

January 28, 2014

[REDACTED]
Porterville, CA [REDACTED]

Dear [REDACTED]

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to OnStar. The Safe & Sound 1Yr subscription for your 2009 Pontiac G6, Vehicle Identification Number 1G2ZH57N094 [REDACTED] has been added. If you already had an existing subscription, the additional time will commence upon the expiration of your current OnStar subscription. Please allow approximately three weeks for processing.

Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Pontiac and OnStar customer.

At Pontiac, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center
Service Request 71-1010092257

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

2009 G6 - GT SEDAN
13U PERFORMANCE RED METALLIC /V6G
19C EBONY

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 2AD61225858
*****16*24043S

ORDER NO. MTQXWM/FDR STOCK NO.
VIN 1G2 ZH57 N0 94

| MODEL & FACTORY OPTIONS | MSRP | INV AMT | FLEET |
|------------------------------------|----------|----------|------------------|
| 2ZH69 G6 - GT SEDAN | 23445.00 | 21452.18 | INVOICE 07/16/08 |
| C1U FLT-ENTERPRISE RENT A CAR | 0.00 | 0.00 | SHIPPED 07/16/08 |
| FR9 AXLE RATIO 3.29 | N/C | N/C | EXP I/T 07/27/08 |
| LZ4 ENGINE, 3.5L VVT V6 | N/C | N/C | INT COM 07/28/08 |
| VQ2 FLEET ORDERING AND ASSISTANCE | 0.00 | 0.00 | PRC EFF 01/01/08 |
| VX7 LONG TERM DAILY RENTAL PROGRAM | 0.00 | 0.00 | |
| YF5 50-STATE EMISSIONS | N/C | N/C | WFP-S QTR OPT-1 |

FAN: 000805331
BANK: GMAC - 061
CHG-TO 24-043

SHIP WT: 3428
HP: 36.5
MRM: 24095.00
CUST PO NUMBER:
50074805
DAN: 00027
MEMO 1172.25

| | | | |
|-----------------------|----------|----------|------------------|
| TOTAL MODEL & OPTIONS | 23445.00 | 21452.18 | ACT 231 22102.18 |
| DESTINATION CHARGE | 650.00 | 650.00 | |

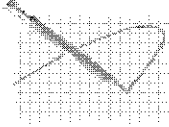
TOTAL 24095.00 22102.18 PAY 310 22102.18

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.

GLENDAL PONTIAC GMC

REMIT TO GMAC NO. 061
VIN 1G2ZH57N094
\$ 22102.18 INV 2AD61225858
DUE 07/28/08 DEALER 24-043



Richard
Bauerlein/Austin/GM1
11/18/2011 08:26 AM

To Roy Evans
cc
bcc
Subject 71-1010092257 [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-1010092257
Model Year Make 2009 Pontiac G6
Vehicle Identification Number: 1G2ZH57N094 [REDACTED]
Customer Relationship Specialist: Richard
Telephone:866-790-5600 extension 31384

Dear Roy Evans 510-295-8586

This email is being sent to notify you of a case escalation to the BRC Early Response Team (ER). This is a courtesy communication. No further contact is required. A case has already been created.

Service Request: 71-1010092257

Customer Last Name: [REDACTED]

Involved Dealership: Faggart Buick, BAC 118974, Porterville CA

Dealership Contact: No dealer contact as of yet

VIN: 1G2ZH57N094 [REDACTED]

Automobile: 2009 Pontiac G6

Vehicle History Overview: This is a TAC escalation to ER. There are 5 TAC cases on this out of warranty vehicle

If you would like more information or have additional information to provide please respond to this email within 24 hours.

Thanks,

Richard

Business Resource Center
Phone 866-790-5600 extension 31384
Fax 866-281-0324
richard_bauerlein@gmexpert.com

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

January 28, 2014

[REDACTED]
[REDACTED]
Warren, MI [REDACTED]

Dear [REDACTED],

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Major Guard plan on your 2010 Chevrolet Malibu, Vehicle Identification Number 1G1ZE5EBXAF [REDACTED]. The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Chevrolet Dealership. Your complete satisfaction is very important to us at Chevrolet. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request: 71-1027529907

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



Report Vehicle GMPP: Summary

Current as of: 05/11/2012 - 11:23 AM EDT

Transaction Mode: Online
 User ID: 1w5xs1
 User Role: Central Office Administrator
 Timestamp Date: 2012-05-11 11:23:14.431
 Status: Pending

Vehicle Identifier

Vehicle Category: GM, Used
 VIN: 1G1ZE5EBXAF [REDACTED]

Customer Information

Plan Customer: Individual
 Customer Type: Owner

Sales Information

Dealer Code: 32888
 Action: Add Protection Plan
 Odometer: 31491
 Delivery Date: 05/09/2012
 Reference number: [REDACTED]

Warren , Michigan , United States
 Evening Phone:
 Daytime Phone:
 Ext:
 Primary Language: English
 Secondary Language:

Plan Lienholder

Lienholder Type: Other
 Chevrolet
 P. O. Box 33170
 Detroit, Michigan 48232

Protection Plans

Plan Purchase Date: 05/09/2012
 In Service Date: 05/09/2012
 Schedule Type: GMPP Retail
 Promotion Code:

Plan Type: Major Guard Retail
 Term: 12
 Mileage Limit: 15000
 Deductible: 0



OrderWORKBENCH

| | |
|--------------|----------|
| Rental Type: | Standard |
| Plan Price: | \$0.00 |
| Tax: | \$0.00 |
| Total: | \$0.00 |

May 16, 2012

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

RE: [REDACTED] v. General Motors
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna

Dear Mr. Silverman:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$4,000.00 made payable to [REDACTED]. The second is in the amount of \$1,900.00 made payable to Kimmel & Silverman, P.C.

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

Sincerely,

General Motors

North American Operations

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



CHECK

No. [REDACTED]

50-937
213

DATE
05/22/12

4,000 DOLLARS

00 CENTS

AMOUNT
4,000.00

North American Operations
General Motors Corporation
Disbursement Account

Brian D. Albee

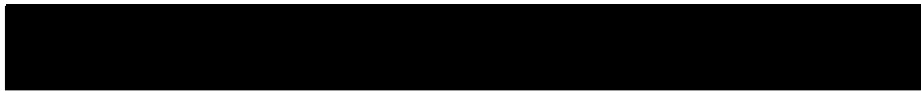
SIGNATURE

PAY
TO THE
ORDER
OF

ERIAL NJ

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

AUDIT



North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

05/22/12

DISBURSEMENT NO. BB 000000016

1

DISBURSER NAME

| REGISTER NO. DESCRIPTION | INVOICE DATE | DOC. REFERENCE NUMBER | % DISC. | INVOICE AMOUNT | DISC. AMOUNT | NET AMOUNT |
|-----------------------------|---------------|-----------------------|---------|-----------------|--------------|-----------------|
| 1ZJ57B294 | 05/21/12 | VM 1-HNRRRL | 00.0000 | 4,000.00 | .00 | 4,000.00 |
| | 71-1034433001 | 1-HNRRRL | | | | |
| TOTAL | | | | 4,000.00 | .00 | 4,000.00 |

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

M3

North American Operations

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



CHECK No. [REDACTED]

50-937
213

DATE 05/22/12 AMOUNT 1,900.00
 1,900 DOLLARS 00 CENTS

North American Operations
 General Motors Corporation
 Disbursement Account

PAY TO THE ORDER OF KIMMEL & SILVERMAN, PC
 30 E. BUTLER PIKE
 AMBLER PA 19002

Prin D. Albee

SIGNATURE

Chase Manhattan Bank, N.A.
 New York

AUDIT



North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

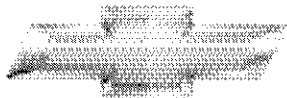
PAYMENT DATE 05/22/12

ENDORSEMENT NO. BB 000000017 1
 ENDORSEMENT NAME KIMMEL & SILVERMAN, PC

| REGISTER NO. DESCRIPTION | INVOICE DATE | DOC. REFERENCE NUMBER | % DISC. | INVOICE AMOUNT | DISC. AMOUNT | NET AMOUNT |
|--------------------------|---------------------------|-------------------------|---------|----------------|--------------|------------|
| 12J578294 [REDACTED] | 05/21/12 71-1034433001 | VH 1-HNRRRH 1-HNRRRH | 00.0000 | 1,900.00 | .00 | 1,900.00 |
| TOTAL | | | | 1,900.00 | .00 | 1,900.00 |

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

W3



Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

January 31, 2012

John Milne or Eric Minghetti
CLASSIC CHEVROLET
RTE 38 & LENOLA RD
MOORESTOWN, NJ 08057-0722

RE: [REDACTED]

Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna

Dear Mr. Milne or Mr.Minghetti:

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,

Chevrolet



Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

January 31, 2012

Steve Stepp
CHEVROLET CADILLAC OF TURNERSVILLE
3400 RTE 42
TURNERSVILLE, NJ 08012-1775

RE: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna

Dear Mr. Stepp:

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,

Chevrolet



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

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

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

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

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

CONNECTICUT OFFICE, 136 Main Street, Suite 301, Danielson, CT 06239, P (860) 866-4380, F (860) 263-0919

NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

January 31, 2012

VIA EMAIL ONLY

gmerinfo@gmexpert.com

General Motors, LLC - NJ
300 Galleria Officentre
Suite 200
Southfield, MI 48034

Re: [REDACTED] **v. General Motors, LLC**

Vehicle: 2009 Chevrolet Malibu

Date of Purchase: 04/01/2009

Place of Purchase: Classic Chevrolet, Mt. Laurel

VIN: 1G1ZJ57B294 [REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors, LLC pursuant to the NJ Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

Robert M. Silverman

RMS\ TL

cc: [REDACTED]

JACQUELINE C. HERRITT^{†#§}
ROBERT A. RAPKIN[†]
ANGELA K. TROCCOLI^{†§}
FRED DAVIS[†]
AMY L. BENNECOFF^{†#§}
CHRISTINA GILL ROSEMAN^{†§}
RICHARD A. SCHOLER[†]
TARA L. PATTERSON[†]
W. CHRISTOPHER COMPONOVO[†]
TIMOTHY J. ABEEL, JR.[†]
JACOB U. GINSBURG[†]
JOSEPH A. GENTILCORE[†]

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

[†] Member, PA Bar
^{*} Member, NJ Bar
^x Member, DE Bar
[~] Member, NY Bar
[^] Member, MA Bar
[#] Member, MD Bar
[•] Member, OH Bar
[§] Member, MI Bar
[□] Member, NH Bar
[±] Member, CT Bar
[“] Member, TN Bar
^µ Member, WY Bar
[¶] Member, DC Bar
[€] Member, CA Bar



Teresa
Gonzales/Austin/GM1
11/15/2011 05:38 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 11-15-11.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: 1G8ZS57B29F2 [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 \$3,700.00 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


Date

Client's Signature

Date



Teresa
Gonzales/Austin/GM1
11/21/2011 03:07 PM

To "Kaczander, Eric"
<ekaczander@consumerlawcenter.com>@SITEWCWEB
cc
bcc
Subject RE: [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 11-21-11.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

"Kaczander, Eric" <ekaczander@consumerlawcenter.com>



"Kaczander, Eric"
<ekaczander@consumerlawcenter.com>
11/16/2011 03:55 PM

To <Teresa_Gonzales@gmexpert.com>
cc
Subject RE: [REDACTED] - 2009 Saturn Aura

Teresa,

My client has rejected your offer. She has authorized me to lower her previous demand to \$7,500 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 15, 2011 4:39 PM

To: Kaczander, Eric

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

(See attached file: GM Offer 11-15-11.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).

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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

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date



"Kaczander, Eric"
<ekaczander@consumerlawcenter.com>

11/28/2011 12:28 PM

To <Teresa_Gonzales@gmexpert.com>

cc

bcc

Subject RE: [REDACTED] - 2009 Saturn Aura

Teresa,

My clients have rejected your offer, however we are getting fairly close to getting this case settled. They have authorized me to lower their previous demand to \$7,000 inclusive of attorneys' fees. This demand is valid until the close of business on Friday.

Please 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

-----Original Message-----

From: Teresa_Gonzales@gmexpert.com [mailto:Teresa_Gonzales@gmexpert.com]

Sent: Monday, November 21, 2011 2:07 PM

To: Kaczander, Eric

Subject: RE: [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 11-21-11.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

"Kaczander, Eric"
<ekaczander@consu
merlawcenter.com>
To <Teresa_Gonzales@gmexpert.com>
11/16/2011 03:55
cc PM
Subject RE: [REDACTED] - 2009 Saturn Aura

Teresa,

My client has rejected your offer. She has authorized me to lower her previous demand to \$7,500 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 15, 2011 4:39 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 11-15-11.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



Teresa
Gonzales/Austin/GM1
12/07/2011 05:27 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 attachments below for client listed above.

Thank You



GM Position 12-7-11.doc



GM Offer 11-21-11.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 have received your rejection of our counter-offer, dated 11/28/11. After further review, we do not believe that additional adjustment of our settlement offer, dated 11/21/11 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, this offer will be withdrawn; 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



"Wallace, Brittany"
<bwallace@consumerlawcenter.com>

12/12/2011 05:05 PM

To <Teresa_Gonzales@gmexpert.com>
cc
bcc
Subject [REDACTED]. General Motors

Please find the attached correspondence confirming the terms of the settlement.

Brittany Wallace
Krohn & Moss, Ltd.
(312)578-9428 x 212 Voice
Email: bwallace@consumerlawcenter.com
Web: www.krohnandmoss.com

Connect With Us   



settle ltr.pdf

Krohn & Moss, Ltd.

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

Main Office

10 N. Dearborn St., 3rd Floor

Chicago, IL 60602

www.krohnandmoss.com

*Writer's Direct Number
(312) 578-9428 Ext. 274*

*Writer's Direct Facsimile
(866) 289-0898*

*Writer's Direct E-Mail
ekaczander@consumerlawcenter.com
www.krohnandmoss.com*

*Writer licensed to practice in
Illinois, Kentucky and Minnesota*

December 12, 2011

Ms. Teresa Gonzales
GMBRC
Teresa_Gonzales@gmexpert.com

RE: [REDACTED] v. General Motors, LLC

Dear Ms. Gonzales:

Please allow this letter to confirm that my clients have agreed to accept your recent offer of \$4,000.00 inclusive of attorneys' fees to settle the above-referenced matter. Please forward the necessary settlement documentation to my attention to finalize this matter.

In addition, PLEASE MAKE SURE TO FORWARD ALL SETTLEMENT DRAFTS 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.

Sincerely,

Sent Via Terminal

Eric Kaczander
Attorney at Law

EK/bw

Marcia Fisher/Austin/GM1

12/15/2011 02:26 PM

To ekaczander@consumerlawcenter.com

cc

bcc

Subject [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-978721593
2009 Saturn Aura
Vehicle Identification Number: 1G8ZS57B29F [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Eric Kaczander

Can I get you to forward me a copy of the current registration for this vehicle? Thanks.

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

Marcia Fisher/Austin/GM1

12/29/2011 02:41 PM

To ekaczander@consumerlawcenter.com

cc

bcc

Subject [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-978721593
2009 Saturn Aura
Vehicle Identification Number: 1G8ZS57B29F [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Eric Kaczander

Can I get you to forward me a copy of the current registration for this vehicle? Thanks.

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



Dina Roberts/Austin/GM1

01/04/2012 10:32 AM

To ekaczander@consumerlawcenter.com

cc

bcc

Subject Customer Last Name: [REDACTED] Service Request:
71-978721593

Customer Last Name: [REDACTED]
Service Request: 71-978721593
Year Make Model 2009 Saturn Aura
Vehicle Identification Number: 1G8ZS57B29F [REDACTED]
Mediation Liaison: Dina Roberts
Telephone: 866-790-5700 X 41143
Fax: 866-775-9471

Eric,

Just following up if you have collected all the documentation that we need.

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



"Kaczander, Eric"
<ekaczander@consumerlawcenter.com>

01/04/2012 11:38 AM

To <dina_roberts@gmexpert.com>

cc

bcc

Subject RE: Customer Last Name: [REDACTED] Service Request:
71-978721593

Not yet. As soon as we get it back from the client, we will send it to you. Thanks.

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: dina_roberts@gmexpert.com [mailto:dina_roberts@gmexpert.com]
Sent: Wednesday, January 04, 2012 9:33 AM
To: Kaczander, Eric
Subject: Customer Last Name: [REDACTED] Service Request: 71-978721593

Customer Last Name: [REDACTED]
Service Request: 71-978721593
Year Make Model 2009 Saturn Aura
Vehicle Identification Number: 1G8ZS57B29F [REDACTED]
Mediation Liaison: Dina Roberts
Telephone: 866-790-5700 X 41143
Fax: 866-775-9471

Eric,

Just following up if you have collected all the documentation that we need.

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

Marcia Fisher/Austin/GM1

01/17/2012 02:41 PM

To ekaczander@consumerlawcenter.com

cc

bcc

Subject [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-978721593
2009 Saturn Aura
Vehicle Identification Number: 1G8ZS57B29F [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Eric Kaczander

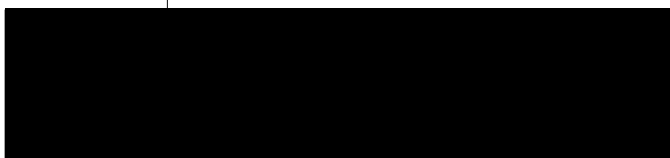
Just want to follow up on the current registration for the vehicle. Once you have obtained the current registration please forward it to me, thanks.

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

ATTN: Gregory Moss



Registration

Sally Swan
3122 Roosevelt St
Clinton, IA 52732

**Valid for one month after expiration



Registration Renewal Receipt

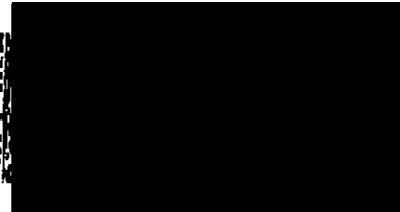
County **Clarke**
Usage **Regular**
Title No. [Redacted]

Issue Date **07/29/2011**
Tonrage **0**

Expiration Date **07/31/2012

Validation No. [Redacted]
Plate No. [Redacted]

Or [Redacted]
MURRAY IA



VIN **1G8ZS67B29F** [Redacted]

| | | | | | | | |
|-------|-------|------|----------|--------|----------|---------|------------|
| Year | 2009 | Make | Saturn | Model | Aura Xe | Type | Automobile |
| Cyl. | 4 | Fuel | Gasoline | Weight | 3,400 | Style | 4D |
| Color | White | | | LP. | \$21,400 | GVWR | |
| | | | | | | Sq. Ft. | |

Plate Type **County Std**
Designation
Cumulative Damage
Annual Fee **\$228**

kluc
Audit No. 7389809

Debbie Lynn
County Treasurer

| | Fee | Penalty |
|-------------------|-----------------|---------------|
| Registration Fees | \$228.00 | \$0.00 |
| Plate Fees | \$0.00 | |
| Other Fees | \$0.50 | |
| Totals | \$228.50 | \$0.00 |
| Grand Total | \$228.50 | |

DO NOT DETACH

If the vehicle being sold is a regular or semi trailer weighing 2,000 lbs. or less and not issued a title, complete the information below and give to the buyer.

Date of Sale _____/_____/_____

Buyer _____

Buyer's Address _____

Seller's Signature _____

Marcia Fisher/Austin/GM1

02/07/2012 04:46 PM

To "Moss, Gregory" <gmoss@consumerlawcenter.com>

cc

bcc

Subject [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-978721593
2009 Saturn Aura
Vehicle Identification Number: 1G8ZS57B29F [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Eric Kaczander

We still need the signed release regarding this case. Thanks.

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

Marcia Fisher/Austin/GM1

02/20/2012 03:38 PM

To "Moss, Gregory" <gmoss@consumerlawcenter.com>

cc

bcc

Subject [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-978721593
2009 Saturn Aura
Vehicle Identification Number: 1G8ZS57B29F [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Greg Moss

We still need the signed release regarding this case. Thanks.

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

RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$4000 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 Saturn AURA bearing Vehicle Identification Number 1G8ZS57B29F [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 71,289 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:

[REDACTED]

Claimant's Signature

[REDACTED]

Claimant's Signature

[REDACTED]

Address

[REDACTED]

Address

Clinton, IA [REDACTED]

City, State, Zip Code

Murray, IA [REDACTED]

City, State, Zip Code

STATE OF IOWA

COUNTY OF Clinton

Sworn to (or affirmed) and subscribed before me this 24th day of Feb., 2012
by [REDACTED]

Ritha Wolfe
Signature of Notary Public



Print, type or stamp Commissioned Name of Notary Public

Personally Known OR Produced identification

Type of identification _____

My commission expires: 11-24-2014

Marcia Fisher/Austin/GM1

03/05/2012 04:16 PM

To "Moss, Gregory" <gmoss@consumerlawcenter.com>

cc

bcc

Subject Re: [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-978721593
2009 Saturn Aura
Vehicle Identification Number: 1G8ZS57B29F [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Greg Moss

We still need the signed release regarding this case. Thanks.

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

Krohn & Moss, Ltd.

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

Main Office

10 N. Dearborn St., 3rd Floor

Chicago, IL 60602

www.krohnandmoss.com

*Writer's Direct Number
(312) 578-9428 Ext. 274*

*Writer's Direct Facsimile
(866) 289-0898*

*Writer's Direct E-Mail
ekaczander@consumerlawcenter.com
www.krohnandmoss.com*

*Writer licensed to practice in
Illinois, Kentucky and Minnesota*

December 12, 2011

Ms. Teresa Gonzales
GMBRC
Teresa_Gonzales@gmexpert.com

RE: [REDACTED] v. General Motors, LLC

Dear Ms. Gonzales:

Please allow this letter to confirm that my clients have agreed to accept your recent offer of \$4,000.00 inclusive of attorneys' fees to settle the above-referenced matter. Please forward the necessary settlement documentation to my attention to finalize this matter.

In addition, PLEASE MAKE SURE TO FORWARD ALL SETTLEMENT DRAFTS 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.

Sincerely,

Sent Via Terminal

Eric Kaczander
Attorney at Law

EK/bw

Marcia Fisher/Austin/GM1

03/07/2012 01:45 PM

To larry.r.regan@gm.com

cc

bcc

Subject [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-978721593
2009 Saturn Aura
Vehicle Identification Number: 1G8ZS57B29F [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Larry Regan

This email is to follow up on Service Request 71-978721593 for customer [REDACTED]. The customer's vehicle is a 2009 Saturn Aura with 71,289 miles. The customer has been working with Green Buick GMC in Davenport, IA.

