39) | <p>Provisionally Complex Civil Litigation (Cal. Rules of Court, rules 3.400-3.403)</p> <input type="checkbox"/> Antitrust/Trade regulation (03)
<input type="checkbox"/> Construction defect (10)
<input type="checkbox"/> Mass tort (40)
<input type="checkbox"/> Securities litigation (28)
<input type="checkbox"/> Environmental/Toxic tort (30)
<input type="checkbox"/> Insurance coverage claims arising from the above listed provisionally complex case types (41) <p>Enforcement of Judgment</p> <input type="checkbox"/> Enforcement of judgment (20) <p>Miscellaneous Civil Complaint</p> <input type="checkbox"/> RICO (27)
<input type="checkbox"/> Other complaint (not specified above) (42) <p>Miscellaneous Civil Petition</p> <input type="checkbox"/> Partnership and corporate governance (21)
<input type="checkbox"/> Other petition (not specified above) (43) |
|---|--|---|

2. This case is is not complex under rule 3.400 of the California Rules of Court. If the case is complex, mark the factors requiring exceptional judicial management:
- | | |
|--|--|
| a. <input type="checkbox"/> Large number of separately represented parties | d. <input type="checkbox"/> Large number of witnesses |
| b. <input type="checkbox"/> Extensive motion practice raising difficult or novel issues that will be time-consuming to resolve | e. <input type="checkbox"/> Coordination with related actions pending in one or more courts in other counties, states, or countries, or in a federal court |
| c. <input type="checkbox"/> Substantial amount of documentary evidence | f. <input type="checkbox"/> Substantial postjudgment judicial supervision |
3. Remedies sought (check all that apply): a. monetary b. nonmonetary; declaratory or injunctive relief c. punitive
4. Number of causes of action (specify): 2
5. This case is is not a class action suit.
6. If there are any known related cases, file and serve a notice of related case. (You may use form CM-015.)

Date: July 29, 2011

Mark Romano

[Signature] (SIGNATURE OF PARTY OR ATTORNEY FOR PARTY)

(TYPE OR PRINT NAME)

NOTICE

- Plaintiff must file this cover sheet with the first paper filed in the action or proceeding (except small claims cases or cases filed under the Probate Code, Family Code, or Welfare and Institutions Code). (Cal. Rules of Court, rule 3.220.) Failure to file may result in sanctions.
- File this cover sheet in addition to any cover sheet required by local court rule.
- If this case is complex under rule 3.400 et seq. of the California Rules of Court, you must serve a copy of this cover sheet on all other parties to the action or proceeding.
- Unless this is a collections case under rule 3.740 or a complex case, this cover sheet will be used for statistical purposes only.

INSTRUCTIONS ON HOW TO COMPLETE THE COVER SHEET

To Plaintiffs and Others Filing First Papers. If you are filing a first paper (for example, a complaint) in a civil case, you **must** complete and file, along with your first paper, the *Civil Case Cover Sheet* contained on page 1. This information will be used to compile statistics about the types and numbers of cases filed. You must complete items 1 through 6 on the sheet. In item 1, you must check **one** box for the case type that best describes the case. If the case fits both a general and a more specific type of case listed in item 1, check the more specific one. If the case has multiple causes of action, check the box that best indicates the **primary** cause of action. To assist you in completing the sheet, examples of the cases that belong under each case type in item 1 are provided below. A cover sheet must be filed only with your initial paper. Failure to file a cover sheet with the first paper filed in a civil case may subject a party, its counsel, or both to sanctions under rules 2.30 and 3.220 of the California Rules of Court.

To Parties in Rule 3.740 Collections Cases. A "collections case" under rule 3.740 is defined as an action for recovery of money owed in a sum stated to be certain that is not more than \$25,000, exclusive of interest and attorney's fees, arising from a transaction in which property, services, or money was acquired on credit. A collections case does not include an action seeking the following: (1) tort damages, (2) punitive damages, (3) recovery of real property, (4) recovery of personal property, or (5) a prejudgment writ of attachment. The identification of a case as a rule 3.740 collections case on this form means that it will be exempt from the general time-for-service requirements and case management rules, unless a defendant files a responsive pleading. A rule 3.740 collections case will be subject to the requirements for service and obtaining a judgment in rule 3.740.

To Parties in Complex Cases. In complex cases only, parties must also use the *Civil Case Cover Sheet* to designate whether the case is complex. If a plaintiff believes the case is complex under rule 3.400 of the California Rules of Court, this must be indicated by completing the appropriate boxes in items 1 and 2. If a plaintiff designates a case as complex, the cover sheet must be served with the complaint on all parties to the action. A defendant may file and serve no later than the time of its first appearance a joinder in the plaintiff's designation, a counter-designation that the case is not complex, or, if the plaintiff has made no designation, a designation that the case is complex.

CASE TYPES AND EXAMPLES

Auto Tort

Auto (22)—Personal Injury/Property
Damage/Wrongful Death
Uninsured Motorist (46) (*if the
case involves an uninsured
motorist claim subject to
arbitration, check this item
instead of Auto*)

Other PI/PD/WD (Personal Injury/
Property Damage/Wrongful Death)
Tort

Asbestos (04)
Asbestos Property Damage
Asbestos Personal Injury/
Wrongful Death
Product Liability (*not asbestos or
toxic/environmental*) (24)
Medical Malpractice (45)
Medical Malpractice—
Physicians & Surgeons
Other Professional Health Care
Malpractice
Other PI/PD/WD (23)
Premises Liability (e.g., slip
and fall)
Intentional Bodily Injury/PD/WD
(e.g., assault, vandalism)
Intentional Infliction of
Emotional Distress
Negligent Infliction of
Emotional Distress
Other PI/PD/WD

Non-PI/PD/WD (Other) Tort

Business Tort/Unfair Business
Practice (07)
Civil Rights (e.g., discrimination,
false arrest) (*not civil
harassment*) (08)
Defamation (e.g., slander, libel)
(13)
Fraud (16)
Intellectual Property (19)
Professional Negligence (25)
Legal Malpractice
Other Professional Malpractice
(*not medical or legal*)
Other Non-PI/PD/WD Tort (35)

Employment

Wrongful Termination (36)
Other Employment (15)

Contract

Breach of Contract/Warranty (06)
Breach of Rental/Lease
Contract (*not unlawful detainer
or wrongful eviction*)
Contract/Warranty Breach—Seller
Plaintiff (*not fraud or negligence*)
Negligent Breach of Contract/
Warranty
Other Breach of Contract/Warranty
Collections (e.g., money owed, open
book accounts) (09)
Collection Case—Seller Plaintiff
Other Promissory Note/Collections
Case
Insurance Coverage (*not provisionally
complex*) (18)
Auto Subrogation
Other Coverage
Other Contract (37)
Contractual Fraud
Other Contract Dispute

Real Property

Eminent Domain/Inverse
Condemnation (14)
Wrongful Eviction (33)
Other Real Property (e.g., quiet title) (26)
Writ of Possession of Real Property
Mortgage Foreclosure
Quiet Title
Other Real Property (*not eminent
domain, landlord/tenant, or
foreclosure*)

Unlawful Detainer

Commercial (31)
Residential (32)
Drugs (38) (*if the case involves illegal
drugs, check this item; otherwise,
report as Commercial or Residential*)

Judicial Review

Asset Forfeiture (05)
Petition Re: Arbitration Award (11)
Writ of Mandate (02)
Writ—Administrative Mandamus
Writ—Mandamus on Limited Court
Case Matter
Writ—Other Limited Court Case
Review
Other Judicial Review (39)
Review of Health Officer Order
Notice of Appeal—Labor
Commissioner Appeals

Provisionally Complex Civil Litigation (Cal.
Rules of Court Rules 3.400–3.403)

Antitrust/Trade Regulation (03)
Construction Defect (10)
Claims Involving Mass Tort (40)
Securities Litigation (28)
Environmental/Toxic Tort (30)
Insurance Coverage Claims
(*arising from provisionally complex
case type listed above*) (41)

Enforcement of Judgment

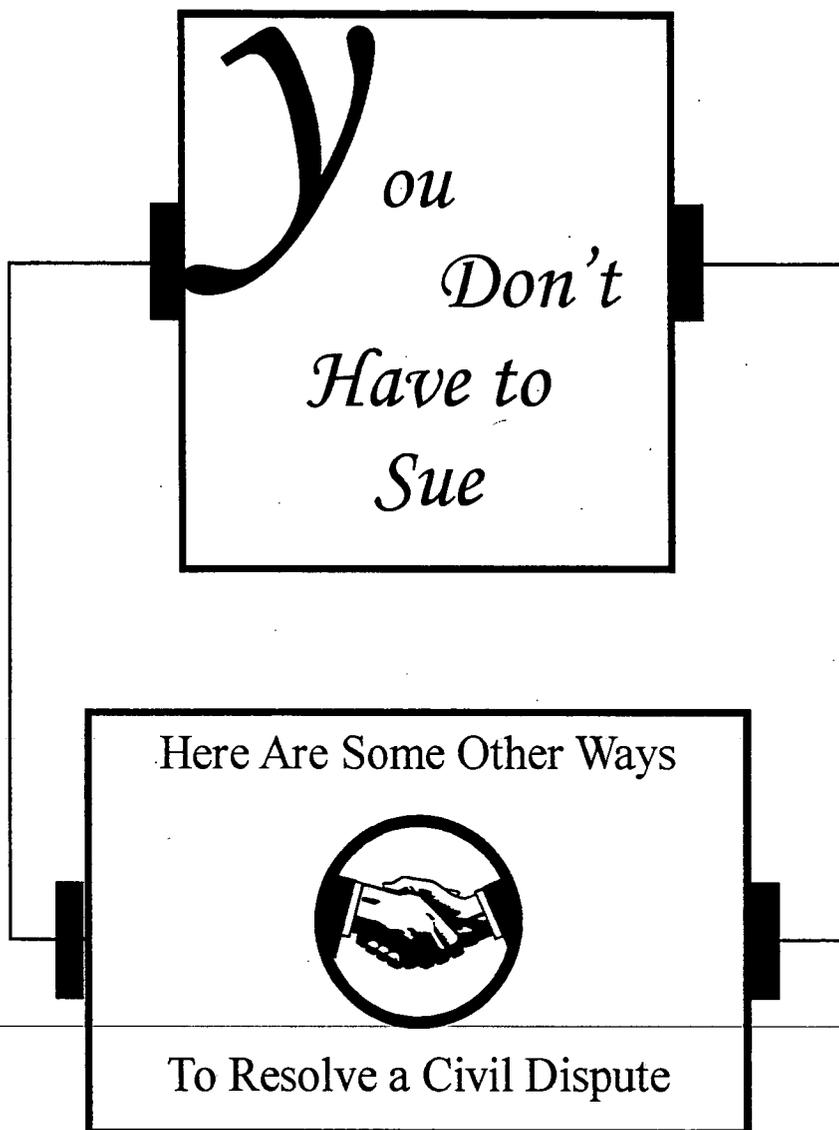
Enforcement of Judgment (20)
Abstract of Judgment (Out of
County)
Confession of Judgment (*non-
domestic relations*)
Sister State Judgment
Administrative Agency Award
(*not unpaid taxes*)
Petition/Certification of Entry of
Judgment on Unpaid Taxes
Other Enforcement of Judgment
Case

Miscellaneous Civil Complaint

RICO (27)
Other Complaint (*not specified
above*) (42)
Declaratory Relief Only
Injunctive Relief Only (*non-
harassment*)
Mechanics Lien
Other Commercial Complaint
Case (*non-tort/non-complex*)
Other Civil Complaint
(*non-tort/non-complex*)

Miscellaneous Civil Petition

Partnership and Corporate
Governance (21)
Other Petition (*not specified
above*) (43)
Civil Harassment
Workplace Violence
Elder/Dependent Adult
Abuse
Election Contest
Petition for Name Change
Petition for Relief From Late
Claim
Other Civil Petition



Presented by the
Judicial Council of California
And the
State Bar of California

Introduction

Did you know that most civil lawsuits settle without a trial?

And did you know that there are a number of ways to resolve civil disputes without having to sue somebody?

These alternatives to a lawsuit are known as alternative dispute resolution (ADR). The most common forms of ADR are mediation, arbitration, and case evaluation. There are a number of other kinds of ADR as well.

In ADR, trained, impartial persons decide disputes or help parties decide disputes themselves. These persons are called neutrals. For example, in mediation, the neutral is the mediator. Neutrals normally are chosen by the disputing parties or by the court. Neutrals can help parties resolve disputes without having to go to court.

ADR is not new. ADR is available in many communities, through dispute resolution programs and private neutrals.

Advantages of ADR

ADR can have a number of advantages over a lawsuit.

- **ADR can be speedier.** A dispute often can be resolved in a matter of months, even weeks, through ADR, while a lawsuit can take years.
- **ADR can save money.** Court costs, attorneys' fees, and expert fees can be saved.
- **ADR can permit more participation.** The parties may have more chances to tell their side of the story than in court and may have more control over the outcome.
- **ADR can be flexible.** The parties can choose the ADR process that is best for them. For example, in mediation the parties may decide how to resolve their dispute.
- **ADR can be cooperative.** This means that the parties having a dispute may work together with the neutral to resolve the dispute and agree to a remedy that makes sense to them, rather than work against each other.
- **ADR can reduce stress.** There are fewer, if any, court appearances. And because ADR can be speedier, and save money, and because the parties are normally cooperative, ADR is easier on the nerves. The parties don't have a lawsuit hanging over their heads for years.

- **ADR can be more satisfying.** For all the above reasons, many people have reported a high degree of satisfaction with ADR.

Because of these advantages, many parties choose ADR to resolve a dispute, instead of filing a lawsuit. Even when a lawsuit has been filed, the court can refer the dispute to a neutral before the parties' positions harden and the lawsuit becomes costly. ADR has been used to resolve disputes even after a trial, when the result is appealed.

Disadvantages of ADR

ADR may not be suitable for every dispute.

- If ADR is binding, the parties normally give up most court protections, including a decision by a judge or jury under formal rules of evidence and procedure, and review for legal error by an appellate court.
- There generally is less opportunity to find out about the other side's case with ADR than with litigation. ADR may not be effective if it takes place before the parties have sufficient information to resolve the dispute
- The neutral may charge a fee for his or her services.
- If a dispute is not resolved through ADR, the parties may have to put time and money into both ADR and a lawsuit.
- Lawsuits must be brought within specified periods of time, known as statutes of limitation. Parties must be careful not to let a statute of limitations run out while a dispute is in an ADR process.

Three Common Types of ADR

This pamphlet describes the forms of ADR most often found in the California state courts and discusses when each may be right for a dispute.

- **MEDIATION**

In mediation, a neutral (the mediator) assists the parties in reaching a mutually acceptable resolution of their dispute. Unlike lawsuits or some other types of ADR, the mediator does not decide how the dispute is to be resolved. The parties do.

Mediation is a cooperative process, in which the parties work together toward a resolution that tries to meet everyone's interests, instead of working against each other, where at least one party loses. Mediation normally leads to better relations between the parties and to resolutions that hold up. For example, mediation has been very successful in family disputes, particularly with child custody and visitation.

Mediation is particularly effective when the parties have a continuing relationship, like neighbors or business people. Mediation also is very effective where personal feelings are getting in the way of a resolution. This is because mediation normally gives the parties a chance to let out their feelings and find out how each other sees things.

Mediation may not be a good idea when one party is unwilling to discuss a resolution or when one party has been a victim of the other or cannot have enough bargaining power in the mediation. However, mediation can be successful for victims seeking restitution from offenders. A mediator can meet with the parties separately when there has been violence between them.

- **ARBITRATION**

In arbitration, a neutral (the arbitrator) reviews evidence, hears arguments, and makes a decision (award) to resolve the dispute. This is very different from mediation, where the mediator helps the parties reach their own resolution. Arbitration normally is more informal and much speedier and less expensive than a lawsuit. Because of the large number of cases awaiting trial in many courts, a dispute normally can be heard much more quickly by an arbitrator than by a judge. Often a case that may take a week to try in court can be heard by an arbitrator in a matter of hours, because evidence can be submitted by documents (like medial reports and bills and business records), rather than testimony.

There are two kinds of arbitration in California. Private arbitration, by agreement of the parties involved in the dispute, takes place outside of the courts and normally, is binding. In most cases "binding" means that the arbitrator's decision (award) is final and there will not be a trial or an appeal of that decision. By contrast, a decision by an arbitrator in a case referred by the courts, known as "judicial arbitration," is not binding, unless parties agree to be bound. A party who does not like the award may file a request for trial with the court within a specified time. However, if that party does not do better in the trial than in arbitration, he or she may have to pay a penalty.

Arbitration is best for cases where the parties want a decision without the expense of a trial. Arbitration may be better than mediation when the parties have no relationship except for the dispute.

Arbitration may not be a good idea when the parties want to resolve their dispute by themselves, or with the aid of a neutral.

- **CASE EVALUATION**

In case evaluation, a neutral (the evaluator) gives an opinion on the strengths and weaknesses of each party's evidence and arguments, and makes an evaluation of the case. Each party gets a chance to present the case and hear the other side. This may lead to a settlement, or at least help the parties prepare to resolve the dispute later on.

Case evaluation, like mediation, can come early in the dispute and save time and money.

Case evaluation is most effective when someone has an unrealistic view of the dispute or when the only real issue is what the case is worth, or when there are technical or scientific questions to be worked out.

Case evaluation may not be a good idea when it is too soon to tell what the case is worth or when the dispute is about something besides money, like a neighbor playing loud music late at night.

Additional Information

There are several other types of ADR beside mediation, arbitration, and case evaluation. Some of these are conciliation, settlement conferences, fact finding, mini-trials, and summary jury trials. Sometimes parties will try a combination of ADR types. The important thing is to try to find the type or types of ADR that are most likely to resolve your dispute.

The selection of a neutral is an important decision. There is no legal requirement that the neutral to be licensed or hold any particular certificate. However, some programs have established qualification requirements for neutrals. You may wish to inquire about the qualifications of any neutral you are considering.

Agreements reached through ADR normally are put in writing by the neutral and, if the parties wish, may become binding contracts that can be enforced by a judge.

You may wish to seek the advice of an attorney as to your legal rights and other matters relating to the dispute.

Whom Do You Call?

To locate a dispute resolution program or neutral in your community:

- Contact the **California Department of Consumer Affairs, Consumer Information Center, toll free, 1-800-952-5210**, or
- Contact the **local bar association**, or
- Look in the **Yellow Pages** under "Arbitrations" or "Mediators."

There may be a charge for services provided by private arbitrators and mediators.

Superior Court of California
County of San Bernardino



CONTRACTED MEDIATION SERVICE PROVIDERS

The following mediation service providers are under contract with the County of San Bernardino to provide the listed alternate dispute resolution (ADR) services under referral by the Court at no or low cost. The contractors may also provide additional mediation services outside of their contracts with the County.

Landlord-tenant, unlawful detainer, small claims:

Inland Fair Housing and Mediation Board

Program Director: Lynne Anderson, Executive Director
City Center Building
10681 Foothill Boulevard, Suite 101
Rancho Cucamonga CA 91730
TEL (909) 984-2254, or (800) 321-0911
FAX (909) 460-0274
WEB www.inmedbd.com

Civil, family law (except custody and support):

Inland Valleys Justice Center

Program Director: Kym Adams, Executive Director
3175-E Sedona Court (Building E)
Ontario CA 91764
TEL (909) 581-6014
FAX (909) 581-6015
WEB www.ivjc.org
EMAIL info@ivjc.org

Accommodations For Persons With Disabilities Using Court Facilities

The Americans with Disabilities Act (ADA) and State law require all state and local governmental entities, including the courts, to provide reasonable accommodations for the needs of persons with disabilities. The ADA benefits people who have an interest in court activities, programs and services. In 1996 the Judicial Council of California, the policy-making body for the courts, adopted California Rules of Court, rule 1.100 (former rule 989.3) to implement the ADA in the state court system.

Under the ADA, State laws, and the court rule, a person is entitled to an accommodation if he or she is an "eligible person with a disability." This means the person has a physical or mental impairment that limits one or more major life activities, has a record of such impairment, or is regarded as having such impairment.

It is the individual's responsibility to contact the court to request accommodations that would best suit his or her situation. The individual may request an accommodation by completing the *Request for Accommodations by Persons with Disabilities* (Judicial Council Form MC-410) or by other means, and provide the request to court staff. If the individual is involved in more than one case, they must submit a separate request (MC-410 form) for each case. The individual should give the court at least five working days notice whenever possible. The court may grant, modify or deny the request. The information presented will be kept confidential unless ordered released by a Judicial officer, or a written waiver of confidentiality is received from the requestor.

The court will evaluate all requests to make reasonable modifications to its policies, practices, and procedures when these modifications are necessary to avoid discriminating against a person because of a disability.

Service animals are permitted in court facilities. The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. Service animals may go to all areas of the court where customers are normally allowed.

For instructions, forms, and additional information, please use the links on the right side of this page.

For free tools that allow persons with visual disabilities to read documents in Adobe Acrobat PDF format, please visit <http://www.adobe.com/enterprise/accessibility/main.html>. These tools convert PDF documents into either HTML or ASCII text that can then be read by many screen-reading programs.

For further information:

Jurors: Please contact the Jury Services Office at (909) 387-6244.

Others: Please contact the court's ADA Coordinator at ada.coordinator@courts.sbcounty.ca.gov.

Court employees: To request accommodation for yourself, please contact your supervisor or the Court's Personnel Department. For information on assisting court customers with ADA issues, refer to the Court's Intranet

If you should have any questions or concerns regarding Americans with Disabilities, please contact Sharon Prentiss, Director of Court Administrative Services at (909) 382-3504

[Request for Accommodation Instruction Sheet](#) 
Non Fillable Form and Rule of Court 1

[Request for Accommodation Form](#) 
Fillable Version (MC-410)

Q&A on Rule of Court 1.100

[Access and Fairness Advisory Flyer](http://www.courtinfo.ca.gov/programs/access/documents/accfair.pdf) <http://www.courtinfo.ca.gov/programs/access/documents/accfair.pdf>

For Additional Information about Accessibility at the California Courts:
<http://www.courtinfo.ca.gov/programs/access/accessibility.htm>
<http://www.courtinfo.ca.gov/selfhelp/family/speced/specedlinks.htm>

SUPERIOR COURT OF CALIFORNIA, COUNTY OF SAN BERNARDINO

SAN BERNARDINO CIVIL DIVISION
303 WEST THIRD STREET
SAN BERNARDINO, CA 92415-0210

CASE NO: [REDACTED]

http://www.sbcounty.gov/courts

IN RE: [REDACTED] -V- GENERAL MOTORS

NOTICE OF CASE ASSIGNMENT FOR ALL PURPOSES
NOTICE OF CASE MANAGEMENT CONFERENCE AND ORDER
REGARDING SERVICE OF SUMMONS AND COMPLAINT

FILED
COUNTY OF SAN BERNARDINO
SAN BERNARDINO DISTRICT
AUG 2 2011
[Signature]

PLEASE TAKE NOTICE, that the above-entitled case has been set for a Case Management Conference and an Order to Show Cause why the case should not be dismissed for failure to serve the summons and complaint. File your Case Management Statement with the court fifteen (15) calendar days prior to the hearing. Failure to appear may result in monetary sanctions and/or dismissal of your case. THIS CASE HAS BEEN ASSIGNED TO DONNA GUNNELL GARZA IN DEPARTMENT S38 FOR ALL PURPOSES.

The Order to Show Cause regarding service of summons is set: 11/04/11 at 8:30 in Department S38. If proof of service of summons and complaint has been filed before that date, no appearance is required at the time of the Order to Show Cause hearing. The Case Management Conference is set: 02/03/12 at 8:30 in Department S38.

TO THE PARTY SERVED: The setting of these dates DOES NOT increase the time you have to respond to the complaint. The time for response is clearly stated on the Summons.

A COPY OF THIS NOTICE MUST BE SERVED ON ALL DEFENDANTS
Stephen H. Nash, Clerk of the Court
Date: 08/02/11 By: HAILEE HEATON

CERTIFICATE OF SERVICE

I am a Deputy Clerk of the Superior Court for the County of San Bernardino at the above listed address. I am not a party to this action and on the date and place shown below, I served a copy of the above listed notice by:

- () Enclosed in an envelope mailed to the interested party addressed above, for collection and mailing this date, following ordinary business practice.
- () Enclosed in a sealed envelope, first class postage prepaid in the U.S. mail at the location shown above, mailed to the interested party and addressed as shown above, or as shown on the attached listing.
- () A copy of this notice was given to the filing party at the counter.
- () A copy of this notice was placed in the bin located at this office and identified as the location for the above law firm's collection of file stamped documents.

DATE OF MAILING: 08/02/11
I declare under penalty of perjury that the foregoing is true and correct. Executed on 08/02/11 at San Bernardino, CA By: HAILEE HEATON



VIA FAX ONLY

August 5, 2011

Gilbert Gonzalez
M.K Smith Chevrolet
12845 Central Ave.
Chino, CA 91710

RE: [REDACTED]
Service Request: 71-974037424
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B29F [REDACTED]
Customer Relationship Specialist: Tony
Fax: (866) 311-2782

Dear Mr. Gonzalez:

This is a letter of notification regarding a breach of warranty lawsuit 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 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,

Chevrolet



MKSMITH

2nd to None Since 1941
 12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710
 (909) 628-8961

240703



BAR # ARD003976N
 CAD # 981984586

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
06CVZ01	SERVICE TRANSMISSION	MI	0.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/04/11	237029	25695	242	144 131	W W	02CVZ 07CVZ	TUNE DEPT WAR PARTS PROGRAM
12/21/10	234640	22960	131	131 481 481	W W W	10CVZ16 07CVZ 04CVZ 04CVZ011	SHUTTLE 2 WAY WAR PARTS PROGRAM 15-A 15-A MISC

SALESPERSON NO. _____ SERVICE STATE REG # 0

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/>	VEHICLE I.D. NO. 1G1ZJ57B29F	YEAR/MAKE/MODEL 09/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. 240703
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	CHINO HILLS, CA	CUSTOMER NO. 98114	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 04/21/11
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	CELL: 909-573-6985	LABOR RATE	HAZARDOUS WASTE FEE	HAZARDOUS WASTE FEE	HAZARDOUS WASTE FEE
TIME RECEIVED 11:55am		DATE/TIME PROMISED 04/21/11 06:00pm		PRIORITY 4		LABOR RATE

ORIGINAL CUSTOMER ESTIMATE: TOTAL

1 **W 02CVZ** ~~\$18~~ **TUNE DEPT**
 CUSTOMER STATES CHECK WHILE DRIVING AT ABOUT 70 MPH FEELS CAR START TO CHUG, TEST DRIVE. CHECK AND ADVISE

2 **W 04CVZ** ~~442~~ **15-A**
 CUSTOMER STATES CHECK CRUISE CONTROL INOP, CHECK AND ADVISE

3 **W 07CVZ** **WAR PARTS PROGRAM**
 ***** WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS *****

low over trunk floor is sinking in. check return

P0522 Brake switch circuit low

Filter *Oil* *Fluids*

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = REBUILT PARTS
 SEE LAST DIGIT OF PARTS NUMBER FOR X.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the service recommended.

AUTHORIZED BY _____

DATE _____ TIME _____ PHONE # _____

DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____

INSURANCE CLAIM REPORT
 COMPANY _____
 ADDRESS _____
 CITY STATE _____
 ZIP CODE _____
 PHONE _____
 CLAIM # _____
 AUTHORIZATION # _____
 AUTHORIZED BY _____
 DATE & TIME _____
 CUSTOMER _____
 RO # _____
 JOB # _____
 ADVISOR _____

CUSTOMER PAYS	YES	NO	AMOUNT
DEDUCTIBLE	[]	[]	_____
FLUIDS	[]	[]	_____
OIL	[]	[]	_____
TAX	[]	[]	_____

INSURANCE PAYS _____



TO REORDER CALL BLUE SKY PRINTING AT 951-846-1735

CVWS240703

CVWS240703

2days

98114

DAVID MEJIA 242

4609 04/25/11

CELL: [REDACTED]

29,118 DK BLUE/

09/CHEVROLET/MALIBU/4DR SDN LT

1 G 1 Z J 5 7 B 2 9 F [REDACTED]

CHINO HILLS, CA [REDACTED]

04/21/11

LABOR & PARTS

J# 1 02CVZ	TUNE DEPT	HOURS: 0.00	TECH(S):518	0.00
CUSTOMER STATES CHECK WHILE DRIVING AT ABOUT 70 MPH FEELS CAR START TO CHUG, TEST DRIVE, CHECK AND ADVISE				
JOB # 1 TOTAL LABOR & PARTS				0.00

J# 2 04CVZ	15-A	HOURS: 0.80	TECH(S):442	74.94
CUSTOMER STATES CHECK CRUISE CONTROL INOP, CHECK AND ADVISE CIRCUIT CHECK SYSTEM AS PER DOC #2055946 AND LOCATE OPEN AT BCM				
REPLACE BCM AND SET-UP ROAD TEST				

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	1	20943341	BCM 2.560 BC	121.02	121.02	169.43	169.43
JOB # 2 COST TOTAL				121.02			169.43
JOB # 2 TOTAL LABOR & PARTS							244.37

J# 3 07CVZ	WAR PARTS PROGRAM	HOURS:	TECH(S):131	
+++++ WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS +++++				
OBTAINED FROM DEALER:				
INVOICE NO.....				
JOB # 3 TOTAL LABOR & PARTS				0.00

J# 4+04CVZ02	INTERIOR TRIM/MLDGS	HOURS:	TECH(S):442	
CUSTOMER STATES CHECK INSIDE TRUNK, FLOOR IS SINKING IN, CHECK AND ADVISE ORDERED PARTS				
JOB # 4 TOTAL LABOR & PARTS				0.00

R/O TAX	0.00
R/O TOTALS	244.37

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	244.37
CLAIM TOTALS	244.37

APPROVED BY SIGNATURE

DTC P0572 or P0573

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 provides an overview of each diagnostic category.