After negotiations with the plaintiff's counsel, the final offer of CASH in the amount of \$4000 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

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) Rubin + Moss, Ltd. | |
| Business name, if different from above | |
| Check appropriate box: <input type="checkbox"/> Individual/Sole proprietor <input type="checkbox"/> Corporation <input checked="" type="checkbox"/> Partnership <input type="checkbox"/> Limited liability company Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ <input type="checkbox"/> Exempt payee <input type="checkbox"/> Other (see instructions) ▶ | |
| Address (number, street, and apt. or suite no.) 10 N. Dearborn Street, 3rd Floor | Requester's name and address (optional) |
| City, state, and ZIP code Chicago, IL 60602 | |
| List account number(s) here (optional) | |

Part I Taxpayer Identification Number (TIN)

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

| |
|--|
| Social security number : : : : : : : : : |
| or |
| Employer identification number 36 : 406555 |

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

Part II Certification

Under penalties of perjury, I certify that:

1. 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
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

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, contributions to an individual retirement arrangement (IRA), and cancellation of debt, contributions to an individual retirement arrangement (IRA), and you are not required to sign the Certification, but you must provide your correct TIN.

| | | |
|------------------|--------------------------|--------|
| Sign Here | Signature of U.S. person | Date ▶ |
|------------------|--------------------------|--------|

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:

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

Note. If a requester gives you a form other than Form W-9 to request your TIN, you 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.

A fax from:

John Haley

Service Manager

TO: CAC

ATTN: Elesia

DATE: 8.29.11

NUMBER OF PAGES (including cover sheet) 7

Per your Request

Customer [REDACTED]

VIN 9F [REDACTED]



★ CHEVROLET ★



John Haley
Service Manager

Tel: (209) 491-7813
Fax: (209) 575-2564



E.P.A. # CAR 00002477
B.A.R. # AG-154554



4742 McHenry Ave.
MODESTO, CA 95358-9523
(209) 575-1606
Service Direct
(209) 491-7813

CVCS519382

Mr. Goodwrench

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
QUICK SERVICE MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

| | | | | | | | |
|--------------------|--------------------|--|---------------|---------------------------|-----------------------|------------------------|-----------------|
| PROGRAM CODE | AUTHORIZATION CODE | COMMITMENT NO. | E.S.P. NUMBER | SERVICE INSTALLED PARTS | | | CROSS REFERENCE |
| CUSTOMER NO. 95944 | | | | SALES / TAG NO. 119 / 454 | INVOICE DATE 08/11/11 | INVOICE NO. CVCS519382 | |
| | | ADVISOR GARY D. ARMSTRONG | | LABOR RATE | MILEAGE 20,568 | COLOR SILVER/GRAY | STOCK NO. |
| MODESTO, CA | | YEAR / MAKE / MODEL 09/SATURN/AURA/4DR SDN I4 XE | | DELIVERY DATE 11/25/09 | | DELIVERY MILES | |
| | | VEHICLE I.D. NO. 1G8Z557B29F | | SELLING DEALER NO. | | PRODUCTION DATE | |
| | | F.T.E. NO. | P.O. NO. | R.O. DATE 08/10/11 | | | |
| | | COMMENTS | | | | | MO: 20578 |

LABOR & PARTS
 JOB # 1 09CVZ FRONT SUSPENSION HOURS: 0.30 TECH(S): 322 WARRANTY
 C/S THE SERVICE TRACTION SYSTEM LIGHT IS COMING ON.
 HAS BEEN ON FOR SOME TIME WILL GO OFF AND ON DURING
 THE DAY WHEN DRIVING
 CHECK & REPORT
 FOUND THE CONNECTOR FRETTING
 CODE C0131 STORED
 IN THE BCM
 AS PER DOCUMENT #2535089
 APPLIED LUBRICANT TO CONNECTOR X2 AT L8
 ON GRID
 RECONNECTED HARNESS AND ROAD TESTED AFTER CLEARING CODES
 NONE RESET ; ALL OK AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2 99CVZ TIRE PRESSURE HOURS: TECH(S): 322 INTERNAL
 CK/ADJ
 >>>>>>L/F.....R/F.....L/R.....R/R.....
 SET TIRES PER FACTORY SPECIFICATIONS FOR STATE REGULATION.
 SET TIRES TO SPECIFICATION.
 30.....30.....30.....30.....E

JOB # 2 TOTAL LABOR & PARTS 0.00

JOB # 3 58CVZ WORLD CLASS INSPECT HOURS: TECH(S): 322 INTERNAL
 PERFORM WORLD CLASS VEHICLE INSPECTION.
 IN DEPTH 58 POINT VEHICLE CHECK.
 TIRES ARE OK IN YELLOW BUT STARTING TO SHOW SOME WEAR
 HAVE PRICE ON ARGIS REPORT
 COMPLETED WORLD CLASS VEHICLE INSPECTION.
 SEE WRITTEN "KNOW YOUR VEHICLE REPORT".

JOB # 3 TOTAL LABOR & PARTS 0.00

| | | |
|---|--------------|----------|
| MISC.....CODE.....DESCRIPTION.....CONTROL NO..... | | |
| JOB # 1 SHUTTLE SHUTTLE | 519382 | WARRANTY |
| JOB # 1 SHUTTLE SHUTTLE | 519382 | WARRANTY |
| | TOTAL - MISC | 0.00 |

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS.....



E.P.A. # CAR 000002477
B.A.R. # AG-154554



4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

CVCS519382

Mr. Goodenough

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
QUICK SERVICE: MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 5:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

| PROGRAM CODE | AUTHORIZATION CODE | COMMITMENT NO. | E.S.P. NUMBER | SERVICE INSTALLED PARTS | | | CROSS REFERENCE | | | |
|--------------|--------------------|---------------------|------------------------------|-------------------------|---------|--------------------|-----------------|-----------------|-------------|------------|
| | | | | NO. / | QTY / | YEAR | ASSIGNED MILES | | | |
| CUSTOMER NO. | 95944 | ADVISOR | GARY D. ARMSTRONG | 119 | TAB NO. | 454 | INVOICE DATE | 08/11/11 | INVOICE NO. | CVCS519382 |
| | | LABOR RATE | | | MILEAGE | 20,568 | COLOR | SILVER/GRAY | STOCK NO. | |
| | | YEAR / MAKE / MODEL | 09/SATURN/AURA/4DR SDN I4 XE | | | DELIVERY DATE | 11/25/09 | DELIVERY MILES | | |
| MODESTO, CA | | VEHICLE I.D. NO. | 1 G 8 Z S 5 7 B 2 9 F | | | SELLING DEALER NO. | | PRODUCTION DATE | | |
| | | F.T.E. NO. | | P.O. NO. | | R.O. DATE | 08/10/11 | | | |
| | | COMMENTS | | | | | | | | MO: 20578 |

TOTALS-----

| | | | | | |
|---|-----------|---------|------------|-------------------------|-------------|
| ***** REMINDER ***** | | | | TOTAL LABOR.... | 0.00 |
| CHECK OUR WEBSITE AT WWW.AMERICANCHEVROLET.COM FOR SERVICE | | | | TOTAL PARTS.... | 0.00 |
| SPECIALS. WE ALSO OFFER E-MAIL SERVICE SPECIALS. DO WE HAVE | | | | TOTAL SUBLET.... | 0.00 |
| YOUR E-MAIL ADDRESS? AND DON'T FORGET OUR QUICK SERVICE | | | | TOTAL G.O.G.... | 0.00 |
| FACILITY. OPEN M-F 8-6PM & SAT 9-5PM FOR YOUR CONVENIENCE. | | | | TOTAL MISC CHG. | 0.00 |
| ---CASH | ---AMOUNT | ---DATE | ---INITIAL | TOTAL MISC DISC | 0.00 |
| ---CHECK | ---AMOUNT | ---DATE | ---INITIAL | TOTAL TAX..... | 0.00 |
| ---VISA | ---AMOUNT | ---DATE | ---INITIAL | TOTAL INVOICE \$ | 0.00 |
| ---M/C | ---AMOUNT | ---DATE | ---INITIAL | | |
| ---OTHER | ---AMOUNT | ---DATE | ---INITIAL | | |

CUSTOMER SIGNATURE

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



E.P.A. # CAR 00002477
B.A.R. # AQ-154554



4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

CVCS519811

Mr. Goodwrench

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
QUICK SERVICE MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 8:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

| PROGRAM CODE | AUTHORIZATION CODE | COMMITMENT NO. | E.B.F. NUMBER | SERVICE INSTALLED PARTS | | | CELL | |
|--------------------|--------------------|----------------|--|-------------------------|----------------|------------------------|-----------------|-----------|
| CUSTOMER NO. 95944 | | | ADVISOR GARY D. ARMSTRONG | 119 | TAG NO. G281 | INVOICE DATE 08/22/11 | CVCS519811 | |
| | | | LABOR RATE | | MILEAGE 20,709 | COLOR SILVER/GRAY | STOCK NO. | |
| MODESTO, CA | | | YEAR / MAKE / MODEL 09/SATURN/AURA/4DR SDN I4 XE | | | DELIVERY DATE 11/25/09 | DELIVERY MILES | |
| | | | VEHICLE I.D. NO. 1G8ZS57B29F | | | SELLING DEALER NO. | PRODUCTION DATE | |
| | | | P.T.E. NO. | P.O. NO. | | R.O. DATE 08/17/11 | | |
| | | | COMMENTS | | | | | MO: 20734 |

LABOR & PARTS
 JOB # 1 16CVZ BODY ELECTRICAL HOURS: 1.69 TECH(S): 169 WARRANTY
 C/S; THE BRAKE LIGHTS ARE COMING ON WHEN DRIVING WITHOUT BRAKING AND INDICATOR "SERVICE TRACTION LIGHT" IS BACK ON SEEN IN DRIVE BY SHOP FORMAN HAVE RETESTED AND REPORT 2ND TIME BACK FOR THIS !!!!!!!!!!!!!!! CODE C0464 STORED MONITORED BRAKE INPUT VOLTAGE CHANGED CAUSING LIGHTS TO STAY ON NEED TO REPLACE PEDAL POSITION SENSOR AND RETEST REPLACED PEDAL POSITION SENSOR CLEARED CODES - ROAD TESTED THE LIGHT CAME BACK ON SHOP FORMAN RETESTED AND FOUND FAILURE INTERNALLY IN THE BODY CONTROL MODULE
 REMOVED AND REPLACED THE B.C.H. ASSEMBLY CLEARED CODES AND ROAD TESTED OVER 15 MILES LIGHTS ARE OUT AND WORKING FINE

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|-----------------------------|-----|-----------|-----------------|------------|----------|
| JOB # 1 | 1 | 22666955 | SENSOR KI 4.625 | | WARRANTY |
| JOB # 1 | 1 | 20943341 | BCM 2.560 | | WARRANTY |
| JOB # 1 TOTAL PARTS | | | | | 0.00 |
| JOB # 1 TOTAL LABOR & PARTS | | | | | 0.00 |

JOB # 2 99CVZ FIRE PRESSURE HOURS: 0.00 TECH(S): 169 WARRANTY
 CK/ADJ
 >>>>>>L/F.....R/F.....L/R.....R/R.....
 SET TIRES PER FACTORY SPECIFICATIONS FOR STATE REGULATION.
 SET TIRES TO SPECIFICATION.
 30.....30.....30.....30.....

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

| MISC | CODE | DESCRIPTION | CONTROL NO. | WARRANTY |
|--------------|---------|-------------|-------------|----------|
| JOB # 1 | SHUTTLE | SHUTTLE | 519811 | WARRANTY |
| JOB # 1 | SHUTTLE | SHUTTLE | 519811 | WARRANTY |
| TOTAL - MISC | | | | 0.00 |

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)
 COMMENTS
 NEED DRIVEABILITY TO INSPECT AS PER #169



E.P.A. # CAR 000002477
B.A.R. # AQ-154554



4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

CVCS519811

Mr. Goodenough

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
QUICK SERVICE MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

| PROGRAM CODE | AUTHORIZATION CODE | COMMITMENT NO. | E.S.P. NUMBER | SERVICE INSTALLED PARTS | | CROSS REFERENCE |
|--------------------|--------------------|--|---------------|-------------------------|------------------------|------------------------|
| | | | | MO. / DAY / YEAR | ACCUSED NO. CELL | |
| CUSTOMER NO. 95944 | | ADVISOR GARY D. ARMSTRONG | 119 | TAG NO. G281 | INVOICE DATE 08/22/11 | INVOICE NO. CVCS519811 |
| | | LABOR RATE | | MILEAGE 20,709 | COLOR SILVER/GRAY | STOCK NO. |
| | | YEAR / MAKE / MODEL 09/SATURN/AURA/4DR SDN I4 XE | | | DELIVERY DATE 11/25/09 | DELIVERY MILES |
| MODESTO, CA | | VEHICLE I.D. NO. 1G8ZS57B29F | | | SELLING DEALER NO. | PRODUCTION DATE |
| | | F.T.E. NO. | | P.O. NO. | R.O. DATE 08/17/11 | |
| | | COMMENTS | | | | MO: 20734 |

TOTALS

| | | | | | |
|---|-------------|-----------|--------------|-------------------------|-------------|
| ***** REMINDER ***** | | | | TOTAL LABOR.... | 0.00 |
| CHECK OUR WEBSITE AT WWW.AMERICANCHEVROLET.COM FOR SERVICE SPECIALS. WE ALSO OFFER E-MAIL SERVICE SPECIALS. DO WE HAVE YOUR E-MAIL ADDRESS? AND DON'T FORGET OUR QUICK SERVICE FACILITY. OPEN M-F 8-6PM & SAT 9-5PM FOR YOUR CONVENIENCE. | | | | TOTAL PARTS.... | 0.00 |
| ---CASH | -----AMOUNT | -----DATE | -----INITIAL | TOTAL SUBLET... | 0.00 |
| ---CHECK | -----AMOUNT | -----DATE | -----INITIAL | TOTAL G.O.G.... | 0.00 |
| ---VISA | -----AMOUNT | -----DATE | -----INITIAL | TOTAL MISC CHG. | 0.00 |
| ---M/C | -----AMOUNT | -----DATE | -----INITIAL | TOTAL MISC DISC | 0.00 |
| ---OTHER | -----AMOUNT | -----DATE | -----INITIAL | TOTAL TAX..... | 0.00 |
| | | | | TOTAL INVOICE \$ | 0.00 |

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



E.P.A. # CAR D00002477
S.A.R. # AQ-154554



4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

CVCS520127

Mr. Goodwrench

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
QUICK SERVICE MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 6:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

| | | | | | | |
|--------------------|--------------------|--|---------------|-------------------------|------------------------|------------------------|
| PROGRAM CODE | AUTHORIZATION CODE | COMMITMENT NO. | E.S.P. NUMBER | SERVICE INSTALLED PARTS | | GROUP REFERENCE |
| CUSTOMER NO. 95944 | | | | NET / DAY / YR-24 | ACQUIRED BY: CELL | |
| | | ADVISOR GARY D. ARMSTRONG | 119 | TAG NO. 294 | INVOICE DATE 08/26/11 | INVOICE NO. CVCS520127 |
| | | LABOR RATE | | MILEAGE 20,734 | COLOR SILVER/GRAY | STOCK NO. |
| MODESTO, CA | | YEAR / MAKE / MODEL 09/SATURN/AURA/4DR SDN I4 XE | | | DELIVERY DATE 11/25/09 | DELIVERY MILES |
| | | VEHICLE I.D. NO. 1G8ZS57B29F | | | SELLING DEALER NO. | PRODUCTION DATE |
| | | F.T.E. NO. | | P.O. NO. | R.O. DATE 08/22/11 | |
| | | COMMENTS | | | | MO: 20786 |

LABOR & PARTS
~~J# 1 0BCVZ BRK/ELECT/ BRAKES ELECTRICAL HOURS: 1.69 TECH(S): 169 WARRANTY~~
 C/S: THE STABILITY TRACK LIGHT HAS RETURNED
 WAS JUST HERE FOR THIS VERIFIED BY #169
 REFER RO# 519811
 CODE C0161,0561,0278
 ALL POINT TO "UNLEARNED BRAKE PEDAL PRESSURE SENSOR"
 NOT BEING LEARNED WHICH WAS PERFORMED
 TRIED SEVERAL TIMES TO PROGRAM BUT LIGHT WOULD COME ON
 LAST TIME STORED DIFFERENT CODES U0121,2108
 ECM AND BCM COMMUNICATION LOST : CHECKED HARNESS WAS GOOD
 INTERNAL FAILURE AT ELECTRONIC BRAKE CONTROL MODULE
 REMOVED AND REPLACED THE EBCM ASSEMBLY
 CLEARED CODES AND RELEARNED
 ROAD TESTED SEVERAL MORE MILES
 ALL WORKING FINE AT THIS TIME

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|---------|-----|-----------|-----------------|-----------------------------|----------|
| JOB # 1 | 1 | 15952670 | MODULE KI 4.720 | | |
| | | | | JOB # 1 TOTAL PARTS | 0.00 |
| | | | | JOB # 1 TOTAL LABOR & PARTS | 0.00 |

~~J# 2 99CYZ TIRE PRESSURE HOURS: 0.00 TECH(S): 169 WARRANTY~~
 CK/ADJ
 >>>>>>L/F.....R/F.....L/R.....R/R.....
 SET TIRES PER FACTORY SPECIFICATIONS FOR STATE REGULATION.
 SET TIRES TO SPECIFICATION.
 40.....38.....40.....40.....

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

| MISC | CODE | DESCRIPTION | CONTROL NO | WARRANTY |
|---------|--------|----------------------|--------------|----------|
| JOB # 1 | RENTAL | AMERICAN CHEV RENTAL | | |
| | | | TOTAL - MISC | 0.00 |

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)
 COMMENTS
 REFER RO# 519811 TECH #169
 RENTAL NEEDED



E.P.A. # CAR 00002477
B.A.R. # AG-164654



4742 McHenry Ave.
MODESTO, CA 95356-9523
(209) 575-1606
Service Direct
(209) 491-7813

CVCS520127

Mr. Goodwin

SERVICE HOURS: MON. - FRI. 7:30 A.M. to 5:30 P.M.
QUICK SERVICE MON. - FRI. 8:00 A.M. to 7:00 P.M.
SAT. 9:00 A.M. to 8:00 P.M.
SUN. 10:00 A.M. to 5:00 P.M.

| PROGRAM CODE | AUTHORIZATION CODE | COMMITMENT NO. | E.S.P. NUMBER | SERVICE INSTALLED PARTS | | | |
|--------------------|--------------------|--|---------------|-------------------------|-----|------|------------------------|
| | | | | SEC. | QTY | YEAR | ADDRESS FROM CELL |
| CUSTOMER NO. 95944 | | ADVISOR GARY D. ARMSTRONG | 119 | TAG NO. 294 | | | INVOICE DATE 08/26/11 |
| | | LABOR RATE | | MILEAGE 20,734 | | | COLOR SILVER/GRAY |
| | | YEAR / MAKE / MODEL 09/SATURN/AURA/4DR SDN I4 XE | | | | | DELIVERY DATE 11/25/09 |
| MODESTO, CA | | VEHICLE I.D. NO. 1G8ZS57B29F | | | | | SELLING DEALER NO. |
| | | R.T.E. NO. | | P.O. NO. | | | R.O. DATE 08/22/11 |
| | | COMMENTS | | | | | |

MO: 20786

TOTALS.....

| | | |
|---|-------------------------|-------------|
| ***** REMINDER ***** | TOTAL LABOR.... | 0.00 |
| CHECK OUR WEBSITE AT WWW.AMERICANCHEVROLET.COM FOR SERVICE SPECIALS. WE ALSO OFFER E-MAIL SERVICE SPECIALS. DO WE HAVE YOUR E-MAIL ADDRESS? AND DON'T FORGET OUR QUICK SERVICE FACILITY. OPEN M-F 8-6PM & SAT 9-5PM FOR YOUR CONVENIENCE. | TOTAL PARTS.... | 0.00 |
| ---CASH | TOTAL SUBLET.... | 0.00 |
| -----AMOUNT | TOTAL G.O.G.... | 0.00 |
| -----DATE | TOTAL MISC CHG. | 0.00 |
| -----INITIAL | TOTAL MISC DISC | 0.00 |
| ---CHECK | TOTAL TAX..... | 0.00 |
| -----AMOUNT | TOTAL INVOICE \$ | 0.00 |
| -----DATE | | |
| -----INITIAL | | |
| ---VISA | | |
| -----AMOUNT | | |
| -----DATE | | |
| -----INITIAL | | |
| ---M/C | | |
| -----AMOUNT | | |
| -----DATE | | |
| -----INITIAL | | |
| ---OTHER | | |
| -----AMOUNT | | |
| -----DATE | | |
| -----INITIAL | | |

CUSTOMER SIGNATURE

DUPLICATE INVOICE

October 24, 2011

Laura Applegate, Esq.
David J Gorberg & Associates PC
32 Parking Plz Ste 700
Ardmore, PA 19003

RE: [REDACTED] v. General Motors
Service Request: 71-984527726
2011 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E18BF [REDACTED]
Customer Relationship Specialist: Sheila

Dear Ms. Applegate:

Enclosed please find a check in the amount of \$4,400.00 made payable to [REDACTED]
[REDACTED] & David J. Gorberg & 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
10/27/11

*****4,400 DOLLARS

AMOUNT
*****4,400.00

PAY TO THE ORDER OF

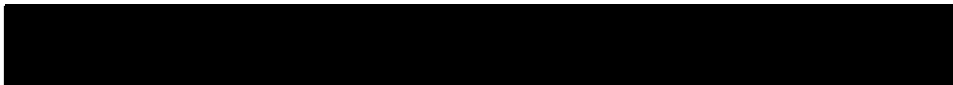
ARDMORE PA [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

Brian D. Albee
 SIGNATURE

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

AUDIT



North American Operations

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

DETACH BEFORE DEPOSITING CHECK

NDOR IS NO. BB 000000021 1

CHECK NO. [REDACTED]

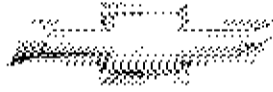
IDOR NAME [REDACTED]

PAYMENT DATE 10/27/11

| REGISTER NO. DESCRIPTION | INVOICE DATE | DOC. REFERENCE NUMBER | % DISC. | INVOICE AMOUNT | DISC. AMOUNT | NET AMOUNT |
|--------------------------|----------------------------|-------------------------|---------|-----------------|--------------|-----------------|
| 1ZD5E18BF [REDACTED] | 10/26/11 71-984527726.1 | VH 1-GJQZSU 1-GJQZSU | 00.0000 | 4,400.00 | .00 | 4,400.00 |
| TOTAL | | | | 4,400.00 | .00 | 4,400.00 |

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

W3



VIA FAX ONLY

September 7, 2011

Keith McGuire
Keddie Chevrolet, Inc.
200 Lincoln Ave
Vandergrift, PA 15690-1248

RE: [REDACTED]
Service Request: 71-984527726
2011 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E18BF [REDACTED]
Customer Relationship Specialist: Sheila

Dear Mr. McGuire:

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,

Chevrolet



VIA FAX ONLY

September 7, 2011

David Gorberg, Esq.
David J Gorberg & Associates PC
32 Parking Plz Ste 700
Ardmore, PA 19003

RE: [REDACTED]
Service Request: 71-984527726
2011 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E18BF [REDACTED]
Customer Relationship Specialist: Sheila

Dear Mr. Gorberg:

This is to advise that General Motors is in receipt of the above referenced case dated September 7, 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

2011 MALIBU 2LT
 98U WHITE DIAMOND TRICOAT /L4G
 34C COCOA/CASHMERE
 ORDER NO. PFNPGT/TDC STOCK NO.
 VIN 1G1ZD5E18BF [REDACTED]
 *****13*13446S

GENERAL MOTORS LLC
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD52109427

| MODEL & FACTORY OPTIONS | MSRP | INV AMT | RETAIL - STOCK |
|---|----------|----------|--|
| 1ZJ69 MALIBU 2LT | 25235.00 | 23973.26 | INVOICE 10/22/10 |
| LE5 ENGINE, 2.4L DOHC MFI | N/C | N/C | SHIPPED 10/22/10 |
| MH8 TRANSMISSION, 6-SPEED AUTOMATIC | 0.00 | 0.00 | EXP I/T 11/01/10 |
| TAPSHIFT MANUAL SHIFT CONTROL | | | INT COM 11/01/10 |
| NE1 50-STATE EMISSIONS | N/C | N/C | PRC EFF 10/22/10 |
| UE1 6 MTHS ONSTAR DIRECTIONS & CONNECTIONS WITH AUTOMATIC CRASH RESPONSE AND TURN-BY-TURN NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC COVERAGE) | N/C | N/C | KEYS G1516 G1516 WFP-S QTR OPT-1 BANK: ALLY - 004 CHG-TO 13-446 |
| ZFH COMPACT SPARE TIRE (REPLACES TIRE SEALANT AND INFLATOR KIT) | 100.00 | 88.00 | SHIP WT: 3363 HP: 19.2 PREFER: 25659.45 |
| 98U WHITE DIAMOND TRICOAT | 495.00 | 435.60 | MRM: 26550.00 ALLOW: 200.15 |

TOTAL MODEL & OPTIONS 25830.00 24496.86 ACT 231 24441.96
 DESTINATION CHARGE 720.00 720.00 H/B 261 774.90
 DEALER IMR CONTRIBUTION 129.15 ADV 261 129.15

TOTAL 26550.00 25346.01 PAY 310 25346.01
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 24192.58

 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 ALLY.