DTC Descriptors

DTC P0572 : Brake Switch Circuit 1 Low Voltage

DTC P0573: Brake Switch Circuit 1 High Voltage

Diagnostic Fault Information

Circuit	Short to Ground	Open/High Resistance	Short to Voltage	Signal Performance
Stop Lamp Switch Signal	P0572	P0572	P0573	--

Circuit/System Description

The stop lamp switch signal circuit is a direct hardwire input from the body control module (BCM) to the engine control module (ECM), and the transmission control module (TCM). The modules monitor the stop lamp switch signal circuit to detect when the brake pedal has been applied. The BCM monitors the brake apply sensor signal circuit to determine when the brake pedal is applied. When the brake pedal is applied, the BCM sends a serial data message to the modules and also a voltage signal on the stop lamp switch signal circuit indicating that the brake pedal has been applied.

Conditions for Running the DTC

- The ignition is ON.
- The engine is running.
- Battery voltage is greater than 11.5 volts.

Conditions for Setting the DTC

P0572

The ECM detects a low voltage signal on the stop lamp switch signal circuit when the serial data message from the BCM indicates the brakes are applied.

P0573

The ECM detects a high voltage signal on the stop lamp switch signal circuit when the serial data message from the BCM indicates the brakes are not applied.

Action Taken When the DTC Sets

- Stop lamp switch input is ignored. Brake apply status is obtained through serial data messages.
- The cruise control system becomes disabled.

Conditions for Clearing the DTC

- The condition responsible for setting the DTC no longer exists.
- A history DTC will clear after 40 malfunction-free ignition cycles.

Reference Information**Schematic Reference**

- Exterior Lights Schematics
- Cruise Control Schematics

Connector End View ReferenceComponent Connector End Views**Description and Operation**Cruise Control Description and Operation**Electrical Information Reference**

- Circuit Testing
- Connector Repairs
- Testing for Intermittent Conditions and Poor Connections
- Wiring Repairs

Scan Tool ReferenceControl Module References for scan tool information**Circuit/System Testing**

- Ignition OFF, disconnect the harness connectors at the modules listed below.
 - ECM X1
 - TCM
- Connect a test lamp between the appropriate signal circuit terminal listed below and ground.
 - TCM terminal 16 (MH2)

- TCM terminal 42 (ME7 or MN5)
- Ignition ON, press and release the brake pedal. Verify the test lamp turns ON and OFF when pressing and releasing the brake pedal.
 - ⇒ If the test lamp is always ON, test the signal circuit for a short to voltage. If the circuit tests normal, replace the BCM.
 - ⇒ If the test lamp is always OFF, test the signal circuit for a short to ground or an open/high resistance. If the circuit tests normal, replace the BCM.
- Ignition OFF, connect the harness connector at the TCM.
- Connect a test lamp between the appropriate signal circuit terminal listed below and ground.
 - ECM terminal 9 X1 (LZ4)
 - ECM terminal 7 X1 (LAT or LYZ)
- Ignition ON, press and release the brake pedal. Verify the test lamp turns ON and OFF when pressing and releasing the brake pedal.
 - ⇒ If the test lamp is always OFF, test the signal circuit for an open/high resistance. If the circuit tests normal, replace the ECM.
 - ⇒ If the test lamp is always ON, test the signal circuit for a short to voltage. If the circuit tests normal, replace the TCM.
- If all circuit tests normal, replace the ECM.

Repair Instructions

Perform the Diagnostic Repair Verification after completing the diagnostic procedure.

Control Module References for BCM, ECM or TCM replacement, setup, and programming



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233261



BAR # ARD0039761
CAD # 981984586

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
06CVZ01	SERVICE TRANSMISSION	MI	175.00	05CVZ27	MANUAL TRANS FLUSH	MO	100.00
05CVZ28	DIFFERENTIAL SERVICE	MI	165.00	05CVZ25	COOLING SYSTEM FLUSH	MO	165.00
05CVZ26	ENGINE OIL FLUSH	MO	155.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADV SOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/27/10	229130	18086	312	481	W	04CVZ	15-A
07/09/10	226659	15333	448	131	W	07CVZ	WAR PARTS PROGRAM
				384	W	06CVZ	TRANSMISSION
				442	W	04CVZ	15-A
				131	W	10CVZ06	WARR COURT RENTAL

SALESPERSON NO.

S E R V I C E

STATE REG# 0

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/>	VEHICLE ID NO. 1G1ZJ57B29F	YEAR/MAKE/MODEL 09/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 233261
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	CHINO HILLS, CA	CUSTOMER NO. 98114	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. 11/22/10
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	BUSINESS PHONE	COLOR DK BLUE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 2149
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CELL: _____	TURBO <input type="checkbox"/> M/MC <input type="checkbox"/> AIR COND. <input type="checkbox"/> P.S. <input type="checkbox"/> TRANS <input type="checkbox"/> MILEAGE 21,697	ADVISOR NO. 448	ADVISOR JOSE MENDIOLA	DRIVER'S LICENSE	
HAZARDOUS WASTE FEE \$	TOTAL ESTIMATE \$	REVISOR	DATE	TIME	PHONE	AUTH BY
REVISOR	REVISOR	DATE	TIME	PHONE	AUTH BY	PHONE

ORIGINAL CUSTOMER ESTIMATE: TOTAL

1. **W 04CVZ 481 15-A**
CUST STATES THE WOOD TRIM ON DASH AT THE LEFT SIDE CORNER IS PULLING AWAY--
(Cust to return)

2. **W 04CVZ011 481 15-A MISC**
CUST STATES ON THE RIGHT SIDE OF STEERING WHEEL THE BUTTON TO LOWER THE VOLUME DOES NOT WORK AT TIMES
Ordered buttons

3. **W 07CVZ** WAR PARTS PROGRAM
***** WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS *****

4. **W 10CVZ16** SHUTTLE 2 WAY
SHUTTLE RIDE TO AND FROM

Filter Oil Fluids

PAGE 1 OF 1

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK. TECH COPY

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X - REBUILT PARTS
SEE LAST DIGIT OF PARTS NUMBER FOR X

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the service recommended.

AUTHORIZED BY _____

DATE _____ TIME _____ PHONE # _____

DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____

INSURANCE CLAIM REPORT

COMPANY _____

ADDRESS _____

CITY STATE _____

ZIP CODE _____

PHONE _____

CLAIM # _____

AUTHORIZATION # _____

AUTHORIZED BY _____

DATE & TIME _____

CUSTOMER _____

RO # _____

JOB # _____

ADVISOR _____

CUSTOMER PAYS	YES	NO	AMOUNT
DEDUCTIBLE	[]	[]	_____
FLUIDS	[]	[]	_____
OIL	[]	[]	_____
TAX	[]	[]	_____

INSURANCE PAYS _____

233261

10/11/10 10:11 AM DELL DELUXE SKY PRINTING AT 851-945-1726

1 dm

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 (909) 628-8961
 MONDAY - FRIDAY 7:00 AM TO 6:00 PM
 SATURDAY 8:00 AM TO 3:00 PM

STG
 Service Technology Group
 BAR # AA003976
 CAD # 981984588

CELL: [REDACTED]

CUSTOMER NO. 98114		ADMSOR JOSE MENDIOLA	448	TAG NO. 2149	INVOICE DATE 11/23/10	INVOICE NO. CVWS233261
[REDACTED]		LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 21,697	COLOR DK BLUE/	STOCK NO.
CHINO HILLS, CA [REDACTED]		YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE	DELIVERY MILES
[REDACTED]		VEHICLE I.D. NO. 1 G 1 Z J 5 7 B 2 9 F [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		P.T.E. NO.	P.O. NO.		R.O. DATE 11/22/10	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				

LABOR & PARTS	DESCRIPTION	HOURS	TECH(S)	TOTAL LABOR & PARTS
J# 1 04CVZ	15-A CUST STATES THE WOOD TRIM ON DASH AT THE LEFT SIDE CORNER IS PULLING AWAY-- CUSTOMER TO RETURN		481	0.00
J# 2 04CVZ011	15-A MISC CUST STATES ON THE RIGHT SIDE OF STEERING WHEEL THE BUTTON TO LOWER THE VOLUME DOES NOT WORK AT TIMES ORDERED BUTTONS	0.00	481	0.00
J# 3 07CVZ	WAR PARTS PROGRAM ++++ WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS +++++ OBTAINED FROM DEALER: INVOICE NO.		131	0.00
J# 4 10CVZ16	SHUTTLE 2 WAY SHUTTLE RIDE TO AND FROM SHUTTLE RIDE TO AND FROM.	0.00	131	0.00

I acknowledge notice and oral approval of an increase in the original estimated price.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

(Signature or Initials)

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

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/items."

WARNING
 ALL AREAS OF THIS DEALERSHIP CONTAIN CHEMICALS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM. THESE CHEMICALS ARE CONTAINED IN VEHICLES AND PARTS AND ACCESSORIES OFFERED FOR SALE AND IN SOME OF THE PRODUCTS AND MATERIALS USED TO MAINTAIN THE PROPERTY, AND IN EMISSIONS, FUMES, AND SMOKE FROM BUSINESS OPERATIONS, EMPLOYEE AND GUEST ACTIVITIES, INCLUDING, BUT NOT LIMITED TO, THE OPERATION AND SERVICING OF MOTOR VEHICLES, AND THE USE OF TOBACCO PRODUCTS.

(POSTED IN ACCORDANCE WITH PROPOSITION 65, CALIFORNIA HEALTH AND SAFETY CODE §25249.5 ET SEQ.)
 The Reynolds and Reynolds Company ERANTINVE
 SF624987 Q (05/09)



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BAR # ARD003976N
CAD # 981984588



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
06CVZ01 05CVZ28	SERVICE TRANSMISSION DIFFERENTIAL SERVICE	M. MI	175.00 165.00	05CVZ27	MANUAL TRANS FLUSH	MO	100.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. _____ SERVICE STATE REG# 0

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/>	VEHICLE NO. 1G1ZJ57B29F	YEAR/MAKE/MODEL 09/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE	STOCK NO.	B.O. NO. 226659
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	CHINO HILLS, CA	CUSTOMER NO. 98114	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	BUSINESS PHONE	COLOR DK BLUE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TIME PROMISED 08:00am	DATE PROMISED 07/09/10	LABOR RATE	ADVISOR NO. 448	ADVISOR JOSE MENDIOLA

COMMENTS:
2009 MALIBU
W 06CVZ **384** TRANSMISSION
CUST STATES WHEN DRIVING UPHILL OR DOWNHILL TRANS JERKS FORWARD-ALSO DOES IT WHEN COMING TO A STOP AT TIMES-WAS CHECKED AT ROTOLO AND FOUND TROUBLE CODES U0198,U0194,U0155,U0140--

Cost states temp. in dash yesterday July 14th stayed at 86 degrees and outside was higher temperature. It did not go over 86. Add on x with safety 7/15/10 8:11

ORIGINAL CUSTOMER ESTIMATE: _____ **TOTAL** _____

INSURANCE CLAIM REPORT
COMPANY _____
ADDRESS _____
CITY STATE _____
ZIP CODE _____
PHONE _____
CLAIM # _____
AUTHORIZATION # _____
AUTHORIZED BY _____
DATE & TIME _____
CUSTOMER _____
RO # _____
JOB # _____
ADVISOR _____

CUSTOMER PAYS	YES	NO	AMOUNT
DEDUCTIBLE	[]	[]	_____
FLUIDS	[]	[]	_____
OIL	[]	[]	_____
TAX	[]	[]	_____
INSURANCE PAYS	_____	_____	_____

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IN 05:40PM 7/16/10
OUT 05:50PM 7/15/10
24-HOUR DAY

ENTERPRISE RENT-A-CAR COMPANY OF LOS ANGELES, LLC
5338 RIVERSIDE DRIVE 909-364-1044
CHINO CA 91710-4204 32HF
RENTAL TYPE B SOURCE CH32HF - 010

RENTAL AGREEMENT
D647921
PAGE 1 OF 1

UNIT 1
UNIT # 7CLSXL
LIC# [REDACTED]
MODEL HHR
COLOR GRAY DK
IN 15880
OUT 15878

RENTER [REDACTED]
CHINO HILLS CA [REDACTED]
LOCAL: [REDACTED]

SUMMARY OF CHARGES
DAY = 24 HOUR PERIOD
MILES
NO CHARGE
150 MI FREE/DA

1 DAYS @ 34.94 34.94

UNIT 2
UNIT # 7CLSXL
LIC# 6LEK952
MODEL HHR
COLOR GRAY DK
IN 15914
OUT 15880

DR. LICENSE [REDACTED]
STATE CA EXPIRE 11/14/14
DOB [REDACTED] HT WT
EYES HAIR
S.S.#
EMPLOYER

*1/17#
34NBABDBLASS582474*

BILL TO Y CUST # C18206
MK SMITH CHEVROLET-32HF
ATTN: DENNIS**
PO BOX 455
CHINO CA
909-628-8961 91710

DAMAGE WAIVER 071510/071610
PERSONAL ACC.INS. 071510/071610

1 DAYS DW @ 8.99 8.99
1 DAYS PAI @ 3.00 3.00

ADDITIONAL DRIVER
NONE

RDSDE ASST 3.99
VLF .17
SALES TAX 8.75 3.07

CLAIM INFO
POL/CLAIM/PO#

PERMISSION TO LEAVE STATE
YES X NO

226659
INSURED

STATES CA ONLY, NO SMOKING
CUSTOMER SIGNATURE ON FILE

LOSS DATE 7/15/10
THEFT ACCIDENT

PAYMENT INFORMATION
AMOUNT PD.BY TYPE DATE AUTH
25.00 VISA SALE 7/15/10 592830
9.02-VISA RFND 7/16/10

TOTAL CHARGES 54.16

DEPOSITS 25.00
REFUND 9.02-

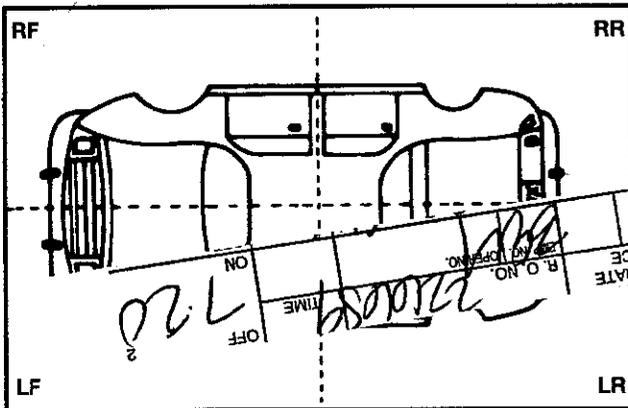
TYPE CAR
CHEVROLET

BILL TO CUST C18206 38.00

SHOP MK SMITH CHE
PHONE 909-628-8961
NAME

CLOSED TICKET PAYMENT INFO
CLOSED TICKET PAYMENT INFO

OPENED BY #893H9 BAYLEN FERNANDEZ
CLOSED BY #2201X NORMA L LOPEZ-RAM



- EQUIPPED WITH: (CIRCLE)
- (1) A/C
 - (2) P/S
 - (3) (9) AM/FM/STEREO/TAPE
 - (4) STEPSIDE/FLEETSIDE
 - (5) (11) SHORT/LONG W/BSE
 - (6) REM. CONT. MIR
 - (7) CRUISE CONT.
 - (8) FLR/CNSL/SHFT.
 - (9) AM/FM/STEREO/TAPE
 - (10) STEPSIDE/FLEETSIDE
 - (11) SHORT/LONG W/BSE
 - (12) STD. TRANS.
 - (13) AUTO TRANS.
 - (14) SGL./D EXH.
 - (15) ENG./TRANS. OIL COOLER
 - (16) OTHER LT40

PARTS TURNED IN	RECV. BY	MECH. #	TIME CLOCK
		384	ON 16 P1 :30
			OFF
			ON 16 P2 :23
			OFF
			ON
			OFF
			ON
			OFF

MISC. FLAGS

RATTLE WHERE MARKED DAMAGED WHERE MARKED

1. Complaint Or Problem MECH. #	1. Complaint Or Problem MECH. #	1. Complaint Or Problem MECH. #	1. Complaint Or Problem MECH. #	1. Complaint Or Problem MECH. #
A Arms jerks forward. U-codes found at other dealer.	B Temp. not going pass 86 degrees.	C	D	E
2. What Caused The Trouble? U-0198, U0194, U0155, U0104. found at ECM. No communication with TCM.	2. What Caused The Trouble? circuit check sensor and read out gauge	2. What Caused The Trouble?	2. What Caused The Trouble?	2. What Caused The Trouble?
3. What Was Done To Correct? Inspect high speed communication wiring system, from DLC to ECM and TCM. Found moisture build-up at TCM connector. remove connector to clean with solvent. Installed and cleaned D.L.S. Road test. System communicating as designed. NO	3. What Was Done To Correct? WORKING AS DESIGN	3. What Was Done To Correct?	3. What Was Done To Correct?	3. What Was Done To Correct?

Please Answer The Following Questions When Performing Warranty Work.

00512832 0
D.L.S.

CVWS226659

CVWS226659

2 days

98114

JOSE MENDIOLA 448

2162 07/20/10

CELL: [REDACTED]

15,333 DK BLUE/

09/CHEVROLET/MALIBU/4DR SDN LT

1 G 1 Z J 5 7 B 2 9 F

CHINO HILLS, CA

07/09/10

LABOR & PARTS

J# 1 06CVZ TRANSMISSION HOURS: 0.80 TECH(S):384 73.11
 CUST STATES WHEN DRIVING UPHILL OR DOWNHILL TRANS
 JERKS FORWARD-ALSO DOES IT WHEN COMING TO A STOP
 AT TIMES-WAS CHECKED AT ROTOLO AND FOUND TROUBLE
 CODES U0198,U0194,U0155,U0140--
 U-0198,U0194,U0155,U0104,FOUND AT ECM.NO COMMUNICATION WITH
 TCM
 INSPECT HIGH SPEED COMMUNICATION WIRING SYSTEM,FROM DLC TO
 ECM AND TCM.FOUND MOISTURE BUILD UP AT TCM CONNECTOR.REMO-
 VED CONNECTOR TO CLEAN WITH SOLVENT.INSTALLED AND CLEARED
 DTCS.ROAD TEST SYSTEM COMMUNICATING AS DESIGNED.NO DTCS
 JOB # 1 TOTAL LABOR & PARTS 73.11

J# 2+04CVZ 15-A HOURS: TECH(S):442 0.00
 CUST STATES TEMP.IN DASH YESTERDAY JULY 14TH STAYED AT 86
 DEGREES AND OUTSIDE WAS HIGHER TEMPERATURES.IT DID NOT GO
 OVER 86.
 ADD ON 7/15/10 8:11AM PER CUST IN PERSON
 CIRCUIT CHECK SENSOR AND READ OUT GAUGE
 WORKING AS DESIGNED.
 JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+10CVZ06 WARR COURT RENTAL HOURS: TECH(S):131
 ++++++ COURTESY TRANSPORTATION ++++++
 REQUIRES SERVICE MANAGERS APPROVAL.....DATE.....TIME
 REASON:
 HOW MANY DAYS REQUIRED
 JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET PO# VEND INV# INV DATE DESCRIPTION
 JOB # 1 59851 07/20/10 CAR RENTAL 38.00
 TOTAL - SUBLET 38.00

COMMENTS
 2009 MALIBU
 R/O TAX 0.00
 R/O TOTALS 111.11

WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL
 [REDACTED] 111.11
 CLAIM TOTALS 111.11

APPROVED BY SIGNATURE



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229130



BAR # ARD003976N
CAD # 981984586

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
06CVZ01	SERVICE TRANSMISSION	MI	175.00	05CVZ27	MANUAL TRANS FLUSH	MO	100.00
05CVZ28	DIFFERENTIAL SERVICE	MI	165.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/09/10	226659	15333	448	384 442 131	W W W	06CVZ 04CVZ 10CVZ06	TRANSMISSION 15-A WARR COURT, RENTAL

SALESPERSON NO.

S E R V I C E

STATE REG# 0

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL OTHER	VEHICLE NO. 1G1TZJ57B29F	YEAR/MAKE/MODEL 09/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE	STOCK NO.	B.O. NO. 229130
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	CHINO HILLS, CA	CUSTOMER NO. 98114	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	BUSINESS PHONE	COLOR DK BLUE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CELL:	TURBO N	M/MC CVZZ	AIR COND. Y	P/S Y
		TRANS A	MILEAGE 18,086	ADVISOR NO. 312	ADVISOR BRYAN J PFAFF
		ORIGINAL ESTIMATE \$	REVISED EST \$	DATE	TIME
		HAZARDOUS WASTE FEE \$	REVISED EST \$	DATE	TIME
		TOTAL ESTIMATE \$	REVISED REASON	REVISED REASON	DRIVER'S LICENSE

JOB: [REDACTED] TOTAL

WAITER

1. **W 04CVZ 48/15-A**
GUST STATES DRIVER SIDE TURN SIGNAL INOP--FLASHES FAST.

2. **W 07CVZ WAR PARTS PROGRAM**
+++++ WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS +++++

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = REBUILT PARTS
SET LAST DIGIT OF PARTS NUMBER FOR X

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the service recommended.

PRIOR BODY DAMAGE

AUTHORIZED BY _____

DATE _____ TIME _____ PHONE # _____

DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____

INSURANCE CLAIM REPORT

COMPANY _____

ADDRESS _____

CITY STATE _____

ZIP CODE _____

PHONE _____

CLAIM # _____

AUTHORIZATION # _____

AUTHORIZED BY _____

DATE & TIME _____

CUSTOMER _____

RO # _____

JOB # _____

ADVISOR _____

CUSTOMER PAYS	YES	NO	AMOUNT
DEDUCTIBLE	[]	[]	_____
FLUIDS	[]	[]	_____
OIL	[]	[]	_____
TAX	[]	[]	_____

INSURANCE PAYS _____

TO REORDER CALL BLUE SKY PRINTING AT 951-946-1735

229130

CVWS229130

CVWS229130C

1 day
WAIT ON

98114

BRYAN J PFAFF 312

1732 08/30/10

CELL: [REDACTED]

18,086 DK BLUE/

09/CHEVROLET/MALIBU/4DR SDN LT

1 G 1 Z J 5 7 B 2 9 F [REDACTED]

CHINO HILLS, CA [REDACTED]

08/27/10

LABOR & PARTS-----

J# 1 04CVZ 15-A HOURS: 0.60 TECH(S):481 54.83

CUST STATES DRIVER SIDE TURN SIGNAL INOP--FLASHES FAST.

TURN SIGNAL FLASHES FAST, BULB BURNED

REPLACED LEFT TURN SIGNAL BULB AT TAIL LAMP.

WORKING PROPERLY AFTER DONE.

PARTS-----QTY--FP-NUMBER-----DESCRIPTION-----U/COST---E/COST---U/PRICE	
JOB # 1 1 12450108 BULB 2.679 BU	2.04 2.04 2.86
JOB # 1 COST TOTAL	2.04
JOB # 1 TOTAL PARTS	2.86
JOB # 1 TOTAL LABOR & PARTS	57.69

J# 2 07CVZ WAR PARTS PROGRAM. HOURS: TECH(S):131

++++ WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS +++++

OBTAINED FROM DEALER:

INVOICE NO.

JOB # 2 TOTAL LABOR & PARTS 0.00

R/O TAX 0.00

R/O TOTALS 57.69

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#..... TOTAL....

[REDACTED] 57.69

CLAIM TOTALS 57.69

APPROVED BY SIGNATURE _____



MKSMITH

2nd to None Since 1941

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710
(909) 628-8961

237029



BAR # ARD003976N
CAD # 981984586



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
06CVZ01 05CVZ26	SERVICE TRANSMISSION ENGINE OIL FLUSH	MI MI	0.00 0.00	05CVZ25	COOLING SYSTEM FLUSH	MI	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/21/10	234640	22960	131	131 481 481	W W W	07CVZ 04CVZ 04CVZ011	WAR PARTS PROGRAM 15-A 15-A MISC
11/22/10	233261	21697	448	131 481 481	W W W	10CVZ16 04CVZ 04CVZ011	SHUTTLE 2 WAY 15-A 15-A MISC

SALESPERSON NO. _____ SERVICE STATE REG# 0

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/>	VEHICLE ID NO. 1G1ZJ57B29F	YEAR/MAKE/MODEL 09/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE	STOCK NO.	B.O. NO. 37029
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	CHINO HILLS, CA	CUSTOMER NO. 98114	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 01:22pm	TIME PROMISED 02/04/11 06:00pm	PRIORITY 4	LABOR RATE	APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
APPOINTMENT		HAZARDOUS WASTE FEE \$		TOTAL ESTIMATE \$	
APPOINTMENT		REVISOR		REVISOR	

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X **W 02CVZ** *W/11* **TUNE DEPT**
CUSTOMER STATES CHECK CHARGING SYSTEM, HAD TO BE JUMPED STARTED, CHECK AND ADVISE

2 **W *07CVZ** **WAR PARTS PROGRAM**
+++++ WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS +++++

3 **W *10CVZ16** **SHUTTLE 2 WAY**
SHUTTLE RIDE TO AND FROM

End to None Since 1941

Filter Oil Fluids

PAGE 1 OF 1 TECH COPY

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = REBUILT PARTS
SEE LAST DIGIT OF PARTS NUMBER FOR X

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within data shown above recommended.

Model No. / Nº de modelo: **90-6YR**
Serial No. / Nº de serie: **94461**

DATE: _____ TIME: _____

DEDUC. \$: _____ INS. \$: _____

INSURANCE CLAIM REPORT

COMPANY _____
ADDRESS _____
CITY STATE _____
ZIP CODE _____
PHONE _____
CLAIM # _____
AUTHORIZATION # _____
AUTHORIZED BY _____
DATE & TIME _____
CUSTOMER _____
RO # _____
JOB # _____
ADVISOR _____

CUSTOMER PAYS	YES	NO	AMOUNT
DEDUCTIBLE	[]	[]	_____
FLUIDS	[]	[]	_____
OIL	[]	[]	_____
TAX	[]	[]	_____

INSURANCE PAYS _____

TO REORDER CALL BLUE SKY PRINTING AT 951-946-1735

237029

CVWS237029

CVWS237029

1 DAY

98114

DAVID MEJIA 242 4608

02/08/11

CELL: [REDACTED]

25,695 DK BLUE/

09/CHEVROLET/MALIBU/4DR SDN LT

1 G 1 Z J 5 7 B 2 9 F [REDACTED]

CHINO HILLS, CA [REDACTED]

02/04/11

LABOR & PARTS

J# 1 02CVZ TUNE DEPT HOURS: 0.20 TECH(S):144 18.73
 CUSTOMER STATES CHECK CHARGING SYSTEM. HAD TO BE JUMPED
 STARTED, CHECK AND ADVISE
 CK BAT LOAD TEST FAILED IN VEH 091QU-RT OUT VEH 081R4-RT
 REPLACED BAT AND RETEST

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1		89022163	BAT-90-6YR BA	97.47	97.47	131.96
JOB # 1	-1		89022163	CORE RETURN	11.25	-11.25	-11.25
JOB # 1 COST TOTAL					86.22		
JOB # 1 TOTAL PARTS							120.71
JOB # 1 TOTAL LABOR & PARTS							139.44

J# 2 07CVZ WAR PARTS PROGRAM HOURS: TECH(S):131
 +++++ WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS +++++
 OBTAINED FROM DEALER:
 INVOICE NO.
 JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 10CVZ16 SHUTTLE 2 WAY HOURS: 0.00 TECH(S):131 0.00
 SHUTTLE RIDE TO AND FROM
 SHUTTLE RIDE TO AND FROM.
 JOB # 3 TOTAL LABOR & PARTS 0.00

R/O TAX 0.00
R/O TOTALS 139.44

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	139.44
CLAIM TOTALS	139.44

APPROVED BY SIGNATURE

RF	RR	EQUIPPED	(CIRCLE)	PARTS TURNED IN	RECV. BY	MECH #	TIME CLOCK	
		(3) A.I.R (4) ELEC. WDO /LK (5) ELEC. DEFR. (6) REM. CONT. MIR (7) CRUISE CONT. (8) FLR/CNSL/SHFT.	(9) AM/FM/STEREO/TAPE (10) STEPSIDE/FLEETSIDE (11) SHORT/LONG W/BSE (12) STD. TRANS. _____ (13) AUTO TRANS. _____ (14) SGL./D EXH. (15) ENG./TRANS. OIL COOLER (16) OTHER _____				ON OFF ON OFF ON OFF ON OFF	
RATTLE WHERE MARKED <input type="checkbox"/>		DAMAGED WHERE MARKED <input type="checkbox"/>		MISC FLAGS				

1. <u>Complaint Or Problem</u> MECH. # <i>Ch charging system has to be jump started</i>	1. <u>Complaint Or Problem</u> MECH. #			
2. <u>What Caused The Trouble?</u> <i>Ch bat load test failed touch 0910U-RT out veh 081R4-RT</i>	2. <u>What Caused The Trouble?</u>			
3. <u>What Was Done To Correct?</u> <i>Replaced bat & Retest</i>	3. <u>What Was Done To Correct?</u>			

Please Answer The Following Questions When Performing Warranty Work.

AUG-5-2011 02:16P FROM:MKSMITH CHEVROLET 90966282871 TO:18663112782 P.19/27



MKSMITH

2nd to None Since 1941

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710
(909) 628-8961

234640



BAR # ARD003976N
CAD # 981984586

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
06CVZ01	SERVICE TRANSMISSION	MI	175.00	05CVZ27	MANUAL TRANS FLUSH	MO	100.00
05CVZ28	DIFFERENTIAL SERVICE	MI	165.00	05CVZ25	COOLING SYSTEM FLUSH	MI	165.00
05CVZ26	ENGINE OIL FLUSH	MO	155.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MI/LEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/22/10	233261	21697	448	481	W	04CVZ	15-A
				481	W	04CVZ011	15-A MISC
				131	W	07CVZ	WAR PARTS PROGRAM
				131	W	10CVZ16	SHUTTLE 2 WAY
08/27/10	229130	18086	31.2	481	W	04CVZ	15-A
				131	W	07CVZ	WAR PARTS PROGRAM

SALESPERSON NO.

S E R V I C E

STATE REG# 0

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/>	VEHICLE ID NO. 1G1TZJ57B29F	YEAR/MAKE/MODEL 09/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE	STOCK NO. 34640	R. O. NO.
CALL WHEN READY <input type="checkbox"/> <input type="checkbox"/> YES <input type="checkbox"/> NO	CHINO HILLS, CA	CUSTOMER NO. 98114	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	BUSINESS PHONE	COLOR DK BLUE/	CONTRACT NO. 22960	EXPIRATION DATE	EXPIRATION MILES
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TIME PROMISED 08:30am	HAZARDOUS WASTE FEE	ADVISOR NO. 131	ADVISOR ALBERT J. GONZALES	DRIVER'S LICENSE
	DATE/TIME PROMISED 12/21/10 06:00pm	TOTAL ESTIMATE	REVISED REASON	REVISED REASON	
	LABOR RATE	<small>BY LAW YOU MAY CHOOSE ANOTHER LICENSED BMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE BMOG CHECK TEST INDICATES ARE NECESSARY. MK. SMITH CHEVROLET IS NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE OR VANDALISM. I hereby authorize the repair work to be done along with the necessary rental and hereby grant you employee privileges to operate the vehicle (rental) described on sheet, repairs or elsewhere for the repair of testing, and/or inspections, and/or safety repairs. Subject to conditions on reverse side of this contract. PLEASE READ REVERSE SIDE. ESTIMATES DO NOT INCLUDE SALES TAX.</small>			

ORIGINAL CUSTOMER ESTIMATE: TOTAL

1 **W*07CVZ** **WAR PARTS PROGRAM**
+++++ WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS +++++
PART 25862239

2 **W*04CVZ** **481** **15-A** **481**
RT SIDE BUTTON ON STEERING WHEEL TO LOWER VOLUME IS INOP
SOP HERE.

3 **W*04CVZ011** **481** **15-A MISC**
LEFT SIDE CORNER OF DASH, THE WOOD TRIM PULLING AWAY.

4 **W*10CVZ16** **SHUTTLE 2 WAY**
SHUTTLE RIDE TO AND FROM

CUST GONE.
PLEASE F.E.

Filter Oil Fluids

PAGE 1 OF 1 TECH COPY

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X - *REBUILT PARTS
SEE LAST DIGIT OF PARTS NUMBER FOR X.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the service recommended.

PRIOR BODY DAMAGE

AUTHORIZED BY

DATE _____ TIME _____ PHONE # _____

DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____

INSURANCE CLAIM REPORT

COMPANY _____

ADDRESS _____

CITY STATE _____

ZIP CODE _____

PHONE _____

CLAIM # _____

AUTHORIZATION # _____

AUTHORIZED BY _____

DATE & TIME _____

CUSTOMER _____

RO # _____

JOB # _____

ADVISOR _____

CUSTOMER PAYS	YES	NO	AMOUNT
DEDUCTIBLE	[]	[]	_____
FLUIDS	[]	[]	_____
OIL	[]	[]	_____
TAX	[]	[]	_____

INSURANCE PAYS _____

TO REORDER CALL BLUE SKY PRINTING AT 861-846-1735

234640

CVWS234640

CVWS23464C

1 DAY

98114

CELL: [REDACTED]

GILBERT L GONZALES 131 2409 12/22/10
6JTS460 22,960 DK BLUE/

09/CHEVROLET/MALIBU/4DR SDN LT

1 G 1 Z J 5 7 B 2 9 F [REDACTED]

12/21/10

CHINO HILLS, CA [REDACTED]

LABOR & PARTS

J# 1 07CVZ WAR PARTS PROGRAM HOURS: TECH(S):131 0.00
***** WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS *****
PART 25862239
OBTAINED FROM DEALER:
INVOICE NO.....
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 04CVZ 15-A HOURS: 0.60 TECH(S):481 54.83
RT SIDE BUTTON ON STEERING WHEEL TO LOWER VOLUME IS INOP
SOP HERE.
STEERING WHEEL INOP
REPLACED STEERING WHEEL CONTROL VOLUMN SWITCH,WORKING
PROPERLY AFTER DONE

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 2	1	25862239	SWITCH 9.649 SW	25.69	25.69	35.97
				JOB # 2 COST TOTAL	25.69	
				JOB # 2 TOTAL PARTS		35.97
				JOB # 2 TOTAL LABOR & PARTS		90.80

J# 3 04CVZ011 15-A MISC HOURS: 0.40 TECH(S):481 36.56
LEFT SIDE CORNER OF DASH,THE WOOD TRIM PULLING AWAY.
DASH END LOOSE
REATTACHED DASH END AS REQUIRED WORKING PROPERLY
AFTER DONE.
JOB # 3 TOTAL LABOR & PARTS 36.56

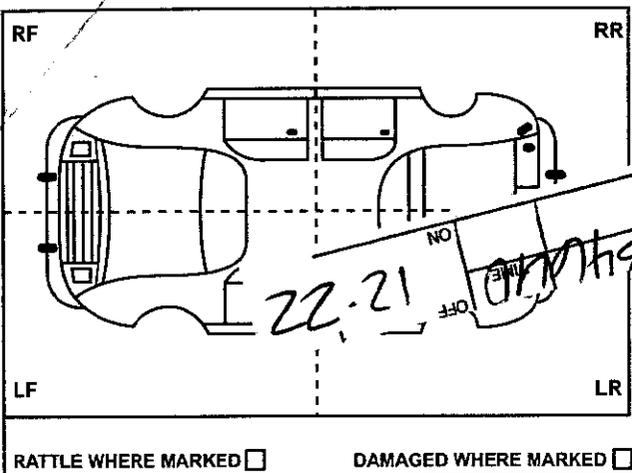
J# 4 10CVZ16 SHUTTLE 2 WAY HOURS: 0.00 TECH(S):131 0.00
SHUTTLE RIDE TO AND FROM
SHUTTLE RIDE TO AND FROM.
JOB # 4 TOTAL LABOR & PARTS 0.00

R/O TAX 0.00
R/O TOTALS 127.36

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	90.80
[REDACTED]	36.56
CLAIM TOTALS	127.36

APPROVED BY SIGNATURE



- EQUIPPED WITH: (CIRCLE)
- (1) A/C
 - (2) P/S
 - (3) CRUISE CONT.
 - (4) FLR/CNSL/SHFT.
 - (5) ELEC. DEFR.
 - (6) REM. CONT. MIR.
 - (7) CRUISE CONT.
 - (8) FLR/CNSL/SHFT.
 - (9) ...
 - (10) ...
 - (11) ...
 - (12) STD. TRANS.
 - (13) AUTO TRANS.
 - (14) SGL/D EXH.
 - (15) ENG./TRANS OIL COOLER
 - (16) OTHER

PARTS TURNED IN	RECV. BY	MECH #	TIME CLOCK
Switch			ON
			OFF
			ON
			OFF
			ON
			OFF
			ON
			OFF

MISC. FLAGS

1. Complaint Or Problem
MECH #

1. Complaint Or Problem
MECH #
481 steering wheel to lower volume wop

1. Complaint Or Problem
MECH #
481 left side corner of dash coming off

1. Complaint Or Problem
MECH #

1. Complaint Or Problem
MECH #

2. What Caused The Trouble?

2. What Caused The Trouble?
steering wheel wop

2. What Caused The Trouble?
dash end loose

2. What Caused The Trouble?

2. What Caused The Trouble?

3. What Was Done To Correct?

3. What Was Done To Correct?
replaced steering wheel control volume switch working after done
10DEC 21 8:47AM

3. What Was Done To Correct?
reattached dash end as required working after done

3. What Was Done To Correct?

3. What Was Done To Correct?

Please Answer The Following Questions When Performing Warranty Work.



CHEVROLET 2nd to None Since 1941

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710
(909) 628-8961



BAR # ARD003976N
CAD # 981984586

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
06CVZ01	SERVICE TRANSMISSION	MI	0.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/21/11	240703	29118	242	518 442 131	W W W	02CVZ 04CVZ 07CVZ	TUNE DEPT 15-A WAR PARTS PROGRAM
02/04/11	237029	25695	242	442 144 131	W W W	04CVZ02 02CVZ 07CVZ	INTERIOR TRIM/MLDGS TUNE DEPT WAR PARTS PROGRAM

SALESPERSON NO.

S E R V I C E

STATE REG# 0

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/>	VEHICLE I.D. NO. 1G1ZJ57B29E	YEAR/MAKE/MODEL 09/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. 41098
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	CHINO HILLS, CA	CUSTOMER NO. 98114	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 04/20/11
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	RESIDENCE PHONE	TURBO <input type="checkbox"/> M/MC <input type="checkbox"/>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAB NO. 4754
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TIME RECEIVED 12:18pm	AIR COND. <input type="checkbox"/> P.S. <input type="checkbox"/>	TRANS <input type="checkbox"/>	ADVISOR NO. 242	ADVISOR DAVID MELTA	
	DATE/TIME PROMISED 03:00pm	HAZARDOUS WASTE FEE \$	REVISOR	DATE	TIME	PHONE
	PRIORITY 3	TOTAL ESTIMATE \$	REVISOR	DATE	TIME	PHONE
	LABOR RATE	REVISOR REASON	REVISOR	DATE	TIME	PHONE

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X [REDACTED]

1 **W 07CVZ** **WAR PARTS PROGRAM**
******* WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS *******

2 **W *04CVZ** **15-A**
CUSTOMER STATES CHECK TRUNK FLOOR IS SINKING, S.O.P. PARTS ARE IN. CHECK AND ADVISE

3 **W 10CVZ16** **SHUTTLE 2 WAY**
SHUTTLE RIDE TO AND FROM

ok Per sil But on Prior visit.

Filter Oil Fluids

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = *REBUILT PARTS
SEE LAST DIGIT OF PARTS NUMBER FOR X

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above. If I choose not to authorize this service, I understand that I will be responsible for the cost of the parts and labor.

PRIOR BODY DAMAGE

AUTHORIZED BY _____

DATE _____ TIME _____ PHONE # _____

DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____

INSURANCE CLAIM REPORT

COMPANY _____
ADDRESS _____
CITY STATE _____
ZIP CODE _____
PHONE _____
CLAIM # _____
AUTHORIZATION # _____
AUTHORIZED BY _____
DATE & TIME _____
CUSTOMER _____
RO # _____
JOB # _____
ADVISOR _____

CUSTOMER PAYS	YES	NO	AMOUNT
DEDUCTIBLE	[]	[]	_____
FLUIDS	[]	[]	_____
OIL	[]	[]	_____
TAX	[]	[]	_____

INSURANCE PAYS _____

TO REORDER CALL BLUE SKY PRINTING AT 951-846-1735

CVWS241098

CVWS241098

1 day

98114

DAVID MEJIA 242 4754 05/02/11

29,525 DK BLUE/

09/CHEVROLET/MALIBU/4DR SDN LT

1 G 1 Z J 5 7 B 2 9 F

CHINO HILLS, CA

04/29/11

LABOR & PARTS

J# 1 07CVZ WAR PARTS PROGRAM HOURS: TECH(S):131 0.00
 +++++ WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS +++++
 OBTAINED FROM DEALER:
 INVOICE NO.
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 04CVZ 15-A HOURS: 0.40 TECH(S):481 37.47

CUSTOMER STATES CHECK TRUNK FLOOR IS SINKING. S.O.P. PARTS
 ARE IN. CHECK AND ADVISE
 FLOOR WARPED
 REPLACED TRUNK FLOOR CARPET

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	1	25914974	TRIM 15.222 TR	86.51	86.51	121.11	121.11
				JOB # 2 COST TOTAL	86.51		
				JOB # 2 TOTAL PARTS			121.11

JOB # 2 TOTAL LABOR & PARTS 158.58

J# 3 10CVZ16 SHUTTLE 2 WAY HOURS: 0.00 TECH(S):131 0.00

SHUTTLE RIDE TO AND FROM
 SHUTTLE RIDE TO AND FROM.

JOB # 3 TOTAL LABOR & PARTS 0.00

R/O TAX 0.00
 R/O TOTALS 158.58

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
.....	158.58
CLAIM TOTALS	158.58

APPROVED BY SIGNATURE

<p>F RR</p> <p>LF LR</p>	<p>EQUIPPED WITH: (CIRCLE)</p> <table style="width:100%;"> <tr> <td>(1) A/C</td> <td>(9) AM/FM/STEREO/TAPE</td> </tr> <tr> <td>(2) P/S</td> <td>(10) STEPSIDE/FLEETSIDE</td> </tr> <tr> <td>(3) A/R</td> <td>(11) SHORT/LONG W/BSE</td> </tr> <tr> <td>(4) ELEC WDC/LK</td> <td>(12) STD. TRANS</td> </tr> <tr> <td></td> <td>(13) AUTO TRANS</td> </tr> <tr> <td></td> <td>(14) SGL/D EXH</td> </tr> <tr> <td></td> <td>(15) ENG./TRANS</td> </tr> <tr> <td></td> <td>OIL COOLER</td> </tr> <tr> <td>(7) CRUISE CONT</td> <td>(16) OTHER</td> </tr> <tr> <td>(8) FLR/CNSL/SHT</td> <td></td> </tr> </table>	(1) A/C	(9) AM/FM/STEREO/TAPE	(2) P/S	(10) STEPSIDE/FLEETSIDE	(3) A/R	(11) SHORT/LONG W/BSE	(4) ELEC WDC/LK	(12) STD. TRANS		(13) AUTO TRANS		(14) SGL/D EXH		(15) ENG./TRANS		OIL COOLER	(7) CRUISE CONT	(16) OTHER	(8) FLR/CNSL/SHT		<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:30%;">PARTS TURNED IN</th> <th style="width:20%;">RECV. BY</th> <th style="width:10%;">MECH #</th> <th style="width:40%;">TIME CLOCK</th> </tr> </thead> <tbody> <tr> <td></td> <td style="text-align: center;"><i>Jim [Signature]</i></td> <td></td> <td>ON</td> </tr> <tr> <td></td> <td></td> <td></td> <td>OFF</td> </tr> <tr> <td></td> <td></td> <td></td> <td>ON</td> </tr> <tr> <td></td> <td></td> <td></td> <td>OFF</td> </tr> <tr> <td></td> <td></td> <td></td> <td>ON</td> </tr> <tr> <td></td> <td></td> <td></td> <td>OFF</td> </tr> <tr> <td></td> <td></td> <td></td> <td>ON</td> </tr> <tr> <td></td> <td></td> <td></td> <td>OFF</td> </tr> </tbody> </table> <p>MISC. FLAGS</p>	PARTS TURNED IN	RECV. BY	MECH #	TIME CLOCK		<i>Jim [Signature]</i>		ON				OFF				ON				OFF				ON				OFF				ON				OFF
(1) A/C	(9) AM/FM/STEREO/TAPE																																																									
(2) P/S	(10) STEPSIDE/FLEETSIDE																																																									
(3) A/R	(11) SHORT/LONG W/BSE																																																									
(4) ELEC WDC/LK	(12) STD. TRANS																																																									
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	(14) SGL/D EXH																																																									
	(15) ENG./TRANS																																																									
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(7) CRUISE CONT	(16) OTHER																																																									
(8) FLR/CNSL/SHT																																																										
PARTS TURNED IN	RECV. BY	MECH #	TIME CLOCK																																																							
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			ON																																																							
			OFF																																																							
			ON																																																							
			OFF																																																							

<p>1. <u>Complaint Or Problem</u> MECH #</p>	<p>1. <u>Complaint Or Problem</u> MECH #</p> <p><i>481 trunk floor sinking</i></p>	<p>1. <u>Complaint Or Problem</u> MECH #</p>	<p>1. <u>Complaint Or Problem</u> MECH #</p>	<p>1. <u>Complaint Or Problem</u> MECH #</p>
<p>2. <u>What Caused The Trouble?</u></p>	<p>2. <u>What Caused The Trouble?</u></p> <p><i>floor warped</i></p>	<p>2. <u>What Caused The Trouble?</u></p>	<p>2. <u>What Caused The Trouble?</u></p>	<p>2. <u>What Caused The Trouble?</u></p>
<p>3. <u>What Was Done To Correct?</u></p>	<p>3. <u>What Was Done To Correct?</u></p> <p><i>Replaced trunk floor carpet</i></p>	<p>3. <u>What Was Done To Correct?</u></p>	<p>3. <u>What Was Done To Correct?</u></p>	<p>3. <u>What Was Done To Correct?</u></p>

Please Answer The Following Questions When Performing Warranty Work.



MKSMITH

CVCS24

GENERAL MOTORS CORPORATION

BAR # AA003970
CAD # 981984568

2nd to None Since 1941

2845 CENTRAL AVE. • CHINO, CALIFORNIA 91710
(909) 628-8961
MONDAY - FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 8:00 AM TO 3:00 PM

16 days

CELL: [REDACTED]

CUSTOMER NO. 98114	ADVISOR DAVID MEJIA	TAG NO. 242	4713	INVOICE DATE 05/28/11	INVOICE NO. CVCS241641
[REDACTED]	LABOR RATE	[REDACTED]	MILEAGE 30,105	COLOR DK BLUE/	STOCK NO.
CHINO HILLS, CA	YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. 1G1ZJ57B29F			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	R.O. NO.	R.O. DATE 05/12/11		REPRINT# 1
COMMENTS					

LABOR & PARTS	DESCRIPTION	UNITS	TECH(S)	WARRANTY	NOTES
J# 1 06CVZ	TRANSMISSION	9.90	110 214	WARRANTY	I acknowledge notice and oral approval of an increase in the original estimated price. SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.
CUSTOMER STATES CHECK WHILE DRIVING CAR STARTED TO CHUG/JERK ALSO WOULD NOT RESPOND TO ACCELERATION, ENGINE LIGHT TURNED ON. HAS A HARD SHIFT. CHECK AND ADVISE. TCM FAULTY VALVES IN VALVE BODY WEAK, CHECK FOR CODES P0700/P0572. REPLACED TRANSMISSION WITH SERTA FOR CUSTOMER SATISFACTION PER FOM AND MANAGMENT, REPROGRAMMED TCM CLEARED SHIFT ADAPTATION ROADTESTED VEHICLE, CLEARED CODES, FLUSHED COOLER LINES. FLOW 1.1 FLUSH CODE DA83E56.					
PARTS	DESCRIPTION	UNIT PRICE		WARRANTY	BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.
JOB # 1	TRANS REM 4.003 TR			WARRANTY	
JOB # 1	FLUID 8.800 FL			WARRANTY	THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.
JOB # 1	CORE RETURN			WARRANTY	
JOB # 1 TOTAL PARTS				0.00	"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."
JOB # 1 TOTAL LABOR & PARTS				0.00	
J# 2 07CVZ	WAR PARTS PROGRAM	UNITS: 131	TECH(S): 131	WARRANTY	WARNING ALL AREAS OF THIS DEALERSHIP CONTAIN CHEMICALS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM. THESE CHEMICALS ARE CONTAINED IN VEHICLES AND PARTS AND ACCESSORIES OFFERED FOR SALE AND IN SOME OF THE PRODUCTS AND MATERIALS USED TO MAINTAIN THE PROPERTY, AND IN EMISSIONS, FUMES, AND SMOKE FROM BUSINESS OPERATIONS, EMPLOYEE AND GUEST ACTIVITIES, INCLUDING, BUT NOT LIMITED TO, THE OPERATION AND SERVICING OF MOTOR VEHICLES, AND THE USE OF TOBACCO PRODUCTS.
***** WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS ***** OBTAINED FROM DEALER: INVOICE NO.					
PARTS	DESCRIPTION	UNIT PRICE		WARRANTY	POSTED IN ACCORDANCE WITH PROPOSITION 65, CALIFORNIA HEALTH AND SAFETY CODE §25249.5 ET SEQ.) The Reynolds and Reynolds Company ERAINTIVE SF624967 G (05/09)
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	
J# 3 10CVZ16	SHUTTLE 2 WAY	UNITS: 0.00	TECH(S): 131	WARRANTY	
SHUTTLE RIDE TO AND FROM SHUTTLE RIDE TO AND FROM.					
PARTS	DESCRIPTION	UNIT PRICE		WARRANTY	
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	
J# 4+10CVZ06	WARR COURT RENTAL	UNITS: 131	TECH(S): 131	WARRANTY	
***** COURTESY TRANSPORTATION ***** REQUIRES SERVICE MANAGERS APPROVAL. DATE. TIME REASON: HOW MANY DAYS REQUIRED					
PARTS	DESCRIPTION	UNIT PRICE		WARRANTY	
JOB # 4 TOTAL PARTS				0.00	
JOB # 4 TOTAL LABOR & PARTS				0.00	
SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	67108		06/01/11	CAR RENTAL	INTERNAL
JOB # 1	67108		06/01/11	CAR RENTAL	



MKSMITH

2nd to None Since 1941

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710
 (909) 628-8961
 MONDAY - FRIDAY 7:00 AM TO 6:00 PM
 SATURDAY 8:00 AM TO 3:00 PM

CVCS24

GENERAL MOTORS CORPORATION

STG
 Service Technology Group

BAR # AA003978
 CAD # 881884588

CELL: [REDACTED]

CUSTOMER NO. 98114	ADVISOR DAVID MEJIA	TAG NO. 242 4713	INVOICE DATE 05/28/11	INVOICE NO. CVCS241641
[REDACTED]	LABOR RATE	LICENSE NO.	30,105	COLOR DK BLUE/
CHINO HILLS, CA	YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE	DELIVERY MILES	STOCK NO.
[REDACTED]	VEHICLE I.D. NO. 1G1ZJ57B29F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 05/12/11	REPRINT# 1
[REDACTED]	COMMENTS			

TOTAL - SUBLET		0.00
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----		
JOB # 1 CGS CUSTOMER GOODWILL-SERVICE		INTERNAL 0.00
TOTAL - MISC		0.00
TOTALS-----		
<p>IMPORTANT</p> <p>YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS CO. IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US A "COMPLETELY SATISFIED" PLEASE CONTACT "GILBERT GONZALES" OR "BRYAN PFAFF" IN THE SERVICE DEPARTMENT.</p> <p>IF YOU HAVE RECEIVED BODY SHOP REPAIRS, PLEASE CONTACT "RAUL RENDON" IN THE BODY SHOP</p> <p>THANK YOU FOR CHOOSING M.K. SMITH CHEVROLET. 628-8961</p> <p>PLEASE VISIT US AT OUR WEBSITE: WWW.MKSMITHCHEVROLET.COM</p>		
TOTAL LABOR....		0.00
TOTAL PARTS....		0.00
TOTAL SUBLET...		0.00
TOTAL G.O.G....		0.00
TOTAL MISC CHG.		0.00
TOTAL MISC DISC		0.00
TOTAL TAX.....		0.00
TOTAL INVOICE \$		0.00

I acknowledge notice and oral approval of an increase in the original estimated price.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

(Signature or Initials)

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

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

WARNING
 ALL AREAS OF THIS DEALERSHIP CONTAIN CHEMICALS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM. THESE CHEMICALS ARE CONTAINED IN VEHICLES AND PARTS AND ACCESSORIES OFFERED FOR SALE AND IN SOME OF THE PRODUCTS AND MATERIALS USED TO MAINTAIN THE PROPERTY, AND IN EMISSIONS, FUMES, AND SMOKE FROM BUSINESS OPERATIONS, EMPLOYEE AND GUEST ACTIVITIES, INCLUDING, BUT NOT LIMITED TO, THE OPERATION AND SERVICING OF MOTOR VEHICLES, AND THE USE OF TOBACCO PRODUCTS.

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



VIA FAX ONLY

August 5, 2011

Scott Schoonober
Rotolo Chevrolet
16666 South Highland Ave.
Fontana, CA 92336

RE: [REDACTED]
Service Request: 71-974037424
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B29F [REDACTED]
Customer Relationship Specialist: Tony
Fax: (866) 311-2782

Dear Mr. Schoonober:

This is a letter of notification regarding a breach of warranty lawsuit 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 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,

Chevrolet

P.O. Box 457
16600 S. HIGHLAND AVE.
FONTANA, CA 92336
PHONE: (909) 822-1111
B.A.R. REG# AB006823 E.P.A. # CAL 000306684

CELL: [REDACTED]

102101

ANNETTE BOOK 54011 72 07/17/10 CVIS262844

15,486 BLUE/ 091434X

09/CHEVROLET/MALIBU/SD 08/03/09 30

1 G 1 Z J 5 7 B 2 9 F [REDACTED]

07/17/10

MO: 15486

CHINO HILLS, CA [REDACTED]

LABOR & PARTS-----
JOB # 1:03CVZ-2 INTERIOR DIAG 2 HOURS: TECH(S):488 0.00

CUSTOMER STATES THAT ONE REMOTE IS NOT WORKING.
LAST VISIT CUSTOMER ONLY HAD ONE REMOTE. REPROGRAM
BOTH REMOTES TO OPERATE
NO CHARGE

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS-----

07/07/10 @ 2:34PM
CALLED [REDACTED] CELL AND LEFT MESSAGE . TO CALL US BACK. TO LET US
KNOW WHEN SHE OR HER FATHER WILL BE COMING IN.

TOTALS-----

CONTROL#	ACCOUNT NUMBER	AMOUNT..		
091434X			TOTAL LABOR....	0.00
			TOTAL PARTS....	0.00
			TOTAL SUBLET...	0.00
			TOTAL G.O.G....	0.00
			TOTAL MISC.CHG.	0.00
			TOTAL MISC.DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	0.00

APPROVED BY SIGNATURE



ROTOLO CHEVROLET

262844

262844

P.O. Box 457
16666 SOUTH HIGHLAND AVE.
FONTANA, CA 92336
SERVICE NUMBER (909) 355-8222
SALES NUMBER (909) 822-1111

B.A.R. REG# AB006822 E.P.A. # CAL 000306684

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ1E 01CVZ1G 01CVZ1C	*ROTATE AND BALANCE 15,000 MILE SERVICE DURA-MAX L.O.F.	MI MI MI	84.80 292.37 65.95	01CVZ1A 01CVZ1F	*QUICK LUBE PLUS 6,000 MILE SERVICE	MI MI	29.95 138.10

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/26/10	261419	14564	54019	488	W	14CVZ	ELECTRICAL DIAG 1
06/26/10	261420	14564	54019	486	W	19CVZ	AUTO TRANS DIAG 1
02/15/10	253897	8547	54011	426	C	01CVZ	LOF AND ROTATE GM SP
02/15/10	253895	8547	54011	468	W	03CVZ	INTERIOR DIAG 1
08/17/09	245352	473	460	496	I	01CVZ1A 03CVZ	*QUICK LUBE PLUS INTERIOR DIAG 1

SALESPERSON NO. 57178 GREGORY DONAHUE SERVICE STATE REG# 2

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/>	VEHICLE I.D. NO. 1G1ZJ57B29F	YEAR/MAKE/MODEL 09/CHEVROLET/MALIBU/SD	PRODUCTION DATE 091434X	STOCK NO. 091434X	LICENSE NO. 262844	R.O. NO. 262844
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	CHINO HILLS, CA	CUSTOMER NO. 102101	DELIVERY DATE 08/03/09	DELIVERY MILES 30	SELLING DEALER NO. 07/17/10	R.O. DATE 07/17/10
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NINETEEN38@AOL.COM	COLOR BLUE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 72
CELL: [REDACTED]	LABOR RATE	TURBO CVZZ	AIR COND. Y	P.S. Y	TRANS A	MILEAGE 15,486
TIME RECEIVED 01:32pm		DATE/TIME PROMISED 07/17/10 04:00pm		PRIORITY 3		ADVISOR NO. 54019
ADVISOR ALDO GARCIA		I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR PLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED. BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED PLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED.				
LABOR RATE		STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL. PLEASE READ REVERSE SIDE.				

ORIGINAL CUSTOMER ESTIMATE: TOTAL	ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$
X	REASON	CONTACTED BY	DATE
COMMENTS:	AUTHORIZED BY	PERSON <input type="checkbox"/> PHONE #	DATE
YVETTE CELL # [REDACTED]	ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE \$	ADDITIONAL COST \$
07/07/10 @ 2:34PM	REASON	CONTACTED BY	DATE
CALLED [REDACTED] CELL AND LEFT MESSAGE. TO CALL US BACK, TO LET US KNOW WHEN SHE OR HER FATHER WILL BE COMING IN.	AUTHORIZED BY	PERSON <input type="checkbox"/> PHONE #	DATE
W 03CVZ-2 INTERIOR DIAG 2	IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.		
CUSTOMER STATES THAT ONE REMOTE IS NOT WORKING.	NOTICE: It is my full understanding that while my vehicle is in ROTOLO CHEVROLET'S care for service, that I will not hold this dealership responsible in case of loss or theft of any articles removed from vehicle. I have been fully advised of my obligation to remove all items before leaving vehicle for service.		
LAST VISIT HAD THE FOLLOWING REPS:	OWNER SIGNATURE _____ DATE _____		
U6193, U6194, U6195, U6140	NOTICE TO CUSTOMERS ROTOLO CHEVROLET is concerned for the welfare of our planet and is committed to providing care for your automobile in a fashion that is convenient for our customers and safe for our environment. Waste products are disposed of in accordance with Environmental Protection Agency Regulations and Guidelines.		
488 - Last Visit Customer	* HAZARDOUS WASTE: RATHER THAN INCREASING OUR LABOR RATE FOR ALL CUSTOMERS, WE MAKE A SEPARATE CHARGE FOR MANAGING HAZARDOUS WASTE. A DIFFERENT CHARGE IS MADE FOR EACH WASTE AND IS IMPOSED ONLY WHEN THAT WASTE IS GENERATED DURING A PARTICULAR REPAIR. HAZARDOUS WASTE CONSISTS OF: WASTE OILS, SOLVENTS, CARBURETOR CLEANERS, ANTI-FREEZE, BRAKE FLUID TANKS, CONTAMINATED FUEL, OIL FILTERS, ETC.		
only brought own Transmitter.	ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE		
Reprogram transmitter that	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>Always Bring Your Car Here For Factory Authorized Service</p> </div>		
customer did not bring on last v. v. v.			
PAGE 1 OF 1	REPRINT # 1	TECH HARD COPY	262844

The Reynolds and Reynolds Company, SEMI-ANNUAL, DC184321 0 (05/27)

P.O. Box 457
16686 S. HIGHLAND AVE.
FONTANA, CA 92336
PHONE: (909) 822-1111
E.A.R. REG# AB008823 E.P.A. # CAL 000306684

102101

ALDO GARCIA

54019

9941

06/30/10

CELL: [REDACTED]

6JTS460

14,564 BLUE/

091434X

09/CHEVROLET/MALIBU/SD

08/03/09

30

CHINO HILLS, CA [REDACTED]

1 G 1 Z J 5 7 8 2 9 F [REDACTED]

06/26/10

MO: 14564

DCS AUDIT SLIP

JOB CARD 261419

VIN	1G1ZJ57B29F [REDACTED]	REPAIRING BAC	114627
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	06/26/2010
ODOMETER	14564	SERVICE ADVISOR GMIN	607947836
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		261419-1	001067350398	0002

JOB COMPLETION DATE: 06/26/2010
TECHNICIAN GMIN: 890285087

LABOR OPERATION BASE HOURS
R4490 0.3

COMPLAINT CODE: 0524
COMPLAINT DESCRIPTION: CUSTOMER STATES THAT KEYLESS ENTRY REMOTE IS NOT WORKING ONE REMOTE.