KEDDIE CHEVROLET, INC.
 REMIT TO ALLY NO. 004
 VIN 1G1ZD5E18BF [REDACTED]
 \$ 25346.01 INV 1AD52109427
 DUE 11/01/10 DEALER 13-446

DAVID J. GORBERG & ASSOCIATES, P.C.

DAVID J. GORBERG†
LAURA L. APPLGATE
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

September 7, 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: 2011 Chevrolet Malibu
Vin #: 1G1ZD5E18BF [REDACTED]

Dear Legal Department:

Please be advised this office represents the above individual under any and all of the following claims: Pennsylvania 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

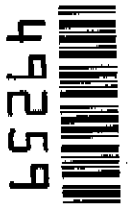
KEDDIE CHEVROLET, Inc.



Route 56 West, 200 Lincoln Ave.
Telephone 724-567-5683
VANDERGRIFT, PA 15690

| | | |
|---|-----------------------|------------------|
| NO 49259 | VIN 1G1ZD5E18BF | DATE 05/04/11 |
| YEAR 2011 | MAKE CHEVROLET | TIME 10:47 |
| MODEL MALIBU 2LT | COLOR WT DIAMOND N | FROM 00:00 |
| MILES IN 14 | MILES OUT | WRITER DAVE |
| FIRST USE 00/00/00 | LISC. PA | |
| SERVICE CONTRACT Expires: H: (724) - W: (724) - | | |

05 - Doug
(1) INSTALL VENT SHADE (I)
4 pieces
I 9301



| | |
|--|---|
| ESTIMATE BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES. | Original Estimate |
| | \$ _____ |
| INITIAL YOUR CHOICE | CUSTOMER ACCEPTANCE |
| WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE _____ | Authorized Additions \$ _____ Date _____ Time _____ By _____ |

All parts are new or factory rebuilt unless specified otherwise. Replaced parts will be returned unless specified otherwise. Parts replaced under the manufacturer's warranty are retained by the dealer for inspection by the manufacturer. DISCARD

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. The product is sold by the seller "As Is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer. If the product proves to be defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary remedies.

| R/O | DATE | MILES | TECH TYPE | DESCRIPTION |
|-----|------|-------|-----------|-------------|
| | | | | |

Labor Rate 55.00
Page 1 of 1
49259 Job 49259

TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE
I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you 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 materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. 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 the vehicle to secure the amount of repairs thereto. In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. Customer labor charges may be based on the complexity of the repair and the level of expertise required to effect the repair.

X

CUSTOMER'S SIGNATURE



KEDDIE CHEVROLET, Inc.

Route 56 West, 200 Lincoln Ave.

Telephone 724-567-5683

VANDERGRIFT, PA 15690

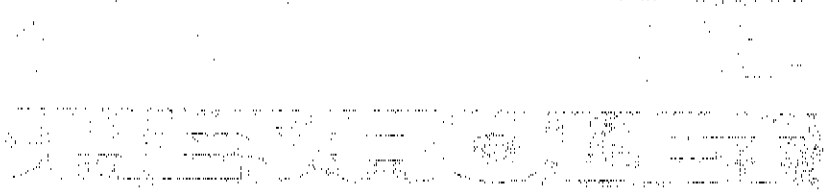
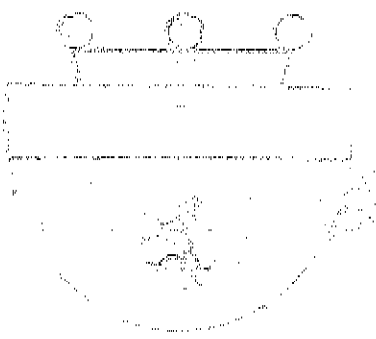
w/c

| | | |
|------------------|--------------------------|-------------------------|
| ROD 50275 | VIN G1ZD5E18BF | DATE IN 09/06/11 |
| YEAR 2011 | MAKE CHEVROLET | MODEL MALIBU 2LT |
| MILES IN 5856 | MILES OUT 5876 | FIRST USE 05/04/11 |
| SEE ALSO | COLOR WT DIAMOND N | USE PA |
| | LOCATION LEECHBURG PA | DATE CLOSED 09/08/11 |
| | H: (724) | WRITER 5275 KEITH |

(1) INTERMITTANT POWER STEERING LOSS, MULTIPLE
 DASH LIGHTS COME ON
 MULTIPLE COMMUNICATION CODES STORED.
 CONTACT TECHNICAL ASSISTANCE.
 CASE # 71-984986016. CHECK EBCM CONNECTOR
 TERMINAL 23. TERMINAL BACKED OUT OF CONNECTOR
 INSTALL NEW TERMINAL IN CONNECTOR DOC ID #
 2401390 TERMINAL #23. CLEAR CODES.
 ROADTEST OK
 (04-2556 TECH4-) A

| | | | | | | | |
|-------------------------|-------|-------|-----|---|----|----|--------|
| N6650 | 7083 | 0109 | T04 | 5 | 10 | 15 | 86.88 |
| TERMINAL | 50275 | | | | | | 2.00 |
| RENTAL | 5 D | 50275 | | | | | 190.00 |
| Total Labor | | | | | | | 86.88 |
| Total Sublet | | | | | | | 192.00 |
| Total Repair (Warranty) | | | | | | | 278.88 |

SERVILE LOANER



Term: 00 Expires: 00/00

| | W/C | INT. | CUSTOMER |
|--------|-----|------|--------------|
| 86.88 | | | Labor |
| .00 | | | Parts |
| 192.00 | | | Sublet |
| .00 | | | Hazardous Wa |
| .00 | | | Oil/Grease |
| 278.88 | | | Sub Total |
| .00 | | | Tax |
| 278.88 | | .00 | Total |

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

X CUSTOMER SIGNATURE

Page 1 of 1 Reprint (1) Job 50275

50275 Warranty Copy
 Labor Rate 55.00

AUTOSOFT FORUS 1-877-427-4387



KEDDIE CHEVROLET, Inc.

Route 56 West, 200 Lincoln Ave.
Telephone 724-567-5683
VANDERGRIFT, PA 15690

w/c

| | | |
|---------------------------------|-----------------------|-----------------------|
| NO 50275 | VIN LG1ZD5E18BF | DATE 09/06/11 |
| YEAR 2011 | MAKE CHEVROLET | MODEL MALIBU 2LT |
| | COLOR WT DIAMOND N | TIME 08:11 |
| MILES IN 5856 | MILES OUT | FIRST USE 05/04/11 |
| | LIC. PA | LOC. LEECHBURG PA |
| SERVICE CONTRACT Expires: 00/00 | | PROM. |
| H: | | W: (724) |
| | | WRITER KEITH |

John #4

(L) INTERMITTANT POWER STEERING LOSS, MULTIPLE
DASH LIGHTS COME ON CHECK OVER MULTIPLE CODES
STORED FOR COMMUNICATIONS, CALL TECH
ASSIST, ADVISED TO CHECK TERMINAL 23 AT
ECM, CHECK-TERM. 23 BACKOUT OF
CONNECTOR, REPLACE TERMINAL + SEAL
CLEAR CODES



N/6050



KEDDIE CHEVROLET

| | |
|---|----------------------|
| ESTIMATE BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES. | Original Estimate |
| | \$ _____ |
| INITIAL YOUR CHOICE | CUSTOMER ACCEPTANCE |
| | Authorized Additions |
| _____ WRITTEN ESTIMATE | \$ _____ |
| _____ ORAL ESTIMATE | Date _____ |
| _____ NO ESTIMATE | Time _____ |
| | By _____ |

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Doc ID.

| R/O | DATE | MILES | TECH | TYPE | DESCRIPTION |
|--------|------------|-------|------|------|------------------------|
| 50194A | 08/30/2011 | 5669 | 06 | W | INTERMITTANT POWER STE |
| 50124C | 08/18/2011 | 5222 | 06 | W | CHECK WIPER OPERATION |
| 50124B | 08/18/2011 | 5222 | 06 | W | WINDNOISE AT RR DOOR |
| 50124A | 08/18/2011 | 5222 | 06 | W | CHECK ESC MESSAGE ,SEC |
| 49554C | 08/01/2011 | 3805 | 06 | C | LOF/TIRE ROTATION/MPVI |
| C/B | ?? | | | | |

TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you 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 materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. 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 the vehicle to secure the amount of repairs thereto. In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. Customer labor charges may be based on the complexity of the repair and the level of expertise required to effect the repair.

Labor Rate 55.00

Page 1 of 1

50275 Job 50275

X [Signature]

CUSTOMER'S SIGNATURE

AUTOSOFT FORMS 1487-227-2001



KEDDIE CHEVROLET, Inc.

Route 56 West, 200 Lincoln Ave.
Telephone 724-567-5683
VANDERGRIFT, PA 15690

L.A. Shen

| | | | | | |
|------------------|----------------|---------|--------------|----------|-----------------|
| R/D | 49554 | VIN | 1G1ZD5E18BF | DATE | 05/07/11 |
| YEAR | 2011 | MAKE | CHEVROLET | TIME | 10:29 |
| MODEL | MALIBU 2LT | COLOR | WT DIAMOND N | FROM | |
| MILES IN | 3805 | REG USE | 05/04/11 | LIC. | PA |
| SERVICE CONTRACT | Expires: 00/00 | | H: | W: (724) | WRITER KEITH |

(1) CHECK FOR WIND NOISE AT RIGHT REAR DOOR (W)
Could not duplicate.

#6
OIL SOTS



2 Service ESC message.
Power steering message
ORDER BCM.
3 MPVZ
RETURN TPM

Waiting

| | |
|---|----------------------|
| ESTIMATE BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES. INITIAL YOUR CHOICE <input type="checkbox"/> WRITTEN ESTIMATE <input type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> NO ESTIMATE | Original Estimate |
| | \$ _____ |
| | CUSTOMER ACCEPTANCE |
| | Authorized Additions |
| | \$ _____ |
| | Date _____ |
| | Time _____ |
| | By _____ |

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| R/D | DATE | MILES | TECH | TYPE | DESCRIPTION |
|--------|------------|-------|------|------|--------------------|
| 49259A | 05/04/2011 | 14 | 05 | I | INSTALL VENT SHADE |

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Labor Rate 55.00

Page 1 of 1

49554 Job 49554

X _____
CUSTOMER'S SIGNATURE

| TIRE TREAD DEPTH* | LABOR OP CODE | GREEN/YELLOW/RED |
|-------------------|---------------|------------------|
| 8/32" or greater | TIRE8 | Green |
| 7/32" | TIRE7 | Yellow |
| 6/32" | TIRE6 | Yellow |
| 5/32" | TIRE5 | Yellow |
| 4/32" | TIRE4 | Yellow |
| 3/32" or less | TIRE3 | Red |

| BRAKE LINING** MEASUREMENT | LABOR DP CODE | Brake Gauge to backing plate - FRONT PADS | Brake Gauge to backing plate - REAR PADS | Tire Gauge to inside of backing plate - REAR SHOES |
|----------------------------|---------------|---|--|--|
| 7mm or greater | BK7 | Green | Green | Green |
| 6mm | BK6 | Yellow | Green | Green |
| 5mm | BK5 | Yellow | Green | Green |
| 4mm | BK4 | Yellow | Green | Green |
| 3mm or less | BK3 | Red | Yellow | Yellow |
| 2mm or less | BK2 | Red | Red | Red |
| 1mm or less | BK1 | Red | Red | Red |

* If tires are replaced this visit, measure and record the new parts readings.

** Since front pads wear faster, only enter rears as lowest readings if they measure yellow or red.

Name: [REDACTED] Year/Model: 2011 chev sdn Date: 6/17/11

Repair Order #: 49554 VIN (last 8 digits): RF [REDACTED] Odometer: _____ MI: _____ MII: _____

Checked and OK May Require Attention Soon Requires Immediate Attention

INTERIOR

Subscription activated

Remaining engine oil life: 100 % Reset: N/A: _____

Air Conditioning Performance

WIPER BLADES

LF RF

Rear (if applicable)

Windshield condition

Cracks _____ Chips _____

CHECK TIRES AND TREAD DEPTH

(Check body condition)

(Check lamps)

Lowest Tread Depth: 10/32

8/32 or Greater
 LF 7/32 to 4/32
 3/32 or Less
 PSI @: _____ set to: 30 PSI
 8/32 or Greater
 LR 7/32 to 4/32
 3/32 or Less
 PSI @: _____ set to: 30 PSI

Rotation needed
 Rotation performed
 LF LR

Alignment needed
 Alignment performed
 Wear Pattern/Damage

CHECK BATTERY

Battery condition
 Battery cables and connections

CHECK FLUID LEVELS

| OK | FILLED | REQUIRES ATTENTION |
|-------------------------------------|-------------------------------------|--------------------------|
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

7 mm (9/32) or greater
 LF 6 mm (8/32) to 4 mm (5/16)
 3 mm (1/8) or less
 4 mm (5/16) or greater
 LR 3 mm (1/8) or less

Lowest Front Lining _____ Lowest Rear Lining _____

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

ADDITIONAL CHECKS

Inspect for visible leaks:

Fuel system (also including gas cap seating)

Engine, transmission, drive axle, transfer case

Engine cooling system

Shocks and struts - also check operation

Inspect visual condition:

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

Hoses: engine, power steering and HVAC

Engine air filter and cabin air filters

Steering components and steering linkage

CV drive axle boots or driveshafts and U-joints

Exhaust system components

Additional Recommended Services

FRH

1) _____

2) _____

3) _____

4) _____

5) _____

6) _____

7) _____

8) _____

Service Consultant: _____

Technician: _____ No.: _____

SIMPLIFIED MAINTENANCE

MI Required Performed

MII Required Performed

Recommended FRH: _____

Total FRH Sold: _____



KEDDIE CHEVROLET, Inc. *w/w*

w/c Route 56 West, 200 Lincoln Ave. *8-18-11*
 Telephone 724-567-5683
 VANDERGRIFT, PA 15690

| | | |
|---------------------------------|-----------------------|------------------|
| AO 50124 | VIN 1G1ZD5E18BF | DATE 08/18/11 |
| YEAR 2011 | MAKE CHEVROLET | TIME 08:01 |
| MODEL MALIBU 2LT | COLOR WT DIAMOND N | PROV. |
| MILES IN 5227 | FIRST USE 05/04/11 | PA |
| SERVICE CONTRACT Expires: 00/00 | | WRITER KEITH |

- | | | | |
|--|----------------------------|-----------------------------|---------------------|
| (1) CHECK ESC MESSAGE , SECURITY LIGHT | ELM ⁰⁰ U0073 | EBCM ⁷² C0561 | Pscm (W) |
| REPLACE Bcm | P0575 ⁰⁰ | U2143 ⁰⁰ | U2109 ⁰⁰ |
| Fdc23 | Bcm U2105 | U2105 ⁰⁰ | U2100 ⁰⁰ |
| | | | C0000 ⁷¹ |
- (2) WINDNOISE AT RR DOOR (W)
 COULD NOT VERIFY
 VENTSHADES?
- (3) CHECK WIPER OPERATION (W)
 CONTROLLED BY Bcm

#6

50124

Warranty

ESTIMATE Original Estimate
 BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES.
 \$ _____

INITIAL YOUR CHOICE

WRITTEN ESTIMATE \$ _____

ORAL ESTIMATE Date _____

NO ESTIMATE Time _____

By _____

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| R/O | DATE | MILES | TECH | TYPE | DESCRIPTION |
|--------|------------|-------|------|------|------------------------|
| 49554C | 08/01/2011 | 3805 | 06 | C | LOF/TIRE ROTATION/MPVI |
| 49554B | 08/01/2011 | 3805 | 06 | C | SERVICE ESC MESSAGE |
| 49554A | 08/01/2011 | 3805 | 06 | C | CHECK FOR WINDNOISE AT |
| 49259A | 05/04/2011 | 14 | 05 | I | INSTALL VENT SHADE |

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Labor Rate 55.00
 Page 1 of 1
 50124 Job 50124

X _____
 CUSTOMER'S SIGNATURE

KEDDIE CHEVROLET, Inc.

Route 56 West, 200 Lincoln Ave.

Telephone 724-567-5683

VANDERGRIFT, PA 15690



W/W
8-30-11

w/c

| | | |
|---------------------------------|-------------|--------------|
| RV# | VIN | DATE |
| \$0194 | 1G1ZD5E18BF | 08/25/11 |
| YEAR | MAKE | MODEL |
| 2011 | CHEVROLET | MALIBU 2LT |
| | | COLOR |
| | | WT DIAMOND N |
| MILES IN | MILES OUT | FIRST USE |
| 5669 | 5695 | 05/04/11 |
| SERVICE CONTRACT expires: 00/00 | | LIC. |
| | | PA |
| K: [REDACTED] | | W: (724) - |
| | | WRITER |
| | | REITH |

(1) INTERMITTANT POWER STEERING LOSS. MULTIPLE DASH LIGHTS COME ON. (W)

CLEAN GROUNDS G203, G201
CHECK BLACK CONNECTOR AT VC10.
 CLEAR codes TEST DRIVE

DOC ID. 2148639

#6



| | |
|--|--|
| ESTIMATE BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES. | Original Estimate |
| | \$ _____ |
| INITIAL YOUR CHOICE | CUSTOMER ACCEPTANCE |
| WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE _____ | Authorized Additions \$ _____ Date _____ Time _____ By _____ |

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| R/O | DATE | MILES | TECH | TYPE | DESCRIPTION |
|--------|------------|-------|------|------|------------------------|
| 50124C | 08/18/2011 | 5222 | 06 | W | CHECK WIPER OPERATION |
| 50124B | 08/18/2011 | 5222 | 06 | W | WINDNOISE AT RR DOOR |
| 50124A | 08/18/2011 | 5222 | 06 | W | CHECK ESC MESSAGE ,SEC |
| 49554C | 08/01/2011 | 3805 | 06 | C | LOP/TIRE ROTATION/MPVI |
| 49554B | 08/01/2011 | 3805 | 06 | C | SERVICE ESC MESSAGE |
| C/B | ?? | | | | |

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Labor Rate 55.00

Page 1 of 1

50194 Job 50194

X [REDACTED] CUSTOMER'S SIGNATURE

L.M. 10100 ICM REQUESTED M.L.L

| ADDITIONAL MATERIAL USED | | DESCRIPTION | PRICE |
|--------------------------|---------------------|---|-------|
| | U0073 ⁰⁰ | CONTROL module COMMUNICATION BUS OFF | |
| | P0575 ⁰⁰ | CRUISE CONTROL SWITCH SIGNAL CIRCUIT | |
| ECM | C0561 ⁷² | SYSTEM DISABLED INFORMATION STORED | |
| | U2106 ⁰⁰ | LOST COMMUNICATION WITH TRANSMISSION CONTROL SYSTEM | |
| | U2105 ⁰⁰ | " " " " | |
| | U2101 ⁰⁰ | " " " " | |
| | U0100 ⁰⁰ | " " " " | |
| TOTAL | | | |
| ECM | U2109 ⁰⁰ | " " " " | |
| | U2107 ⁰⁰ | " " " " | |
| | | MULTIPLE SYSTEMS | |
| | | ECM | |

| STATE INSPECTION REQUIREMENTS | | P | A | R | | | | | | | | |
|---|-------|---|---|------|--|------|--|------|--|--|--|--|
| Verify Legal Registration | | | | | | | | | | | | |
| Condition of Tires, Wheels, Rims | | | | | | | | | | | | |
| Body Condition | | | | | | | | | | | | |
| Glazing & Mirrors | | | | | | | | | | | | |
| Steering & Alignment | | | | | | | | | | | | |
| Suspension (Shocks, Ball Joints, Etc.) | | | | | | | | | | | | |
| Exhaust & Fuel System | | | | | | | | | | | | |
| Headlight Adjustment | | | | | | | | | | | | |
| Horn | | | | | | | | | | | | |
| All Other Lights & Electrical | | | | | | | | | | | | |
| Condition of Brake System | | | | | | | | | | | | |
| Condition of Wheel Cylinders | | | | | | | | | | | | |
| Tires | | | | | | | | | | | | |
| <table border="1"> <tr> <td>R.F.</td> <td></td> </tr> <tr> <td>L.F.</td> <td></td> </tr> <tr> <td>R.R.</td> <td></td> </tr> <tr> <td>L.R.</td> <td></td> </tr> </table> | | R.F. | | L.F. | | R.R. | | L.R. | | | | |
| R.F. | | | | | | | | | | | | |
| L.F. | | | | | | | | | | | | |
| R.R. | | | | | | | | | | | | |
| L.R. | | | | | | | | | | | | |
| Washers & Wipers | | | | | | | | | | | | |
| Brake Control System | | | | | | | | | | | | |
| Light Control System | | | | | | | | | | | | |
| Hitch Coupling | | | | | | | | | | | | |
| 5th Wheel Connections | | | | | | | | | | | | |
| Side Markers & Clearance Lights | | | | | | | | | | | | |
| Road Test | | | | | | | | | | | | |
| ECM | U2100 | CAN BUS COMMUNICATION | | | | | | | | | | |
| ECM | U2105 | LOST COMMUNICATION WITH ENGINE CONTROL SYSTEM | | | | | | | | | | |
| ECM | C0000 | VEHICLE SPEED INFO INVALID DATA | | | | | | | | | | |

| LABOR RECORD | | EMP NO. | OPER NO. | COST | ELAPSED TIME | OFF |
|--------------|--|---------|----------|------|--------------|-----|
| TOTALS | | | | | | |
| Good PCM | | | | | | |
| ✓ ECM | | | | | | |



DEALER REGISTRATION PLATE PERMIT

NAME

ADDRESS

Street

City

State Zip

SIGNATURE

(Sign in Ink - DO NOT PRINT)

Has this date 8/25/11 been authorized to use Dealer Registration

Plate N [REDACTED] the following vehicle:

2008 Chevrolet 1 SDR 1161AK58F287
 Make Body Type Vehicle Identification Number
 UNIVERSAL Underwriters 1 [REDACTED] 12/01/11 12/01/12
 Insurance Company Name Policy No. Effective Date Expiration Date

Mileage at time of loan of vehicle

Mileage at time vehicle is returned

According to applicable provisions of the Vehicle Code, the vehicle described above is to be used for the following purpose(s):

- For teaching students enrolled in an approved driver education course how to operate a vehicle and for new drivers to take examinations for a driver's license.
- For loaning to the above customer whose vehicle is being repaired for a period not to exceed 30 days.
- For loaning to the above prospective purchaser for a period not exceeding five days for the purpose of demonstrating the vehicle.
- For loaning to the above charitable organization for a period not exceeding five days.