CAUSE CODE: 6017
CAUSE DESCRIPTION: CHECKED KEYLESS ENTRY REMOTE FOUND TRANSMITTER INOP.FOUND BATTERY BRACKET CAME APART

CORRECTION DESCRIPTION: REPLACE TRANSMITTER & PROGRAM

CAUSAL PART: 22733524

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
22733524	1	66.00			

	TOTAL W/C TAX	TAX	TOTAL
PARTS HANDLING	26.40		
PARTS	66.00	0.00	92.40
LABOR	26.50	0.00	26.50
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	118.90	0.00	118.90



ROTOLO CHEVROLET

261419

261419

P.O. Box 457
18686 SOUTH HIGHLAND AVE.
FONTANA, CA 92336
SERVICE NUMBER (909) 355-8222
SALES NUMBER (909) 822-1111

B.A.R. REG# AB008823

E.P.A. # CAL 000308684

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ	LOF AND ROTATE GM SP	MI	39.95	01CVZ1E	*ROTATE AND BALANCE	MI	84.80
01CVZ1A	*QUICK LUBE PLUS	MI	29.95	01CVZ1G	15,000 MILE SERVICE	MI	292.37
01CVZ1F	6,000 MILE SERVICE	MI	138.10	01CVZ1C	DURA-MAX L.O.F.	MI	65.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/15/10	253897	8547	54011	468	W	03CVZ	INTERIOR DIAG 1
02/15/10	253895	8547	54011	496	C	01CVZ1A	*QUICK LUBE PLUS
08/17/09	245352	473	460	461	I	03CVZ	INTERIOR DIAG 1
08/03/09	244727	30	474	468	W	03CVZZ	RECALLS
08/03/09	244726	30	474	468	I	23CVZZ	RE-PDI

SALESPERSON NO. 57178

GREGORY DONAHUE

SERVICE

STATE REG# 2

TERMS	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
CASH <input type="checkbox"/>	1G1ZJ57B29E	09/CHEVROLET/MALIBU/SD		091434Y		261419
CREDIT CARD <input type="checkbox"/>			DELIVERY DATE	DELIVERY MILES		R.O. DATE
CHECK <input type="checkbox"/>						
(PRICE APPROVAL)			102101	08/03/09	30	06/26/10
OTHER <input type="checkbox"/>			COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
	CHINO HILLS, CA		BLUE/			9941
SAVE			TURBO	M/M/C	AIR COND.	P.B.
REMOVED			CVZZ	Y	Y	A
PARTS FOR	RESIDENCE PHONE	BUSINESS PHONE	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
CUSTOMER				14,564	54019	ALDO GARCIA
<input type="checkbox"/> YES	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL EXPENSES HEREIN OR OTHERWISE INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED. BUT NOT NECESSARILY THE ACTUAL HOURS OF LABOR PERFORMED OR THE ACTUAL COST OF THE WORK. THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE. PLEASE READ REVERSE SIDE.		
<input type="checkbox"/> NO	11:55am	06/30/10 06:00pm	3	BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED NOT RESPONSIBLE FOR DELAY OR ANY OTHER CAUSE BEYOND OUR CONTROL. PLEASE READ REVERSE SIDE.		
APPOINTMENT	CELL: [REDACTED]		RECEIPT OF A COPY HEREOF			

ORIGINAL CUSTOMER ESTIMATE: TOTAL

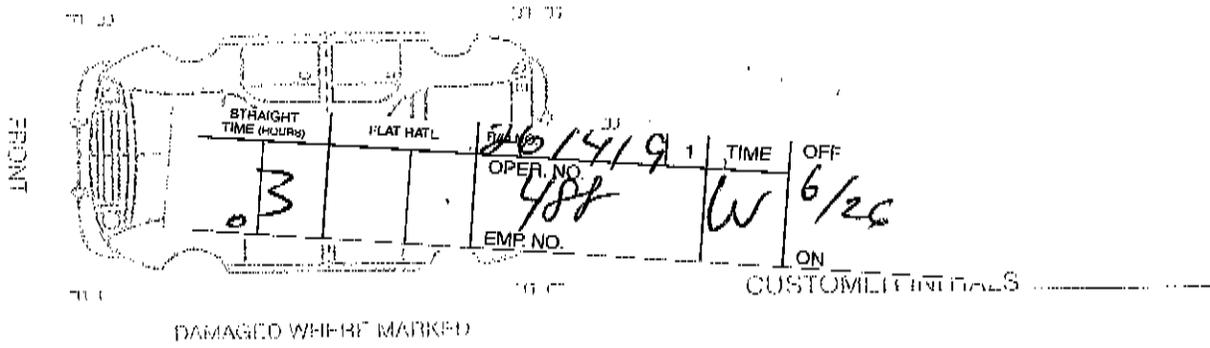
1. W 140VZ ELECTRICAL DIAG 1
CUSTOMER STATES THAT KEYLESS ENTRY REMOTE IS NOT WORKING ONE REMOTE.
488 Replace one Transmitter And program.

2. W 19CVZ AUTO TRANS DIAG 1
CUSTOMER STATES THAT WHEN DRIVING UP HILL OR DOWN HILL WILL GETS A VEH SURGE -RPM'S NEEDLE GOES UP AND DOWN --

0524/10/17

00194
00195
00196
00197
00198
00199
00200

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	DATE
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	DATE
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	TIME
IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.		
NOTICE: It is my full understanding that while my vehicle is in ROTOLO CHEVROLET'S care for service, that I will not hold this dealership responsible in case of loss or theft of any articles removed from vehicle. I have been fully advised of my obligation to remove all items before leaving vehicle for service.		
OWNER SIGNATURE _____ DATE _____		
NOTICE TO CUSTOMERS ROTOLO CHEVROLET is concerned for the welfare of our planet and is committed to providing care for your automobile in a fashion that is convenient for our customers and safe for our environment. Waste products are disposed of in accordance with Environmental Protection Agency Regulations and Guidelines.		
* HAZARDOUS WASTE: *RATHER THAN INCREASING OUR LABOR RATE FOR ALL CUSTOMERS, WE MAKE A SEPARATE CHARGE FOR MANAGING HAZARDOUS WASTE. A DIFFERENT CHARGE IS MADE FOR EACH WASTE AND IS IMPOSED ONLY WHEN THAT WASTE IS GENERATED DURING A PARTICULAR REPAIR. HAZARDOUS WASTE CONSISTS OF: WASTE OILS, SOLVENTS, CARBURETOR CLEANERS, ANTI-FREEZE, BRAKE FLUID TANKS, CONTAMINATED FUEL, OIL FILTERS, ETC.		
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE		
Always Bring Your Car Here For Factory Authorized Service		
By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the smog check test indicates are necessary.		
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.		



JOB 1 CAUSE:

Check Keyless Enter remote.
 Found transmitter in scope Found
 battery hold down bracket came apart.

WARRANTY PARTS RETURNED
JOB #
DATE
INITIAL

CORRECTION:

Replace Transmitter And
 PROGRAM.

1- Transmitter

R24490 .3

JOB 2 CAUSE:

WARRANTY PARTS RETURNED
JOB #
DATE
INITIAL

CORRECTION:

JOB 3 CAUSE:

WARRANTY PARTS RETURNED
JOB #
DATE
INITIAL

CORRECTION:

P.O. Box 457
 16666 S. HIGHLAND AVE.
 FONTANA, CA 92336
 PHONE: (909) 822-1111
 B.A.R. REG# AB008823 E.P.A. # CAL 000308684

CELL: [REDACTED]

102101

ALDO GARCIA 54019 9941 06/26/10 CVCS261420
 [REDACTED] 14,564 BLUE/ 091434X
 09/CHEVROLET/MALIBU/SD 08/03/09 30
 1 G 1 Z J 5 7 B 2 9 F [REDACTED]

CHINO HILLS, CA [REDACTED]

06/26/10

MO: 14564

LABOR & PARTS

J# 1 01CVZ LOP AND ROTATE GM SP TECH(S):426 20:45
 LOP- ROTATE TIRES-VEHICLE INSPECTION GM SPECIAL
 ADVISED --BRAKE CONDITION
 COMPLETED INSPECTION
 BRAKES ARE OK

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK2244	OIL CHANGE	4.50	4.50
JOB # 1	1	19168267	FILTER 1.836	****	****
JOB # 1	1	PK22440	OIL CHANGE	15.00	15.00
JOB # 1	5	12345621	OIL:10W30B 8.800	****	****
				JOB # 1 TOTAL PARTS	19.50
				JOB # 1 TOTAL LABOR & PARTS	39.95

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 1	HWLOF	HAZARDOUS WASTE LOP		1.54	
				TOTAL - MISC	1.54

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$44.00 (+TAX)

TOTALS	
TOTAL LABOR....	20.45
TOTAL PARTS....	19.50
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.54
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.71
TOTAL INVOICE \$	43.20

CUSTOMER SIGNATURE



ROTOLO CHEVROLET

261420

261420

P.O. Box 457
 16566 SOUTH HIGHLAND AVE.
 FONTANA, CA 92336
 SERVICE NUMBER (909) 355-8222
 SALES NUMBER (909) 822-1111

B.A.R. REG# AB008823 E.P.A. # CAL 000306684

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ 01CVZ1A 01CVZ1F	LOF AND ROTATE GM SP *QUICK LUBE PLUS 6,000 MILE SERVICE	MI MI MI	39.95 29.95 138.10	01CVZ1E 01CVZ1G 01CVZ1C	*ROTATE AND BALANCE 15,000 MILE SERVICE DURA-MAX L.O.F.	MI MI MI	84.80 292.37 65.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/15/10	253897	8547	54011	468	W	03CVZ	INTERIOR DIAG 1
02/15/10	253895	8547	54011	496	C	01CVZ1A	*QUICK LUBE PLUS
08/17/09	245352	473	460	461	I	03CVZ	INTERIOR DIAG 1
08/03/09	244727	30	474	468	W	03CVZZ	RECALLS
08/03/09	244726	30	474	468	I	23CVZZ	RE-PDI

SALESPERSON NO. 57178 GREGORY DONAHUE **S E R V I C E** STATE REG# 2

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/>	VEHICLE I.D. NO. 1G1ZJ57B29F	VEHICLE MAKE/MODEL 09/CHEVROLET/MALIBU/SD	PRODUCTION DATE 08/03/09	STOCK NO. 091434X	LICENSE NO. 9941	R.O. NO. 261420	
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	CUSTOMER NO. 102101	SERVICE CONTRACT	DELIVERY DATE 08/03/09	DELIVERY MILES 30	EXPIRATION DATE	EXPIRATION MILES 9941	
RESIDENCE PHONE	BUSINESS PHONE	COLOR BLUE/	CONTRACT NO.	ADVISOR NO. 54019	ADVISOR ALDO GARCIA		
APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	TIME RECEIVED 11:56am	DATE/TIME PROMISED 06/30/10 06:00pm	LABOR RATE	I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND ON INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REPAIRS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING ON THE FACE THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED RATE. PLEASE READ REVERSE SIDE.			
CELL: [REDACTED]	TERMS AS FOR LOSS		8 HOURS AFTER REPAIRS ARE COMPLETED, NOT RESPONSIBLE BY OTHER CAUSE BEYOND OUR CONTROL.				

01CVZ LOF AND ROTATE GM SP
LOF- ROTATE TIRES-VEHICLE INSPECTION GM SPECIAL
ADVISED --BRAKE CONDITION

426 ← OK

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COSTS
REASON	CONTACTED BY	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.		
NOTICE: It is my full understanding that while my vehicle is in ROTOLO CHEVROLET'S care for service, that I will not hold this dealership responsible in case of loss or theft of any articles removed from vehicle. I have been fully advised of my obligation to remove all items before leaving vehicle for service.		
OWNER SIGNATURE	DATE	
NOTICE TO CUSTOMERS		
ROTOLO CHEVROLET is concerned for the welfare of our planet and is committed to providing care for your automobile in a fashion that is convenient for our customers and safe for our environment. Waste products are disposed of in accordance with Environmental Protection Agency Regulations and Guidelines.		
HAZARDOUS WASTE: RATHER THAN INCREASING OUR LABOR RATE FOR ALL CUSTOMERS, WE MAKE A SEPARATE CHARGE FOR MANAGING HAZARDOUS WASTE. A DIFFERENT CHARGE IS MADE FOR EACH WASTE AND IS IMPOSED ONLY WHEN THAT WASTE IS GENERATED DURING A PARTICULAR REPAIR. HAZARDOUS WASTE CONSISTS OF: WASTE OILS, SOLVENTS, CARBURETOR CLEANERS, ANTI-FREEZE, BRAKE FLUID TANKS, CONTAMINATED FUEL, OIL FILTERS, ETC.		
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE		
<i>Always Bring Your Car Here For Factory Authorized Service</i>		
By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the smog check test indicates are necessary.		
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.		

The Reynolds and Reynolds Company, ERWIN, TN 37040

P.O. Box 457
18888 S. HIGHLAND AVE.
FONTANA, CA 92336
PHONE: (909) 822-1111
B.A.R. REG# AB006823 E.P.A. # CAL 000306884

CELL: [REDACTED]

102101

ANNETTE BOOK 54011 w713 02/23/10 CVWS253897

8,547 BLUE/ 091434X

09/CHEVROLET/MALIBU/SD 08/03/09 30

1 G 1 Z J 5 7 B 2 9 F [REDACTED] 02/15/10

MO: 8547

LABOR & PARTS

1 0307Z INTERIOR DEAG 1 HOURS: 0.30 TECH/SSN: 466 26.49

CUSTOMER STATES WHEN OPENING DRIVERS DOOR. THERE IS A
CLACKING NOISE
LEFT FRONT DOOR CHECK LINK LOOSE
RESECURE CHECK LINK ON LEFT FRONT DOOR

JOB # 1 TOTAL LABOR & PARTS 26.49

COMMENTS
WAITING

R/O TAX 0.00
R/O TOTALS 26.49

WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL
[REDACTED] 26.49
CLAIM TOTALS 26.49

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.143
02/23/2010 WARRANTY NEW CLAIM
1537
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
253897 02/15/2010 1G1ZJ57B29F [REDACTED] 3 20394 8547 XXX-XX-8896

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

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.
1 01 ND [REDACTED] 2W B4072 .3 26.49
LN-TOT: 26.49 TECH SSN: [REDACTED] AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 26.49



ROTOLO CHEVROLET

253897

253897

P.O. Box 457
16686 SOUTH HIGHLAND AVE.
FONTANA, CA 92336
SERVICE NUMBER (909) 355-8222
SALES NUMBER (909) 822-1111

B.A.R. REG# AB006823 E.P.A. # CAL 000306684

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ 01CVZ1F	LOF AND ROTATE GM SP 6,000 MILE SERVICE	MI MI	39.95 138.10	01CVZ1E 01CVZ1C	*ROTATE AND BALANCE DURA-MAX L.O.F.	MI MI	84.80 65.95

SERVICE HISTORY

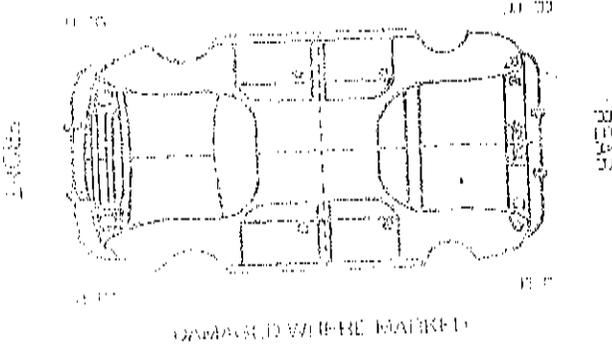
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/17/09	245352	473	460	461	I	03CVZ	INTERIOR DIAG 1
08/03/09	244727	30	474	468	W	03CVZZ	RECALLS
08/03/09	244726	30	474	468	I	23CVZZ	RE-PDI

SALESPERSON NO. 57178 GREGORY DONAHUE SERVICE STATE REG# 2

TERMS CASH <input type="checkbox"/>	VEHICLE ID NO. 1G1ZJ57B29F	YEAR/MAKE/MODEL 09/CHEVROLET/MALIBU/SD	PRODUCTION DATE 091434X	STOCK NO. 091434X	LICENSE NO. 253897	R.O. NO. 253897
OR ON CARD <input type="checkbox"/>			DELIVERY DATE 08/03/09	DELIVERY MILES 30	SELLING DEALER NO.	R.O. DATE 02/15/10
CHECK <input type="checkbox"/>			COLOR BLUE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
(OR ON APPROVAL)	CHINO HILLS, CA		TURBO MMVC	AIR COND. Y	P.S. Y	TRANS A
OTHER <input type="checkbox"/>			MILEAGE 8,547	ADVISOR NO. 54011	ADVISOR ANNETTE BOOK	TAG NO. W713
SAVE	RESIDENCE PHONE	BUSINESS PHONE	I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR HIGHWAYS FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN ON OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT ON THE FIXED PRICES SO CHARGED. (FORM AND CASH ON DELIVERY) MATERIALS ARE FOR LABOR AND PARTS. STORAGE WILL BE CHARGED 14 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL. PLEASE READ REVERSE SIDE.			
REMOVED	TIME RECEIVED 07:57am	DATE/TIME PROMISED 02/15/10 09:30am	PRIORITY 2	RECEIPT OF A COPY HEREOF		
PARTS FOR CUSTOMER	APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE				
<input type="checkbox"/> YES <input type="checkbox"/> NO	CELL: [REDACTED]					

ORIGINAL CUSTOMER ESTIMATE: X	TOTAL	ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	
REASON		CONTACTED BY	DATE	TIME	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	ESTIMATES DO NOT INCLUDE SALES TAX	ADDITIONAL ESTIMATE \$	ADDITIONAL COST \$	
REASON		AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME
W*03CVZ INTERIOR DIAG 1 CUSTOMER STATES WHEN OPENING DRIVERS DOOR, THERE IS A CLACKING NOISE 468 <i>resecure check LINK</i> BU078 3		IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE. NOTICE: It is my full understanding that while my vehicle is in ROTOLO CHEVROLET'S care for service, that I will not hold this dealership responsible in case of loss or theft of any articles removed from vehicle. I have been fully advised of my obligation to remove all items before leaving vehicle for service. OWNER SIGNATURE: _____ DATE: ____/____/____			
NOTICE TO CUSTOMERS ROTOLO CHEVROLET is concerned for the welfare of our planet and is committed to providing care for your automobile in a fashion that is convenient for our customers and safe for our environment. Waste products are disposed of in accordance with Environmental Protection Agency Regulations and Guidelines. * HAZARDOUS WASTE: RATHER THAN INCREASING OUR LABOR RATE FOR ALL CUSTOMERS, WE MAKE A SEPARATE CHARGE FOR MANAGING HAZARDOUS WASTE. A DIFFERENT CHARGE IS MADE FOR EACH WASTE AND IS IMPOSED ONLY WHEN THAT WASTE IS GENERATED DURING A PARTICULAR REPAIR. HAZARDOUS WASTE CONSISTS OF: WASTE OILS, SOLVENTS, CARBURETOR CLEANERS, ANTI-FREEZE, BRAKE FLUID TANKS, CONTAMINATED FUEL, OIL FILTERS, ETC.					
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE					
<p style="text-align: center;"><i>Always Bring Your Car Here For Factory Authorized Service</i></p>					
By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the smog check test indicates are necessary.					
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.					

The Reynolds and Reynolds Company BRAINTRONIC CDS-24710 (5/07)



CUSTOMER INITIALS

JOB 1 CAUSE: **LEFT FRONT DOOR CHECK LINK LOOSE**

WARRANTY PARTS RETURNED
JOB #
DATE
INITIAL

CORRECTION: **RESEWER CHECK LINK ON LEFT FRONT DOOR**

JOB 2 CAUSE:

WARRANTY PARTS RETURNED
JOB #
DATE
INITIAL

CORRECTION:

JOB 3 CAUSE:

WARRANTY PARTS RETURNED
OFF
ON
INITIAL

STRAIGHT TIME (HOURS)	FLAT RATE	HOURS	OPER. NO.	EMP. NO.	TIME
3		253897	468		W

CORRECTION

P.O. Box 457
 16666 S. HIGHLAND AVE.
 FONTANA, CA 92336
 PHONE: (909) 822-1111
 B.A.R. REG# AB006823 E.P.A. # CAL 000306884

CELL: [REDACTED]

102101

ANNETTE BOOK 54011 W713 02/22/10 CVCS253895

8,547 BLUE/ 091434X

09/CHEVROLET/MALIBU/SD 08/03/09 30

1 G 1 Z J 5 7 B 2 9 F [REDACTED]

02/15/10 REPRINT# 1

MO: 8547

CHINO HILLS, CA

LABOR & PARTS

QUICK LUBE PLUS (TICKETS) 10.45

QUICK LUBE PLUS-INC. AC-DELCO OIL FILTER,LUBE,UP TO 6 QTS.
 GOODWRENCH OIL AND 10 POINT CHECK
 FIRST FREE OIL CHANGE
 COMPLETED L.O.F.PRESSURE CHECK TIRES RESET OIL LIGHT IF
 NECESSARY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK2244	OIL CHANGE	4.50	4.50
JOB # 1	1	19168267	FILTER 1.836	****	****
JOB # 1	1	PK22440	OIL CHANGE	15.00	15.00
JOB # 1	5	12345621	OIL10W30B 8.800	****	****
				JOB # 1 TOTAL PARTS	19.50
				JOB # 1 TOTAL LABOR & PARTS	29.95

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 1	SM	SERVICE MAILER DISCOUNT		-33.20	
JOB # 1	HWLOF	HAZARDOUS WASTE LOF		1.54	
				TOTAL - MISC	-31.66

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
 WAITING

TOTALS	
TOTAL LABOR....	10.45
TOTAL PARTS....	19.50
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.54
TOTAL MISC DISC	-33.20
TOTAL TAX.....	1.71
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

P.O. Box 457
18666 S. HIGHLAND AVE.
FONTANA, CA 92336
PHONE: (909) 822-7111
B.A.R. REG# AB006823 E.P.A.# CAL 000306684

CELL: [REDACTED]

102101

BRIAN W BENSON 460 6475 08/28/09 CVIS245352

473 BLUE/ 091434X

09/CHEVROLET/MALIBU/4DR SDN LT 08/03/09 30

1 G 1 Z J 5 7 B 2 9 F [REDACTED]

08/17/09
MO: 473

CHINO HILLS, CA [REDACTED]

LABOR & PARTS-----
J# 1 03CVZ INTERIOR DIAG 1 HOURS: 461 TECH(S): 0.00
AS PER SALES REPAIR SCRATCHES AND CHIP
REPAIR CHIP, SUBLET BY SUNRISE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 1 1 25905615 MOLDING 12.812 35.51 35.51
JOB # 1 TOTAL PARTS 35.51

JOB # 1 TOTAL LABOR & PARTS 35.51

SUBLET-----PO#-----VEND INV#-INV DATE-DESCRIPTION-----
JOB # 1 66266 14529 08/26/09 REPAIR PAINT 345.00
TOTAL - SUBLET 345.00

TOTALS-----

CONTROL# ACCOUNT NUMBER AMOUNT.. TOTAL LABOR.... 0.00
091434X TOTAL PARTS.... 35.51
TOTAL SUBLET... 345.00
TOTAL G.O.G.... 0.00
TOTAL MISC.CHG. 0.00
TOTAL MISC.DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 380.51

APPROVED BY SIGNATURE

AUG 28 2009

15A



ROTOLO CHEVROLET

245352

245352

P.O. Box 457
 16666 SOUTH HIGHLAND AVE.
 FONTANA, CA 92336
 SERVICE NUMBER (909) 355-8222
 SALES NUMBER (909) 822-1111
 B.A.R. REG# AB006823 E.P.A. # CAL 000306684

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/03/09	244727	30	474	468	W	03CVZZ	RECALLS
08/03/09	244726	30	474	468	I	23CVZZ	RE-PDI

SALESPERSON NO. 57178 GREGORY DONAHUE SERVICE STATE REG# 2

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/>	VEHICLE I.D. NO. 1G1ZJ57B29F	YEAR/MAKE/MODEL 09/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE 091434X	STOCK NO. 091434X	LICENSE NO. 245352	R.O. NO. 245352
		CUSTOMER NO. 102101	DELIVERY DATE 08/03/09	DELIVERY MILES 30	SELLING DEALER NO. 08/17/09	H.O. DATE 08/17/09
	ADDRESS CHINO HILLS, CA	COI OR BLUE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 6475
SAVE REMOVED PARTS FOR CUSTOMER	RESIDENCE PHONE 08:47am	BUSINESS PHONE 02:00pm	TURBO CVZZ	AIR COND. Y	P.S. Y	TRANS A
<input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 08:47am	DATE/TIME PROMISED 08/17/09 02:00pm	MILEAGE 473	ADVISOR NO. 460	ADVISOR BRIAN W BENSON	
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CELL: [REDACTED]	LABOR RATE [REDACTED]	I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED.			

CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE IN OR ANY OTHER CAUSE BEYOND OUR CONTROL. PLEASE READ REVERSE SIDE.

PT OF A COPY HEREOF

ORIGINAL CUSTOMER ESTIMATE: TOTAL

1G1ZJ57B29F INTERIOR DIAG 1 AS PER SALES REPAIR SCRATCHES AND CHIP

Repair chip subject by sunrise

ORIGINAL ESTIMATE \$	REVISION ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISION ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.		
NOTICE: It is my full understanding that while my vehicle is in ROTOLO CHEVROLET'S care for service, that I will not hold this dealership responsible in case of loss or theft of any articles left in my vehicle.		
NOTICE TO CUSTOMERS ROTOLO CHEVROLET is concerned for the welfare of our planet and is committed to providing care for your automobile in a fashion that is convenient for our customers and safe for our environment. Waste products are disposed of in accordance with Environmental Protection Agency Regulations and Guidelines.		
* HAZARDOUS WASTE: RATHER THAN INCREASING OUR LABOR RATE FOR ALL CUSTOMERS, WE MAKE A SEPARATE CHARGE FOR MANAGING HAZARDOUS WASTE. A DIFFERENT CHARGE IS MADE FOR EACH WASTE AND IS IMPOSED ONLY WHEN THAT WASTE IS GENERATED DURING A PARTICULAR REPAIR. HAZARDOUS WASTE CONSISTS OF: WASTE OILS, SOLVENTS, CARBURETOR CLEANERS, ANTI-FREEZE, BRAKE FLUID TANKS, CONTAMINATED FUEL, OIL FILTERS, ETC.		
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE		
<p><i>Always Bring Your Car Here For Factory Authorized Service</i></p>		
By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the smog check test indicates are necessary.		
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.		

245352

The Reynolds and Reynolds Company ER-MT-014E C-13-032 3 05-07

P.O. Box 457
16666 S. HIGHLAND AVE.
FONTANA, CA 92336
PHONE: (909) 822-1111
B.A.R. REG# AB006823 E.P.A. # CAL 000306684

20

RANDY DOVER

474 3059

08/12/09

CVWS244727

30 BLUE/

091434X

09/CHEVROLET/MALIBU/4DR SDN LT

08/01/09

30

1 G 1 Z J 5 7 B 2 9 F

08/03/09

MO: 30

LABOR & PARTS

J# 1 03CVZZ RECALLS HOURS: 0.20 TECH(S):468 17.23
PERFORM RECALL #09041
PERFORMED CAMPAIGN
INSPECTED TRANS SHIFT CABLE CLIP AS FOR CAMPAIGN
JOB # 1 TOTAL LABOR & PARTS 17.23
R/O TAX 0.00
R/O TOTALS 17.23

WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL
17.23
CLAIM TOTALS 17.23

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.011
08/12/2009 WARRANTY NEW CLAIM
1312
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
244727 08/03/2009 1G1ZJ57B29F 3 20394 30 XXX-XX-8318

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

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.
1 01 MA 96 V2064 .2 17.23
LN-TOT: 17.23 TECH SSN: AUTH CODE: AUTH. AUTHOR.:
R.O. TOTAL: 17.23

ROTOLO CHEVROLET

P.O. Box 457
16666 SOUTH HIGHLAND AVE.
FONTANA, CA 92336
SERVICE NUMBER (909) 355-8222
SALES NUMBER (909) 822-1111

B.A.R. REG# NB006823 E.P.A. # CAL 000306884



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ1E 01CVZ1F	*ROTATE AND BALANCE 6,000 MILE SERVICE	MO MO	84.80 138.10	01CVZ1A 01CVZ1C	*QUICK LUBE PLUS DURA-MAX L.O.F.	MO MO	29.95 65.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# 2

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK (PRIOR APPROVAL) <input type="checkbox"/> OTHER <input type="checkbox"/>	VEHICLE ID NO. 1G1ZJ57B29F	YEAR/MAKE/MODEL 09/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE 091434X	STOCK NO. 091434X	LICENSE NO.	P.O. NO. 244727
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	ROTOLO CHEVROLET 16666 SO. HIGHLAND AVE FONTANA, CA 92336	CUSTOMER NO. 20	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. 08/03/09
RESIDENCE PHONE 909-822-1111	BUSINESS PHONE 909-822-1111	COLOR BLUE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 3059
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	TIME RECEIVED 04:50pm	DATE TIME PROMISED 08/03/09 06:00pm	PRIORITY 9	TURBO <input type="checkbox"/> M/M/C <input type="checkbox"/> AIR COND <input checked="" type="checkbox"/> R/S <input checked="" type="checkbox"/> TRANR <input checked="" type="checkbox"/> MILEAGE 30	ADVISOR NO. 474	ADVISOR RANDY DOVER

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED.