NOTE: See reverse side if a truck is operated with this permit. *

DEALER NAME Keddie Chevrolet Inc.

ADDRESS 200 Lincoln Avenue

Street

City

State

Zip

Area Code

Telephone

DEALER SIGNATURE G.K. Votanannis DIN 85-1888

See Reverse Side for Applicable Rules and Regulations

DUPLICATE

FAX

Keddie Chevrolet, Inc
200 Lincoln Avenue
Route 56 West
Vandergrift, PA 15690

Date September 8 2011
Number of pages including cover sheet 21

To: Sheila Kimball

From: Kentle McGee
Service Mgr.

Customer Relationship
Gen. Motors Business Resource Ctr.

Phone 866-790-5600 x 11149
Fax Phone 866-256-2828
CC:

Phone 724-567-5683
Fax Phone 724-568-1155

REMARKS:

- Urgent
- For your review
- Reply ASAP
- Please comment

Per Service Request: 71-984529726
2011 Chevrolet Malibu
Vehicle Identification No. 1G1ZD8186F

THE INFORMATION CONTAINED IN THIS TRANSMISSION IS CONFIDENTIAL, PRIVILEGED AND INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHOM IT IS ADDRESSED. IF YOU ARE NOT THE INTENDED RECIPIENT BE AWARE THAT ANY DISCLOSURE, COPYING, DISTRIBUTION, OR USE OF THE CONTENTS OF THIS TRANSMISSION IS PROHIBITED. IF YOU HAVE RECEIVED THIS TRANSMISSION IN ERROR, PLEASE NOTIFY US IMMEDIATELY AND RETURN THE ORIGINAL TRANSMISSION TO US.

fax server

9/7/2011 4:01:07 PM PAGE 2/002 Fax Server



VIA FAX ONLY

September 7, 2011

Keith McGuire
Keddie Chevrolet, Inc.
200 Lincoln Ave
Vandergrift, PA 15690-1248

Copy of Letter
or Request

RE: [REDACTED]

Service Request: 71-984527726
2011 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E18BF [REDACTED]
Customer Relationship Specialist: Sheila

Dear Mr. McGuire:

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,

Chevrolet

KEDDIE CHEVROLET, Inc.



200 Lincoln Ave. Rte. 56 W.
VANDERGRIFT, PA. 15690
 Telephone 724-567-5683



Delivered 5/4/11

| | | | | | | | |
|--|--------------------------------|----------------------|------|---|------------|--------------|------------|
| PLEASE ENTER MY ORDER FOR THE FOLLOWING <input checked="" type="checkbox"/> NEW or <input type="checkbox"/> USED <input type="checkbox"/> DEMO <input checked="" type="checkbox"/> CAR <input type="checkbox"/> TRUCK <input type="checkbox"/> PRIOR USE: | | | | NAME | [REDACTED] | DATE | 5-2-11 |
| YR. | MAKE | MODEL | TYPE | NAME | [REDACTED] | | |
| 2011 | Malibu | Chevrolet | Sdn | STP | [REDACTED] | | |
| COLOR | TRIM | MILEAGE | | CITY | Leechburg | STATE | PA |
| White Diamond | ZLT | 2 | | PHO RES | [REDACTED] | PHONE BUS./C | [REDACTED] |
| VIN | 1G1ZD5E18BF | | | TO BE DELIVERED ON OR ABOUT | 5-2-11 | | |
| STOCK NO. | SALESMAN | | | | | | |
| 1-042 | Patrick | | | | | | |
| DESCRIPTION OF TRADE IN | | | | PRICE OF VEHICLE | | | |
| YR. | MAKE | MODEL | TYPE | GM Company Cash | | 26550.00 | |
| 2009 | Kia | Optima | Sdn | GM Dealer Cash | | NDC - 2500 | |
| COLOR | TRIM | MILEAGE | | | | NDC - 1000 | |
| Bronze | LX | 32564 | | | | | |
| VIN | KNAGE2281695 | | | | | | |
| TITLE NO. | | EXP. DATE | | | | | |
| [REDACTED] | | 12-31-11 | | | | | |
| OWNER | | LOAN # | | | | | |
| LIENHOLDER | | PHONE | | | | | |
| ADDRESS | | SPOKE WITH | | | | | |
| AMOUNT | GOOD TILL | VERIFIED BY | | | | | |
| COLLISION COVERAGE | | | | EXTENDED WARRANTY TYPE | | | |
| NAME OF AGENT | | PHONE | | | | | |
| Baker Insurance | | 335-6100 | | | | | |
| ADDRESS | 4630 Leechburg Road Newburg PA | | | | | | |
| POLICY NUMBER | | COLLISION DEDUCTIBLE | | | | | |
| QOL 2807981 MP | | 500 | | | | | |
| INSURANCE CO. | | SPOKE WITH | | | | | |
| Ever Insure | | Nancy | | | | | |
| EFFECTIVE DATE | EXP. DATE | VERIFIED BY | | | | | |
| 12-28-10 | 6-28-11 | Patrick | | | | | |
| WARRANTY INFORMATION | | | | OTHER CHARGES | | | |
| <input checked="" type="checkbox"/> FACTORY WARRANTY - 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 expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. | | | | OTHER CHARGES: LIFE/Disability Ins. GAP Insurance | | | |
| <input type="checkbox"/> USED CAR WARRANTY - Used car is covered by a limited warranty detailed in a separate document. | | | | ENT'D MAY 09, 2011 | | | |
| <input type="checkbox"/> AS IS - This motor vehicle is sold "AS IS" without any warranty either expressed or implied. The purchaser will bear the entire responsibility for any damage that may occur in the future. | | | | Total Price 23390.52 | | | |
| PURCHASER'S SIGNATURE X | | | | Trade-In 8800 + 10800 | | | |
| USED CAR CONTRACTUAL DISCLOSURE STATEMENT | | | | Less Payoff * | | | |
| 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. | | | | Net Trade In 19600 - | | | |
| If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of \$ | | | | Deposit 290.00 | | | |
| PURCHASER'S SIGNATURE X | | | | Cash on Delivery | | | |
| Purchaser hereby acknowledges to the above clause. | | | | Net Trade + Deposit + Cash on Delivery = Total Down Payment | | | |
| Purchaser agrees that this order includes all of the terms and conditions on both the face and reverse side hereof, that this order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of agreement relating to the subject matters covered hereby. This order shall not become binding until accepted by the dealer or his authorized representative. You, the buyer, may cancel this contract and receive a full refund any time before receipt of a copy of this contract signed by an authorized dealer representative by giving written notice of cancellation to the dealer. | | | | Total Balance of Total Price 3500.00 | | | |
| Purchaser by his SIGNATURE X | | | | DATE 5/2/11 ACCEPTED BY [Signature] | | | |
| | | | | DEALER OR HIS AUTHORIZED REPRESENTATIVE | | | |

KEDDIE CHEVROLET, Inc.



200 Lincoln Ave. Rte. 56 W.
VANDERGRIFT, PA. 15690
Telephone 724-567-5683



SECOND TRADE INFO ONLY

| | | | | | |
|---|---|------|-----------------|--|-------|
| <input type="checkbox"/> NEW or <input type="checkbox"/> USED <input type="checkbox"/> DEMO <input type="checkbox"/> CAR <input type="checkbox"/> TRUCK | | | | NAME: [REDACTED] | DATE: |
| YR. MAKE MODEL TYPE | STREET: | | | | |
| COLOR TRIM MILEAGE | CITY STATE ZIP | | | | |
| VIN | PHONE RES. | | PHONE BUS./CELL | | |
| STOCK NO. SALESMAN TO BE DELIVERED ON OR ABOUT | EMAIL: | | | | |
| DESCRIPTION OF TRADE IN | | | | PRICE OF VEHICLE: | |
| YR. MAKE MODEL TYPE Ford 1999 F350 SuperDuty TK | ACCESSORIES: | | | | |
| COLOR TRIM MILEAGE White YLT 56042 | EXTENDED WARRANTY TYPE: | | | | |
| VIN 1FTSX30F6XEC | MONTHS MILES: | | | | |
| PLATE NO. EXP. DATE [REDACTED] 6-30-11 | Cash Price of Vehicle & Accessories | | | | |
| OWNER LOAN # | Sales Tax | | | | |
| LIENHOLDER PHONE | REGISTRATION TITLE TRANSFER ENCUMBRANCE | | | | |
| ADDRESS SPOKE WITH | Documentary Fee | | | | |
| AMOUNT GOOD TILL VERIFIED BY | Notary Fee | | | | |
| COLLISION COVERAGE | | | | PA Tire Fee | |
| NAME OF AGENT PHONE | T Plate Fee | | | | |
| ADDRESS | Life/Disability Ins. | | | | |
| POLICY NUMBER COLLISION DEDUCTIBLE | GAP Insurance | | | | |
| INSURANCE CO. SPOKE WITH | Total Price | | | | |
| EFFECTIVE DATE EXP. DATE VERIFIED BY | Trade-In | | | | |
| WARRANTY INFORMATION | | | | Less Payoff * | |
| <input type="checkbox"/> FACTORY WARRANTY - 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 expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. | | | | Net Trade In | |
| <input type="checkbox"/> USED CAR WARRANTY - Used car is coverage by a limited warranty detailed in a separate document. | | | | Deposit | |
| <input type="checkbox"/> AS IS - This motor vehicle is sold "AS IS" without any warranty either expressed or implied. The purchaser will bear the entire expense of repairing or correcting any defect that presently exists or that may occur in the vehicle. | | | | Cash on Delivery | |
| PURCHASER'S SIGNATURE X | | | | TOTAL CREDIT | |
| USED CAR CONTRACTUAL DISCLOSURE STATEMENT | | | | *Payoff Amount is Subject To Verification | |
| 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. | | | | Net Trade + Deposit + Cash on Delivery = Total Down Payment | |
| If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of \$ | | | | Unpaid Balance of Total Price | |
| PURCHASER'S SIGNATURE X | | | | Net Trade + Deposit + Cash on Delivery = Total Down Payment | |
| Purchaser hereby acknowledges to the above disclosure. | | | | Unpaid Balance of Total Price | |
| Purchaser agrees that this order includes all of the terms and conditions on both the face and reverse side hereof, that this order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of agreement relating to the subject matters covered hereby. This order shall not become binding until accepted by the dealer or his authorized representative. You, the buyer may cancel this contract and receive a full refund any time before receipt of a copy of this contract signed by an authorized dealer representative by giving written notice of cancellation to the dealer. | | | | | |
| Purchaser by his execution of this order acknowledges that he has read its terms and conditions and has received a true copy of this order. | | | | | |
| PURCHASER'S SIGNATURE X | | DATE | | ACCEPTED BY | |
| | | | | DATE | |
| DEALER OR HIS AUTHORIZED REPRESENTATIVE | | | | | |

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT



CUSTOMER NAME: [REDACTED]

VIN: 11G1121D151E11431E1 [REDACTED]

Customer Incentive Acknowledgement

1. Customer Incentive

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

| Incentive Program Reference | Amount | GM Incentive Code |
|---------------------------------|---------|-------------------|
| GM Consumer Cash | \$ 2500 | NCE |
| GM Dealer Cash | \$ 1000 | NCE |
| | \$ | |
| | \$ | |
| | \$ | |
| Total Incentive Amount Received | \$ 3500 | |

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

I elect to receive the following in lieu of _____ AND/OR
I elect to receive _____

Vehicle Incentive Acknowledgment. I am the ultimate 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 5/1/11. I acknowledge receipt of incentive (s) as described in Item(s) _____ and release GM from any future claim or obligation for incentive (s) on this unit.

Purchaser/Lessee Signature: [REDACTED] Date: 5/2/11

Vehicle Software and OnStar Acknowledgement

Vehicle Software Acknowledgement

I agree not to reverse engineer, decompile or copy any of the software in my vehicle (unless otherwise expressly permitted) and agree not to defeat or attempt to defeat any security mechanism in the vehicle software systems.

OnStar Terms and Conditions Acknowledgement

I acknowledge that I have received the Terms and Conditions applicable to the OnStar Services. Copies are available in my vehicle glove box, from my dealer, at www.onstar.com or by contacting OnStar directly.

Cancellation of OnStar Services

I acknowledge that the OnStar services are provided under a continuous service contract that will remain in effect until cancelled by me or OnStar. I understand that to request cancellation of OnStar services, I must press the blue OnStar button in my car or call 1.888.4ONSTAR.

Payment Methods

Unless I indicate otherwise to OnStar, I understand that if I provide OnStar with my credit or debit card information at any time, it will be kept securely on file and will be automatically charged when payment for my OnStar Plan becomes due (at the then current rate). Notice of the payment due date, the monthly amount due and how to update or remove my credit or debit card information will be provided at least 30 days prior to any charges. Current pricing and information relating to the OnStar Plans can be found at www.onstar.com.

Purchaser/Lessee Signature: [REDACTED] Date: 5/2/11

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the Incentive Payments, OnStar Vehicle Software, OnStar Terms and Conditions, Cancellation of OnStar Services and Payment Method disclosures 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.

Authorized Dealer Signature: [Signature] Date: 5/2/11
Dealership Name: Keddie Chevrolet Dealer Code: 113446

Select Incentives

Selection Criteria

Delivery Date: 05/04/2011

VIN #: 1G1ZD5E18BF

2011 CHEVROLET MALIBU

Inventory Status: New

Customer Location: ARMSTRONG (15656)

Delivery Type: INDIVIDUAL

Order Type: RETAIL - STOCK

Dealer:

Selected Incentives

Cash Total: \$3,500

Term:

Rate:

Residual:

| Cash | Stackable Cash | Program Number | Description | Rate | Residual | Term | Fin Src | Start | End | Incentive Code |
|---------|----------------|----------------|---|------|----------|------|---------|------------|------------|----------------|
| \$2,500 | \$1,000 | 11-40ACA-004 | GENERAL MOTORS CONSUMER CASH PROGRAM | 0% | | | | 2011-05-03 | 2011-05-09 | NCC |

Additional Stackable Incentives

| Cash | Program Number | Description | Term | Fin Src | Start | End | Incentive Code |
|---------|----------------|------------------------------------|------|---------|------------|------------|----------------|
| \$1,000 | 11-40ADC-006 | GENERAL MOTORS DEALER CASH PROGRAM | | | 2011-05-03 | 2011-05-09 | NDC |

**Programs in red print indicate a VIN Exception Condition – You must refer to program for specific eligibility/compatibility guidelines. Dealer responsible for determining consumer eligibility for each program.*

CERTIFICATE OF ORIGIN FOR A VEHICLE

0944



DATE

10/22/10

VEHICLE IDENTIFICATION NO.

1G1ZD5E18BF

BODY TYPE

MALIBU 4-DOOR SEDAN

H.P. (S.A.E.)

19.2

G.V.W.R.

4402

YEAR

2011

NO. CYLS.

04

RBLPD019

INVOICE NO.

1AD52109427

MAKE

CHEVROLET

SHIPPING WEIGHT

3363

SERIES OR MODEL

1ZJ69

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

NAME OF DISTRIBUTOR, DEALER, ETC.

13446 PFNPGT

KEDDIE CHEVROLET, INC.
200 LINCOLN AVE
VANDERGRIFT

PA 15690-1248

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

GENERAL MOTORS LLC

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

BY:

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

DETROIT

CITY - STATE

MI 48243-1114

G58243256

GM 521 REV. 10-05



Application for Certification of Title

ATTACH PROOF OF OWNERSHIP - TYPE OR PRINT
MAKE CHECK PAYABLE TO COMMONWEALTH OF PENNSYLVANIA

Bureau of Motor Vehicle
Box No. 68591
Harrisburg, PA 17106-8591

www.dmv.state.pa.us

Jo. 7138012

| | | | | | | | |
|--|--|---|--|--|---------------------------|--|--|
| MV-1 (8-08) | | VEHICLE IDENTIFICATION NUMBER (VIN). IF TRACING REQUIRED, TAPE SECURELY TO REVERSE SIDE OF THIS COPY 1G1ZD5E18BF | | BODY TYPE (SDN, TK, BUS, ETC.) SDN | MODEL YEAR 2011 | 1. TAX/FEES | |
| MAKE OF VEHICLE CHEVROLET | | GROSS VEHICLE WT. RATING | | FUEL TYPE: <input type="checkbox"/> GASOLINE <input type="checkbox"/> DIESEL <input type="checkbox"/> ELECTRIC <input type="checkbox"/> HYBRID <input type="checkbox"/> PROPANE <input type="checkbox"/> OTHER | DIN/MECHANIC# | | PURCHASE PRICE (See Note on Reverse) 23,050.00 |
| CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI OR A POLICE VEHICLE (IF APPLICABLE) | | I certify that I have verified that a legible tracing cannot be secured and that the above VIN and vehicle weight information listed here and in Section F are correct. | | AUTHORIZED NOTARY, PUBLIC OR CERTIFIED INSPECTION MECHANIC (PRINT NAME) | | LESS TRADE-IN 19,600.00 | |
| L. PURCHASER (IF WILL BUSINESS NAME) | | FIRST NAME MIDDLE NAME | | PA D/P PHOTO ID# OR BUS. ID# | | TAXABLE AMOUNT 3,450.00 | |
| CO-PURCHASER LAST NAME | | FIRST NAME MIDDLE NAME | | PA D/P PHOTO ID# | | DATE OF BIRTH | |
| CITY STATE ZIP CODE | | DATE ACQUIRED/ PURCHASED 05/02/11 | | COUNTY CODE | | X 6% (.06) SALES TAX 7% (.07) (See Note on Reverse). 207.00 | |
| CITY STATE ZIP CODE | | DEALER ID NUMBER (IF APPLICABLE) | | REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF YELLOW COPY | | LESS TAX CREDIT N/A | |
| NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE <input type="checkbox"/> . Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.) | | NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK <input type="checkbox"/> . IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-1L. | | | | 1. SALES TAX DUE 207.00 | |
| C. MILEAGE INFORMATION | | REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS <input type="checkbox"/> IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY <input type="checkbox"/> | | ODOMETER READING | | 12. EXEMPTION REASON CODE (Must be a number from 1 to 28 or 0) | |
| WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT. | | | | | | 13. EXEMPTION NO. | |
| D. LIEN INFORMATION | | IF NO LIEN, CHECK <input checked="" type="checkbox"/> IS AN UL7? (IF YES, FIN REQUIRED) <input type="checkbox"/> YES <input type="checkbox"/> NO | | IF NO 2ND LIEN, CHECK <input checked="" type="checkbox"/> IS AN UL7? (IF YES, FIN REQUIRED) <input type="checkbox"/> YES <input type="checkbox"/> NO | | 14. PTAC NO. | |
| 1ST LIENHOLDER FINANCIAL INSTITUTION NUMBER | | 2ND LIENHOLDER FINANCIAL INSTITUTION NUMBER | | | | 2. TITLE FEE 22.50 | |
| 1ST LIENHOLDER NAME | | 2ND LIENHOLDER NAME | | | | 3. LIEN FEE N/A | |
| STREET | | STREET | | | | 4. REGISTRATION OR PROCESSING FEE 0.00 | |
| CITY STATE ZIP CODE | | CITY STATE ZIP CODE | | | | FREE EXEMPT NUMBER AS ASSIGNED BY THE DEPARTMENT | |
| E. VEHICLE TRADED | | MAKE OF VEHICLE FORD/KIA | | VEHICLE IDENTIFICATION NUMBER (VIN) 1P7SR30F63EC | | MODEL YEAR 1999/2009 | |
| BODY TYPE (SDN, BUS, TK, ETC.) 4 DR/SEDAN | | CONDITION OF VEHICLE <input checked="" type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR | | | | 5. DUPLICATE REG. FEE NO. OF CARDS N/A | |
| PASSENGER TAXI/BUS | | <input checked="" type="checkbox"/> PASSENGER <input type="checkbox"/> TAXI <input type="checkbox"/> LIMOUSINE <input type="checkbox"/> SCHOOL BUS <input type="checkbox"/> MASS TRANSIT <input type="checkbox"/> OTHER BUS | | SEATING CAPACITY | | 6. TRANSFER FEE 6.00 | |
| MOTORCYCLE MOTOR DRIVEN CYCLE MOPED | | CYLINDER CAPACITY 5000 OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO | | BRAKE HORSEPOWER <input type="checkbox"/> 1.5 OR LESS <input type="checkbox"/> 1.6 TO 5.0 <input type="checkbox"/> OVER 5.0 | | 7. INCREASE FEE N/A | |
| MOTORHOME | | OPERABLE PEDALS <input type="checkbox"/> YES <input type="checkbox"/> NO | | MAX DESIGN SPEED 25 MPH OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO | | 8. REPLACEMENT FEE N/A | |
| TRAILER & VEHICLES BELOW | | AUTOMATIC TRANSMISSION <input type="checkbox"/> YES <input type="checkbox"/> NO | | DESIGNED/ALTERED FOR ROAD USE <input type="checkbox"/> YES <input type="checkbox"/> NO | | 9. TOTAL PAID (ADD 1 THRU 8) Send One Check in This Amount 235.50 | |
| TRUCK TRUCK TRACTOR | | NUMBER OF AXLES: | | REQ. REGISTERED GROSS WT. (INCLUDING LOAD) | | | |
| | | SUM OF GAWTS: | | UNLADEN WT. (EMPTY) | | | |
| | | REQ. REGISTERED GROSS COMBINATION WT. | | GROSS COMBINATION WT. RATING | | | |
| G. APPLICATION FOR REGISTRATION | | ORIGINAL PLATE - CHECK ONE | | TRANSFER OF PREVIOUSLY ISSUED PLATE <input checked="" type="checkbox"/> TRANSFER & RENEWAL OF PLATE <input type="checkbox"/> | | TRANSFER & REPLACEMENT OF PLATE <input type="checkbox"/> TRANSFER OF PLATE & REPLACEMENT OF STICKER <input type="checkbox"/> | |
| PLATE TO BE ISSUED BY DEPARTMENT (PROOF OF INSURANCE MUST BE ATTACHED.) | | EXCHANGE PLATE TO BE ISSUED BY DEPARTMENT | | TEMPORARY PLATE ISSUED BY FULL AGENT (Note: This plate will expire 90 days from date of issuance) | | REASON FOR REPLACEMENT | |
| PLATE NO. | | EXPIRES Month 12 Year 11 | | TRANSFERRED FROM TITLE NO. | | VIN KNAGE228695 | |
| TEMP. PLATE NO. | | SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT) | | SIGN HERE | | RELATIONSHIP TO APPLICANT | |
| INSURANCE COMPANY NAME Elite Insurance Exchange | | NAIC NO. | | POLICY NO. (OR ATTACH BINDER) 006280798 | | POLICY EFFECTIVE DATE 12/28/10 | |
| ISSUING AGENT INFORMATION | | I CERTIFY THAT ON MONTH 05 DAY 02 YEAR 11 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS. | | ISSUING AGENT (PRINT NAME) KEDDIE CHEVROLET INC. | | AGENT NO. 724 567-5683 | |
| H. SUBSCRIBED AND SWORN TO BEFORE ME: | | MONTH 05 DAY 02 YEAR 11 | | SIGNATURE OF PERSON ADMINISTERING OATH | | | |
| | | | | | | I HEREBY ACKNOWLEDGE THAT I MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE FURTHER ACKNOWLEDGE THAT I/WE BE SUBJECT TO A FINE NOT EXCEEDING \$5,000 AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS APPLICATION, AND I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION; AND, THAT, IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I/AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A. | |

home

OnStar Subscription Confirmation (Please give a copy to your customer)

| |
|---------------------------------|
| VEHICLE INFORMATION |
| MAKE: Chevrolet |
| MODEL: Malibu |
| YEAR: 2011 |
| VIN: 1G1ZD5E18BF [REDACTED] |
| Activation Date: May 4, 2011 |



[REDACTED], WELCOME!

Follow the simple steps below to begin enjoying the safety and convenience of OnStar right away!

Start by pressing the **blue OnStar button** located on your rear view mirror or console to ensure your OnStar service activation is complete. The advisor will:

- Offer to enroll you in **OnStar Vehicle Diagnostics** at no additional charge as part of your OnStar subscription (e-mail address required).
- You may share your diagnostic information with your dealer by enrolling in **Dealer Maintenance Notification**. Ask your dealer about their participation in the program.
- Offer you a Turn-By-Turn route home from the dealership, allowing you to experience the **Turn-by-Turn Navigation** service.
- Answer any questions you may have about the OnStar Service that comes with your vehicle.

You may be eligible to enroll in Dealer Maintenance Notification. Ask your dealer for details.

SUBSCRIPTION PLAN

Vehicle purchase includes OnStar Directions & Connections Plan.

This Plan Includes:

- | | | |
|--|---|---|
| • OnStar Hands-Free Calling | • Remote Door Unlock | • Stolen Vehicle Location Assistance |
| • OnStar Vehicle Diagnostics | • Roadside Assistance | • Turn-by-Turn Navigation |
| • Automatic Crash Response | • Crisis Assist | • Emergency Services |
| • Automatic Airbag Deployment Response | • Restaurant and hotel reservations via your OnStar Advisor | • Names, phone numbers and addresses for millions of businesses |

Please refer to your vehicle's window sticker as the definitive source of both the OnStar Plan and the duration of the plan that is included with your vehicle purchase. Visit onstar.com for coverage maps, details and system limitations. Services vary by model and conditions.



INSURANCE DISCOUNT

Some insurance companies offer a discount for vehicles equipped with OnStar.

Take this coupon to your insurance provider to see if you are eligible.

| |
|---------------------------------|
| VEHICLE INFORMATION |
| VIN:1G1ZD5E18BF [REDACTED] |
| Customer Name: Gloria Doshen |
| Activation Date: May 4, 2011 |

Form: ONSYMP01 The Purchase of this upgrade or prepayment to the Subscription Plan is optional and has no bearing on the extension of credit, the terms of the credit, nor the terms of the sale or the lease of the vehicle.

GIM Exchange Reports Mailbox

1-042

2011 MALIBU 2LT
 98U WHITE DIAMOND TRICOAT /L4G
 34C COCOA/CASHMERE
 ORDER NO. PFNPGT/TDC STOCK NO.
 VIN 1G1ZD5E18B[REDACTED]

 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
 1ZJ69 MALIBU 2LT 25235.00 23973.26 INVOICE 10/22/10
 LES ENGINE, 2.4L DOHC MFI N/C N/C SHIPPED 10/22/10
 MMS TRANSMISSION, 6-SPEED AUTOMATIC 0.00 0.00 EXP I/T 11/01/10
 TAPSHIFT MANUAL SHIFT CONTROL N/C N/C INT COM 11/01/10
 NE1 50-STATE EMISSIONS N/C N/C PRC EFF 10/22/10
 UE1 6 MTHS ONSTAR DIRECTIONS & CONNECTIONS WITH AUTOMATIC N/C N/C KEYS G1516 G1516
 CRASH RESPONSE AND TURN-BY-TURN NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC COVERAGE) WEP-S QTR OPT-1 BANK: ALLY - 004 CHG-TO 13-446
 ZFH COMPACT SPARE TIRE 100.00 88.00 SHIP WT: 3363
 (REPLACES TIRE SEALANT AND INFLATOR KIT) HP: 19.2 PREFER: 25659.45
 98U WHITE DIAMOND TRICOAT 495.00 435.60 MRM: 26550.00 ALLOW: 200.15

TOTAL MODEL & OPTIONS 25830.00 24496.86 ACT 231 24441.96
 DESTINATION CHARGE 720.00 720.00 H/B 261 774.90
 DEALER IMR CONTRIBUTION 129.15 ADV 261 129.15

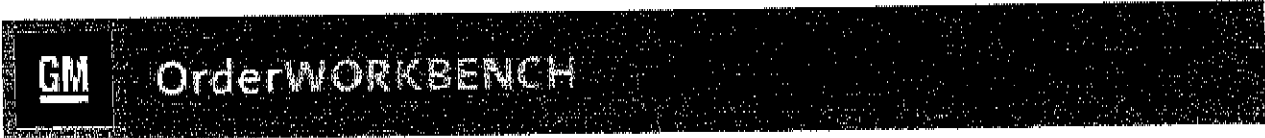
4745

TOTAL 26550.00 25346.01 PAY 310 25346.01
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 24192.58

 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 ALLY.

KEDDIE CHEVROLET, INC. REMIT TO ALLY NO. 004
 VIN 1G1ZD5E18B[REDACTED]
 \$ 25346.01 INV 1AD52109427
 DUE 11/01/10 DEALER 13-446



DV02 Report a Vehicle Delivery

Current as of: 05/10/2011 - 12:44 PM EDT

| | | | |
|---------------------------|---------------------------|-------------------------|----------------|
| Transaction Mode: | Online | | |
| Vehicle Identifier | | Customer | |
| Division: | Chevrolet | FAN #: | |
| Dealer Code: | 13446 | | |
| Delivery Date: | 05/04/2011 | | |
| Delivery Type: | Retail | | |
| Purchase Type: | 010 - Individual Purchase | LEECHBURG, Pennsylvania | |
| Sales Manager: | Michael J. Keddie | Evening Phone: | |
| Sales Person: | Patrick J. Keddie | Daytime Phone: | |
| VIN 1: | BF222014 | Ext. | |
| Odometer 1: | 7 | Email: | Not Applicable |
| | | Primary Language: | English |
| | | Secondary Language: | |

Incentives

| | | | |
|--------------------|----------|--------------------|----------|
| Incentive 1 | | Incentive 2 | |
| Incentive Code: | NCC | Incentive Code: | NDC |
| Payee: | Dealer | Payee: | Dealer |
| Authorization #: | | Authorization #: | |
| Amount: | 2,500.00 | Amount: | 1,000.00 |
| Notes: | | Notes: | |
| Date: | | Date: | |



Close Window

PRINT THIS SCREEN | ?

Transaction Details

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

VIN: 1G1ZD5E18BF [redacted]
Dealer Code: 13446
Transaction Date: 05/04/2011
Transaction Type: Delivery
Delivery Type: 010 - Individual Purchase

Status: Accepted
User ID: 1w0r95
User Role: Dealer Administrator
Timestamp Date: 2011-05-10 12:45:30.742605

Transaction Messages:

1096 - Incentive sent to BARS

[Print Summary Page](#)



DEALER REGISTRATION PLATE PERMIT

NAME [REDACTED]

ADDRESS [REDACTED]

Street Leesburg PA 15642
City State Zip Area Telephone [REDACTED]

SIGNATURE [REDACTED]

(Sign in Ink - DO NOT PRINT)

Has this date 8/25/11 been authorized to use Dealer Registration
Mo. Yr.

Plate No. [REDACTED] on the following vehicle:

Make 2008 Chev 1 Sdr Body Type 1161AK58F287 Vehicle Identification Number [REDACTED]
Insurance Company Name UNIVERSAL Underwriters Policy No. [REDACTED] Effective Date 12/01/11 Expiration Date 12/01/12

Mileage at time of loan of vehicle _____ Mileage at time vehicle is returned _____

According to applicable provisions of the Vehicle Code, the vehicle described above is to be used for the following purpose(s):

- For teaching students enrolled in an approved driver education course how to operate a vehicle and for new drivers to take examinations for a driver's license.
- For loaning to the above customer whose vehicle is being repaired for a period not to exceed 30 days.
- For loaning to the above prospective purchaser for a period not exceeding five days for the purpose of demonstrating the vehicle.
- For loaning to the above charitable organization for a period not exceeding five days.

NOTE: See reverse side if a truck is operated with this permit. *

DEALER NAME Keddie Chevrolet Inc.

ADDRESS 200 Lincoln Avenue

Street Vandergrift PA 15690 (724) 567-5283
City State Zip Area Code Telephone

DEALER SIGNATURE G.K. Votanannis DIN 85-1888

See Reverse Side for Applicable Rules and Regulations

DUPLICATE



VIA FAX ONLY

September 12, 2011

Laura Applegate, Esq.
David J Gorberg & Associates
32 Parking Plz Ste 700
Ardmore, PA 19003

RE: [REDACTED]

Service Request: 71-984527726

2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E18BF [REDACTED]

Customer Relationship Specialist: Sheila

Dear Ms. Applegate:

We regret that your client is dissatisfied with her 2011 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 \$ 2,900.00 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 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**

Odometer

Client 's Signature

Client 's Signature

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 \$ 2,900.00 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) 2011 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZD5E18BF [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

Sheila Kimball/Austin/GM1

09/15/2011 09:16 AM

To "Laura Applegate" <lapplegate@mylemon.com>

cc

bcc

Subject [REDACTED] v General Motors

Customer Last Name: [REDACTED]
Service Request: 71-984527726
Vehicle: 2011 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E18BF [REDACTED]
Customer Relationship Specialist: Sheila
Telephone: 866-790-5600 ext 11149

Dear Laura:

Following up on offer faxed on 9/12/11 for above customer to make sure it was received. Copies attached.



Offer 9-12-11.doc



release 9-12-11.doc

Thanks,

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



"Laura Applegate"
<lapplegate@mylemon.com
>

09/19/2011 02:10 PM

To <sheila_kimball@gmexpert.com>

cc

bcc

Subject [REDACTED]

Sheila, My counter offer in this case is for \$7.900inc.

Laura Applegate, Esquire

DAVID J. GORBERG& ASSOCIATES, P.C.

1900 Allegheny Building

429 Forbes Avenue

Pittsburgh, PA 15219

412-894-9970 phone

412-894-9983 fax

412-291-2917 e-fax





VIA FAX ONLY

September 20, 2011

Laura Applegate, Esq.
David J Gorberg & Associates
32 Parking Plz Ste 700
Ardmore, PA 19003

RE: [REDACTED]
Service Request: 71-984527726
2011 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E18BF [REDACTED]
Customer Relationship Specialist: Sheila

Dear Ms. Applegate:

We regret that your client is dissatisfied with her 2011 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 \$ 3,300.00 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 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

Odometer

Client's Signature

Date

Client's Signature

Date

Sheila Kimball/Austin/GM1

09/22/2011 11:20 AM

To <lapplegate@mylemon.com>

cc

bcc

Subject: [REDACTED] General Motors

Customer Last Name: [REDACTED]
Service Request: 71-984527726
Vehicle: 2011 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E18BF [REDACTED]
Customer Relationship Specialist: Sheila
Telephone: 866-790-5600 ext 11149

Dear Laura:

Following up to make sure offer faxed on 9/20/11 was received for above client.



release 9-20-11.doc



Offer 9-20-11.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

RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself and my assigns, heirs and executors, in consideration of \$ 3,800.00 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) 2011 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZD5E18BF [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: _____

CC: File



VIA FAX ONLY

September 27, 2011

Laura Applegate, Esq.
David J Gorberg & Associates
32 Parking Plz Ste 700
Ardmore, PA 19003

RE: [REDACTED]
Service Request: 71-984527726
2011 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E18BF [REDACTED]
Customer Relationship Specialist: Sheila

Dear Ms. Applegate:

We regret that your client is dissatisfied with her 2011 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 \$ 3,800.00 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 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**

Odometer

Client 's Signature

Date

Client 's Signature

Date



"Laura Applegate"
<lapplegate@mylemon.com
>

09/27/2011 03:16 PM

To <sheila_kimball@gmexpert.com>
cc
bcc
Subject [REDACTED]

6400inc.

Laura Applegate, Esquire
DAVID J. GORBERG& ASSOCIATES, P.C.
1900 Allegheny Building
429 Forbes Avenue
Pittsburgh, PA 15219

412-894-9970 phone
412-894-9983 fax
412-291-2917 e-fax



RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself and my assigns, heirs and executors, in consideration of \$ 4,100.00 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) 2011 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZD5E18BF [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



VIA FAX ONLY

September 28, 2011

Laura Applegate, Esq.
David J Gorberg & Associates
32 Parking Plz Ste 700
Ardmore, PA 19003

RE:

Service Request: 71-984527726
2011 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E18BF
Customer Relationship Specialist: Sheila

Dear Ms. Applegate:

We regret that your client is dissatisfied with her 2011 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 \$ 4,100.00 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 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**

Odometer

Client 's Signature

Client 's Signature

Date

Date

Sheila Kimball/Austin/GM1

09/29/2011 11:55 AM

To "Laura Applegate"

<lapplegate@mylemon.com>@SITEWCWEB

cc

bcc

Subject Re: [REDACTED]

Customer Last Name: [REDACTED]
Service Request: 71-984527726
Vehicle: 2011 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E18BF [REDACTED]
Customer Relationship Specialist: Sheila
Telephone: 866-790-5600 ext 11149

Dear Laura:

No, in your court.

9/27/11 offer \$3,800.00
9/27/11 your counter offer \$6,400.00
9/28/11 offer \$4,100.00
Your turn

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

"Laura Applegate" <lapplegate@mylemon.com>



"Laura Applegate"
<lapplegate@mylemon.com>
>

09/29/2011 10:58 AM

To <sheila_kimball@gmexpert.com>

cc

Subject [REDACTED]

is the ball in my court on this one?

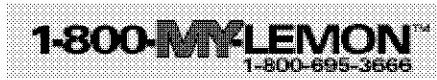
was your last offer 3800inc ?

thanks

Laura Applegate, Esquire
DAVID J. GORBERG& ASSOCIATES, P.C.

1900 Allegheny Building
429 Forbes Avenue
Pittsburgh, PA 15219

412-894-9970 phone
412-894-9983 fax
412-291-2917 e-fax





"Laura Applegate"
<lapplegate@mylemon.com
>
09/29/2011 10:58 AM

To <sheila_kimball@gmexpert.com>
cc
bcc
Subject [REDACTED]

is the ball in my court on this one?

was your last offer 3800inc ?

thanks

Laura Applegate, Esquire
DAVID J. GORBERG & ASSOCIATES, P.C.
1900 Allegheny Building
429 Forbes Avenue
Pittsburgh, PA 15219

412-894-9970 phone
412-894-9983 fax
412-291-2917 e-fax



RELEASE OF CLAIM

I, [REDACTED], (hereinafter referred to as "Releasor(s)"), on behalf of myself and my assigns, heirs and executors, in consideration of \$ 4,400.00 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) 2011 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZD5E18BF [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: _____

CC: File



VIA FAX ONLY

September 30, 2011

Laura Applegate, Esq.
David J Gorberg & Associates
32 Parking Plz Ste 700
Ardmore, PA 19003

RE:

[REDACTED]
Service Request: 71-984527726
2011 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E18BF [REDACTED]
Customer Relationship Specialist: Sheila

Dear Ms. Applegate:

We regret that your client is dissatisfied with her 2011 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 \$ 4,400.00 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 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

Odometer

Client's Signature

Date

Client's Signature

Date



"Laura Applegate"
<lapplegate@mylemon.com
>
10/04/2011 08:53 AM

To <sheila_kimball@gmexpert.com>
cc
bcc
Subject RE: [REDACTED] v General Motors

Hi Sheila,

We are settled for \$4,400inc.

Thanks.

-----Original Message-----

From: sheila_kimball@gmexpert.com [mailto:sheila_kimball@gmexpert.com]
Sent: Tuesday, October 04, 2011 8:34 AM
To: Laura Applegate
Subject: [REDACTED] v General Motors

Customer Last Name: [REDACTED]
Service Request: 71-984527726
Vehicle: 2011 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E18BF [REDACTED]
Customer Relationship Specialist: Sheila
Telephone: 866-790-5600 ext 11149

Dear Laura:

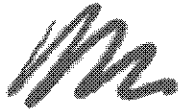
I'm following up on the offer that was faxed to you on 9/30/11 to make sure you received it.

(See attached file: release 9-30-11.doc) (See attached file: Offer 9-30-11.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



Sheila Kimball/Austin/GM1

10/04/2011 10:57 AM

To "Laura Applegate"

<lapplegate@mylemon.com>@SITEWCWEB

cc

bcc

Subject RE: [REDACTED] v General Motors 

Customer Last Name: [REDACTED]

Service Request: 71-984527726

Vehicle: 2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E18BF [REDACTED]

Customer Relationship Specialist: Sheila

Telephone: 866-790-5600 ext 11149

Dear Laura:

I will need copy of current registration, signed release and PC's W-9.

Thanks,

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

"Laura Applegate" <lapplegate@mylemon.com>



"Laura Applegate"
<lapplegate@mylemon.com>

10/04/2011 08:53 AM

To <sheila_kimball@gmexpert.com>

cc

Subject RE: [REDACTED] v General Motors

Hi Sheila,

We are settled for \$4,400inc.

Thanks.

-----Original Message-----

From: sheila_kimball@gmexpert.com [mailto:sheila_kimball@gmexpert.com]

Sent: Tuesday, October 04, 2011 8:34 AM

To: Laura Applegate
Subject: [REDACTED] v General Motors

Customer Last Name: [REDACTED]
Service Request: 71-984527726
Vehicle: 2011 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E18BF[REDACTED]
Customer Relationship Specialist: Sheila
Telephone: 866-790-5600 ext 11149

Dear Laura:

I'm following up on the offer that was faxed to you on 9/30/11 to make sure you received it.

(See attached file: release 9-30-11.doc) (See attached file: Offer 9-30-11.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

Sheila Kimball/Austin/GM1

10/04/2011 08:34 AM

To "Laura Applegate" <lapplegate@mylemon.com>

cc

bcc

Subject [REDACTED] v General Motors

Customer Last Name: [REDACTED]
Service Request: 71-984527726
Vehicle: 2011 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E18BF [REDACTED]
Customer Relationship Specialist: Sheila
Telephone: 866-790-5600 ext 11149

Dear Laura:

I'm following up on the offer that was faxed to you on 9/30/11 to make sure you received it.



release 9-30-11.doc



Offer 9-30-11.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



VIA FAX ONLY

September 30, 2011

Laura Applegate, Esq.
David J Gorberg & Associates
32 Parking Plz Ste 700
Ardmore, PA 19003

RE: [REDACTED]
Service Request: 71-984527726
2011 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E18BF [REDACTED]
Customer Relationship Specialist: Sheila

Dear Ms. Applegate:

We regret that your client is dissatisfied with her 2011 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 \$ 4,400.00 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 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

X 6938 _____
Odometer

X [Redacted Signature] _____ Client's Signature
[Redacted Signature] _____ Client's Signature

Oct 7, 2011 _____
Date

Oct 7, 2011 _____
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 \$ 4,400.00 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) 2011 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZD5E18BF [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 6,938 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: Oct. 7, 2011

[REDACTED]
Claimant's Signature

X [REDACTED]
Claimant's Signature

Address
Leechburg, PA
City, State, Zip Code

Address
Leechburg, Pa
City, State, Zip Code

STATE OF New Jersey
COUNTY OF Camden

Sworn to (or affirmed) and subscribed before me this 7th day of October, 2011,
by [REDACTED]

Kristy King-Seher
Signature of Notary Public

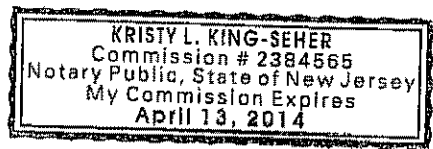
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File



COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: DEC 31, 2011 VALID: 06/16/11

PLATE: [REDACTED]
TITLE: [REDACTED]
VIN: 1G1ZD5E18BF
VR/MAKE: 2011 CHEVROLET
TYPE: SDN
WID: 11139 0025 002761-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: WESTMORELAND

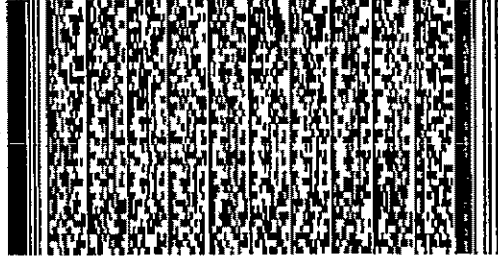
[REDACTED SIGNATURE]

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

[REDACTED]

LEECHBURG PA

[REDACTED]





"Laura Applegate"
<lapplegate@mylemon.com
>

09/26/2011 09:36 AM

To <sheila_kimball@gmexpert.com>
cc
bcc
Subject RE: [REDACTED] v General Motors

Sorry, my counter offer is \$6900inc in response to your offer of \$3300inc

Thanks

-----Original Message-----

From: sheila_kimball@gmexpert.com [mailto:sheila_kimball@gmexpert.com]
Sent: Monday, September 26, 2011 9:26 AM
To: Laura Applegate
Subject: [REDACTED] v General Motors

Customer Last Name: [REDACTED]
Service Request: 71-984527726
Vehicle: 2011 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E18BF [REDACTED]
Customer Relationship Specialist: Sheila
Telephone: 866-790-5600 ext 11149

Dear Laura:

Offer sent 9/20/11 and follow up done on 9/22/11.