TERMS ARE CASH ON DELIVERY, ESTIMATES ARE FOR LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL. PLEASE READ REVERSE SIDE.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

1 W. 03CVZZ **RECALLS**
PERFORM RECALL #09041
4be PERFORM RECALL

SCRATCH ON LEFT QUARTER PANEL

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE \$	ADDITIONAL COST \$
INFASON	CONTACTED BY	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

NOTICE: It is my full understanding that while my vehicle is in ROTOLO CHEVROLET'S care for service, that I will not hold this dealership responsible in case of loss or theft of any articles removed from vehicle. I have been fully advised of my obligation to remove all items before leaving vehicle for service.

X

OWNER SIGNATURE _____ DATE _____

NOTICE TO CUSTOMERS

ROTOLO CHEVROLET is concerned for the welfare of our planet and is committed to providing care for your automobile in a fashion that is convenient for our customers and safe for our environment. Waste products are disposed of in accordance with Environmental Protection Agency Regulations and Guidelines.

* HAZARDOUS WASTE: RATHER THAN INCREASING OUR LABOR RATE FOR ALL CUSTOMERS, WE MAKE A SEPARATE CHARGE FOR MANAGING HAZARDOUS WASTE. A DIFFERENT CHARGE IS MADE FOR EACH WASTE AND IS IMPOSED ONLY WHEN THAT WASTE IS GENERATED DURING A PARTICULAR REPAIR. HAZARDOUS WASTE CONSISTS OF: WASTE OILS, SOLVENTS, CARBURETOR CLEANERS, ANTI-FREEZE, BRAKE FLUID/TANKS, CONTAMINATED FUEL, OIL FILTERS, ETC.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

*Always Bring Your Car Here
For Factory Authorized Service*

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK

244727

The Remco and Reynolds Company, 6P41170-0E, CS-65-5281, 3, 10-07

CAMPAIGN 09041

STRAIGHT TIME (HOURS)	FLAT RATE	D/O NO	5	TIME	OFF
.2		244727		W	8-3
		OPER. NO.			
		462			
		EMP. NO.			

INSPECTED TRANS SHIFT CABLE CLIP
AS FOR CAMPAIGN

✓2064
-2

P.O. Box 457
16666 S. HIGHLAND AVE.
FONTANA, CA 92336
PHONE: (909) 822-1111
B.A.R. REG# AB006823 E.P.A. # CAL 000308684

20

RANDY DOVER 474 3059 08/04/09 CVIP244726

ROTOLO CHEVROLET
16666 SO. HIGHLAND AVE
FONTANA, CA 92336

30 BLUE/ 091434X

09/CHEVROLET/MALIBU/4DR SDN LT

1 G 1 Z J 5 7 B 2 9 F

08/03/09

909-822-1111 909-822-1111

MO: 30

LABOR & PARTS

J# 1 23CVZZ RE: PDI HOURS: 0.50 TECH(S): 468 42.00
COMPLETE, SCRATCH ON LEFT QUARTER PANEL

JOB # 1 TOTAL LABOR & PARTS 42.00

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT..
091434X		
	TOTAL LABOR....	42.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC.CHG.	0.00
	TOTAL MISC.DISC	0.00
	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 42.00

APPROVED BY SIGNATURE



ROTOLO CHEVROLET

244726

244726

P.O. Box 457
16666 SOUTH HIGHLAND AVE.
FONTANA, CA 92336
SERVICE NUMBER (909) 355-8222
SALES NUMBER (909) 822-1111

B.P.A. REG# AB006823

B.P.A.# CAL 000306684

RECOMMENDED SERVICES

Scott Schorn 8/3/09

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ1E 01CVZ1F	*ROTATE AND BALANCE 6,000 MILE SERVICE	MO MO	84.80 138.10	01CVZ1A 01CVZ1C	*QUICK LUBE PLUS DURA-MAX L.O.F.	MO MO	29.95 65.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

P D I

STATE REG# 2

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> PRIOR APPROVAL <input type="checkbox"/> OTHER <input type="checkbox"/>	VEHICLE NO. 1G12J57B29F	YEAR/MAKE/MODL 09/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE 09T434X	STOCK NO. 09T434X	LICENSE NO. 244726
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	CUSTOMER NO. 20 SERVICE CONTRACT		DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. 08/03/09
RESIDENCE PHONE 909-822-1111 BUSINESS PHONE 909-822-1111		COLOR BLUE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES 3059
TIME RECEIVED 04:48pm DATE RECEIVED 08/03/09 TIME PROMISED 06:00pm PRIORITY 9		TURBO <input type="checkbox"/> M/MC CVZZ AIR COND. Y F.B. Y TRANS A	MILEAGE 30	ADVISOR NO. 474	ADVISOR RANDY DOVER
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		LABOR RATE			

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOUR EMPLOYEE PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON SHELTS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OIL INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE DATES UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE PAGE THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED.

TERMS ARE CASH ON DELIVERY. ESTIMATES FOR LABOR AND PARTS. S/D CHARGE WILL BE CHARGED AS HOURS AFTER REPAIRS ARE COMPLETE BUT NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CAR OR ARTICLES LEFT IN CAR IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL. PLEASE READ REVERSE SIDE.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

ORIGINAL CUSTOMER ESTIMATE TOTAL

X
1 **28CVZZ**
468 RE-PDI
RE-PDI, complete. 5

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.		
NOTICE: It is my full understanding that while my vehicle is in ROTOLO CHEVROLET'S care for service, that I will not hold this dealership responsible in case of loss or theft of any articles removed from vehicle. I have been fully advised of my obligation to remove all items before leaving vehicle for service.		
OWNER SIGNATURE		DATE

NOTICE TO CUSTOMERS

ROTOLO CHEVROLET is concerned for the welfare of our planet and is committed to providing care for your automobile in a fashion that is convenient for our customers and safe for our environment. Waste products are disposed of in accordance with Environmental Protection Agency Regulations and Guidelines.

* HAZARDOUS WASTE: RATHER THAN INCREASING OUR LABOR RATE FOR ALL CUSTOMERS, WE MAKE A SEPARATE CHARGE FOR MANAGING HAZARDOUS WASTE. A DIFFERENT CHARGE IS MADE FOR EACH WASTE AND IS IMPOSED ONLY WHEN THAT WASTE IS GENERATED DURING A PARTICULAR REPAIR. HAZARDOUS WASTE CONSISTS OF: WASTE OILS, SOLVENTS, CARBURETOR CLEANERS, ANTI-FREEZE, BRAKE FLUID TANKS, CONTAMINATED FUEL, OIL FILTERS, ETC.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

*Always Bring Your Car Here
For Factory Authorized Service*

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK

SCRATCH ON LEFT QUARTER
PANEL

The Reynolds and Reynolds Company, BENTONVILLE, AR 72716



ROTOLO CHEVROLET

253895

253895

P.O. Box 457
 16666 SOUTH HIGHLAND AVE.
 FONTANA, CA 92336
 SERVICE NUMBER (909) 355-8222
 SALES NUMBER (909) 822-1111

B.A.R. REG# AB006823 E.P.A. # CAL 000306684

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ	LOF AND ROTATE GM SP	MI	39.95	01CVZ1E	*ROTATE AND BALANCE	MI	84.80
01CVZ1A	*QUICK LUBE PLUS	MI	29.95	01CVZ1F	6,000 MILE SERVICE	MI	138.10
01CVZ1C	DURA-MAX L.O.F.	MI	65.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/17/09	245352	473	460	461	I	03CVZ	INTERIOR DIAG 1
08/03/09	244727	30	474	468	W	03CVZZ	RECALLS
08/03/09	244726	30	474	468	I	23CVZZ	RE-PDI

SALESPERSON NO. 57178 GREGORY DONAHUE SERVICE STATE REG# 2

TERMS CASH <input type="checkbox"/>	VEHICLE ID NO. 1G1ZJ57B29F	YEAR/MAKE/MODEL 09/CHEVROLET/MALIBU/SD	PRODUCTION DATE	STOCK NO. 091434X	LICENSE NO.	R.O. NO. 253895
CREDIT CARD <input type="checkbox"/>			DELIVERY DATE 08/03/09	DELIVERY MILE FR 30	SELLING DEALER NO.	R.O. DATE 02/15/10
CLICK <input type="checkbox"/>				EXPIRATION DATE	EXPIRATION MILES	TAC NO. W713
(PRIOR APPROVAL) <input type="checkbox"/>						
OTHER <input type="checkbox"/>	CHINO HILLS, CA		CONTRACT NO.	ADVISOR NO. 54011	ADVISOR ANNETTE BOOK	
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/>			TURBO <input type="checkbox"/> M/MC CVZZ AIR COND. <input checked="" type="checkbox"/> R.S. <input checked="" type="checkbox"/> TRANS <input checked="" type="checkbox"/> A MILEAGE 8,547			
<input type="checkbox"/> YES <input type="checkbox"/> NO	APPOINTMENT 07:56am 02/15/10 09:30am 2	LABOR RATE	I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOUR EMPLOYER'S PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON FREeways, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCED HOURS OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE DATES UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING IMPLY THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS. SUCH REFERENCES OR POSTING SHALL HAVE NO EFFECT ON THE FIXED PRICES SO CHARGED.			
APPOINTMENT <input checked="" type="checkbox"/>	CELL: [REDACTED]		WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL. PLEASE READ REVERSE SIDE.			

ORIGINAL CUSTOMER ESTIMATE: 0.00 TOTAL 0.00 X _____ COMMENTS: WAITING C 01CVZ1A QUICK LUBE PLUS QUICK LUBE PLUS-INC. AC-DELCO OIL FILTER, LUBE, UP TO 6 QTS. GOODWRENCH OIL AND 10 POINT CHECK FIRST FREE OIL CHANGE 496 <i>[Signature]</i>	ORIGINAL ESTIMATE \$ REASON AUTHORIZED BY <input type="checkbox"/> PERSON <input type="checkbox"/> PHONE # DATE TIME ESTIMATES DO NOT INCLUDE SALES TAX <input checked="" type="checkbox"/> 2ND REVISION ESTIMATE \$ ADDITIONAL COST \$ REASON AUTHORIZED BY <input type="checkbox"/> PERSON <input type="checkbox"/> PHONE # DATE TIME IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE. NOTICE: It is my full understanding that while my vehicle is in ROTOLO CHEVROLET'S care for service, that I will not hold this dealership responsible in case of loss or theft of any articles removed from vehicle. I have been fully advised of my obligation to remove all items before leaving vehicle for service. X OWNER SIGNATURE _____ DATE _____ NOTICE TO CUSTOMERS ROTOLO CHEVROLET is concerned for the welfare of our planet and is committed to providing care for your automobile in a fashion that is convenient for our customers and safe for our environment. Waste products are disposed of in accordance with Environmental Protection Agency Regulations and Guidelines. * HAZARDOUS WASTE: RATHER THAN INCREASING OUR LABOR RATE FOR ALL CUSTOMERS, WE MAKE A SEPARATE CHARGE FOR MANAGING HAZARDOUS WASTE. A DIFFERENT CHARGE IS MADE FOR EACH WASTE AND IS IMPOSED ONLY WHEN THAT WASTE IS GENERATED OUT OF A PARTICULAR REPAIR. HAZARDOUS WASTE CONSISTS OF: WASTE OILS, SOLVENTS, CARBURETOR CLEANERS, ANTI-FREEZE, BRAKE FLUID TANKS, CONTAMINATED FUEL, OIL FILTERS, ETC. ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE <i>Always Bring Your Car Here For Factory Authorized Service</i> By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the smog check test indicates are necessary. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION
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The Reynolds and Reynolds Company, REMK, V01-0E, CUS0402110 (03-09)

TECH HARD COPY



August 12, 2011

Mark Romano, Esq.
Romano Stancroff & Mikhov
640 S San Vicente Blvd Ste 230
Los Angeles, CA 90048

RE: [REDACTED] v. General Motors
Service Request: 71-974037424
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B29F [REDACTED]

Dear Mr. Romano:

Regarding the above case, General Motors would like to make the following repurchase offer on your client's 2009 Chevrolet Malibu for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) his to show proof of ownership, lien release or payment history, and the signing of a release acceptable to General Motors.

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

Total payments # Unknown @ \$ Unknown (this includes sales tax of \$2,188.95)	\$ Upon Proof *
Total down payment	\$ 8,000.00
Subtotal:	\$ As Calculated
Less Usage/Depreciation (based on service event @ 14,564 miles)	\$ As Calculated
Less Late Fees	\$ Upon Proof*
Subtotal:	\$ As Calculated
Attorney's Fees	\$ 4,250.00
Subtotal:	\$ As Calculated

* Payoff to lien holder (good through Unknown Date) \$ Upon Proof*

* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Total Repurchase Offer	\$ As Calculated
------------------------	------------------

<i>Total due to attorney and client:</i>	\$ As Calculated
--	------------------

* In spite of our good faith efforts, General Motors has been unable to obtain the needed financial information independently. We ask for the assistance of your firm in promptly providing a complete payment history from the lender, on their letterhead, from which the needed figures can be calculated. In addition to a complete payment history, we will also need a lien payoff and a per diem. As an alternative, we ask that the attached Authorization of Release of Lien Information be promptly completed by your client and forwarded to our attention, so that we may obtain the needed information directly from the lender.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

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

General Motors requests you make this offer available to your client at the earliest possible opportunity. If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

Attach.

CURRENT VEHICLE MILEAGE: _____

Client 's Signature

Client 's Signature

Date

Date

Release of Lien Information

I _____, hereby authorize
Customer(s)

Lien Holder Name

Address

Address

_____ to release any
Phone Number

and all information regarding my loan account # _____
Account Number

for _____ to General Motors Company,
Vehicle Identification Number (VIN)

including but not limited to a complete payment history of my account, a loan
payoff amount, interest paid to date, late charges, and per diem information.

Signature

Date

Signature

Date

VIN: 1G1ZJ57B2 9F [REDACTED] SELLG SCE: 13 MDL YR: 09 ORD NO: NBFK49

ODATE: 08/14/08 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 20394
DDATE: 08/03/09 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 08/04/09 ORDER BY:

CANC:

CANC DOE:

TRADE: 08/03/09 DLVY TO: [REDACTED]

TRD DOE: 08/03/09 [REDACTED] CHINO HILLS CA [REDACTED]

SRVC IN: CANC SRVC IN:

SRVC OUT: BFSO CUST:

BFSO ORD DT: PRICE ASSUR RT:

PRICE ASSUR DT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	13 20394	00036218904	08/18/09	35.42	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00036218904 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
XMJ	01	13 20394	199135	08/25/09	1,618.33	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 199135 AUTH PUR CD:
MISC DATE: 08/03/09 MISC: 0000092554HAA0
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
ZMB	01	13 20394	00036278324	09/01/09	301.58	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00036278324 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

2009 MALIBU 2LT
37U IMPERIAL BLUE METALLIC /L4G
19C EBONY

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD29122156

ORDER NO. NBFK49/TRE STOCK NO.

VIN 1G1 ZJ57 B2 9F

*****13*20530S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZH69 MALIBU 2LT	24705.00	23346.23	INVOICE 10/09/08
B86 BODY COLOR BODYSIDE MOLDINGS	150.00	124.50	SHIPPED 10/09/08
LE5 ENGINE, 2.4L DOHC MFI	N/C	N/C	EXP I/T 10/20/08
MH8 TRANSMISSION, 6-SPEED AUTOMATIC	N/C	N/C	INT COM 10/20/08
TAPSHIFT MANUAL SHIFT CONTROL			PRC EFF 10/09/08
PDD REAR POWER PACKAGE: * REAR POWER CENTER, 110V AC * REAR WINDOW SUNSHADE, MANUAL	250.00	207.50	KEYS G0930 G0930 WFP-S QTR OPT-1 BANK: GMAC - 061 CHG-TO 20-530
PDM PREMIUM MAT PACKAGE: *PREMIUM CARPETED FLOOR MATS, FRONT/BACK *TRUNK MAT *CARGO NET	185.00	153.55	SHIP WT: 3368 HP: 19.3 GMS: 23893.08 SUPPLR: 24961.52 MRM: 25960.00
UE1 1YR ONSTAR DIRECTIONS W/TURN- BY-TURN NAVIGATION(ASK DEALER ABOUT GEOGRAPHIC COVERAGE)	N/C	N/C	DAN: 2LT MEMO 1114.50 GSU: 301.58
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	
YF5 50-STATE EMISSIONS	N/C	N/C	

TOTAL MODEL & OPTIONS	25290.00	23831.78	ACT 231	23743.08
DESTINATION CHARGE	670.00	670.00	H/B 261	758.70
DEALER IMR CONTRIBUTION		252.90	ADV 261	252.90
LMA GROUP CONTRIBUTION		252.90	EXP 65A	252.90

TOTAL 25960.00 25007.58 PAY 310 25007.58
MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 23754.78

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.

RANCHO VALLEY CHEVROLET, INC.

REMIT TO GMAC NO. 061
VIN 1G1ZJ57B29F
\$ 25007.58 INV 1AD29122156
DUE 10/20/08 DEALER 20-530



Resequined Vehicle Disclosure Center

Case Number: 182686
Originator Name: AMY SJOLANDER 3107882828 asjolander@ruberandsjolander.com
Created Date: 10/05/2011

Vehicle Info

*VIN: 1G1ZJ57B29F
Year: 2009
MSRP: 24961.52
Make: Chevrolet
*TAC #: N/A
Model: Malibu
Vehicle Comments & TAC Explanation: No TAC associated.

Original Purchase Date: 08/03/2009
* Repurchase Mileage: 35100
Vehicle Owner(s)
* Original Purchase Condition: New
Entity Type: Person
* Names(s) on Title:
* Title State: CA
* Primary Owner:
* Address:
* City: Chino Hills
* State: CA
* ZIP Code:
* Day Phone:
* Home Phone:
* Cell Phone:
* E-mail:
* Fax Phone:

* Reason Repurchase: Transmission jerks; Check Engine light on

UCC Codes (K3010) Transmission - Automatic - Shift - Abnormal (Hard/Late)
(N1005) Electrical Lamps - Warning Lamps (Oil / Coolant etc) - Warning Lamp On

Repurchasing Dealer:
* Dealer #: 114580
Region: 10
* Phone: (909) 628-8961
* Contact Name: Gilbert Gonzales
Dealer Name: M K SMITH CHEVROLET
District: 5143
Fax: (909) 628-6637
* Contact Title: Service Manager E-Mail:

Repair
* Contact Name:
* Contact Title:

Vehicle Location: -

Customer's Attorney

Legal Case Ref. #: 732350
Firm Name: Romano Stancroff & Mihov
Address: 640 S. San Vicente Blvd, ...
City: Los Angeles
Phone: 323-936-2274
Tax Id: 26-0143449
Contact: Steve Mihov, Esq.
1099: Y
State: CA
Zip Code: 90048
Fax: 323-939-7973
E-mail:

Local Counsel

Firm Name: 143523 - Ruben and SJola.
Address: 1875 CENTURY PARK E..
City: LOS ANGELES
Phone: (310) 788-2828
Contact Person: AMY SJOLANDER
State: CA
Zip Code: 90067
Fax: (310) 788-9028
E-mail:



Case Number: 182686
 Originator Name: AMY S.JOLANDER 3107882828 asjolander@ruberandsjolander.com
 Created Date: 10/05/2011

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	* Company:	Ally Financial	Account #:	061-9139-92554
Payoff Amount:	11346.82	Per Diem:	0.58	Payoff Date:	2011-11-03
Contact or Attention:	Payoff Department	Address:	6716 Grade Lane, Building..		
City:	Louisville	State:	KY	ZIP Code:	40213
Day Phone:	800-200-4622	Fax:		E-mail:	

Transaction Details

Stibel Request #:	71-974037424	* Disposition:	Auction	Trans. State:	CA
* Trans. Type:	Straight	Trans. Source:	LCI Counsel - Lawsuit - Vol or Mediated		
Compliance Type:		Compliance Date:			
* Closing Date:	2011-10-21	Money to Dealer:	0.0	Money to Manuf.:	0.0

Repurchase Vehicle

Replacement VIN:

Disposition:

* Processing Instructions: Please send check to Local Counsel. Plaintiff and attorney to receive joint check. Please contact LC with any questions (Adrian 818.800.9237).

Disbursement(s)

Payment Type	Payee	Payee Line 2	Amount
Joint Customer/Attorney Repurchase	Lawrence Lopez	Romano Stancroff & Mikhov	20098.84
Lien Payoff	Ally Financial		11346.82

March 7, 2012

Eric Kaczander, Esq.
Krohn & Moss
10474 Santa Monica Blvd Ste 401
Los Angeles, CA 90025

RE: [REDACTED] v. General Motors
Service Request: 71-978721593
2009 Saturn AURA
Vehicle Identification Number: 1G8ZS57B29 [REDACTED]
Customer Relationship Specialist: Marcia

Dear Mr. Kaczander:

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

North American Operations

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



CHECK No. [REDACTED] 50-837
 213

DATE
 03/13/12

4,000 DOLLARS

00 CENTS

AMOUNT
 4,000.00

North American Operations
 General Motors Corporation
 Disbursement Account

PAY
 TO THE
 ORDER
 OF

[REDACTED]

AND KROHN & MOSS

[REDACTED]

LOS ANGELES CA [REDACTED]

Ami D. Albee

SIGNATURE

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

AUDIT

[REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT DATE
 03/13/12

NDOR
 VS NO. BB 000000045 1
 IDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
8ZS57B29F [REDACTED]	03/12/12 71-978721	VM 1-HAXB59 593.1-HAXB59	00.0000	4,000.00	00	4,000.00
TOTAL				4,000.00	.00	4,000.00

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

M3

Krohn & Moss, Ltd.
10 N. Dearborn, 3rd Floor
Chicago, IL 60602

08-19-11A08:35 RCVD



General Motors LLC
Attn: Legal Department
P.O. Box 33170
Detroit MI 48232-5170

30383

\$0.440
US POSTAGE
FIRST-CLASS
FROM 60602
AUG 17 2011



062S0000704561

stamps.com

Krohn & Moss, Ltd.

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

Main Office

10 N. Dearborn St., 3rd Fl.

Chicago, Illinois 60602

www.krohnandmoss.com

Writer's Direct Number

(312) 578-9428

Writer's Direct Facsimile

(856) 289-0898

Writer's Direct E-Mail

jdhnas@jdhnas.com

Writer licensed to practice
only in:
Iowa

August 17, 2011

General Motors LLC
Attn: Legal Department
PO Box 33170
Detroit, MI 48232-5170

RE: [REDACTED] v. General Motors LLC

Vehicle: 2009 Saturn Aura
VIN: 1G8ZS57B29F [REDACTED]

Dear Sir or Madam:

Please be advised that this office represents the above-named individuals regarding claims against your company pursuant to the State Lemon Law and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

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

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

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

August 17, 2011

1. Defective engine as evidenced by repeated illumination of the check engine light, vehicle bucking, vehicle not driving over 20 MPH, excessive oil consumption and erratic RPM;
2. Defective electrical system as evidenced by inoperative fuel gauge; and
3. Any additional complaints made by our clients, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my clients have justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough - when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. Rester v. Morrow, 491 So.2d 204.

My clients' repair history clearly shows there was a breach of both written and implied warranties:

based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Chevrolet Motor Division, 581 P.2d 603.

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

Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my clients have a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, my clients will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my clients need return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code §

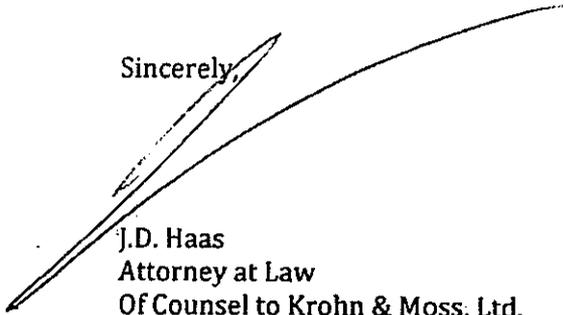
August 17, 2011

9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

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

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

Sincerely,



J.D. Haas
Attorney at Law
Of Counsel to Krohn & Moss, Ltd.

JDH/tm
cc: [REDACTED]



VIA FAX ONLY

August 22, 2011

Kent Poling, SVM
GREEN BUICK GMC INC.
3210 E KIMBERLY RD
DAVENPORT IA 52807-2510

RE: [REDACTED]

Service Request: 71-978721593

2009 Saturn AURA

Vehicle Identification Number: 1G8ZS57B29F [REDACTED]

Customer Relationship Specialist: Michelle

Dear Kent:

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 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

2009 SATURN AURA XE SEDAN
50U POLAR WHITE /L4G
70B TAN
ORDER NO. NFQHJ2/FDR STOCK NO.
VIN 1G8 ZS57 B2 9F

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE ZAD04887584
*****22*12192S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
ZZS69 SATURN AURA XE SEDAN	22430.00	20299.15	INVOICE 12/15/08
BQ2 AVIS BUDGET CAR RENTAL	0.00	0.00	SHIPPED 12/15/08
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 12/25/08
LE5 ENGINE, 2.4L 4-CYL ECOTEC	N/C	N/C	INT COM 12/26/08
MH8 TRANSMISSION, 6-SPEED AUTOMATIC	N/C	N/C	PRC EFF 11/20/08
UE1 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN NAV UPGRADE)	N/C	N/C	KEYS G1106 G1106 WFP-S QTR OPT-1 FAN: 000801033
VQ2 FLEET ORDERING ASSISTANCE	0.00	0.00	BANK: GMAC - 085
VX7 LONG TERM DAILY RENTAL PROGRAM	0.00	0.00	CHG-TO 12-192 SHIP-TO 11-630 AVIS RENT A CAR CHARLESTON SC

SHIP WT: 3378
HP: 19.3
MRM: 23100.00
CUST PO NUMBER:
9546172N1100000
DAN: 02006
MEMO 1121.50

TOTAL MODEL & OPTIONS 22430.00 20299.15 ACT 231 20969.15
DESTINATION CHARGE 670.00 670.00

TOTAL 23100.00 20969.15 PAY 310 20969.15

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

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

SATURN OF FRESNO/AVIS
REMIT TO GMAC NO. 085
VIN 1G8ZS57B29F
\$ 20969.15 INV ZAD04887584
DUE 12/26/08 DEALER 12-192

FAX

**GREEN BUICK GMC INC
3210 EAST KIMBERLY ROAD
DAVENPORT, IA 52807
FAX: 563-359-3069**

TO: Michelle Lucio **DATE** 8.22.11
COMPANY: GM
FAX #: 866-300-1252

FROM: Kent Poling

PHONE # 563-441-3400 DIRECT PHONE LINE # 563-441-3451

IF YOU HAVE ANY PROBLEMS RECEIVING OR READING THIS FAX PLEASE CONTACT THE SENDER.

NUMBER OF PAGES INCLUDING THIS COVER SHEET 35

NOTES:
Sen Req 71-978721593

PRIVACY NOTICE

This message is intended only for the use of the individual or entity to whom it is addressed and may contain information that is privileged, confidential, or exempt from disclosure under applicable federal or state law. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited.

If you have received this communication in error, please notify us immediately by telephone and return the original message to us via regular mail at: Green Buick GMC Inc, 3210 E Kimberly Rd Davenport, IA, 52807.



CUSTOMER #:

480195

BUICK GMC

ACCOUNTING

3210 E. Kimberly Rd. Davenport, Iowa 52807
 SERVICE DEPT. (563) 441-3460
 BODYSHOP (563) 441-3476
 www.greenbuickgmc.com

PAGE 1

HOME: CONT:N/A
 BUS: CELL:

** PRE-INVOICE **

SERVICE ADVISOR: 567 HENRY TRAUM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHT	09	SATURN AURA	1G8ZS57B29F		34442/34442	T652	
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO. NO	RATE	PAYMENT	INV. DATE
DD			21:00 24MAY10			CASH	28MAY10

R/O: OPENED READY OPTIONS: STK:D565

16:39 17MAY10 10:32 28MAY10

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

A S&A USED CAR INSPECTION INCLUDES LOF.

S971 S&A USED CAR INSPECTION INCLUDES LOF.

458	IDP	1.00	1.70	2380	16150					161.50	161.50
1	12605566	FILTER		462	630	0	6.30			6.30	6.30

LUBE OIL

IDP				935	990					9.90	9.90
-----	--	--	--	-----	-----	--	--	--	--	------	------

VERSION 1 (EMP# 458,24MAY10 14:13): 34442 1.7 TOTAL S&A USED CAR INSPECTION AND LOF

B EVACUATE TIRES AND RE-FILL WITH NITROGEN

NO EVACUATE TIRES AND RE-FILL WITH NITROGEN

458	IDP	0.00	0.20	280	1840					18.40	18.40
4	VC N VLV/CAP			80	160	0	0.40			0.40	1.60

VERSION 1 (EMP# 458,24MAY10 14:14): 34442 .2 TOTAL NITROGEN FILL (30PSI)

C INSTALL LIC PLATE BRACKET

S PLEASE SEE STORY BELOW FOR DETAILS

458	IDP	0.72	0.20	280	1900					19.00	19.00
1	22725681	BRACKET		1078	1617	0	16.17			16.17	16.17
4	22579423	RIVET-FRT		304	516	0	1.29			1.29	5.16

VERSION 1 (EMP# 567,26MAY10 15:57): 34442 TECH# 458 INSTALLED LIC

PLATE BRACKET

VERSION 2 (EMP# 498,28MAY10 10:27): 34442 0.2TECH# 458 WILL INSTALL

LIC PLATE BRACKET WHEN IT COMES IN

D** SES MESSAGE IS PRESENT

S PLEASE SEE STORY BELOW FOR DETAILS

458	IDP	0.00	0.00	0	0					0.00	0.00
-----	-----	------	------	---	---	--	--	--	--	------	------

VERSION 1 (EMP# 498,27MAY10 07:26): 34442 P0014 SET OIL WAS LOW ALL OK AFTER ROADTEST.

E** \$22.99 REPLACE WINDSHIELD WIPER INSERTS, ALL MAKES AND MODELS.

(GENUINE GM PARTS)

27M \$22.99 REPLACE WINDSHIELD WIPER INSERTS, ALL MAKES AND MODELS. (GENUINE GM PARTS)

458	IDP	0.15	0.20	280	529					5.29	5.29
1	19187382	BLADE		1250	2500	0	25.00			25.00	25.00

AUTHORIZATION FOR REPAIRS	EXCLUSION OF WARRANTIES	DESCRIPTION	TOTALS
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.	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.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE X

ACCOUNTING COPY



CUSTOMER #:

480195

BUICK GMC

ACCOUNTING

3210 E. Kimberly Rd. Davenport, Iowa 52807
 SERVICE DEPT. (563) 441-3460
 BODYSHOP (563) 441-3476
 www.greenbuickgmc.com

PAGE 2

HOME: CONT:N/A
 BUS: CELL:

** PRE-INVOICE **
 SERVICE ADVISOR: 567 HENRY TRAUM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHT	09	SATURN AURA	1G8ZS57B29F		34442/34442	T652	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
			21:00 24MAY10			CASH	28MAY10
R.O. OPENED	READY	OPTIONS: STK:D565					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
1	19187383		BLADE			1250	2500	0	25.00	25.00	25.00
VERSION 1 (EMP# 458, 24MAY10 15:07): 34442 .2 TOTAL REPLACED FRONT WIPER BLADES											
F** INSTALL FLOOR MATS											
S PLEASE SEE STORY BELOW FOR DETAILS											
			458	IDP	0.19	0.00	0	0		0.00	0.00
1			ORLY MAT			1499	2095	0	20.95	20.95	20.95
VERSION 1 (EMP# 458, 25MAY10 08:31): 34442 PLACED FLOOR MATS IN TRUNK											
INTERNAL PAY SHOP/ENVIRO CHGS FOR						0	1392				13.92

***** THANK YOU *****

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-24-10	13:13	14:13	1.00	W	458	A	
	14:14	14:14	0.00	W	458	B	
	14:14	14:57	0.72	W	458	C	
	14:58	15:07	0.15	W	458	E	
	15:08	15:19	0.19	W	458	F	
	05-27-10	07:31	07:31	0.00	W	458	D
05-28-10	10:27	10:27	0.00	W	458	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
2/46300	20419	3220		2/48100	10018	5923	
2/49101	990	935		2/6104	1392	0	
2/24000	31427	*****	D565	2/24000	1392	*****	

COST, SALE, & COMP TOTALS 10078 32819 0

AUTHORIZATION FOR REPAIRS	EXCLUSION OF WARRANTIES	DESCRIPTION	TOTALS
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.	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.	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE X

ACCOUNTING COPY

CUSTOMER AUTHORIZATION FORM



BUICK GMC

3210 E. Kimberly Rd. Davenport, Iowa 52807
SERVICE DEPT. (563) 441-3460
BODYSHOP (563) 441-3476
www.greenbuickgmc.com

CUSTOMER #: N/A

480195

WORKORDER

PAGE 1

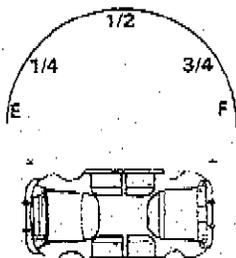
HOME: CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 567 TRAUM, HENRY

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes data for SATURN AURA and 17MAY2010 16:39.

Table with columns: LINE, OP CODE, TECH, TYPE, DESCRIPTIONS/INSTRUCTIONS. Includes items like S&A USED CAR INSPECTION, EVACUATE TIRES, and INSTALL LIC PLATE BRACKET.

FUEL TANK



NOTICED BODY DAMAGE

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...

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...

PRELIMINARY ESTIMATE \$ 0.00

Table with columns: REVISED ESTIMATE (1), DATE, TIME, BY, REVISED ESTIMATE (2).

ESTIMATE YOU HAVE THE RIGHT TO A WRITTEN OR ORAL ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICE WILL BE MORE THAN FIFTY DOLLARS. YOUR BILL WILL NOT BE GREATER THAN THE ESTIMATE BY MORE THAN TEN PERCENT UNLESS YOU APPROVE A HIGHER ESTIMATE BEFORE REPAIRS ARE FINISHED INITIAL YOUR CHOICE.

Written estimate Oral estimate No estimate CALL ME IF REPAIRS & SERVICE WILL BE MORE THAN \$ DISCARD SAVE

CUSTOMER SIGNATURE

CUSTOMER COPY NOT RESPONSIBLE FOR ITEMS LEFT IN VEHICLE

T-652

34442

Used Car Inspection Report

Date: 5/17/2010

DS65
Stock #:

2009
Year:

Saturn
Make:

Aura
Model:

Technician:

Date Completed:

Road Test		PASS	FAIL	EST.
1	Keys, Remotes, Ignition: Do they all work / turn freely?	/		
2	Starter, Battery, and Alternator	/		
3	Engine start up, any noises?	/		
Driving				
4	Transmission shift ok? Fluid ok?	/		
5	Clutch operation - all ok? <i>N/A</i>			
6	Cold engine performance	/		
7	Warm engine performance	/		
8	Overall handling	/		
9	Vibrations above 55mph and up?	/		
10	Brake pulsation	/		
11	Cruise control - set, resume, accel, decel, all ok?	/		
12	Suspension feel firm? Pull one way or another?	/		
13	Steering	/		
14	Speedometer & gauges all functioning properly?	/		
15	Wind noise - any excessive noise, as if a wind leak?	/		
16	Heat & AC - do all speeds & modes operate properly?	/		
17	Accessories- does the radio and lighter work?	/		
18	4 Wheel Drive operation- engage & operate properly? <i>N/A</i>			
Walk Around - Inside / Exterior Inspection				
19	Shocks & Struts - Bounce Test	/		
20	Spare tire, jack & all needed equipment present?	/		
21	Exterior lights in good condition & operating?	/		
Interior Inspection				
22	Interior lights - all lights in good condition & operating?	/		
23	Seatbelts all present and buckling	/		
24	Wipers and washers	/	X	

	PASS	FAIL	EST.
26 Hood and hood release	✓		
27 Hinges and latches - do they all work freely?	✓		
28 Parking brake	✓		
Under Hood Inspection			
29 Fluid levels & condition	✓		
30 Antifreeze protect fluid level	✓		
31 Belts and hoses	✓		
32 Air filter	✓		
33 Battery cables & connections	✓		
34 Fluid leaks - can you see any from the top?	✓		
Under Vehicle Hoist & Inspection			
35 Fluid leaks - check front to rear of vehicle, complete.	✓		
36 Steering linkage - all components look & feel ok?	✓		
37 Front brakes LF: 8 mm RF: 8 mm	✓		
38 Rear brakes LR: 8 mm RR: 8 mm	✓		
39 Tires (measured in 32nds) LF: 9 RF: 9 LR: 9 RR: 9	✓		
40 Missing items			
41 Damage - any dents, dings, scratches?			
42 Anything noticed not listed above?			

Description	Item #	Parts	Labor	Total
Floor Mats Missing				
Wiper blades				
Total amount authorized for ALL jobs				

Additional comments:



BUICK GMC

3210 E. Kimberly Road, Davenport, Iowa 52807
(563) 359-3611
www.greenbuickgmc.com

PO: 216510
PAGE: 1 OF 1
PO DATE: 17MAY2010
PRINT DATE: 17MAY2010 16:21
TELEPHONE:
REQUESTOR: ERIC
ISSUED BY: ericdr
SHIP VIA:
COMMENT:

SRV
GREEN BUICK GMC INC SVC DEPT

AUTHORIZING SIGNATURE

ORDER AMOUNT: \$0.00

STOCK NO.	DESCRIPTION	AMOUNT
D565	2009 SATU AURA 1G8ZS57B29F210738 S&A	0.00

TOTAL FREIGHT: 0.00
TOTAL TAX: 0.00

34442

T-652

PURCHASE ORDER

ORIGINAL COPY



CUSTOMER #:

480913

BUICK GMC

ACCOUNTING

3210 E. Kimberly Rd. Davenport, Iowa 52807
 SERVICE DEPT. (563) 441-3460
 BODYSHOP (563) 441-3476
 www.greenbuickgmc.com

PAGE 1

** PRE-INVOICE **

HOME: CONT:N/A

SERVICE ADVISOR: 240 PAUL W CHEEK

BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHT	09	SATURN AURA	1G8ZS57B29F		34445/34445	T652	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
DD			16:00 01JUN10			CASH	03JUN10
R.O. OPENED	READY	OPTIONS: STK:D565					

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

A AIR BAG LIGHT IS ON.SOP HERE
 CAUSE: INOP

N6624 OCCUPANT SAFETY WIRING AND/OR CONNECTOR
 REPAIR OR REPLACEMENT

5448 WAG4	1.07	0.50	1540	4638						46.38	46.38
1 25967375 F-HARNESS			2893	4050	0	50.75				40.50	40.50
S ADDED TIME PER KP											
5448ICSTP	0.00	0.50	1540	1540						15.40	15.40
			2893	4050			TPARTS				
			1540	4638			TLABOR				

MISC FREIGHT

WAP4	1924	1924								19.24	19.24
------	------	------	--	--	--	--	--	--	--	-------	-------

VERSION 1 (EMP# 448,03JUN10 09:37): 34445 RF PASSENGER INFLATER
 MODULE JUMPER HARNESS HAS INTERMITTANT OPEN IN IT 7079 DIAGNOSED
 CONDITION HAD A CODE B0021 04 , FOUND RF SEAT JUMPER HARNESS HAS AN
 INTERMITTANT OPEN IN IT REPLACED HARNESS CLEARED CODE

***** THANK YOU *****

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-03-10	08:33	09:37	1.07	W	448	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
2/46200	4638	1540		2/48000	4050	2893	
2/46300	1540	1540		2/68100	1924	1924	
2/26300	10612	*****		2/6704	1540	*****	KENT

COST, SALE, & COMP TOTALS 7897 12152 0

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.

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.

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

CUSTOMER SIGNATURE X

ACCOUNTING COPY

CUSTOMER AUTHORIZATION FORM



CUSTOMER #: N/A

480913

WORKORDER

PAGE 1

3210 E. Kimberly Rd. Davenport, Iowa 52807
SERVICE DEPT. (563) 441-3460
BODYSHOP (563) 441-3476
www.greenbuickgmc.com

HOME: CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 240 CHEEK, PAUL W

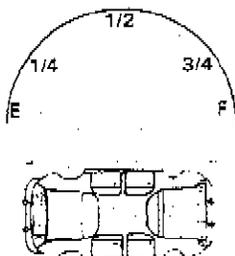
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHT	09	SATURN AURA	1G8ZS57B29E		34445/	T652	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS DD			16:00 01JUN10			CASH	
R.D. OPENED	READY	OPTIONS: STK:D565					

01JUN2010 14:37

LINE OF CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	448	W	AIR BAG LIGHT IS ON.SOP HERE

[Faint, illegible text, likely bleed-through from the reverse side of the page]

FUEL TANK



NOTICED BODY DAMAGE

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 warranty 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 shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanical lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damage from freezing due to lack of anti-freeze.

PRELIMINARY ESTIMATE \$ 0.00

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

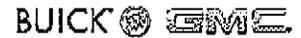
ESTIMATE
YOU HAVE THE RIGHT TO A WRITTEN OR ORAL ESTIMATE IF THE ESTIMATED COST OF REPAIRS OR SERVICE WILL BE MORE THAN FIFTY DOLLARS. YOUR BILL WILL NOT BE HIGHER THAN THE ESTIMATE BY MORE THAN TEN PERCENT UNLESS YOU APPROVE A HIGHER ESTIMATE BEFORE REPAIRS ARE FINISHED INITIAL YOUR CHOICE.

Written estimate _____ Oral estimate _____ No estimate _____
CALL US IF WE ARE MORE THAN 30 MINUTES AWAY FROM YOUR HOME OR MORE THAN 30 MILES AWAY FROM YOUR WORK.

ALL PARTS REMOVED WILL BE RETURNED UNLESS INSTRUCTED OTHERWISE
DISCARD SAVE

[Redacted area]

NOT RESPONSIBLE FOR ITEMS LEFT IN VEHICLE
CUSTOMER COPY



CUSTOMER #:

482906

ACCOUNTING

3210 E. Kimberly Rd. Davenport, Iowa 52807
 SERVICE DEPT. (563) 441-3460
 BODYSHOP (563) 441-3476
 www.greenbuickgmc.com

PAGE 1

** PRE-INVOICE **

HOME: CONT:N/A
 BUS: CELL:

SERVICE ADVISOR: 629 Ryan Sanders

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHT	09	SATURN AURA	1G8ZS57B29F		34445/34445	TBD565	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
			17:00 05JUL10			CASH	06JUL10

R.O. OPENED: READY: OPTIONS: STK:D565

15:48 05JUL10	15:50 06JUL10							
---------------	---------------	--	--	--	--	--	--	--

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

A PDR

PDR PERFORM PAINTLESS DENT REPAIR

235 IBS 1.20 1.20 0 7000

70.00 70.00

VERSION 1 (EMP# 629,05JUL10 16:02): 34445 PDR

***** THANK YOU *****

*** NO RO PUNCH TIMES ON FILE ***

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
2/47300	7000	0		2/24000	7000	*****	D565

COST, SALE, & COMP TOTALS 0 7000 0

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

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.

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

CUSTOMER SIGNATURE X

ACCOUNTING COPY

CUSTOMER AUTHORIZATION FORM



CUSTOMER #: N/A

482906

BUICK GMC

WORKORDER

3210 E. Kimberly Rd. Davenport, Iowa 52807
SERVICE DEPT. (563) 441-3460
BODYSHOP (563) 441-3476
www.greenbuickgmc.com

PAGE 1

HOME: CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 629 Sanders, Ryan

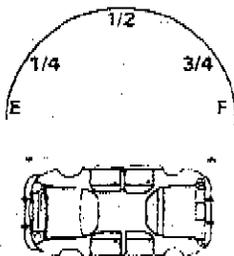
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHT	09	SATURN AURA	1G8ZS57B29F		34445/	TBD565
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
IS	DD		17:00 05JUL10			CASH
R.O. OPENED	READY	OPTIONS: STK:D565				

05JUL2010 15:48

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A			IBS PDR	

#2400

FUEL TANK



NOTICED BODY DAMAGE

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 employee 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 \$ 70.00

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

ESTIMATE
YOU HAVE THE RIGHT TO A WRITTEN OR ORAL ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICE WILL BE MORE THAN FIFTY DOLLARS. YOUR BILL WILL NOT BE HIGHER THAN THE ESTIMATE BY MORE THAN TEN PERCENT UNLESS YOU APPROVE A HIGHER ESTIMATE BEFORE REPAIRS ARE FINISHED INITIAL YOUR CHOICE.

Written estimate _____ Oral estimate _____ No estimate _____
CALL ME IF REPAIRS & SERVICE WILL BE MORE THAN \$ _____ DISCARD SAVE

X CUSTOMER SIGNATURE

CUSTOMER COPY NOT RESPONSIBLE FOR ITEMS LEFT IN VEHICLE



CUSTOMER #: 2194849

486981

BUICK GMC

ACCOUNTING

3210 E. Kimberly Rd. Davenport, Iowa 52807
SERVICE DEPT. (563) 441-3460
BODYSHOP (563) 441-3476
www.greenbuickgmc.com

CLINTON, IA

PAGE 1

HOME

CONT

** PRE-INVOICE **

BUS:

CELL:

SERVICE ADVISOR: 567 HENRY TRAUM

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for SATURN AURA, VIN 1G8ZS57B29E, and invoice date 21SEP10.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL.

A C/S THAT THE VEHICLE'S SES MESSAGE HAS COME ON CAUSE: INOP

J0822 CAMSHAFT POSITION ACTUATOR SOLENOID VALVE REPLACEMENT

Table with columns: QTY, PART NUMBER, DESCRIPTION, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Lists parts like VALVE, BRACKET, and RIVET.

SLD ADDED DIAGNOSIS FROM LABOR TIME GUIDE

Table with columns: QTY, PART NUMBER, DESCRIPTION, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Lists labor time for TPARTS and TLABOR.

VERSION 1 (EMP# 520,21SEP10 13:20): 34766 6581 P0014 FOUND THAT EXHAUST CAMSHAFT VALVE WAS STICKING REPLACED EXHAUST CAMSHAFT POSTION ACTUATOR VALVE AND RECHECKED =OK

***** THANK YOU *****

Table with columns: DATE, START, FINISH, DURATION, TYPE, TECH, LINE(S), CHG. Shows work performed on 09-21-10.

Table with columns: TRGT/ACCOUNT, SALE, COST, CONTROL. Shows account balances for 2/46200, 2/26300, and 2/48000.

COST, SALE, & COMP TOTALS 5148 9922 0

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.

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.

Table with columns: DESCRIPTION, TOTALS. Lists amounts for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, and PLEASE PAY THIS AMOUNT.

CUSTOMER SIGNATURE X

ACCOUNTING COPY



CUSTOMER #: 2194849

487161

3210 E. Kimberly Rd. Davenport, Iowa 52807
SERVICE DEPT. (563) 441-3460
BODYSHOP (563) 441-3476
www.greenbuickgmc.com

ACCOUNTING

DUPLICATE 1

PAGE 1

** PRE-INVOICE **

SERVICE ADVISOR: 567 HENRY TRAUM

MURRAY IA

HOME:

CONT:

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHT	09	SATURN AURA	1G8ZS57B29F		35037/35037	T763

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
17SEP10 DD			21:00 24SEP10			CASH	29SEP10

R/O OPENED	READY	OPTIONS
08:12 24SEP10	07:56 29SEP10	STK:D565 1)64601 2)ELNIMEIRI 3)CUSTOMER DECLINES SVC CONTRACT 4)NSD GAP

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

A C/S THAT THE VEHICLE'S SES MESSAGE HAS COME ON ONCE AGAIN
CAUSE: INOP

J0824 CAMSHAFT POSITION ACTUATOR REPLACEMENT

520 WAG4	2.71	1.00	2750	9276						92.76	92.76
1 11588844 BOLT			210	294	0	3.68				2.94	2.94
1 12621505 ACTUATOR			7313	10238	0	128.28				102.38	102.38
1 12598014 SEAL			1977	2768	0	34.67				27.68	27.68

OTHER OTHER LABOR HOURS

520 WAG4	0.00	1.00	2750	9276						92.76	92.76
----------	------	------	------	------	--	--	--	--	--	-------	-------

9500 13300 TPARTS
5500 18552 TLABOR

VERSION 1 (EMP# 520,28SEP10 13:51): 35037 6581 DIAGNOSED
INTERMITANT P0014 CALLED TAC WAS TOLD TO REPLACE EXH CAM ACTUATOR CASE
#71-873276619 RICH. REPLACED EXHAUST CAM ACTUATOR CLEARED CODES AND
TEST DROVE =OK

VERSION 2 (EMP# 193,28SEP10 17:37): 35037 6581 DIAGNOSED
INTERMITANT P0014 CALLED TAC WAS TOLD TO REPLACE EXH CAM ACTUATOR CASE
#71-873276619 RICH. REPLACED EXHAUST CAM ACTUATOR CLEARED CODES AND
TEST DROVE =OK OLH OK PER KP FOR TIME TO DIAGNOSE SES LIGHT.

B** RENTAL CAR FOR CUSTOMER DURING REPAIRS.

CAUSE: CAR

CAR RENTAL CAR FOR CUSTOMER DURING REPAIRS.

12 WAG4	0.00	0.00	0	0						0.00	0.00
			0			0 TPARTS					
			0			0 TLABOR					

SUBL RENTAL CAR PO#224249

WAG4			19000	19000						190.00	190.00
------	--	--	-------	-------	--	--	--	--	--	--------	--------

VERSION 1 (EMP# 567,28SEP10 17:59): 35037 PROVIDED THE CUSTOMER
WITH A RENTAL CAR DURING REPAIRS

VERSION 2 (EMP# 567,28SEP10 18:00): 35037 PROVIDED THE CUSTOMER
WITH A RENTAL CAR DURING REPAIRS ; REPLACED THE EXHAUST CAM ACTUATOR.
FOUR DAYS OF RENTAL.

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

CUSTOMER SIGNATURE X

ACCOUNTING COPY



CUSTOMER #: 2194849

487161

BUICK GMC

ACCOUNTING

3210 E. Kimberly Rd. Davenport, Iowa 52807
 SERVICE DEPT. (563) 441-3460
 BODYSHOP (563) 441-3476
 www.greenbuickgmc.com

DUPLICATE 1
 PAGE 2

* PRE-INVOICE **

SERVICE ADVISOR: 567 HENRY TRAUM

MURRAY IA
 HOME: [REDACTED] CONT [REDACTED]
 BUS: [REDACTED] CELL [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG					
WHT	09	SATURN AURA	1G8ZS57B29E [REDACTED]		35037/35037	T763					
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE				
17SEP10 DD			21:00 24SEP10			CASH	29SEP10				
R.O. OPENED	READY	OPTIONS: STK:D565 1)64601 2)ELNIMEIRI 3)CUSTOMER DECLINES SVC CONTRACT 4)NSD GAP									
08:12 24SEP10	07:56 29SEP10										
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

***** THANK YOU *****

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-24-10	08:13	09:14	1.01	W	520	A	
09-28-10	12:09	13:51	1.70	W	520	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
2/46200	18552	5500		2/48000	13300	9500	
2/46600	19000	19000		2/26300	50852	*****	

COST, SALE, & COMP TOTALS 34000 50852 0

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

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.

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

CUSTOMER SIGNATURE **X**

ACCOUNTING COPY

CUSTOMER AUTHORIZATION FORM



CUSTOMER #: 2194849

487161

MURRAY, IA

WORKORDER

BUICK GMC

3210 E. Kimberly Rd. Des Moines, Iowa 52807

SERVICE DEPT. (563) 441-3460

BODYSHOP (563) 441-3478

www.greenbuickgmc.com

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

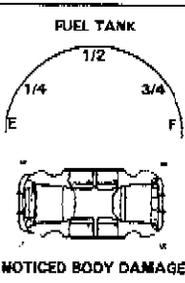
PAGE 1

SERVICE ADVISOR: 567 TRAUM, HENRY

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHT	09	SATURN	AURA	1G8ZS57B29F		35037/	T763
DEL DATE	PROD DATE	WARR EXP	PROMISED	NO. NO.	RATE	PAYMENT	INV. DATE
17SEP10 IS							
17SEP10 DD			12:00	24SEP10		CASH	
R.O. OPENS	READY	OPTIONS:	STK:D565				
24SEP2010 08:12							
LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/	PRGR		
# A		520	W	C/S THAT THE VEHICLE'S SES MESSAGE HAS COME ON ONCE AGAIN			

... THE VEHICLE'S SES MESSAGE HAS COME ON ONCE AGAIN ...

... FOR ITEMS LEFT IN VEHICLE ...



EXCLUSION OF WARRANTIES
 Any warranties on the parts and accessories used hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer shall be responsible for any loss, expense or liability, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and accessories purchased and that in no event shall dealer be liable for accidental or consequential damage or consequential 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 should perform for a period of merchantable quality or that they will provide any vehicle or use of its contents 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 incidental and some 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 further agree that under your employment permission to operate the vehicle herein described on which, repairs or alterations for the purpose of causing major inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair charges. The customer is not responsible for damages from cleaning the top of windshield.

PRELIMINARY ESTIMATE # _____

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

YOU HAVE THE RIGHT TO A REVIEW OF THE ESTIMATED COST OF REPAIRS OR SERVICE (SEE AS LONG AS YOU PAY UPFRONT). YOUR BILL WILL NOT BE MORE THAN THE ESTIMATE BY MORE THAN 10% UNLESS YOU APPROVE A CHANGE IN SCOPE OF WORK, PARTS AND PRICES BEFORE YOUR CHECK.

When estimate _____ Cost estimate _____ No estimate _____

CALL ME IF REPAIRS & SERVICE WILL BE MORE THAN 1 _____ DISCARD SAVE

X CUSTOMER SIGNATURE

CUSTOMER COPY NOT RESPONSIBLE FOR ITEMS LEFT IN VEHICLE



CUSTOMER #: 2194849

489864

BUICK GMC

3210 E. Kimberly Rd. Davenport, Iowa 52807
SERVICE DEPT. (563) 441-3460
BODYSHOP (563) 441-3476
www.greenbuickgmc.com

ACCOUNTING

MURRAY, TA
HOME
BUS:

CONT
CELL

PAGE 1
** PRE-INVOICE **
SERVICE ADVISOR: 700 TODD E WOODS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for SATURN AURA, VIN 1G8ZS57B29F, and various dates and rates.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Lists services like LUBE OIL, INSPECTION, and TIRE SERVICE with associated costs.

***** THANK YOU *****

Table with columns: DATE, START, FINISH, DURATION, TYPE, TECH, LINE(S), CHG. Shows service times for 11-12-10.

Table with columns: TRGT/ACCOUNT, SALE, COST, CONTROL. Summarizes financial data for various accounts.

COST, SALE, & COMP TOTALS 2137 2895 0

Table with columns: AUTHORIZATION FOR REPAIRS, EXCLUSION OF WARRANTIES, DESCRIPTION, TOTALS. Contains legal disclaimers and a summary of charges.

CUSTOMER SIGNATURE X ACCOUNTING COPY



CUSTOMER #: 2194849

492123

BUICK GMC

ACCOUNTING

3210 E. Kimberly Rd. Davenport, Iowa 52807
SERVICE DEPT. (563) 441-3460
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MURRAY IA

PAGE 1

HOME

CONT:

** PRE-INVOICE **

BUS:

CELL:

SERVICE ADVISOR: 567 HENRY TRAUM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHT	09	SATURN AURA	1G8ZS57B29F		41958/41958	T580	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
17SEP10 DD			21:00 27DEC10			CASH	29DEC10
R.O. OPENED	READY	OPTIONS: STK:D565 1)64601 2)ELNIMEIRI 3)CUSTOMER DECLINES SVC CONTRACT 4)NSD GAP					
08:22 27DEC10	15:45 29DEC10						

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

A C/S THAT THE VEHICLE'S SES MESSAGE HAS COME ON (P0326 KNOCK SENSOR CODE IS PRESENT)

S PLEASE SEE STORY BELOW FOR DETAILS

416 WAG4	3.93	1.00	2000	9276	0	0	TPARTS	92.76	92.76
			2000	9276			TLABOR		

VERSION 1 (EMP# 416,28DEC10 17:06): 41958 1.0 DIAG DTC P0326. FOUND LOW ENGINE OIL, DID NOT REGISTER ON DIPSTICK TUBE. NEED TO CHANGE OIL AND START OIL CONSUMPTION TEST.

B C/S THAT THE VEHICLE'S ENGINE IS RUNNING VERY ROUGHLY (CHUGS) PLEASE ADVISE

S PLEASE SEE STORY BELOW FOR DETAILS

416 CPPC	0.00	0.00	0	0	0.00	0.00		
----------	------	------	---	---	------	------	--	--

VERSION 1 (EMP# 416,28DEC10 17:07): 41958 SEE LINE A. VEHICLE HAS POSSIBLE INTERNAL PART NOISE. NEED TO COMPLETE OIL CONSUMPTION TEST FIRST.

C** QUICK LUBE OIL AND FILTER CHANGE AND CHASSIS LUBE PLUS SAFETY INSPECTION \$28.95 (SOME CARS SLIGHTLY HIGHER DEPENDING ON FILTER PRICE)

1CO QUICK LUBE OIL AND FILTER CHANGE AND CHASSIS LUBE PLUS SAFETY INSPECTION \$28.95 (SOME CARS SLIGHTLY HIGHER DEPENDING ON FILTER PRICE)

416ICSTP	0.00	0.40	800	800	8.00	8.00		
1 12605566 FILTER			462	462	4.62	4.62	6.30	

LUBE OIL ICSTP 895 895 8.95 8.95

VERSION 1 (EMP# 416,28DEC10 17:07): 41958 .4 LOF COMPLETE.

D** RENTAL CAR FOR CUSTOMER DURING REPAIRS. CAUSE: DSL

CAR RENTAL CAR FOR CUSTOMER DURING REPAIRS.

12 WAG4	0.00	0.00	0	0	0.00	0.00		
			0	0			TPARTS	
			0	0			TLABOR	

AUTHORIZATION FOR REPAIRS	EXCLUSION OF WARRANTIES	DESCRIPTION	TOTALS
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.	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.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE X

ACCOUNTING COPY



CUSTOMER #: 2194849

492123

BUICK GMC

ACCOUNTING

3210 E. Kimberly Rd. Davenport, Iowa 52807
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 BODYSHOP (563) 441-3476
 www.greenbuickgmc.com

PAGE 2

MURRAY, IA

HOME

BUS:

CONT:

CELL:

** PRE-INVOICE **

SERVICE ADVISOR: 567 HENRY TRAUM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHT	09	SATURN AURA	1G8ZS57B29F		41958/41958	T580
DEL DATE	PROD DATE	WARR EXP	PROMISED	FO NO	RATE	PAYMENT
17SEP10 DD			21:00 27DEC10			CASH
						29DEC10
R.O. OPENED		READY	OPTIONS: STK:D565 1)64601 2)ELNIMEIRI 3)CUSTOMER DECLINES SVC CONTRACT 4)NSD GAP			
08:22 27DEC10	15:45 29DEC10					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
SUBL	RENTAL CAR	PO#229626									
		WAG4				7600	7600			76.00	76.00

VERSION 1 (EMP# 567,29DEC10 12:24): 41958 PROVIDED THE CUSTOMER WITH A RENTAL CAR FOR TWO DAYS.
 VERSION 2 (EMP# 567,29DEC10 14:01): 41958 PROVIDED THE CUSTOMER WITH A RENTAL CAR FOR TWO DAYS. AN ENGINE OIL CONSUMPTION TEST HAS BEEN INITIATED.