I am scheduled to send a 10 day letter to close on this today. Have you had any response from your client ?

If not, I'll just send the letter today.

Thanks,

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



"Laura Applegate"
 <lapplegate@mylemon.com
 >
 09/29/2011 12:04 PM

To <sheila_kimball@gmexpert.com>
 cc
 bcc
 Subject RE: [REDACTED]

Hi Sheila, Thanks !
 My counter offer is \$5900inc.

Thanks

-----Original Message-----

From: sheila_kimball@gmexpert.com [mailto:sheila_kimball@gmexpert.com]
 Sent: Thursday, September 29, 2011 11:55 AM
 To: lapplegate@mylemon.com
 Subject: Re: [REDACTED]

Customer Last Name: [REDACTED]
 Service Request: 71-984527726
 Vehicle: 2011 Chevrolet Malibu
 Vehicle Identification Number: 1G1ZD5E18BF [REDACTED] Customer Relationship
 Specialist: Sheila
 Telephone: 866-790-5600 ext 11149

Dear Laura:

No, in your court.

9/27/11 offer \$3,800.00
 9/27/11 your counter offer \$6,400.00
 9/28/11 offer \$4,100.00
 Your turn

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

"Laura Applegate"
 <lapplegate@mylemon.com>
 09/29/2011 10:58 AM

To <sheila_kimball@gmexpert.com>
 cc
 Subject



is the ball in my court on this one?

was your last offer 3800inc ?

thanks

Laura Applegate, Esquire
DAVID J. GORBERG & ASSOCIATES, P.C.
1900 Allegheny Building
429 Forbes Avenue
Pittsburgh, PA 15219

412-894-9970 phone
412-894-9983 fax
412-291-2917 e-fax

(Embedded image moved to file: pic29213.gif)

Sheila Kimball/Austin/GM1

10/24/2011 12:36 PM

To christina.lloyd-williams@gm.com

cc

bcc

Subject [REDACTED] v General Motors

Customer Last Name: [REDACTED]
Service Request: 71-984527726
Vehicle: 2011 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E18BF [REDACTED]
Customer Relationship Specialist: Sheila
Telephone: 866-790-5600 ext 11149

Dear Christina:

This email is to follow up on Service Request 71-984527726 for customer Doshen. The customer's vehicle is a 2011 Chevrolet Malibu with 6,938 miles. The customer has been working with Keddie Chevrolet in Vandergrift, PA.

After negotiations with the plaintiff's counsel, the final offer of CASH in the amount of \$4,400.00 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



"Kristy King-Seher"
<kristy@mylemon.com>

10/24/2011 09:17 AM

To <sheila_kimball@gmexpert.com>

cc

bcc

Subject RE: [REDACTED] Gloria vs. General Motors, LLC

Hi Sheila,

[REDACTED] signed the release, as [REDACTED] believed she needed a witness to sign...I didn't think it was hurting anything, so I just left it as it was...

-----Original Message-----

From: sheila_kimball@gmexpert.com [mailto:sheila_kimball@gmexpert.com]

Sent: Friday, October 21, 2011 4:17 PM

To: kristy@mylemon.com

Subject: Re: [REDACTED] vs. General Motors, LLC

Customer Last Name: [REDACTED]

Service Request: 71-984527726

Vehicle: 2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E18BF [REDACTED]

Customer Relationship Specialist: Sheila

Telephone: 866-790-5600 ext 11149

Dear Kristy:

Who is the second person that signed release? Relationship to client and I can not read the name, so if you can spell it out for me.

Need this info so I can process correctly.

Thanks,

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

"Kristy
King-Seher"
<kristy@mylemon.c
om>

10/17/2011 04:33
PM

<sheila_kimball@gmexpert.com>

To

cc

Subject

[REDACTED] vs. General Motors,
LLC

Hello Sheila,

Attached, please find the signed offer, release & registration in the above referenced matter, as well as our firm's completed W9. Kindly forward the check to our office at your earliest convenience.

Should you require anything further, please do not hesitate to contact me. Thank you so much!!

Kristy King-Seher
Office Manager
David J. Gorberg & Associates, P.C.
32 Parking Plaza, Suite 700
Ardmore, PA 19003
Phone: 1.800.MYLEMON extension 288
Direct: 484.416.7228
Fax: 215.563.8738

(See attached file: Signed Offer, Release & Registration.PDF) (See attached file: W9.pdf)

Sheila Kimball/Austin/GM1
10/24/2011 11:42 AM

To "Kristy King-Seher" <kristy@mylemon.com>@SITEWCWEB
cc
bcc
Subject RE: [REDACTED] vs. General Motors, LLC

Customer Last Name: [REDACTED]
Service Request:
Vehicle:
Vehicle Identification Number:
Customer Relationship Specialist: Sheila
Telephone: 866-790-5600 ext 11149

Dear Kristy:

Thanks, I just could not read it and his name did not appear anywhere.

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
"Kristy King-Seher" <kristy@mylemon.com>



"Kristy King-Seher"
<kristy@mylemon.com>
10/24/2011 09:17 AM

To <sheila_kimball@gmexpert.com>
cc
Subject RE: [REDACTED] vs. General Motors, LLC

Hi Sheila,

[REDACTED] signed the release, as [REDACTED] believed she needed a witness to sign...I didn't think it was hurting anything, so I just left it as it was...

-----Original Message-----

From: sheila_kimball@gmexpert.com [mailto:sheila_kimball@gmexpert.com]
Sent: Friday, October 21, 2011 4:17 PM
To: kristy@mylemon.com
Subject: Re: [REDACTED] vs. General Motors, LLC

Customer Last Name: [REDACTED]
Service Request: 71-984527726
Vehicle: 2011 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E18BF [REDACTED]

Customer Relationship Specialist: Sheila
Telephone: 866-790-5600 ext 11149

Dear Kristy:

Who is the second person that signed release? Relationship to client and I can not read the name, so if you can spell it out for me.

Need this info so I can process correctly.

Thanks,

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

"Kristy
King-Seher"
<kristy@mylemon.com>

<sheila_kimball@gmexpert.com>

To

CC

10/17/2011 04:33
PM

Subject
[REDACTED] vs. General Motors,
LLC

Hello Sheila,

Attached, please find the signed offer, release & registration in the above referenced matter, as well as our firm's completed W9. Kindly forward the check to our office at your earliest convenience.

Should you require anything further, please do not hesitate to contact me. Thank you so much!!

Kristy King-Seher
Office Manager
David J. Gorberg & Associates, P.C.
32 Parking Plaza, Suite 700

Ardmore, PA 19003

Phone: 1.800.MYLEMON extension 288

Direct: 484.416.7228

Fax: 215.563.8738

(See attached file: Signed Offer, Release & Registration.PDF) (See attached file: W9.pdf)

Sheila Kimball/Austin/GM1

10/21/2011 04:17 PM

To "Kristy King-Seher" <kristy@mylemon.com>@SITEWCWEB

cc

bcc

Subject Re: [REDACTED] vs. General Motors, LLC

Customer Last Name: [REDACTED]
Service Request: 71-984527726
Vehicle: 2011 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E18BF [REDACTED]
Customer Relationship Specialist: Sheila
Telephone: 866-790-5600 ext 11149

Dear Kristy:

Who is the second person that signed release? Relationship to client and I can not read the name, so if you can spell it out for me.

Need this info so I can process correctly.

Thanks,

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

"Kristy King-Seher" <kristy@mylemon.com>



"Kristy King-Seher"
<kristy@mylemon.com>

10/17/2011 04:33 PM

To <sheila_kimball@gmexpert.com>

cc

Subject [REDACTED] vs. General Motors, LLC

Hello Sheila,

Attached, please find the signed offer, release & registration in the above referenced matter, as well as our firm's completed W9. Kindly forward the check to our office at your earliest convenience.

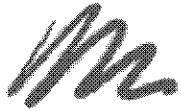
Should you require anything further, please do not hesitate to contact me. Thank you so much!!

Kristy King-Seher
Office Manager

David J. Gorberg & Associates, P.C.
32 Parking Plaza, Suite 700
Ardmore, PA 19003
Phone: 1.800.MYLEMON extension 288
Direct: 484.416.7228
Fax: 215.563.8738



Signed Offer, Release & Registration.PDF W9.pdf



Sheila Kimball/Austin/GM1

09/26/2011 09:26 AM

To "Laura Applegate" <lapplegate@mylemon.com>

cc

bcc

Subject [REDACTED] v General Motors

Customer Last Name: [REDACTED]
Service Request: 71-984527726
Vehicle: 2011 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E18BF [REDACTED]
Customer Relationship Specialist: Sheila
Telephone: 866-790-5600 ext 11149

Dear Laura:

Offer sent 9/20/11 and follow up done on 9/22/11.

I am scheduled to send a 10 day letter to close on this today. Have you had any response from your client ?

If not, I'll just send the letter today.

Thanks,

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



"Laura Applegate"
<lapplegate@mylemon.com
>

09/29/2011 10:58 AM

To <sheila_kimball@gmexpert.com>
cc
bcc
Subject [REDACTED]

is the ball in my court on this one?

was your last offer 3800inc ?

thanks

Laura Applegate, Esquire

DAVID J. GORBERG & ASSOCIATES, P.C.

1900 Allegheny Building

429 Forbes Avenue

Pittsburgh, PA 15219

412-894-9970 phone

412-894-9983 fax

412-291-2917 e-fax



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) David J. Gorberg & Associates, P.C. | |
| | Business name, if different from above | |
| | Check appropriate box: <input type="checkbox"/> Individual/Sole proprietor <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ <input type="checkbox"/> Exempt payee <input type="checkbox"/> Other (see instructions) ▶ | |
| | Address (number, street, and apt. or suite no.) 32 Parking Plaza, Suite 700 | Requester's name and address (optional) |
| | City, state, and ZIP code Ardmore, PA 19003 | |
| List account number(s) here (optional) | | |

Part I Taxpayer Identification Number (TIN)

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

| |
|--------------------------------|
| Social security number |
| or |
| Employer identification number |
| 74 : 3097153 |

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

Part II Certification

Under penalties of perjury, I certify that:

1. 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
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

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

| | | |
|------------------|----------------------------|-----------------------|
| Sign Here | Signature of U.S. person ▶ | Date ▶ 10-3-11 |
|------------------|----------------------------|-----------------------|

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:

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

Note. If a requester gives you a form other than Form W-9 to request your TIN, you 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,



Juliana Stark/Austin/GM1

10/20/2011 05:45 PM

To dan.downing@gm.com

cc

bcc

Subject Chevrolet Notification of TAC Escalation to BRC Customer Enthusiasm Team

RE: Customer Last Name: [REDACTED]
Service Request: 71-999352853
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B99F [REDACTED]
Juliana Stark, CET Customer Specialist
Telephone: 866-790-5700 ext 21102
Fax: 866-255-3670

Dear Mr. Downing,

This email is being sent to notify you of a case escalation from TAC to the BRC Customer Enthusiasm Team (CET). This is a courtesy communication. No further contact is required, a TAC case has already been created.

Service Request:71-999352853
Customer Last Name: [REDACTED]
Involved Dealership: George Chevrolet., Bellflower, CA
Dealership Contact: Svc Mgr Bill
VIN: 1G1ZJ57B99F [REDACTED]
Automobile: 2009 Chevrolet Malibu

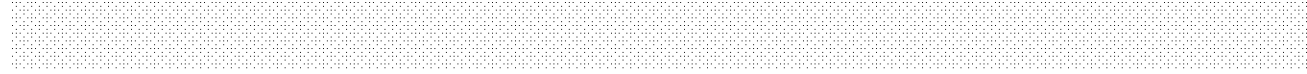
Vehicle History Overview: TAC 71-999166513, steering noise. This vehicle appears to meet presumption from my preliminary review.

Global Warranty Mgmt:

| | | | | |
|---------|--------|---------------------|-----------------------------------|--------|
| 09/22/2 | 154038 | ZREG----Regular | B4661 - Rear Side Door Lock | 20,106 |
| 011 | | Vehicle Transaction | Replacement - Left Side | MI |
| 09/22/2 | 154038 | ZREG----Regular | B4660 - Rear Side Door Lock | 20,106 |
| 011 | | Vehicle Transaction | Replacement | MI |
| 09/07/2 | 153413 | ZREG----Regular | R4491 - Remote Control Door Lock | 19,683 |
| 011 | | Vehicle Transaction | Transmitter Programming | MI |
| 09/07/2 | 153413 | ZREG----Regular | C2686 - Lamp Assembly, Interior | 19,683 |
| 011 | | Vehicle Transaction | And/Or Rear Compartment - Replace | MI |
| 09/07/2 | 153413 | ZREG----Regular | B4261 - Front Side Door Lock | 19,683 |

| | | | | |
|---------|--------|---------------------|---|--------|
| 011 | | Vehicle Transaction | Replacement - Left Side | MI |
| 09/07/2 | 153413 | ZSSP----Special | Z2241 - Free Agent Retained and | 19,683 |
| 011 | | Sales Programs | Discontinued 1 Yr Complimentary | MI |
| | | | Service | |
| 05/16/2 | 149042 | ZREG----Regular | E7012 - Switch And/Or Control, | 16,214 |
| 011 | | Vehicle Transaction | Steering Wheel Mounted - Replace | MI |
| 05/16/2 | 149042 | ZREG----Regular | R4490 - Remote Control Door Lock | 16,214 |
| 011 | | Vehicle Transaction | Transmitter Replacement | MI |
| 05/16/2 | 149042 | ZREG----Regular | N4794 - Accessory AC and DC Power | 16,214 |
| 011 | | Vehicle Transaction | Control Module Replacement | MI |
| 05/16/2 | 149042 | ZREG----Regular | E9740 - Gear Assembly, Power | 16,214 |
| 011 | | Vehicle Transaction | Steering - Replace | MI |
| 04/27/2 | 148215 | ZREG----Regular | B1783 - Windshield Wiper Blade | 16,001 |
| 011 | | Vehicle Transaction | Replacement | MI |
| 04/27/2 | 148215 | ZREG----Regular | N4000 - Element And/Or Knob, | 16,001 |
| 011 | | Vehicle Transaction | Cigarette Lighter - Replace | MI |
| 04/27/2 | 148215 | ZREG----Regular | C7174 - Switch, Heated And/Or | 16,001 |
| 011 | | Vehicle Transaction | Cooled Seat Front - Right - Replace | MI |
| 04/27/2 | 148215 | ZREG----Regular | E7700 - Intermediate Steering Shaft | 16,001 |
| 011 | | Vehicle Transaction | Replacement | MI |
| 04/13/2 | 509167 | ZSSP----Special | Z2241 - Free Agent Retained and | 15,423 |
| 011 | | Sales Programs | Discontinued 1 Yr Complimentary | MI |
| | | | Service | |
| 12/13/2 | 36809 | ZREG----Regular | K5103 - Transmission Control Lever | 12,125 |
| 010 | | Vehicle Transaction | Boot Replacement | MI |
| 12/13/2 | 36809 | ZREG----Regular | J5650 - Fuel Injector Replacement | 12,125 |
| 010 | | Vehicle Transaction | | MI |
| 12/13/2 | 36809 | ZREG----Regular | R5114 - Mobile Telephone Microphone | 12,125 |
| 010 | | Vehicle Transaction | Replacement | MI |
| 12/13/2 | 36809 | ZREG----Regular | K5102 - Automatic Transmission | 12,125 |
| 010 | | Vehicle Transaction | Control Indicator Bezel Replacement | MI |
| 12/13/2 | 36809 | ZREG----Regular | E7700 - Intermediate Steering Shaft | 12,125 |
| 010 | | Vehicle Transaction | Replacement | MI |
| 09/27/2 | 33695 | ZREG----Regular | J7815 - Reposition Fuel Vapor Line | 11,200 |
| 010 | | Vehicle Transaction | | MI |
| 09/20/2 | 33413 | ZREG----Regular | B4260 - Front Side Door Lock | 11,105 |
| 010 | | Vehicle Transaction | Replacement | MI |
| 09/20/2 | 33413 | ZREG----Regular | B4261 - Front Side Door Lock | 11,105 |
| 010 | | Vehicle Transaction | Replacement - Left Side | MI |
| 09/20/2 | 33413 | ZREG----Regular | C2790 - Plate, Console Trim - Replace | 11,105 |
| 010 | | Vehicle Transaction | | MI |
| 07/23/2 | 30747 | ZREG----Regular | J5016 - Front Intake Air Duct | 10,092 |
| 010 | | Vehicle Transaction | Replacement | MI |
| 07/23/2 | 30747 | ZREG----Regular | C8873 - Inflatable Restraint Instrument | 10,092 |
| 010 | | Vehicle Transaction | Panel Module Indicator Replacement | MI |
| 07/23/2 | 30747 | ZREG----Regular | C2020 - Sunshade Replacement - | 10,092 |
| 010 | | Vehicle Transaction | Right Side | MI |

| | | | | | | |
|---------|---------|---------------------|---------|--------------|-------------------------------------|--------|
| 07/23/2 | 30747 | ZREG---- | Regular | | C2021 - Sunshade Replacement - Left | 10,092 |
| 010 | | Vehicle Transaction | | | Side | MI |
| 07/23/2 | 30747 | ZREG---- | Regular | | B1783 - Windshield Wiper Blade | 10,092 |
| 010 | | Vehicle Transaction | | | Replacement | MI |
| 07/06/2 | 31390 | ZREG---- | Regular | | E2147 - Stabilizer Shaft Link | 10,185 |
| 010 | | Vehicle Transaction | | | Replacement - Both Sides | MI |
| 06/18/2 | A48293 | ZREG---- | Regular | | Z2080 - ROADSIDE SERVICE | 9,000 |
| 010 | | Vehicle Transaction | | | (TOWING) | MI |
| 06/07/2 | 99090 | ZREG---- | Regular | Add Credit | N1730 - Engine Wiring Harness | 7,848 |
| 010 | | Vehicle Transaction | | | Junction Block Replacement | MI |
| 06/07/2 | 99090 | ZREG---- | Regular | Full Debit - | N1730 - Engine Wiring Harness | 7,848 |
| 010 | | Vehicle Transaction | | Reversal | Junction Block Replacement | MI |
| 06/07/2 | 99090 | ZREG---- | Regular | | N1730 - Engine Wiring Harness | 7,848 |
| 010 | | Vehicle Transaction | | | Junction Block Replacement | MI |
| 06/07/2 | 99090 | ZREG---- | Regular | | C2011 - Molding, Front Hinge Pillar | 7,848 |
| 010 | | Vehicle Transaction | | | Garnish - Left - R&R Or Replace | MI |
| 06/07/2 | 99090 | ZREG---- | Regular | | N4800 - Body Control Module | 7,848 |
| 010 | | Vehicle Transaction | | | Replacement | MI |
| 06/07/2 | 99090 | ZREG---- | Regular | | S0011 - Replacing Keys | 7,848 |
| 010 | | Vehicle Transaction | | | | MI |
| 04/13/2 | 0000009 | ZREG---- | Regular | | C0314 - Rear Side Door Window | 6,521 |
| 010 | 7308 | Vehicle Transaction | | | Replacement | MI |
| 02/24/2 | 0000009 | ZREG---- | Regular | | B1303 - Radiator Lower Grille | 5,623 |
| 010 | 5549 | Vehicle Transaction | | | Replacement | MI |
| 02/24/2 | 095549 | ZREG---- | Regular | | R4490 - Remote Control Door Lock | 5,623 |
| 010 | | Vehicle Transaction | | | Transmitter Replacement | MI |
| 12/04/2 | 092606 | ZREG---- | Regular | | R0942 - Radio Front Side Door | 3,220 |
| 009 | | Vehicle Transaction | | | Speaker Replacement | MI |
| 12/04/2 | 092606 | ZREG---- | Regular | | N4800 - Body Control Module | 3,220 |
| 009 | | Vehicle Transaction | | | Replacement | MI |
| 10/30/2 | 091321 | ZREG---- | Regular | | Z7200 - CORPORATE PARTS | 3,115 |
| 009 | | Vehicle Transaction | | | RETURN REIMBURSEMENT | MI |
| 10/30/2 | 091321 | ZREG---- | Regular | | N2145 - Switch - Door Window - Left | 3,115 |
| 009 | | Vehicle Transaction | | | Front - Replace | MI |
| 10/30/2 | 091321 | ZREG---- | Regular | | C0383 - Rear Side Door Window | 3,115 |
| 009 | | Vehicle Transaction | | | Regulator Replacement - Left Side | MI |
| 10/30/2 | 091321 | ZREG---- | Regular | | R9756 - Reprogram (OnStar) Module | 3,115 |
| 009 | | Vehicle Transaction | | | | MI |
| 10/12/2 | 090632 | ZREG---- | Regular | | B1784 - Arm, Wiper - Windshield | 3,102 |
| 009 | | Vehicle Transaction | | | (One Or Both) - Replace | MI |
| 10/12/2 | 090632 | ZREG---- | Regular | | N2115 - Switch - Door Lock - Left | 3,102 |
| 009 | | Vehicle Transaction | | | Front - Replace | MI |
| 08/11/2 | 088076 | ZREG---- | Regular | | D4440 - Air Conditioning Compressor | 300 MI |
| 009 | | Vehicle Transaction | | | Replacement | |
| 07/09/2 | 086679 | ZREG---- | Regular | | D4450 - A/C System Analysis | 35 MI |
| 009 | | Vehicle Transaction | | | | |



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

October 24, 2011

SVM Bill Sewell
GEORGE CHEVROLET
17000 LAKEWOOD BLVD
BELLFLOWER CA 90706-5594

RE: [REDACTED]
Service Request: SR # 71-999352853
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B99F [REDACTED]
BRC CET Specialist: Juliana Stark

Dear Mr. Sewell,

This is a letter of notification regarding a **BRC-CET "Customer Enthusiasm Team"** case 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.
- Copy of current Registration and/or Title/Application for Title.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

If there are any fax difficulties or the documents exceed 25 pages, please split the fax and send two or more faxes as appropriate.

Your cooperation is greatly appreciated. If you have further questions, please contact the **BRC CET Specialist**; Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors

Juliana Stark
GM Customer Enthusiasm Team
Phone: 866-790-5700 ext 21102
Fax: 866-255-3670
Email: Juliana_stark@gmexpert.com

17000 Lakewood Boulevard
Bellflower, CA 90706
562-925-2500 Tel 562-925-8880 Fax
cknowles@georgechevrolet.com



Fax

| | |
|--|----------------------------|
| To: Juliana Stark | From: Chris Knowles |
| Fax: 866-255-3670 | Pages: 15 + Cover |
| Phone: 866-790-5700 x21102 | Date: 10/24/2011 |
| Re: Service Request: 71-999352853 | CC: |

Urgent For Review Please Comment Please Reply Please Recycle

● **Comments:**

The following is the requested documentation for [redacted] VIN# 1G1ZJ57B99F [redacted]

Pages 1-8: Service Repair Order 155039
Pages 9-15: Service Repair Order 154038

Additional Repair Orders to follow.

Should you have any troubles with documentation, please do not hesitate to contact me.

Best regards,

Chris Knowles
George Chevrolet

CVCS155039

CVCS155039



0101CVCS155039

| | | | | | |
|----------------------------|----------------|---|----------------------------------|---------------------------------|-----------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 632 124 | INVOICE DATE 10/20/11 | CELL # CVCS155039 |
| [REDACTED] | | LABOR RATE | LICENSE No. [REDACTED] | MILEAGE 21,034 | COLOR WHITE/ |
| SOUTH GATE, CA | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | DELIVERY DATE 08/02/09 | | DELIVERY MILES 45 |
| [REDACTED] | | VEHICLE I.D. No. 1G1Z157899F | SELLING DEALER NO. | | PRODUCTION DATE |
| [REDACTED] | | F. T. E. No. | P.O. No. | R.O. DATE 10/19/11 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | |
| | | | | | MO: 21035 |

LABOR & PARTS

J# 1 13CVZ***TIRE REG WHL&TIRE CHK & ADV TECH(S):594 INTERNAL
 TIRE PRESSURE CHECK AND INFLATE SERVICE:
 CUSTOMER MAY DECLINE THE CHECK AND INFLATE SERVICE IF THE
 CUSTOMER AFFIRMS THE SERVICE HAS BEEN PERFORMED IN THE LAST
 30 DAYS OR WILL PERFORM IT WITHIN THE NEXT 7 DAYS
 TIRES INFLATED TO (PSI):
 RF 34
 LF 34
 RR 34
 LR 34

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-------|-----|-----------|-----------------------------|------------|
| | | | JOB # 1 TOTAL PARTS | 0.00 |
| | | | JOB # 1 TOTAL LABOR & PARTS | 0.00 |

J# 2 21CVZITUNE/GA TUNE CHK & ADV TECH(S):594 WARRANTY
 CUSTOMER STATES VEHICLE REQUIRES A JUMP START IN ORDER4 TO
 START ALSO BATTERY WILL HAVE A BAD SMELL
 BAD BATTERY WONT HOLD CHARGE.
 CHARGED BATTERY AND WITH MIDTRINICS AND TEST BAD BATTERY,
 REMOVED AND REPLACED BATTERY AND CHECKED CHARGING SYSTEM OK.

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|---------|-----|-----------|-----------------------------|------------|----------|
| JOB # 2 | 1 | 89022163 | BATTERY | | WARRANTY |
| JOB # 2 | -1 | 89022163 | CORE RETURN | | WARRANTY |
| | | | JOB # 2 TOTAL PARTS | 0.00 | |
| | | | JOB # 2 TOTAL LABOR & PARTS | 0.00 | |

J# 3 48CVZ MIRRORS TECH(S):594 WARRANTY
 CUSTOMER STATES INSIDE REARVIEW MIRROR IS LOOSE , MOVES
 WHILE DRIVING
 INSIDE REAR VIEW MIRROR CAME LOOSE.
 RESECURED INSIDE REAR VIEW MIRROR

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-------|-----|-----------|-----------------------------|------------|
| | | | JOB # 3 TOTAL PARTS | 0.00 |
| | | | JOB # 3 TOTAL LABOR & PARTS | 0.00 |

J# 4 10CVZ FRONT SUSPENSION TECH(S):594 WARRANTY
 CUSTOMER STATES STEERING COLUMN IS MAKING A CLUNKING NOISE
 WHEN TURNING STEERING WHEEL.
 STEERING COLUMN MAKING CLUNKING NOISE INSIDE. DIAGNOSE
 DIAGNOSE AND REPLACED STEERING COLUMN ASSY. AND CLUNK NOISE
 REDUCED BY 60%, CALLED TAC CASE #71-999166513 AND WAS TOLD
 TO REPLACED STEERING MOTOR /MODULE AND PROGRAMMED MODULE
 WITH TECH 2 ROAD TESTED VEHICLE AND CLUNK NOISE IS NOT
 LONGER THERE.

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|---------|-----|-----------|--------------|------------|----------|
| JOB # 4 | 1 | 25933396 | COLUMN 6.518 | | WARRANTY |
| JOB # 4 | 1 | 20876912 | MODULE 6.605 | | WARRANTY |

CVCS155039

CVCS155039



0101CVCS155039

| | | | | |
|----------------------------|---|----------------------------------|---------------------------------|----------------------------------|
| CUSTOMER No. 594 | ADVISOR CARLOS RAMOS | TAG No. 632 124 | INVOICE DATE 10/20/11 | INVOICE No. CVCS155039 |
| SOUTH GATE, CA | LABOR RATE | LICENSE No. | MILEAGE 21,034 | COLOR WHITE/ |
| | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 | STOCK No. |
| | VEHICLE I.D. No. 1G1ZJ57R99E | SELLING DEALER NO. | PRODUCTION DATE | |
| RESIDENCE PHONE | BUSINESS PHONE | F. T. E. No. | P. O. No. | R. O. DATE 10/19/11 |
| COMMENTS | | | | MO: 21035 |

| | |
|-----------------------------|-------------|
| JOB # 4 TOTAL PARTS | 0.00 |
| JOB # 4 TOTAL LABOR & PARTS | 0.00 |
| ----- | |
| TOTALS | |
| TOTAL LABOR.... | 0.00 |
| TOTAL PARTS.... | 0.00 |
| TOTAL SUBLET... | 0.00 |
| TOTAL G.O.G.... | 0.00 |
| TOTAL MISC CHG. | 0.00 |
| TOTAL MISC DISC | 0.00 |
| TOTAL TAX..... | 0.00 |
| TOTAL INVOICE \$ | 0.00 |



CVCS155039

CVCS155039



0101ICVCS155039

| | | | | | |
|----------------------------|--|---|---------------------------|----------------------------------|------------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 632 124 | INVOICE DATE 10/20/11 | CELL CVCS155039 |
| RESIDENCE PHONE | | LABOR RATE | LICENSE No. | MILEAGE 21,034 | COLOR WHITE/ |
| BUSINESS PHONE | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 |
| COMMENTS | | VEHICLE I.D. No. 1G1ZJ57R99E | | SELLING DEALER NO. | PRODUCTION DATE |
| | | F. T. E. No. | | P.O. No. | R.O. DATE 10/19/11 |
| | | MO: 21035 | | | |

LABOR & PARTS
J# 1 13CVZ*** TIREREG WH&TIRE CHK & ADV TECH(S):594 INTERNAL
 TIRE PRESSURE CHECK AND INFLATE SERVICE:
 CUSTOMER MAY DECLINE THE CHECK AND INFLATE SERVICE IF THE
 CUSTOMER AFFIRMS THE SERVICE HAS BEEN PERFORMED IN THE LAST
 30 DAYS OR WILL PERFORM IT WITHIN THE NEXT 7 DAYS
 TIRES INFLATED TO (PSI):
 RF 34
 LF 34
 RR 34
 LR 34

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-------|-----|-----------|-------------|----------------------------------|
| | | | | JOB # 1 TOTAL PARTS 0.00 |
| | | | | JOB # 1 TOTAL LABOR & PARTS 0.00 |

J# 2 21CVZ1TUNEC/A TUNE CHK & ADV TECH(S):594 WARRANTY
 CUSTOMER STATES VEHICLE REQUIRES A JUMP START IN ORDER4 TO
 START ALSO BATTERY WILL HAVE A BAD SMELL
 BAD BATTERY WONT HOLD CHARGE.
 CHARGED BATTERY AND WITH MIDTRINICS AND TEST BAD BATTERY,
 REMOVED AND REPLACED BATTERY AND CHECKED CHARGING SYSTEM OK.

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|---------|-----|-----------|-------------|----------------------------------|----------|
| JOB # 2 | 1 | 89022163 | BATTERY | | WARRANTY |
| JOB # 2 | -1 | 89022163 | CORE RETURN | | WARRANTY |
| | | | | JOB # 2 TOTAL PARTS 0.00 | |
| | | | | JOB # 2 TOTAL LABOR & PARTS 0.00 | |

J# 3 48CVZ MIRRORS TECH(S):594 WARRANTY
 CUSTOMER STATES INSIDE REARVIEW MIRROR IS LOOSE , MOVES
 WHILE DRIVING
 INSIDE REAR VIEW MIRROR CAME LOOSE.
 RESECURED INSIDE REAR VIEW MIRROR

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-------|-----|-----------|-------------|----------------------------------|
| | | | | JOB # 3 TOTAL PARTS 0.00 |
| | | | | JOB # 3 TOTAL LABOR & PARTS 0.00 |

J# 4 10CVZ FRONT SUSPENSION TECH(S):594 WARRANTY
 CUSTOMER STATES STEERING COLUMN IS MAKING A CLUNKING NOISE
 WHEN TURNING STEERING WHEEL.
 STEERING COLUMN MAKING CLUNKING NOISE INSIDE. DIAGNOSE
 DIAGNOSE AND REPLACED STEERING COLUMN ASSY. AND CLUNK NOISE
 REDUCED BY 60%, CALLED TAC CASE #71-999166513 AND WAS TOLD
 TO REPLACED STEERING MOTOR /MODULE AND PROGRAMMED MODULE
 WITH TECH 2 ROAD TESTED VEHICLE AND CLUNK NOISE IS NOT
 LONGER THERE.

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|---------|-----|-----------|--------------|------------|----------|
| JOB # 4 | 1 | 25933396 | COLUMN 6.518 | | WARRANTY |
| JOB # 4 | 1 | 20876912 | MODULE 6.605 | | WARRANTY |

CVCS155039

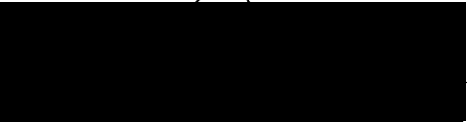
CVCS155039



0101CVCS155039

| | | | | | |
|----------------------------|----------------|---|---------------------------|----------------------------------|--------------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 632 124 | INVOICE DATE 10/20/11 | CELL # [REDACTED] |
| [REDACTED] | | LABOR RATE | MILEAGE 21,034 | COLOR WHITE/ | STOCK No. CVCS155039 |
| [REDACTED] | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 |
| SOUTH GATE, CA [REDACTED] | | VEHICLE I.D. No. 1G1ZJ57B99F [REDACTED] | | SELLING DEALER NO. | PRODUCTION DATE |
| [REDACTED] | | F. T. E. No. | P. O. No. | R.O. DATE 10/19/11 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | |
| | | MO: 21035 | | | |

| | | |
|-----------------------------|-------------------------|-------------|
| JOB # 4 TOTAL PARTS | | 0.00 |
| JOB # 4 TOTAL LABOR & PARTS | | 0.00 |
| ----- | | |
| TOTALS----- | | |
| | TOTAL LABOR.... | 0.00 |
| | TOTAL PARTS.... | 0.00 |
| | TOTAL SUBLET... | 0.00 |
| | TOTAL G.O.G.... | 0.00 |
| | TOTAL MISC CHG. | 0.00 |
| | TOTAL MISC DISC | 0.00 |
| | TOTAL TAX..... | 0.00 |
| | TOTAL INVOICE \$ | 0.00 |



GEORGE CHEVROLET

155039

17000 SOUTH LAKEWOOD BOULEVARD
BELLFLOWER, CALIFORNIA 90706



155039



Goodwrench Service

(562) 925-2500

DEALER # 20-178

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|----------------|-----------------------|-------|-------|-----------------|-----------------------|-------|--------|
| 01CVZALUBEF14 | LUBE FWD INJ 4 CYL | MI | 16.00 | 02CVZALOFF14 | LOF FWD INJ 4 CYL | MI | 30.00 |
| 03CVZABELTRF14 | BELT RPL FWD INJ 4 | MI | 0.00 | 04CVZAFLUSHF14 | RAD FLUSH FWD INJ 4 | MO | 156.00 |
| 04CVZAHOSEF14 | RAD HSE RPL FWD I 4 | MO | 0.00 | 10CVZAALIGNF14 | ALIGN SUSP FWD INJ 4 | MI | 65.19 |
| 11CVZAALIGNF14 | ALIGN REAR FWD INJ 4 | MI | 72.00 | 13CVZAROTBALF14 | ROT&BAL FWD INJ 4 | MI | 75.00 |
| 21CVZATUNEF14 | TUNE ENG FWD INJ 4 | MI | 90.00 | 27CVZAEMSERVF14 | EMIS SERV FWD INJ 4 | MI | 65.19 |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------------|-----------------------|
| 09/22/11 | 154038 | 20106 | 254 | 594 | W | 13CVZ***TIREREG | WHL&TIRE CHK & ADV |
| | | | | 594 | W | 64CVZ3LOCKSC/A | LOCKS AND LATCHES |
| | | | | 594 | W | 64CVZ2LOCKSC/A | LOCKS AND LATCHES |
| 09/07/11 | 153413 | 19683 | 632 | 594 | W | 13CVZ***TIREREG | WHL&TIRE CHK & ADV |
| | | | | 594 | W | 68CVZ16 | GM LOF/ROT SERVICE |
| | | | | 594 | W | 40CVZ | ELECTRICAL |

SALESPERSON NO.

SERVICE SERVICE

TERMS: CASH CREDIT CARD CHECK (PRIOR APPROVAL) OTHER SOUTH GATE, CA

VEHICLE I.D. NO. 1G1ZJ57B99F

YEAR/MAKE/MODEL 09/CHEVROLET/MALIBU/MALIBU LT

PRODUCTION DATE 08/02/09

STOCK NO. [REDACTED]

LICENSE NO. [REDACTED]

R.O. NO. 55039

CUSTOMER NO. 594

SERVICE CONTRACT

DELIVERY DATE 08/02/09

DELIVERY MILES 45

SELLING DEALER NO. [REDACTED]

R.O. DATE 10/19/11

COLOR WHITE/

CONTRACT NO. [REDACTED]

EXPIRATION DATE [REDACTED]

EXPIRATION MILES [REDACTED]

TAG NO. 124

TURBO CVZA

M/MC Y

AIR COND. Y

P.S. Y

TRANS A

MILEAGE 21,034

ADVISOR NO. 632

ADVISOR CARLOS RAMOS

RESIDENCE PHONE [REDACTED]

BUSINESS PHONE [REDACTED]

I hereby authorize the repair work to be done along with the necessary material, and grant you and/or your employees permission to operate the car or truck herein described on streets, highways, or elsewhere for the purpose of testing.

TIME RECEIVED 09:32am

DATE/TIME PROMISED 10/19/11 06:00pm

PRIORITY 2

ORIGINAL ESTIMATE [REDACTED]

LABOR RATE [REDACTED]

APPOINTMENT: Yes No

CELL: [REDACTED]

Cust. Initial [REDACTED]

This company will not assume responsibility for loss or damage to vehicles or articles left in them in case of fire, theft, accident, or any cause beyond Company's control.

JOB

B.A.R. # ARD000091 - EPA# CAD981444995 (07/08) GM

| ORIGINAL CUSTOMER ESTIMATE | PARTS | LABOR | TOTAL |
|--|--------------------|-------|---|
| X [REDACTED] | | | |
| 1 I* 13CVZ***TIREREG | WHL&TIRE CHK & ADV | | \$574 |
| TIRE PRESSURE CHECK AND INFLATE SERVICE: | | | |
| | | | NIC |
| 2 W 21CVZ1TUNEC/A | TUNE CHK & ADV | | \$574 |
| CUSTOMER STATES VEHICLE REQUIRES A JUMP START IN ORDER TO START ALSO BATTERY WILL HAVE A BAD SMELL | | | |
| | | | Model No./N° de modèle 90-6YR |
| | | | Serial No. N° de série/No° de serie 37091 |
| 3 W 48CVZ | MIRRORS | | \$574 |
| CUSTOMER STATES INSIDE REARVIEW MIRROR IS LOOSE, MOVES WHILE DRIVING | | | |
| | | | COO5C-3 |

FUEL GAUGE: E 1/4 1/2 3/4 F

PRIOR BODY DAMAGE: LF RF LR RR

REVISSED ESTIMATE \$

REASON

ADDITIONAL COST \$

AUTHORIZED: IN PERSON PHONE #

DATE TIME

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor

Name of Designee: [REDACTED] Phone Number: [REDACTED]

Mail Address: [REDACTED] Fax Number: [REDACTED]

Customer's Signature: [REDACTED] Date: [REDACTED]

FOR BODY SHOP ONLY:
DUE TO THE NATURE OF BODY SHOP REPAIR, WE CANNOT PROMISE A COMPLETION DATE.

POWER OF ATTORNEY
The undersigned hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said GEORGE CHEVROLET, Insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured, and any releases thereto, as settlement for Insured's claim for damages to the above described automobile. Insured authorizes representatives of the Insured's Insurance company to make changes in the estimate, method of repairs, and/or parts and materials used in the repair of the above described automobile.

X _____ X _____
(DATE) (INSURED)



0101J155039

02/20/09

| EQUIPPED WITH: (CIRCLE) | FLAGS | PARTS TURNED IN | MECH. # | TIME CLOCK |
|--|-------|-----------------------------|------------|--------------------|
| (1) A/C (11) 4W/FM STEREO/TAPE | J1 | BATTERY COLUMN MOTOR. | 5629252500 | 08:01 AM 11.100.61 |
| (2) P/S (12) STEPSIDE/FLEETSIDE | J2 | | ON | 10:11 AM 11.100.61 |
| (3) A.I.R. (13) SHORT/LONG W/BSE | J3 | | OFF | |
| (4) ELEC. WDO./LK (14) STD. TRANS. | J4 | | ON | |
| (5) ELEC. DEFR. (15) AUTO TRANS. | J5 | | OFF | |
| (6) REM. CONT. MIR. (16) SOL./D EXH. | | | ON | |
| (7) CRUISE CONT. (17) ENG./TRANS. OIL COOLER | | | OFF | |
| (8) FLR/CONS/SHFT. (18) OTHER | | | ON | |
| (9) CELLULAR PHONE | | | OFF | |
| (10) POSI TRACTION | | | ON | |

| 1. Complaint Or Problem MECH.# | 1. Complaint Or Problem MECH.# | 1. Complaint Or Problem MECH.# |
|---|--|-----------------------------------|
| 5041. VEHICLE DIES EVERY NIGHT & WON'T START | 5041. INSIDE REAR VIEW IS LOOSE | |
| 2. What Caused The Trouble? BAD BATTERY, WONT HOLD A CHARGE | 2. What Caused The Trouble? INSIDE REAR VIEW MIRROR CAME LOOSE | |
| 3. What Was Done To Correct? CHARGE BATTERY WITH MID TONICS & TEST BAD BATTERY. REPLACED BATTERY & CHECKED CHARGING SYSTEM OK. | 3. What Was Done To Correct? RESECUED INSIDE REAR VIEW MIRROR. | |

NO110

Please Answer The Following Questions When Performing Warranty Work.

GEORGE CHEVROLET

155039

17000 SOUTH LAKEWOOD BOULEVARD
BELLFLOWER, CALIFORNIA 90706
(562) 925-2500



155039

DEALER # 20-178



RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|----------------|-----------------------|-------|-------|-----------------|-----------------------|-------|--------|
| 01CVZALUBEF14 | LUBE FWD INJ 4 CYL | MI | 16.00 | 02CVZALOFFI4 | LOF FWD INJ 4 CYL | MI | 30.00 |
| 03CVZABELTRF14 | BELT RPL FWD INJ 4 | MI | 0.00 | 04CVZAFLUSHFI4 | RAD FLUSH FWD INJ 4 | MO | 156.00 |
| 04CVZAHOSEFI4 | RAD HSE RPL FWD I 4 | MO | 0.00 | 10CVZAALIGNFI4 | ALIGN SUSP FWD INJ 4 | MI | 65.19 |
| 11CVZAALIGNFI4 | ALIGN REAR FWD INJ 4 | MI | 72.00 | 13CVZAROTBALFI4 | ROT&BAL FWD INJ 4 | MI | 75.00 |
| 21CVZATUNEFI4 | TUNE ENG FWD INJ 4 | MI | 90.00 | 27CVZAEMSERVFI4 | EMIS SERV FWD INJ 4 | MI | 65.19 |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------------|-----------------------|
| 09/22/11 | 154038 | 20106 | 254 | 594 | W | 13CVZ***TIREREG | WHL&TIRE CHK & ADV |
| | | | | 594 | W | 64CVZ3LOCKSC/A | LOCKS AND LATCHES |
| | | | | 594 | W | 64CVZ2LOCKSC/A | LOCKS AND LATCHES |
| 09/07/11 | 153413 | 19683 | 632 | 594 | W | 13CVZ***TIREREG | WHL&TIRE CHK & ADV |
| | | | | 594 | W | 68CVZ16 | GM LOF/ROT SERVICE |
| | | | | 594 | W | 40CVZ | ELECTRICAL |

SERVICE SERVICE

SALESPERSON NO. [REDACTED] SALESMAN NO. [REDACTED]

TERMS CASH CREDIT CARD CHECK (PRIOR APPROVAL) OTHER SOUTH GATE, CA

VEHICLE I.D. NO. **1G1ZJ57B99F** YEAR/MAKE/MODEL **09/CHEVROLET/MALIBU/MALIBU LT** PRODUCTION DATE [REDACTED] STOCK NO. [REDACTED] R.O. NO. **55039**

CUSTOMER NO. **594** SERVICE CONTRACT [REDACTED] DELIVERY DATE **08/02/09** DELIVERY MILES **45** SELLING DEALER NO. [REDACTED] R.O. DATE **10/19/11**

COLOR **WHITE/** CONTRACT NO. [REDACTED] EXPIRATION DATE [REDACTED] EXPIRATION MILES [REDACTED] TAG NO. **124**

TURBO [REDACTED] I/M/C **CVZA** AIR COND **Y** PS. **Y** TRANS **A** MILEAGE **21,034** ADVISOR NO. **632** ADVISOR **CARLOS RAMOS**

RESIDENCE PHONE [REDACTED] BUSINESS PHONE [REDACTED]

TIME RECEIVED **09:32am** DATE/TIME PROMISED **10/19/11 06:00pm** PRIORITY **2**

APPOINTMENT Yes No ORIGINAL ESTIMATE [REDACTED] LABOR RATE [REDACTED]

CELL: [REDACTED] X CUSTOMER SIGNATURE [REDACTED] Cust. Initial [REDACTED]

I hereby authorize the repair work to be done along with the necessary material, and grant you and/or your employees permission to operate the car or truck herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. I hereby authorize sublet repairs as you deem necessary. SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

This company will not assume responsibility for loss or damage to vehicles or articles left in them in case of fire, theft, accident, or any cause beyond Company's control.