***** THANK YOU *****

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
12-27-10	11:28	13:54	2.43	W	416	A	
12-28-10	11:16	12:16	1.00	W	416	A	
	12:43	13:13	0.50	W	416	A	
12-29-10	08:38	08:38	0.00	W	416	A	
	08:38	08:38	0.00	W	416	B	
	08:38	08:38	0.00	W	416	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
2/46200	9276	2000		2/46000	0	0	
2/46300	800	800		2/48100	462	462	
2/49101	895	895		2/46600	7600	7600	
2/26300	16876	*****		2/22500	0	*****	CASH
2/6704	2157	*****	KENT				

COST, SALE, & COMP TOTALS 11757 19033 0

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.

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.

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

CUSTOMER SIGNATURE X ACCOUNTING COPY

CUSTOMER AUTHORIZATION FORM



BUICK GMC

CUSTOMER #: 2194849

492123

3210 E. Kimberly Rd. Davenport, Iowa 52807
SERVICE DEPT. (563) 441-3460
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WORKORDER

PAGE 1

MURRAY, IA

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 567 TRAUM, HENRY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHT	09	SATURN AURA	1G8ZS57B29F [REDACTED]		41958/	T580	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17SEP10 IS			12:00 27DEC10			CASH	
17SEP10 DD							
R.O. OPENED	READY	OPTIONS: STK:D565 1)64601 2)FIN TIME RT 3)CHUSS					
27DEC2010 08:22		DECLINES SVC CONTRACT 4) [REDACTED]					

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A			C	C/S THAT THE VEHICLE'S SES MESSAGE HAS COME ON (PO326 KNOCK SENSOR CODE IS PRESENT)
# B			C	C/S THAT THE VEHICLE'S ENGINE IS RUNNING VERY ROUGHLY (CHUGS) PLEASE ADVISE

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 dealer is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$ 0.00

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

ESTIMATE

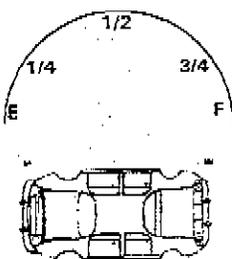
YOU HAVE THE RIGHT TO A WRITTEN ORAL ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICE WILL BE MORE THAN FIFTY DOLLARS. YOUR BILL WILL NOT BE MORE THAN THE ESTIMATE BY MORE THAN TEN PERCENT UNLESS YOU APPROVE A HIGHER ESTIMATE BEFORE REPAIRS ARE FINISHED IN YOUR CHOICE.

Written estimate _____ Oral estimate _____ No estimate _____
CALL ME IF REPAIRS & SERVICE WILL BE MORE THAN \$ _____ DISCARD SAVE

CUSTOMER SIGNATURE _____
NOT RESPONSIBLE FOR ITEMS LEFT IN VEHICLE

CUSTOMER COPY

FUEL TANK



NOTICED BODY DAMAGE



CUSTOMER #: 2194849

493280

BUICK GMC

ACCOUNTING

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SERVICE DEPT. (563) 441-3460
BODYSHOP (563) 441-3478
www.greenbuickgmc.com

PAGE 1

** PRE-INVOICE **

SERVICE ADVISOR: 567 HENRY TRAUM

MURRAY, IA

HOME [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL [REDACTED]

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for SATURN AURA, VIN 1G8ZS57B29F, and invoice date 17SEP10.

07:45 17JAN11 11:41 27JAN11
A C/S THAT THE VEHICLE'S ENGINE IS RUNNING ROUGHLY - BUCKS WILL NOT
ATTAINS SPEEDS OF MORE THAN 20 MILES PER HOUR (HAS GONE INTO
LOW POWER MODE)

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Lists various parts like GASKET, SEAL, ENGINE, HOSE, BOLT/SCRE, THERMOSTA, COOLANT, and labor hours.

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, and PLEASE PAY THIS AMOUNT.

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.

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

CUSTOMER SIGNATURE X

ACCOUNTING COPY



CUSTOMER #: 2194849

493280

BUICK GMC

3210 E. Kimberly Rd. Davenport, Iowa 52807
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MURRAY TA
HOME:
BUS:

CONT:
CELL:

PAGE 2
* PRE-INVOICE *
SERVICE ADVISOR: 567 HENRY TRAUM

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for SATURN AURA, VIN 1G8ZS57B29F, and service dates.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL.

VERSION 1 (EMP# 193,17JAN11 12:21): 42944 START OLH CLOCK BY KP FOR DIAG OF OIL CONSUMPTION.
VERSION 2 (EMP# 416,26JAN11 15:32): 42944 6017 START OLH CLOCK BY KP FOR DIAG OF OIL CONSUMPTION. FOUND MULTIPLE DTCS P0106 FOR MAP SENSOR, P0101 FOR MASS AIRFLOW SENSOR PERFORMANCE AND P0068 FOR THROTTLE BODY AIR FLOW PERFORMANCE. DURING INSPECTION TECH FOUND EXCESSIVE BLOW BY INSIDE THROTTLE BODY AND A FROZEN PIECE OF OIL/WATER MIX IN THE TUBE BETWEEN AIRFILTER AND THROTTLE BODY. WENT TO CYLINDER LEAK DOWN TEST AND FOUND TWO OF THE CYLINDERS WERE BELOW SPEC. AIR SEEMED TO BE COMING FROM OIL DIPSTICK TUBE AREA. REMOVED ENGINE FROM VEHICLE, DISSEMBLED ENGINE AND FOUND NUMBER FOUR PISTON WAS CRACKED/BROKEN INBETWEEN THE RING LANDS. MEASURED CYLINDER TAPER AS WELL SPEC(.0004) THE CYLINDERS MEASURED (.0006) OUT OF SPEC. REPLACED ENGINE WITH NEW UNIT.
VERSION 3 (EMP# 193,27JAN11 08:39): 42944 6017 START OLH CLOCK BY KP FOR DIAG OF OIL CONSUMPTION. FOUND MULTIPLE DTCS P0106 FOR MAP SENSOR, P0101 FOR MASS AIRFLOW SENSOR PERFORMANCE AND P0068 FOR THROTTLE BODY AIR FLOW PERFORMANCE. DURING INSPECTION TECH FOUND EXCESSIVE BLOW BY INSIDE THROTTLE BODY AND A FROZEN PIECE OF OIL/WATER MIX IN THE TUBE BETWEEN AIRFILTER AND THROTTLE BODY. WENT TO CYLINDER LEAK DOWN TEST AND FOUND TWO OF THE CYLINDERS WERE BELOW SPEC. AIR SEEMED TO BE COMING FROM OIL DIPSTICK TUBE AREA. REMOVED ENGINE FROM VEHICLE, DISSEMBLED ENGINE AND FOUND NUMBER FOUR PISTON WAS CRACKED/BROKEN INBETWEEN THE RING LANDS. MEASURED CYLINDER TAPER AS WELL SPEC(.0004) THE CYLINDERS MEASURED (.0006) OUT OF SPEC. REPLACED ENGINE WITH NEW UNIT. SERIAL # OF NEW ENG J71011290062.
VERSION 4 (EMP# 567,27JAN11 08:45): 42944 6017 START OLH CLOCK BY KP FOR DIAG OF OIL CONSUMPTION. FOUND MULTIPLE DTCS P0106 FOR MAP SENSOR, P0101 FOR MASS AIRFLOW SENSOR PERFORMANCE AND P0068 FOR THROTTLE BODY AIR FLOW PERFORMANCE. DURING INSPECTION TECH FOUND EXCESSIVE BLOW BY INSIDE THROTTLE BODY AND A FROZEN PIECE OF OIL/WATER MIX IN THE TUBE BETWEEN AIR FILTER AND THROTTLE BODY. WENT TO CYLINDER LEAK DOWN TEST AND FOUND TWO OF THE CYLINDERS. WERE BELOW SPEC. AIR SEEMED TO BE COMING FROM OIL DIPSTICK TUBE AREA. REMOVED ENGINE FROM

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.

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.

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER SIGNATURE X

ACCOUNTING COPY



CUSTOMER #: 2194849

493280

BUICK GME

ACCOUNTING

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SERVICE DEPT. (563) 441-3460
BODYSHOP (563) 441-3476
www.greenbuickgmc.com

MURRAY, TA

PAGE 3

HOME:

CONT

** PRE-INVOICE **

BUS:

CELL

SERVICE ADVISOR: 567 HENRY TRAUM

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG

Table with columns: DEL DATE, PROD. DATE, WARR. EXP, PROMISED, PO NO, RATE, PAYMENT, INV. DATE

Table with columns: R.O. OPENED, READY, OPTIONS, DECLINES SVC CONTRACT

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL

VEHICLE, DISSEMBLED ENGINE AND FOUND NUMBER FOUR PISTON WAS CRACKED/BROKEN IN BETWEEN THE RING LANDS. MEASURED CYLINDER TAPER AS WELL SPEC(.0004) THE CYLINDERS MEASURED (.0006) OUT OF SPEC. REPLACED ENGINE WITH NEW UNIT. SERIAL # OF NEW ENG J71011290062. PQC CASE # 71-909-406-566 WAS ISSUED BY ASSOCIATE JERADINE GRANT.

VERSION 5 (EMP# 193,27JAN11 10:06): 42944 6017 START OLH CLOCK BY KP FOR DIAG OF OIL CONSUMPTION. FOUND MULTIPLE DTCS P0106 FOR MAP SENSOR, P0101 FOR MASS AIRFLOW SENSOR PERFORMANCE AND P0068 FOR THROTTLE BODY AIR FLOW PERFORMANCE. DURING INSPECTION TECH FOUND EXCESSIVE BLOW BY INSIDE THROTTLE BODY AND A FROZEN PIECE OF OIL/WATER MIX IN THE TUBE BETWEEN AIR FILTER AND THROTTLE BODY. WENT TO CYLINDER LEAK DOWN TEST AND FOUND TWO OF THE CYLINDERS. WERE BELOW SPEC. AIR SEEMED TO BE COMING FROM OIL DIPSTICK TUBE AREA. REMOVED ENGINE FROM VEHICLE, DISSEMBLED ENGINE AND FOUND NUMBER FOUR PISTON WAS CRACKED/BROKEN IN BETWEEN THE RING LANDS. MEASURED CYLINDER TAPER AS WELL SPEC(.0004) THE CYLINDERS MEASURED (.0006) OUT OF SPEC. REPLACED ENGINE WITH NEW UNIT. SERIAL # OF NEW ENG J71011290062. PQC CASE # 71-909-406-566 WAS ISSUED BY ASSOCIATE JERADINE GRANT.. OLH OK PER KP FOR TIME TO DIAG AS DESCRIBED ABOVE.

B C/S THAT THE VEHICLE HAS BEEN USING EXCESSIVE OIL (OIL CONSUMPTION TEST IS ONGOING- ADDED ONE QT OF OIL AT 787 MILES)

\$ PLEASE SEE STORY BELOW FOR DETAILS

416 CPPC 0.00 0.00 0 0 0.00 0.00

VERSION 1 (EMP# 416,26JAN11 15:32): 42944 SEE LINE A.

C RENTAL CAR FOR CUSTOMER DURING REPAIRS.

CAUSE: CAR

CAR RENTAL CAR FOR CUSTOMER DURING REPAIRS.

12 WAG4 0.00 0.00 0 0 0.00 0.00

0 0 TPARTS

0 0 TLABOR

SUBL RENTAL CAR PO#230820

WAG4 49400 49400 494.00 494.00

VERSION 1 (EMP# 567,26JAN11 17:44): 42944 PROVIDED THE CUSTOMER WITH A RENTAL CAR FOR - 13 - DAYS. DELAYS WERE EXPERIENCED DURING

AUTHORIZATION FOR REPAIRS

EXCLUSION OF WARRANTIES

DESCRIPTION TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

CUSTOMER SIGNATURE X

ACCOUNTING COPY



CUSTOMER #: 2194849

493280

BUICK GMC

ACCOUNTING

3210 E. Kimberly Rd. Davenport, Iowa 52807
SERVICE DEPT. (563) 441-3460
BODYSHOP (563) 441-3476
www.greenbuickgmc.com

PAGE 4

MURRAY, IA
HOME: [REDACTED]
BUS: [REDACTED]

CONT
CELL

* PRE- INVOICE **

SERVICE ADVISOR: 567 HENRY TRAUM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHT	09	SATURN AURA	1G8ZS57B29F		42944/42944	T937	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
17SEP10 DD			15:00 18JAN11			CASH	27JAN11
R.O. OPENED	READY	OPTIONS: STK:D565 1)64601 2)ELNIMEIRI 3)CUSTOMER DECLINES SVC CONTRACT 4)NSD GAP					
07:45 17JAN11	11:41 27JAN11						

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

DIAGNOSIS OF THE CUSTOMER'S CONCERN & RECEIVING AUTHORIZATION TO REPLACE THE VEHICLE'S ENGINE.

D** C/S THAT THE VEHICLE'S FUEL GAUGE DOES NOT REGISTER AS FULL WHENEVER THE FUEL TANK HAS BEEN FILLED (LINE ADDED BY K. POLING)

CAUSE: INOP

L1197 FUEL LEVEL SENSOR REPLACEMENT										171.14	171.14
416 WAG4	3.93	1.80	3600	17114						78.68	78.68
1 19153328 F-SEN KIT			5620	7868		0	112.40				
PTI 01-26-11 BR											
1 12337820 STRAP, I/P			100	140		0	2.00			1.40	1.40
SLD ADDED DIAGNOSIS FROM LABOR TIME GUIDE											
416 WAG4	0.00	0.30	600	2852						28.52	28.52
			5720					8008 TPARTS			
			4200					19966 TLABOR			

MISC COST DIFF LUJACKS 4133192
PO#231448

WAB4

1855 1855

18.55 18.55

VERSION 1 (EMP# 416,26JAN11 15:37): 42944 6581 PERFORMED A GAUGE SWEEP ON THE INSTRUMENT CLUSTER AND IT PASSED THE GAUGE WORKED CORRECTLY. CHECKED FOR DTCS AND NONE WERE FOUND. FOUND DOC ID 2262198 FOR STUCK FUEL GAUGE OR INOP FUEL GAUGE. REMOVED FUEL TANK FROM VEHICLE AND USED DOC ID 2262198 TO REPOSITION INTERNAL VENT LINE TO AVOID POSSIBLE CONTACT WITH FUEL LEVEL SENSOR FLOAT ARM. ALSO REPLACED LEVEL SENDER UNIT INTERNAL TO FUEL TANK.

***** THANK YOU *****

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
01-17-11	10:50	12:21	1.52	W	416	A	
	12:21	14:20	1.98	DW	416	A	
	15:59	17:18	1.32	W	416	A	

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.

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.

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

CUSTOMER SIGNATURE X

ACCOUNTING COPY



CUSTOMER #: 2194849

493280

BUICK GMC

ACCOUNTING

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 BODYSHOP (563) 441-3478
 www.greenbuickgmc.com

MURRAY, IA

PAGE 5

HOME

CONT

** PRE-INVOICE **

SERVICE ADVISOR: 567 HENRY TRAUM

BUS:

CELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHT	09	SATURN AURA	1G8ZS57B29F		42944/42944	T937

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
17SEP10 DD			15:00 18JAN11			CASH	27JAN11

R.O. OPENED	READY	OPTIONS:
07:45 17JAN11	11:41 27JAN11	STK:D565 1)64601 2)ELNIMEIRI 3)CUSTOMER DECLINES SVC CONTRACT 4)NSD GAP

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
01-18-11		08:22		15:05		6.71	416		A		
01-25-11		08:30		17:07		8.62	416		A		
01-26-11		08:30	08:31			0.02	416		A		
		08:31	12:24			3.88	416		D		
		15:26	15:32			0.10	416		A		
		15:32	15:32			0.00	416		B		
		15:32	15:35			0.05	416		D		

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
2/46200	112194	33600		2/48000	413394	295281	
2/49100	2170	1550		2/68000	840	840	
2/68100	524	524	230856	2/46600	5000	5000	230819
2/46000	0	0		2/46600	49400	49400	
2/68000	1855	1855	231448	2/26300	585377	*****	
2/22500	0	*****	CASH				

COST, SALE, & COMP TOTALS 388050 585377 0

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.

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.

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

CUSTOMER SIGNATURE X ACCOUNTING COPY

CUSTOMER AUTHORIZATION FORM



BUICK GMC

CUSTOMER #: 2194849

493280

3210 E. Kimberly Rd. Davenport, Iowa 52807
SERVICE DEPT. (563) 441-3460
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WORKORDER

PAGE 1

MURRAY, IA

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 567 TRAUM, HENRY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHT	09	SATURN AURA	1G8ZS57B29F		42944/	T937	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17SEP10 IS			17:00 17JAN11			CASH	
R.D. OPENED	READY	OPTIONS: STK:D565 1)64601 2)ELNIMEIRI 3)CUSTOMER DECLINES SVC CONTRACT 4)NSD GAP					
17JAN2011 07:45		<i>Red's Tax # 52449</i> <i>P.O.# 230819</i>					

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		416	W	C/S THAT THE VEHICLE'S ENGINE IS RUNNING ROUGHLY - BUCKS WILL NOT ATTAINS SPEEDS OF MORE THAN 20 MILES PER HOUR (HAS GONE INTO LOW POWER MODE)
# B		416	W	C/S THAT THE VEHICLE HAS BEEN USING EXCESSIVE OIL (OIL CONSUMPTION TEST IS ONGOING- ADDED ONE QT OF OIL AT 787 MILES)
# C	CAR		R	RENTAL CAR FOR CUSTOMER DURING REPAIRS. <i>230820</i>

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 purchases. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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 repair charges. The dealership is not responsible for damage from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$ 0.00

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

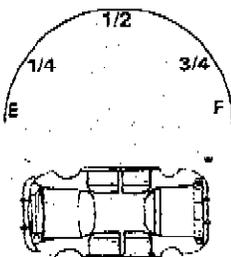
ESTIMATE YOU HAVE THE RIGHT TO A WRITTEN ORAL ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICE WILL BE MORE THAN FIFTY DOLLARS. YOUR WILL WILL NOT BE HIGHER THAN THE ESTIMATE BY MORE THAN TEN PERCENT UNLESS YOU APPROVE A HIGHER ESTIMATE BEFORE REPAIRS ARE RUSHED INITIAL YOUR CHOICE.

Written estimate Oral estimate No estimate
CALL ME IF REPAIRS & SERVICE WILL BE MORE THAN \$ _____ DISCARD SAVE

CUSTOMER SIGNATURE

NOT RESPONSIBLE FOR ITEMS LEFT IN VEHICLE

FUEL TANK



NOTICED BODY DAMAGE

CUSTOMER COPY

CUSTOMER AUTHORIZATION FORM



BUICK GMC

CUSTOMER #: 2194849

493280

MURRAY, IA

WORKORDER
REPRINT
PAGE 1

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SERVICE DEPT. (563) 441-3460
BODYSHOP (563) 441-3476
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HOME [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 567 TRAUM, HENRY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	09	SATURN AURA	1G8ZS57B29F [REDACTED]		42944/42944	T937	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17SEP10 IS			15:00 18JAN11			CASH	
17SEP10 DD							
R.O. OPENED	READY	OPTIONS: STK:D565 1)64601 2)ELNIMEIRI 3)CUSTOMER DECLINES SVC CONTRACT 4)NSD GAP					
17JAN2011 07:45							

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		416	W	C/S THAT THE VEHICLE'S ENGINE IS RUNNING ROUGHLY BUCKS WILL NOT ATTAINS SPEEDS OF MORE THAN 20 MILES PER HOUR (HAS GONE INTO LOW POWER MODE)
# B		416	W	C/S THAT THE VEHICLE HAS BEEN USING EXCESSIVE OIL (OIL CONSUMPTION TEST IS ONGOING- ADDED ONE QT OF OIL AT 787 MILES)
# C	CAR	12	W	RENTAL CAR FOR CUSTOMER DURING REPAIRS
# D *		416	W	C/S THAT THE VEHICLE'S FUEL GAUGE DOES NOT REGISTER AS FULL WHENEVER THE FUEL TANK HAS BEEN FILLED (LINE ADDED BY K. POLING)

Final line Total
71-909-406 566

Jeradine
Grant

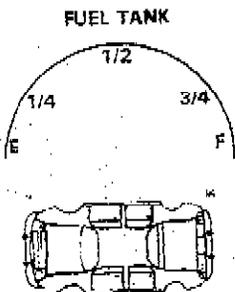
EXCLUSION OF WARRANTIES

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 under 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 \$ 0.00



NOTICED BODY DAMAGE

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

ESTIMATE YOU HAVE THE RIGHT TO A WRITTEN ORAL ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICE WILL BE MORE THAN \$175. YOUR BILL WILL NOT BE HIGHER THAN THE ESTIMATE BY MORE THAN TEN PERCENT UNLESS YOU APPROVE A HIGHER ESTIMATE BEFORE REPAIRS ARE FINISHED INITIAL YOUR CHOICE.

Written estimate _____ Oral estimate _____ No estimate _____
CALL ME IF REPAIRS & SERVICE WILL BE MORE THAN \$ _____

ALL PARTS REMOVED WILL BE RETURNED UNLESS INSTRUCTED OTHERWISE
DISCARD SAVE

X CUSTOMER SIGNATURE

NOT RESPONSIBLE FOR ITEMS LEFT IN VEHICLE
CUSTOMER COPY



CUSTOMER #: 2194849

495450

BUICK GMC

ACCOUNTING

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BODYSHOP (563) 441-3476
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PAGE 1

MURRAY, IA

HOME:

CONT:

** PRE-INVOICE **

SERVICE ADVISOR: 567 HENRY TRAUM

BUS:

CELL:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for SATURN AURA, VIN 1G8ZS57B29F, and invoice date 02MAR11.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Lists complimentary oil change and lube services.

***** THANK YOU *****

Table with columns: DATE, START, FINISH, DURATION, TYPE, TECH, LINE(S), CHG. Shows work performed on 03-02-11.

Table with columns: TRGT/ACCOUNT, SALE, COST, CONTROL. Shows account balances for 2/46300, 2/49100, 2/48100, and 2/7704.

COST, SALE, & COMP TOTALS 1842 1842 0

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.

EXCLUSION OF WARRANTIES
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Table with columns: DESCRIPTION, TOTALS. Lists items like LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, etc., all totaling 0.00.

CUSTOMER SIGNATURE X

ACCOUNTING COPY

CUSTOMER AUTHORIZATION FORM



CUSTOMER #: 2194849

495450

3210 E. Kimberly Rd. Davenport, Iowa 52807
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MURRAY, IA

WORKORDER

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 567 TRAUM, HENRY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHT	09	SATURN AURA	1G8ZS57B29F [REDACTED]		45280/	T933
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
17SEP10 IS			** WAITER **			CASH
17SEP10 DD						
R.O. OPENED	READY	OPTIONS: STK:D565 1)64601 2)ELNIMEIRI 3)CUSTOMER DECLINES SVC CONTRACT 4)NSD GAP				
02MAR2011 11:57						

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	1CO		C	COMPLIMENTARY OIL CHANGE PER CUSTOMER SATISFACTION

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

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PRELIMINARY ESTIMATE \$ 0.00

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

ESTIMATE
YOU HAVE THE RIGHT TO A WRITTEN OR ORAL ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICE WILL BE MORE THAN FIFTY DOLLARS. YOUR BILL WILL NOT BE HIGHER THAN THE ESTIMATE BY MORE THAN TEN PERCENT UNLESS YOU APPROVE A HIGHER ESTIMATE BEFORE REPAIRS ARE FINISHED IN YOUR CHOICE.

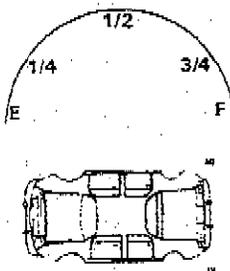
Written estimate _____ Oral estimate _____ No estimate _____
CALL ME IF REPAIRS & SERVICE WILL BE MORE THAN \$ _____ DISCARD SAVE

X CUSTOMER SIGNATURE

NOT RESPONSIBLE FOR ITEMS LEFT IN VEHICLE

CUSTOMER COPY

FUEL TANK



NOTICED BODY DAMAGE

Certified Service

MULTI-POINT VEHICLE INSPECTION

T-933
Name: Halverson

2009 Saturn Aura

Date: 3/2/2011

Repair Order: 1195450 VIN (last 8 digits): 04580 Tag#: License#:

OnStar active Service History Check

Enrolled in OVD Air Conditioning Performance

Enrolled in DMN Remaining engine oil life: _____ %
Reset: _____ N/A: _____

Rotation needed Alignment needed Balance needed

Rotation performed Alignment performed Balance performed

Windshield condition: Cracks Chips

Wear Pattern: LF RF LR RR

Lowest Tread Depth: 6/32

PSI@: set to 30 PSI PSI@: set to 30 PSI PSI@: set to 30 PSI

CHECK BATTERY

Battery health:

Battery cables and connections:

8/32 or Greater:

7/32:

6/32:

5/32:

4/32:

3/32 or Less:

OK	FILED	REQUIRES ATTENTION
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine oil
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brake fluid reservoir
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Transmission (if equipped w/dipstick)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Coolant recovery reservoir
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Power steering
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Windshield washer

7 mm or greater

Actual: LF BF LR RR

Lowest Front Lining: _____

Lowest Rear Lining: _____

Additional Recommended Services		FRH
<input checked="" type="checkbox"/>	Fuel system (also including gas cap seating)	
<input checked="" type="checkbox"/>	Engine, transmission, drive axle, transfer case	1)
<input checked="" type="checkbox"/>	Engine cooling system, leak/other	2)
<input checked="" type="checkbox"/>	Shocks and struts - also check operation	3)
<input checked="" type="checkbox"/>	Belts: engine, power steering and/or V-drive	Service Consultant:
<input checked="" type="checkbox"/>	Hoses: engine, power steering and HVAC	Technician: 459 No.:
<input checked="" type="checkbox"/>	Engine air filter	Recommended FRH:
<input checked="" type="checkbox"/>	Passenger Compartment Air Filter	Total FRH Sold:
<input checked="" type="checkbox"/>	Steering components and steering linkage	<input checked="" type="checkbox"/> Restraint system component check
<input checked="" type="checkbox"/>	CV drive axle boots or driveshafts and U-joints	<input checked="" type="checkbox"/> Chassis components lubrication
<input checked="" type="checkbox"/>	Exhaust system components	<input checked="" type="checkbox"/> Drive Axle (leak/other)
<input checked="" type="checkbox"/>	Body components lubrication	<input checked="" type="checkbox"/> Evaporative control system



CUSTOMER #: 2194849

503129

BUICK GMC

ACCOUNTING

3210 E. Kimberly Rd. Davenport, Iowa 52807
SERVICE DEPT. (563) 441-3460
BODYSHOP (563) 441-3476
www.greenbuickgmc.com

DUPLICATE 1
PAGE 1

MURRAY, IA

HOME:

BUS:

CONT:

CELL:

** PRE-INVOICE **

SERVICE ADVISOR: 567 HENRY TRAUM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
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WHT	09	SATURN AURA	1G8ZS57B29K		56914/56914	T757
-----	----	-------------	-------------	--	-------------	------

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
----------	-----------	----------	----------	-------	------	---------	----------

17SEP10 DD			11:30 04AUG11			CASH	05AUG11
------------	--	--	---------------	--	--	------	---------

R.O. OPENED: READY
 OPTIONS: STK:D565 1)64601 2)ELNIMEIRI 3)CUSTOMER
 DECLINES SVC CONTRACT 4)NSD GAP

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

A C/S THAT RPMS RISE & LOWER WHEN DRIVING
 S PLEASE SEE STORY BELOW FOR DETAILS
 432 CPPC 1.37 0.00 0 0 0.00 0.00

VERSION 1 (EMP# 432,05AUG11 10:00): 56914 RELATED TO LINE B
 B C/S THAT THE VEHICLE'S SES MESSAGE HAS BEEN COMING ON
 S PLEASE SEE STORY BELOW FOR DETAILS
 432 CPPC 0.07 1.00 2300 0 0.00 0.00

VERSION 1 (EMP# 432,05AUG11 10:04): 56914 1.0 TOTAL WITH DIAG
 CONFIRMED SERVICE ESC MESSAGE, AND SERVICE TRACTION LIGHTS ARE ON DUE
 TO CODE C0131 STORED IN EBCM. FOUND DOC ID# 2535089 WHICH STATES TO ADD
 DIELECTRIC GREASE TO BCM CONNECTIONS. TEST DROVE AFTER REPAIR, AND NO
 CODES RESET, AND VEHICLE IS OPERATING AS DESIGNED.

***** THANK YOU *****

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-05-11	08:38	10:00	1.37	W	432	A	
	10:00	10:04	0.07	W	432	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
2/46000	0	2300		2/22500	0	*****	CASH

COST, SALE, & COMP TOTALS 2300 0 0

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

CUSTOMER SIGNATURE X

ACCOUNTING COPY

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.

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

CUSTOMER AUTHORIZATION FORM



CUSTOMER #: 2194849

503129

[Redacted address block]

WORKORDER
REPRINT
PAGE 1

BUICK GMC

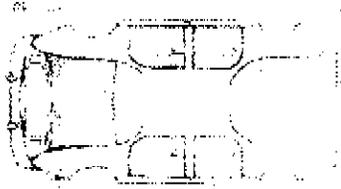
3210 E. Kimberly Rd. Davenport, Iowa 52807
SERVICE DEPT. (563) 441-3460
BODYSHOP (563) 441-3476
www.greenbuickgmc.com

HOME [Redacted] CONT [Redacted]
BUS: [Redacted] CELL [Redacted]

SERVICE ADVISOR: 567 TRAUM, HENRY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHT	09	SATURN AURA	1G8ZS57B29[Redacted]		56914/56914	T757	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17SEP10 IS			11:30 04AUG11			CASH	
17SEP10 DD							
R.O. OPENED	READY	OPTIONS: STK:D565 1)64601 2)ELNIMEIRI 3)CUSTOMER DECLINES SVC CONTRACT 4)NSD GAP					
04AUG2011 07:56	05AUG2011 10:09						

LINE	OP	CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A			432	CPPC	C/S THAT RPMS RISE & LOWER WHEN DRIVING
# B			432	CPPC	C/S THAT THE VEHICLE'S SES MESSAGE HAS BEEN COMING ON



Nitrogen Wipers

EXCLUSION OF WARRANTIES

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

PRELIMINARY ESTIMATE \$ 0.00

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

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in 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

ESTIMATE
YOU HAVE THE RIGHT TO A WRITTEN OR ORAL ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICE WILL BE MORE THAN FIFTY DOLLARS. THIS WILL NOT BE HIGHER THAN THE ESTIMATE BY MORE THAN TEN PERCENT UNLESS YOU APPROVE A HIGHER ESTIMATE BEFORE REPAIRS ARE BEGUN AT YOUR CHOICE.
ALL PARTS REMOVED WILL BE RETURNED UNLESS INSTRUCTED OTHERWISE

Written estimate _____ Oral estimate _____ No estimate _____



CUSTOMER COPY NOT RESPONSIBLE FOR ITEMS LEFT IN VEHICLE

GREEN CHEVROLET CHRYSLER
1703 Avenue of the Cities
East Moline, IL 61244
(309) 792-1550

DEAL# 47385



GREEN BUICK GMC Inc.
3210 East Kimberly Rd.
Davenport, IA 52807
(563) 441-3400



GMC



SALESMAN ELWINEIRI RICAR		DATE 09/17/2010	
STREET ADDRESS [REDACTED]		CITY MURRAY IA	STATE IA
STOCK # 0565		VIN 1G8ZS57B29E	MODEL/SERIES 50174 SDN
CASH PRICE OF VEHICLE 12999.00		USED VEHICLE TRADE-IN (AND/OR OTHER CREDITS)	YEAR 1999
FREIGHT		MAKE OF USED VEHICLE NO. 1 CHEVROLET	YEAR 1999
ACCESSORIES		BODY TYPE SD	SERIES MA191J
NSD GAP 315.00		V.I.N. 1G1NE52M9XG	LIC. NO.
LESS BALANCE OWED \$ 3150.00		MAKE OF USED VEHICLE NO. 2 N/A	YEAR
NET ALLOWANCE ON USED VEHICLE \$ -1000.00		BODY TYPE N/A	SERIES
MANUFACTURER REBATE(S) \$ N/A		V.I.N. N/A	LIC. NO.
CASH WITH ORDER \$ 800.00		BALANCE OWED TO N/A	
TOTAL DOWN PAYMENT (TRANSFER TO LEFT COLUMN) \$ -200.00		ADDRESS	
<p>CUSTOMER'S CERTIFICATION</p> <p>I DO CERTIFY THAT:</p> <p>1. All of the terms and conditions of this agreement are stated on the front and back sides of this form. There are no other contracts, promises or understandings, written or spoken, in addition to those stated in this agreement. This agreement cancels and takes the place of any other agreement or understanding between Customer and Dealer before the date written above. When Dealer signs this document it then becomes the complete and only agreement between us.</p> <p>2. The only important defects I know about in the motor vehicle being traded in to the dealer are:</p> <p>(If there are no defects, write NONE.)</p> <p>3. I have read the front and back sides of this form and I have received a true copy of it.</p> <p>4. THIS AGREEMENT IS NOT BINDING UNTIL THE DEALER OR HIS AUTHORIZED REPRESENTATIVE SIGNS IT.</p>			
<p>The information you see on the (Federal Trade Commission) window form is part of this agreement. Information on the window form overrides any contrary provisions in the contract of sale.</p> <p>UNLESS OTHERWISE SPECIFIED IN WRITING THIS TRADE-IN VEHICLE HAS NEVER BEEN A REBUILT OR SALVAGE VEHICLE.</p>		<p>CUSTOMER'S SIGNATURE [REDACTED]</p> <p>CUSTOMER'S SIGNATURE [REDACTED]</p>	
<p>TOTAL SALES PRICE \$ 12999.00</p> <p>LESS TRADE-IN ALLOWANCE \$ -1000.00</p> <p>TRADE DIFFERENCE (TAX PRICE) \$ 11999.00</p> <p>TAXES \$ 541.90</p> <p>TITLE FEE \$ 25.00</p> <p>LICENSE FEE \$ 174.00</p> <p>ADM. FEE \$ 154.38</p> <p>TOTAL CASH DELIVERED PRICE \$ 14199.28</p> <p>LESS TOTAL DOWN PAYMENT (TRANSFERRED FROM RIGHT COLUMN) \$ -200.00</p> <p>UNPAID CASH BALANCE DUE ON DELIVERY \$ 14000.28</p>		<p>ACCEPTED BY: <i>[Signature]</i></p> <p>(Dealer or his authorized representative)</p>	

DISCLAIMER OF WARRANTY
The vehicle described above is sold by the Dealer "AS IS" WITH ALL ITS FAULTS. THERE ARE NO WARRANTIES EXPRESS OR IMPLIED. DEALER MAKES NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THE VEHICLE DESCRIBED ABOVE.

(Factory warranty information is on the back side.)

Ashley Frericks

From: "Saltzman, Shawn" <shawn.saltzman@ally.com>
 Date: Friday, October 08, 2010 1:18 PM
 To: <afrericks@greenc.com>
 Cc: "McKibben, Gregory" <gregory.mckibben@ally.com>
 Subject: Contract screen print

RETAIL INSTALLMENT SALE CONTRACT
GMAC FLEXIBLE FINANCE PLAN

Dealer Name: [Redacted] Contact Number: [Redacted]
 Dealer Address: [Redacted] Dealer City/State/Zip: [Redacted]
 Dealer Phone: [Redacted] Dealer Fax: [Redacted]

Buyer Name: [Redacted] Buyer Address: [Redacted]
 Buyer City/State/Zip: [Redacted] Buyer Phone: [Redacted]

Buyer Social Security Number: [Redacted] Buyer Date of Birth: [Redacted]

Buyer Marital Status: [Redacted] Buyer Occupation: [Redacted]

Buyer Annual Income: [Redacted] Buyer Monthly Income: [Redacted]

Year	Make	Model	MSRP	Dealer Price	Trade-In	Net Price	Down Payment	Financed Amount	Monthly Payment	Term
2010	BUICK	ENCORE	14,300.00	13,774.00	0.00	13,774.00	1,000.00	12,774.00	219.00	60

Item	Description	Amount
1	Cost of vehicle	13,774.00
2	Trade-in allowance	0.00
3	Net price	13,774.00
4	Down payment	1,000.00
5	Financed amount	12,774.00
6	Monthly payment	219.00
7	Term	60

FINANCIAL SUMMARY

1. Cash price including any discounts, rebates, and taxes: \$ 13,539.00

2. Trade-in allowance: \$ 0.00

3. Net price: \$ 13,539.00

4. Down payment: \$ 1,000.00

5. Financed amount: \$ 12,539.00

6. Monthly payment: \$ 219.00

7. Term: 60 months

8. Total amount paid: \$ 13,114.00

9. Total amount financed: \$ 12,539.00

10. Finance charge: \$ 575.00

11. Total cost: \$ 13,714.00

12. Dealer fee: \$ 148.00

13. Title fee: \$ 25.00

14. License fee: \$ 154.00

15. Sales tax: \$ 1,130.00

16. Total cost including taxes and fees: \$ 15,171.00

WARRANTY

The dealer warrants that the vehicle described herein is as shown on this contract. By signing this contract, you agree to hold the dealer harmless from any claims or damages of any kind, including but not limited to, claims or damages for personal injury, property damage, or any other loss or damage, arising out of or in connection with the use of the vehicle, whether or not such claims or damages are caused in whole or in part by the negligence of the dealer, its employees, agents, or representatives, or any other person.

FINANCIAL INFORMATION

1. Credit Life Insurance: Yes No

2. Credit Disability Insurance: Yes No

3. Other Optional Insurance: Yes No

AGREEMENTS

I agree to the terms and conditions of this contract, including the terms of the GMAC Flexible Finance Plan, and I agree to pay the monthly payments and any other amounts due under this contract.

I agree to provide the dealer with accurate information regarding my financial situation and to keep the dealer informed of any changes to my financial situation.

I agree to provide the dealer with accurate information regarding my employment and to keep the dealer informed of any changes to my employment.

I agree to provide the dealer with accurate information regarding my driving record and to keep the dealer informed of any changes to my driving record.

I agree to provide the dealer with accurate information regarding my credit history and to keep the dealer informed of any changes to my credit history.

I agree to provide the dealer with accurate information regarding my insurance and to keep the dealer informed of any changes to my insurance.

IMPORTANT INFORMATION

THIS CONTRACT IS A LEGAL AGREEMENT. PLEASE READ IT CAREFULLY BEFORE SIGNING. THE TERMS OF THIS CONTRACT SHOULD BE READ CAREFULLY BECAUSE ONLY THOSE TERMS IN WRITING ARE ENFORCEABLE. NO OTHER TERMS OR ORAL AGREEMENTS NOT CONTAINED IN THIS WRITTEN CONTRACT MAY CHANGE THE TERMS OF THIS CONTRACT.

BUYER SIGNATURE: _____ Date: 08/17/2010

DEALER SIGNATURE: _____ Date: 08/17/2010

FINANCIAL INSTITUTION SIGNATURE: _____ Date: 08/17/2010

09/17/2010

STOCK # D565 YEAR 2009
 VIN # 1G8ZS57B29F MAKE Saturn
 MILEAGE 34445 MODEL Aura
 ENGINE 2.4 STYLE 4d Sedan XE
 TRANS. Automatic COLOR WHT

NADA Description: SATURN Aura-4 Cyl. Sedan 4D XE

2009000371

(C) 2002 N.A.D.A. Official Used Car Guide Company

NADA September 2010

	Rough Trade	Average Trade	Clean Trade	Loan	Retail
Base Price	9,250	10,425	11,375	10,250	14,225
+/- Mileage Adj	-300	-300	-300	-300	-300
FWD	0	0	0	0	0
Automatic 6-Spd	0	0	0	0	0
Air Conditioning	0	0	0	0	0
AM/FM Stereo	0	0	0	0	0
Cruise Control	0	0	0	0	0
Air Bags: Dual Front	0	0	0	0	0
OnStar	0	0	0	0	0
Power Door Locks	0	0	0	0	0
Power Steering	0	0	0	0	0
Power Windows	0	0	0	0	0
StabiliTrak	0	0	0	0	0
Tilt Wheel	0	0	0	0	0
Traction Control	0	0	0	0	0
ABS (4-Wheel)	0	0	0	0	0
Air Bags (Side): Front	0	0	0	0	0
CD: MP3 (Single)	0	0	0	0	0
4-Cyl 2.4 Liter	0	0	0	0	0
(W/Out) Cassette	0	0	0	0	0
TOTALS	8,950	10,125	11,075	9,950	13,925

115% = 12736 LNS
 + WARRGAP/ETC

100% = 13925
 + TTL WARRGAP

DEAL# 17395



GAP ADDENDUM # 7406920

GUARANTEED ASSET PROTECTION ADDENDUM

FP303

XX
Loan Lease/Balloon Installment Sales Contract

COVERED VEHICLE INFORMATION

M.S.R.P. Inception Date: 09/17/2010 Term of Loan/Financing Contract (Months): 60
Year: 2009 Make: SATURN Model: AURA Mileage: 34456
VIN#: 1G8ZS57B29F2 Amount Financed/Capitalized: 14398.28 For Administrative Purpose: CLASS
*Max. Eligibility Limit: 150% **Maximum Term of GAP: 84 Months

DEALER/CREDITOR INFORMATION

Name: GREEN BUICK GMC Dealer/Creditor Policy # Phone: 5634413400
Address: 3210 E KIMBERLY ROAD
City: DAVENPORT State: IA Zip: 52807

Basic Gap GAP CHARGE \$ 315.00

FINANCIAL INSTITUTION/LENDER INFORMATION

Name: Ally Financial Financial Institution/Lender Policy # Phone: 800-225-4622
Address: P.O. Box 822 Cockeysville State: MD Zip: 21030

CUSTOMER/BORROWER INFORMATION

Name: [Redacted] Phone: [Redacted]
Address: [Redacted]
City: HURRAY State: IA Zip: [Redacted]

This Guaranteed Automobile Protection (GAP) Contract Addendum (addendum) amends the financing contract. This GAP addendum is between the customer/borrower (1, you or your) and the dealer/creditor (we, us, or our), or if assigned with the assignee. 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.

TERMINATION OF ADDENDUM: This addendum will terminate on the date that either of the following events occur: 1. the date your financing contract is scheduled to terminate; 2. upon payment in full of the financing contract; 3. expiration of any redemption period following the repossession or surrender of the covered vehicle; 4. in the event of a constructive total loss or theft of the covered vehicle; or 5. the date the loan/financing contract is prepaid or the financing contract is refinanced. It is your responsibility to notify the dealer/creditor, in writing, of your request to cancel this coverage and to request a refund/credit of the GAP charge.

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 these written provisions. If you purchase GAP from this dealer/creditor, you understand that the financial institution/lender may retain all or a portion of the charge paid 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.

XX Yes, I accept this GAP addendum and its terms and conditions.
Signature: [Signature] Date: 09/17/2010

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 loan. In addition to the provisions of payable loss, you will remain responsible for payment of any items stated under Exclusions.

REPORT YOUR TOTAL LOSS TO OUR GAP ADMINISTRATOR
Nation Safe Drivers/NRD - 800 Yamato Road, Suite 100 - Boca Raton, FL 33431 • (888) 684-9327

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. No payment for payable loss will be made by us if the claim is not reported within these stated time periods. YOUR RIGHT TO CANCEL: You have the unconditional right to cancel and terminate this optional addendum for a refund/credit of the insured 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. After 30 days, you will receive a refund/credit of the addendum cost calculated by the Five Rate 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 above.

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 unmet financed/lease cap 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 the Maximum Term of GAP stated above will be based on a net payoff calculated using the Maximum Term of GAP stated above.
D. Any addendum issued for an amount financed or term 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 financing contract/loan or lease that does not have uniform monthly repayment terms for the full period of the financing agreement (except for balloon loans with uniform payments) and/or for a financing contract/loan or lease that is self-financed.



VIA FAX ONLY

August 22, 2011

J. Haas, Esq.
KROHN & MOSS
10 N Dearborn St Fl 3
Chicago, IL 60602

RE: [REDACTED]
Service Request: 71-978721593
2009 Saturn AURA
Vehicle Identification Number: 1G8ZS57B29F [REDACTED]
Customer Relationship Specialist: Michelle

Dear Mr. Haas:

This is to advise that General Motors is in receipt of the above referenced case dated August 17, 2011. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

Copy of owner's current title and/or registration
 Other: Release of Lien

Finance agreement
 Buyer's agreement

General Motors
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

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

to General Motors Company, 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

GREEN CHEVROLET CHRYSLER
1703 Avenue of the Cities
East Moline, IL 61244
(309) 792-1550

DEAL# 47385

GREEN BUICK GMC Inc.
3210 East Kimberly Rd.
Davenport, IA 52807
(563) 441-3400



GMC



SALESMAN ELWINEIRI RICAR		DATE 09/17/2010	
FIRST [REDACTED]		LAST [REDACTED]	
CITY [REDACTED]		STATE [REDACTED]	
STREET ADDRESS [REDACTED]		ZIP CODE [REDACTED]	
COUNTY [REDACTED]		PHONE [REDACTED]	
YEAR 2009		MODEL/SERIES SATURN AURA SDN	
STOCK # 0565		VIN 1G8ZS57B29E	
CASH PRICE OF VEHICLE 12999.00		USED VEHICLE TRADE-IN AND/OR OTHER CREDITS 34456	
FREIGHT		MAKE OF USED VEHICLE NO. 1 CHEVROLET	
ACCESSORIES		YEAR 1999	
[REDACTED]		BODY TYPE SD	
[REDACTED]		SERIES MA191J	
[REDACTED]		V.I.N. 1G1NE52M9XG	
[REDACTED]		YEAR N/A	
[REDACTED]		BODY TYPE N/A	
[REDACTED]		SERIES N/A	
[REDACTED]		V.I.N. N/A	
[REDACTED]		LIC. NO. N/A	
[REDACTED]		BALANCE OWED TO N/A	
[REDACTED]		ADDRESS N/A	
[REDACTED]		[REDACTED]	
[REDACTED]		LESS BALANCE OWED \$ 3150.00	
[REDACTED]		NET ALLOWANCE ON USED VEHICLE \$ -1000.00	
[REDACTED]		MANUFACTURER REBATE(S) \$ N/A	
[REDACTED]		CASH WITH ORDER \$ 800.00	
[REDACTED]		TOTAL DOWN PAYMENT (TRANSFER TO LEFT COLUMN) \$ -200.00	
[REDACTED]		CUSTOMER'S CERTIFICATION	
[REDACTED]		I DO CERTIFY THAT:	
[REDACTED]		1. All of the terms and conditions of this agreement are stated on the front and back sides of this form. There are no other contracts, promises or understandings, written or spoken, in addition to those stated in this agreement. This agreement cancels and takes the place of any other agreement or understanding between Customer and Dealer before the date written above. When Dealer signs this document it then becomes the complete and only agreement between us.	
[REDACTED]		2. The only important defects I know about in the motor vehicle being traded in to the dealer are:	
[REDACTED]		(If there are no defects, write NONE.)	
[REDACTED]		3. I have read the front and back sides of this form and I have received a true copy of it.	
[REDACTED]		4. THIS AGREEMENT IS NOT BINDING UNTIL THE DEALER OR HIS AUTHORIZED REPRESENTATIVE SIGNS IT.	
[REDACTED]		[REDACTED SIGNATURE]	
[REDACTED]		CO-CUSTOMER'S SIGNATURE	
[REDACTED]		ACCEPTED BY: [REDACTED SIGNATURE]	
[REDACTED]		(Dealer or his authorized representative)	
[REDACTED]		TOTAL SALES PRICE \$ 12999.00	
[REDACTED]		LESS TRADE-IN ALLOWANCE \$ -34456.00	
[REDACTED]		TRADE DIFFERENCE (TAX PRICE) \$ 10999.29	
[REDACTED]		TAX \$ 541.90	
[REDACTED]		TITLE FEE \$ 25.00	
[REDACTED]		LICENSE FEE \$ 174.00	
[REDACTED]		ADM. FEE \$ 154.38	
[REDACTED]		TOTAL CASH DELIVERED PRICE \$ 14199.29	
[REDACTED]		LESS TOTAL DOWN PAYMENT (TRANSFERRED FROM RIGHT COLUMN) \$ -200.00	
[REDACTED]		UNPAID CASH BALANCE DUE ON DELIVERY \$ 14000.29	

The information you see on the (Federal Trade Commission) window form is part of this agreement. Information on the window form overrides any contrary provisions in the contract of sale.
UNLESS OTHERWISE SPECIFIED IN WRITING THIS TRADE-IN VEHICLE HAS NEVER BEEN A REBUILT OR SALVAGE VEHICLE.

TOTAL SALES PRICE	\$ 12999.00
LESS TRADE-IN ALLOWANCE	\$ -34456.00
TRADE DIFFERENCE (TAX PRICE)	\$ 10999.29
TAX \$	541.90
TITLE FEE \$	25.00
LICENSE FEE \$	174.00
ADM. FEE \$	154.38
TOTAL CASH DELIVERED PRICE	\$ 14199.29
LESS TOTAL DOWN PAYMENT (TRANSFERRED FROM RIGHT COLUMN)	\$ -200.00
UNPAID CASH BALANCE DUE ON DELIVERY	\$ 14000.29

DISCLAIMER OF WARRANTY
The vehicle described above is sold by the Dealer "AS IS" WITH ALL ITS FAULTS. THERE ARE NO WARRANTIES EXPRESS OR IMPLIED. DEALER MAKES NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THE VEHICLE DESCRIBED ABOVE.
(Factory warranty information is on the back side.)

09/17/2010

STOCK # D565	YEAR 2009
VIN # 1G8ZS57B29F	MAKE Saturn
MILEAGE 34445	MODEL Aura
ENGINE 2.4	STYLE 4d Sedan XE
TRANS. Automatic	COLOR WHT

NADA Description: SATURN Aura-4 Cyl. Sedan 4D XE

2009000371

(C) 2002 N.A.D.A. Official Used Car Guide Company

NADA September 2010

	Rough Trade	Average Trade	Clean Trade	Loan	Retail
Base Price	9,250	10,425	11,375	10,250	14,225
+/- Mileage Adj	-300	-300	-300	-300	-300
FWD	0	0	0	0	0
Automatic 6-Spd	0	0	0	0	0
Air Conditioning	0	0	0	0	0
AM/FM Stereo	0	0	0	0	0
Cruise Control	0	0	0	0	0
Air Bags: Dual Front	0	0	0	0	0
OnStar	0	0	0	0	0
Power Door Locks	0	0	0	0	0
Power Steering	0	0	0	0	0
Power Windows	0	0	0	0	0
StabiliTrak	0	0	0	0	0
Tilt Wheel	0	0	0	0	0
Traction Control	0	0	0	0	0
ABS (4-Wheel)	0	0	0	0	0
Air Bags (Side): Front	0	0	0	0	0
CD: MP3 (Single)	0	0	0	0	0
4-Cyl 2.4 Liter	0	0	0	0	0
(W/Out) Cassette	0	0	0	0	0
TOTALS	8,950	10,125	11,075	9,950	13,925

115% = 12736 LN3
+ WARRGAP/ETC

100% = 13925
HTTL WARRGAP

DEAL# 17395



GAP ADDENDUM # 7406920

GUARANTEED ASSET PROTECTION ADDENDUM

FP303

XX
Loan Lease/Balloon Installment Sales Contract

COVERED VEHICLE INFORMATION

Table with fields: M.S.R.P., Year, VIN#, Make, Model, Mileage, Term of Loan/Financing Contract, Amount Financed/Capitalized, For Administrative Purpose: CLASS

DEALER/CREDITOR INFORMATION

Table with fields: Name, Address, City, State, Zip, Dealer/Creditor Policy #, Phone

Basic Gap GAP CHARGE \$ 315.00

FINANCIAL INSTITUTION/LENDER INFORMATION

Table with fields: Name, Address, City, State, Zip, Financial Institution/Lender Policy #, Phone

CUSTOMER INFORMATION table with fields: Name, Address, City, State, Zip

This Guaranteed Automobile Protection (GAP) Contract Addendum (addendum) amends the financing contract. This GAP addendum is between the customer/borrower (1, you or your) and the dealer/creditor (we, us, or our), or if assigned with the assignee.

TERMINATION OF ADDENDUM: This addendum will terminate on the date that either of the following events occur: 1. the date your financing contract is scheduled to terminate; 2. upon payment in full of the financing contract; 3. expiration of any redemption period following the repossession or surrender of the covered vehicle; 4. in the event of a constructive total loss or theft of the covered vehicle; or 5. the date the loan/financing contract is prepaid or the financing contract is refinanced.

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.

Yes, I accept this GAP addendum and
09/17/2010
Dealer/Creditor Signature Date

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 loan. In addition to the provisions of payable loss, you will remain responsible for payment of any items stated under Exclusions.

REPORT YOUR TOTAL LOSS TO OUR GAP ADMINISTRATOR
Nation Safe Drivers/NRD - 800 Yamato Road, Suite 100 - Boca Raton, FL 33431 - (888) 684-9327

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. No payment for payable loss will be made by us if the claim is not reported within these stated time periods.

- 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 unmet financed/lease cap 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 the Maximum Term of GAP stated above will be based on a net payoff calculated using the Maximum Term of GAP stated above.
D. Any addendum issued for an amount financed or term 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 financing contract/loan or lease that does not have uniform monthly repayment terms for the full period of the financing agreement (except for balloon loans with uniform payments) and/or for a financing contract/loan or lease that is self-financed.



VIA FAX ONLY

August 31, 2011

J. Haas, Esq.
KROHN & MOSS
10 N Dearborn St Fl 3
Chicago, IL 60602

RE: [REDACTED]
Service Request: 71-978721593
2009 Saturn AURA
Vehicle Identification Number: 1G8ZS57B29F [REDACTED]
Customer Relationship Specialist: Michelle

Dear Mr. Haas:

We regret that your client(s) is dissatisfied with his 2009 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, 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 \$ 2,700.

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.

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

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

Odometer

Client's Signature

Date

Client's Signature

Date

----- Forwarded by Michelle Lucio/Austin/GM1 on 11/01/2011 08:55 AM -----

"Kaczander, Eric" <ekaczander@consumerlawcenter.com>
10/31/2011 03:19 PM

To <michelle_lucio@gmexpert.com>
cc
Subject RE: [REDACTED] v. GM

Michelle,

I'm following up regarding the demand below. Does GM have interest in resolving this case prior to filing suit? Let me know. Thanks.

Eric

Eric Kaczander
Attorney at Law
Krohn & Moss, Ltd.
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
(312) 578-9428 x274 (direct)
fax: (866) 289-0898
email: ekaczander@consumerlawcenter.com
web: www.krohnandmoss.com
***Licensed to practice in Illinois, Kentucky and Minnesota**

Connect With Us



From: Kaczander, Eric
Sent: Friday, October 07, 2011 2:05 PM
To: 'michelle_lucio@gmexpert.com'
Subject: [REDACTED] v. GM

Michelle,

I am writing on behalf of [REDACTED] My clients have rejected your offer of \$2,700. They have authorized

me to make a settlement demand of \$9,000 inclusive of attorneys' fees. This demand is valid for 7 days. Please let me know and feel free to contact me to discuss this matter further.

Thanks,

Eric

Eric Kaczander
Attorney at Law
Krohn & Moss, Ltd.
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
(312) 578-9428 x274 (direct)
fax: (866) 289-0898
email: ekaczander@consumerlawcenter.com
web: www.krohnandmoss.com
*Licensed to practice in Illinois, Kentucky and Minnesota

Connect With Us   

(1) -

Notes:///852571A90077D45D/38D46BF5E8F08834852564B500129B2C/EC547E80C1D6DCB98525793B004A562B

(2) -

Notes:///8525779F0048C127/38D46BF5E8F08834852564B500129B2C/F8F377EE8A5613448525793B004702CA

Best wishes,

Cynthia Costello | BRC Team Lead

Aditya Birla Minacs | inspired every day

7401 E. Ben White Blvd, Bldg. 3, Austin, TX 78741

Phone 512-386-0551 | Direct

www.minacs.adityabirla.com



**Teresa
Gonzales/Austin/GM1**

11/01/2011 01:07 PM

To ekaczander@consumerlawcenter.com

cc

bcc

Subject [REDACTED] - 2009 Saturn Aura

Customer Last Name: [REDACTED]
Service Request: 71-978721593
Vehicle: 2009 Saturn Aura
VIN: 1G8ZS57B29F [REDACTED]
Mediation Liaison: Teresa Gonzales
Phone: 866-790-5600 ext 11087
Fax: 866-357-5549

Mr. Kaczander,

Please see GM's offer attached below for client listed above. Please advise

Thank You



GM Offer 11-1-11.doc

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The 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.

Sincerely,

General Motors



VIA FAX ONLY

January 28, 2014

Eric Kaczander, Esq.
KROHN & MOSS
10 N Dearborn St Fl 3
Chicago, IL 60602

RE: [REDACTED]
Service Request: 71-978721593
2009 Saturn AURA
Vehicle Identification Number: 1G8ZS57B29F [REDACTED]
Customer Relationship Specialist: Teresa

Dear Mr. Kaczander:

We regret that your client(s) are dissatisfied with their 2009 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, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$3,200.00 inclusive.

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.

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

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

cc: FILE

LG0044
V10142009

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date



"Kaczander, Eric"
<ekaczander@consumerlawcenter.com>

11/01/2011 03:40 PM

To <Teresa_Gonzales@gmexpert.com>

cc

bcc

Subject RE: [REDACTED] - 2009 Saturn Aura

Teresa,

My clients have rejected your offer. They have authorized me to lower their previous demand to \$8,500 inclusive of attorneys' fees. This demand is valid for 7 days.

Please let me know and feel free to contact me to discuss this matter further.

Thanks,

Eric

Eric Kaczander
Attorney at Law
Krohn & Moss, Ltd.
10 N. Dearborn St.
3rd Floor
Chicago, IL 60602
(312) 578-9428 x274 (direct)
fax: (866) 289-0898
email: ekaczander@consumerlawcenter.com
web: www.krohnandmoss.com
*Licensed to practice in Illinois, Kentucky and Minnesota
Connect With Us

-----Original Message-----

From: Teresa_Gonzales@gmexpert.com [mailto:Teresa_Gonzales@gmexpert.com]

Sent: Tuesday, November 01, 2011 12:07 PM

To: Kaczander, Eric

Subject: [REDACTED] - 2009 Saturn Aura

Customer Last Name: [REDACTED]
Service Request: 71-978721593
Vehicle: 2009 Saturn Aura
VIN: 1G8ZS57B29E [REDACTED]
Mediation Liaison: Teresa Gonzales
Phone: 866-790-5600 ext 11087
Fax: 866-357-5549

Mr. Kaczander,

Please see GM's offer attached below for client listed above. Please advise

Thank You

(See attached file: GM Offer 11-1-11.doc)

If you have further questions, please contact the Mediation Liaison at the telephone number and extension above or contact The 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.

Sincerely,

General Motors