4 W 10CVZ FRONT SUSPENSION *AS94*

CUSTOMER STATES STEERING COLUMN IS MAKING A CLUNKING NOISE WHEN TURNING STEERING WHEEL.

CASE # 71-999166513

DAVE KOZAH

E7680 16

110-30 04H 16

FUEL GAUGE DAMAGED WHERE MARKED

PRIOR BODY DAMAGE LF RF LR RR RATTLE WHERE MARKED

REVISED ESTIMATE \$ [REDACTED] REASON [REDACTED] ADDITIONAL COST \$ [REDACTED]

AUTHORIZED BY IN PERSON PHONE # [REDACTED] DATE [REDACTED] TIME [REDACTED]

REVISED ESTIMATE \$ [REDACTED] REASON [REDACTED] ADDITIONAL COST \$ [REDACTED]

AUTHORIZED BY IN PERSON PHONE # [REDACTED] DATE [REDACTED] TIME [REDACTED]

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor

Name of Designee: [REDACTED] Phone Number: [REDACTED]

E-Mail Address: [REDACTED] Fax Number: [REDACTED]

Customer's Signature: [REDACTED] Date: [REDACTED]

FOR BODY SHOP ONLY:
DUE TO THE NATURE OF BODY SHOP REPAIR, WE CANNOT PROMISE A COMPLETION DATE.

POWER OF ATTORNEY
The undersigned hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said GEORGE CHEVROLET, Insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured, and any releases thereto, as settlement for Insured's claim for damages to the above described automobile. Insured authorizes representatives of the Insured's Insurance company to make changes in the estimate, method of repairs, and/or parts and materials used in the repair of the above described automobile.

X _____ X _____
(DATE) (INSURED)



0101J155039

B.A.R. # ARD000091 • EPA # CAD981444995 (07/08)

Please Answer The Following Questions When Performing Warranty Work.

| EQUIPPED WITH: (CIRCLE) | FLAGS | PARTS TURNED IN | MECH. # | TIME CLOCK |
|--|-------|-----------------|---------|--------------------|
| (1) A/C (11) AM/FM STEREO/TAPE | J1 | | | 19 OCT 11 PM 11:07 |
| (2) P/S (12) STEPSIDE/FLEETSIDE | | | | 19 OCT 11 PM 12:22 |
| (3) A.I.R. (13) SHORT/LONG W/BSE | J2 | | | ON |
| (4) ELEC WDO/LK (14) STD. TRANS. | | | | OFF |
| (5) ELEC. DEFR. (15) AUTO TRANS. | | | | ON |
| (6) REM. CONT. MIR. (16) SOL/D EXH. | J3 | | | OFF |
| (7) CRUISE CONT. (17) ENG./TRANS. OIL COOLER | | | | ON |
| (8) FLR/CONSUS/SHFT. (18) OTHER | J4 | | | OFF |
| (9) CELLULAR PHONE | | | | ON |
| (10) POSI TRACTION | J5 | | | OFF |
| | | | | ON |
| | | | | OFF |

| | | |
|--|---|---|
| <p>1. Complaint Or Problem MECH.# 504 STEERING COLUMN MAKES CLUNK NOISE</p> | <p>1. Complaint Or Problem MECH.#</p> | <p>1. Complaint Or Problem MECH.#</p> |
| <p>2. What Caused The Trouble? STEERING COLUMN MAKES CLUNK NOISE INSIDE.</p> | <p>2. What Caused The Trouble?</p> | <p>2. What Caused The Trouble?</p> |
| <p>3. What Was Done To Correct? DIAG & REPLACED STEERING COLUMN ASSY & CLUNK NOISE REDUCED BY 60%. CALLED TRAC CASE # 71-999106513 AND WAS TOLD TO REPLACE STEERING MOTOR. REPLACED STEERING MOTOR/MODULE AND PROSTRAVED MODULE WITH TECH 2. ROAD TESTED & CLUNK NOISE IS SOME WORKING NORMAL.</p> | <p>3. What Was Done To Correct?</p> | <p>3. What Was Done To Correct?</p> |

CVWS154038

CVWS154038



01011CVWS154038

| | | | | | |
|----------------------------|--|---|----------------------------------|---------------------------------|--------------------------------|
| CUSTOMER No. 594 | | ADVISOR CHRISTOPHER L JULI | TAG No. 254 5968 | INVOICE DATE 09/26/11 | CELL # IN CVWS154038 |
| RESIDENCE PHONE | | LABOR RATE | MILEAGE 20,106 | COLOR WHITE/ | STOCK No. |
| BUSINESS PHONE | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 | |
| SOUTH GATE, CA | | VEHICLE I.D. No. 1G1Z157B99E | SELLING DEALER NO. | PRODUCTION DATE | |
| | | F. T. E. No. | P.O. No. | R.O. DATE 09/22/11 | |
| | | COMMENTS | | | MO: 20106 |

LABOR & PARTS
J# 1 13CVZ*TIRE REG WHL & TIRE CHK & ADV HOURS: 0.00 TECH(S): 594 0.00**
 TIRE PRESSURE CHECK AND INFLATE SERVICE:
 CUSTOMER MAY DECLINE THE CHECK AND INFLATE SERVICE IF THE
 CUSTOMER AFFIRMS THE SERVICE HAS BEEN PERFORMED IN THE LAST
 30 DAYS OR WILL PERFORM IT WITHIN THE NEXT 7 DAYS
 TIRES INFLATED TO (PSI):
 RIGHT FRONT 32 PSI
 LEFT FRONT 32 PSI
 RIGHT REAR 32 PSI
 LEFT REAR 32 PSI

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 64CVZ3LOCKSC/A LOCKS AND LATCHES HOURS: 1.00 TECH(S): 594 95.60
 CUSTOMER REPORTS RIGHT REAR DOOR LOCK INOPERATIVE
 ELECTRICAL FAILURE OF RIGHT REAR DOOR ACTUATOR
 PERFORM A DIAGNOSTIC CIRCUIT CHECK, R AND R TRIM PANEL TO
 TEST AND REPLACE RIGHT REAR DOOR LOCK ASSEMBLY

| | | | | | | | |
|---------|-----|-----------|-------------|--------|--------|---------|-------|
| PARTS | QTY | FP-NUMBER | DESCRIPTION | U/COST | E/COST | U/PRICE | |
| JOB # 2 | 1 | 20922250 | LOCK 10.473 | 62.22 | 62.22 | 87.11 | 87.11 |

JOB # 2 COST TOTAL 62.22
 JOB # 2 TOTAL PARTS 87.11

JOB # 2 TOTAL LABOR & PARTS 182.71

J# 3 64CVZ2LOCKSC/A LOCKS AND LATCHES HOURS: 0.70 TECH(S): 594 66.92
 CUSTOMER REPORTS LEFT REAR DOOR LOCK INOPERATIVE
 LEFT REAR DOOR LOCK ACTUATOR FAILURE
 R AND R TRIM PANEL TO TEST AND REPLACE RIGHT REAR DOOR LOCK
 ACTUATOR

| | | | | | | | |
|---------|-----|-----------|-------------|--------|--------|---------|-------|
| PARTS | QTY | FP-NUMBER | DESCRIPTION | U/COST | E/COST | U/PRICE | |
| JOB # 3 | 1 | 20922251 | LOCK 10.473 | 62.22 | 62.22 | 87.11 | 87.11 |

JOB # 3 COST TOTAL 62.22
 JOB # 3 TOTAL PARTS 87.11

JOB # 3 TOTAL LABOR & PARTS 154.03

R/O TAX 0.00
 R/O TOTALS 336.74

WARRANTY CLAIM DETAIL TOTALS

| | |
|--------------|--------|
| CLAIM# | TOTAL |
| | 182.71 |
| | 154.03 |
| CLAIM TOTALS | 336.74 |

APPROVED BY SIGNATURE

CVWS

CVWS



0101CVWS154038

| | | | | | |
|----------------------------|--|---|----------------------------|---------------------------------|----------------------------------|
| CUSTOMER No. 594 | | ADVISOR CHRISTOPHER L JULI | TAG No. 254 5968 | INVOICE DATE 09/26/11 | INVOICE No. CVWS154038 |
| RESIDENCE PHONE | | LABOR RATE | LICENSE No. | MILEAGE 20,106 | COLOR WHITE/ |
| BUSINESS PHONE | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | | | DELIVERY DATE 08/02/09 |
| COMMENTS | | VEHICLE I.D. No. 1G1ZJ57B99F | | | DELIVERY MILES 45 |
| | | F. T. E. No. | P. O. No. | R.O. DATE 09/22/11 | PRODUCTION DATE |
| | | MO: 20106 | | | |

DCS AUDIT SLIP

JOB CARD 154038

| | | | |
|--------------------|-------------|----------------------|------------|
| VIN | 1G1ZJ57B99F | REPAIRING BAC | 114562 |
| ODOMETER INDICATOR | M | JOB CARD OPEN DATE | 09/22/2011 |
| ODOMETER | 20106 | SERVICE ADVISOR GMIN | 250287148 |
| NON-GM VEHICLE | N | FOREIGN TOURIST | |
| REFERENCE NUMBER | | | |

| | | | | | | |
|-----|----------|------------|----------|------------|----------------|-----|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | FRA CLAIM# | OEM SAP TRAN.# | VER |
| 2 | W | ZREG | | | | |

JOB COMPLETION DATE: 09/26/2011
TECHNICIAN GMIN: 334794750

| | | |
|-----------------|------------|-----------|
| LABOR OPERATION | BASE HOURS | DIAGNOSIS |
| B4660 | .7 | .3 |

COMPLAINT CODE: 0524
COMPLAINT DESCRIPTION: CUSTOMER REPORTS RIGHT REAR DOOR LOCK INOPERATIVE

CAUSE CODE: 6579
CAUSE DESCRIPTION: ELECTRICAL FAILURE OF RIGHT REAR DOOR ACTUATOR

CORRECTION DESCRIPTION: PERFORM A DIAGNOSTIC CIRCUIT CHECK, R AND R TRIM PANEL TO TEST AND REPLACE RIGHT REAR DOOR LOCK ASSEMBLY

CAUSAL PART: 20922250

| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
|----------------------|-----|---------------|---------------------|-------|--------|
| 20922250 | 1 | 62.22 | | | |
| | | TOTAL W/O TAX | TAX | TOTAL | |
| PARTS HANDLING | | 24.89 | | | |
| PARTS | | 62.22 | 0.00 | | 87.11 |
| LABOR | | 95.60 | 0.00 | | 95.60 |
| NET ITEMS | | 0.00 | 0.00 | | 0.00 |
| PARTICIPATION AMOUNT | | | | (| 0.00) |
| TRANSACTION | | 182.71 | 0.00 | | 182.71 |

CVWS

CVWS



01011CVWS154038

| | | | | | |
|----------------------------|--|---|----------------------------|---------------------------------|----------------------------------|
| CUSTOMER No. 594 | | ADVISOR CHRISTOPHER L JULI | TAG No. 254 5968 | INVOICE DATE 09/26/11 | CELL PIN CVWS154038 |
| RESIDENCE PHONE | | LABOR RATE | LICENSE No. | MILEAGE 20,106 | COLOR WHITE/ |
| BUSINESS PHONE | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | | | DELIVERY DATE 08/02/09 |
| COMMENTS | | VEHICLE I.D. No. 1G1ZJ57B99E | | | STOCK No. CVWS154038 |
| | | F. T. E. No. | | | DELIVERY MILES 45 |
| | | P. O. No. | | | PRODUCTION DATE |
| | | R. O. DATE 09/22/11 | | | |

MO: 20106

DCS AUDIT SLIP

JOB CARD 154038

| | | | |
|--------------------|-------------|----------------------|------------|
| VIN | 1G1ZJ57B99E | REPAIRING BAC | 114562 |
| ODOMETER INDICATOR | M | JOB CARD OPEN DATE | 09/22/2011 |
| ODOMETER | 20106 | SERVICE ADVISOR GMIN | 250287148 |
| NON-GM VEHICLE | N | FOREIGN TOURIST | |
| REFERENCE NUMBER | | | |

| | | | | | | | |
|-----|----------|------------|----------|------------|---------|--------|-----|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP | TRAN.# | VER |
| 3 | W | ZREG | | | | | |

JOB COMPLETION DATE: 09/26/2011
TECHNICIAN GMIN: 334794750

LABOR OPERATION BASE HOURS
B4661 0.7

COMPLAINT CODE: 0524
COMPLAINT DESCRIPTION: CUSTOMER REPORTS LEFT REAR DOOR LOCK INOPERATIVE

CAUSE CODE: 6579
CAUSE DESCRIPTION: LEFT REAR DOOR LOCK ACTUATOR FAILURE

CORRECTION DESCRIPTION: R AND R TRIM PANEL TO TEST AND REPLACE RIGHT REAR DOOR LOCK ACTUATOR

CAUSAL PART: 20922251

| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
|----------------------|-----|---------------|---------------------|-------|--------|
| 20922251 | 1 | 62.22 | | | |
| | | TOTAL W/O TAX | | TAX | TOTAL |
| PARTS HANDLING | | 24.89 | | | |
| PARTS | | 62.22 | | 0.00 | 87.11 |
| LABOR | | 66.92 | | 0.00 | 66.92 |
| NET ITEMS | | 0.00 | | 0.00 | 0.00 |
| PARTICIPATION AMOUNT | | | | (| 0.00) |
| TRANSACTION | | 154.03 | | 0.00 | 154.03 |

CVCS154038

CVCS154038



0101ICVCS154038

| | | | | | |
|----------------------------|---|----------------------------------|---------------------------------|-----------------------------|--------------------------------|
| CUSTOMER No. 594 | ADVISOR CHRISTOPHER L. JULI | TAG No. 254 5968 | INVOICE DATE 09/22/11 | CELL PIN [REDACTED] | STOCK No. CVCS154038 |
| [REDACTED] | LABOR RATE | LICENSE No. [REDACTED] | MILEAGE 20,106 | COLOR WHITE/ | |
| SOUTH GATE, CA | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | DELIVERY DATE 08/02/09 | | DELIVERY MILES 45 | |
| | VEHICLE I.D. No. 1G1ZJ57B99E | SELLING DEALER NO. | | PRODUCTION DATE | |
| | F. T. E. No. | P. O. No. | R. O. DATE 09/22/11 | | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | |
| | | | | | MO: 20106 |

LABOR & PARTS
J# 1 13CVZ*TIREREG WHL&TIRE CHK & ADV TECH(S):594 WARRANTY**
 TIRE PRESSURE CHECK AND INFLATE SERVICE:
 CUSTOMER MAY DECLINE THE CHECK AND INFLATE SERVICE IF THE
 CUSTOMER AFFIRMS THE SERVICE HAS BEEN PERFORMED IN THE LAST
 30 DAYS OR WILL PERFORM IT WITHIN THE NEXT 7 DAYS
 TIRES INFLATED TO (PSI):
 RIGHT FRONT 32 PSI
 LEFT FRONT 32 PSI
 RIGHT REAR 32 PSI
 LEFT REAR 32 PSI

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|-------|-----|-----------|-----------------------------|------------|----------|
| | | | JOB # 1 TOTAL PARTS | 0.00 | |
| | | | JOB # 1 TOTAL LABOR & PARTS | 0.00 | |

J# 2 64CVZ3LOCKSC/A LOCKS AND LATCHES TECH(S):594 WARRANTY
 CUSTOMER REPORTS RIGHT REAR DOOR LOCK INOPERATIVE
 ELECTRICAL FAILURE OF RIGHT REAR DOOR ACTUATOR
 PERFORM A DIAGNOSTIC CIRCUIT CHECK, R AND R TRIM PANEL TO
 TEST AND REPLACE RIGHT REAR DOOR LOCK ASSEMBLY

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|---------|-----|-----------|-----------------------------|------------|----------|
| JOB # 2 | 1 | 20922250 | LOCK 10.473 | | 0.00 |
| | | | JOB # 2 TOTAL PARTS | | 0.00 |
| | | | JOB # 2 TOTAL LABOR & PARTS | | 0.00 |

J# 3 64CVZ2LOCKSC/A LOCKS AND LATCHES TECH(S):594 WARRANTY
 CUSTOMER REPORTS LEFT REAR DOOR LOCK INOPERATIVE
 LEFT REAR DOOR LOCK ACTUATOR FAILURE
 R AND R TRIM PANEL TO TEST AND REPLACE RIGHT REAR DOOR LOCK
 ACTUATOR

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|---------|-----|-----------|-----------------------------|------------|----------|
| JOB # 3 | 1 | 20922251 | LOCK 10.473 | | 0.00 |
| | | | JOB # 3 TOTAL PARTS | | 0.00 |
| | | | JOB # 3 TOTAL LABOR & PARTS | | 0.00 |

CVCS154038

CVCS154038



0101ICVCS154038

| | | | | | |
|---|--|---|----------------------------------|---------------------------------|---------------------------|
| CUSTOMER No. 594 | | ADVISOR CHRISTOPHER I JULI | TAG No. 254 5968 | INVOICE DATE 09/22/11 | CELL IN [REDACTED] |
| [REDACTED] | | LABOR RATE | LICENSE No. [REDACTED] | MILEAGE 20,106 | COLOR WHITE/ |
| YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | | DELIVERY DATE 08/02/09 | | STOCK No. CVCS154038 | |
| SOUTH GATE, CA | | VEHICLE I.D. No. 1G1ZJ57B99E [REDACTED] | | DELIVERY MILES 45 | |
| RESIDENCE PHONE | | BUSINESS PHONE | | SELLING DEALER NO. | |
| [REDACTED] | | [REDACTED] | | R.O. DATE 09/22/11 | |
| COMMENTS | | MO: 20106 | | | |

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 |

[Handwritten mark]

CUSTOMER SIGNATURE

GEORGE CHEVROLET

154038

154038



Goodwrench Service

17000 SOUTH LAKEWOOD BOULEVARD
BELLFLOWER, CALIFORNIA 90706
(562) 925-2500



DEALER # 20-178

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|----------------|-----------------------|-------|-------|-----------------|-----------------------|-------|--------|
| 01CVZALUBEFI4 | LUBE FWD INJ 4 CYL | MI | 16.00 | 02CVZALOFFI4 | LOF FWD INJ 4 CYL | MI | 30.00 |
| 03CVZABELTRFI4 | BELT RPL FWD INJ 4 | MI | 0.00 | 04CVZAFUSHFI4 | RAD FLUSH FWD INJ 4 | MO | 156.00 |
| 04CVZAHOSFI4 | RAD HSE RPL FWD I 4 | MO | 0.00 | 10CVZAALIGNFI4 | ALIGN SUSP FWD INJ 4 | MI | 65.19 |
| 11CVZAALIGNFI4 | ALIGN REAR FWD INJ 4 | MI | 72.00 | 13CVZAROTBALFI4 | ROT&BAL FWD INJ 4 | MI | 75.00 |
| 21CVZATUNEFI4 | TUNE ENG FWD INJ 4 | MI | 90.00 | 27CVZAEMSERVFI4 | EMIS SERV FWD INJ 4 | MI | 65.19 |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------------|-----------------------|
| 09/07/11 | 153413 | 19683 | 632 | 594 | W | 13CVZ***TIREREG | WHL&TIRE CHK & ADV |
| | | | | 594 | W | 68CVZ16 | GM LOF/ROT SERVICE |
| | | | | 594 | W | 40CVZ | ELECTRICAL |
| | | | | 594 | W | 40CVZ2ELECC/A | ELEC CHK & ADV |
| | | | | 594 | W | 40CVZ3ELECC/A | ELEC CHK & ADV |
| 05/16/11 | 149042 | 16214 | 632 | 594 | C | 13CVZ***TIREREG | WHL&TIRE CHK & ADV |

SALESPERSON NO.

SERVICE

TERMS: CASH CREDIT CARD CHECK (PRIOR APPROVAL) OTHER SOUTH GATE, CA

VEHICLE I.D. NO: **1G1ZJ57B99F** YEAR/MAKE/MODEL: **09/CHEVROLET/MALIBU/MALIBU LT** PRODUCTION DATE: **08/02/09** STOCK NO: **594** LICENSE NO: **54038** R.O. NO: **54038**

CUSTOMER NO: **594** SERVICE CONTRACT: **08/02/09** DELIVERY DATE: **08/02/09** DELIVERY MILES: **45** SELLING DEALER NO: **09/22/11**

COLOR: **WHITE/** CONTRACT NO: **5968** EXPIRATION DATE: **5968** EXPIRATION MILES: **5968** TAG NO: **5968**

TURBO: **CVZA** M/MC: **Y** AIR COND: **Y** P.S.: **Y** TRANS: **A** MILEAGE: **20,106** ADVISOR NO: **254** ADVISOR: **CHRISTOPHER L JULIS**

RESIDENCE PHONE: _____ BUSINESS PHONE: _____

TIME RECEIVED: **03:26pm** DATE/TIME PROMISED: **09/22/11 06:00pm** PRIORITY: **2**

APPOINTMENT: Yes No ORIGINAL ESTIMATE: _____ LABOR RATE: _____

CELL: _____

I hereby authorize the repair work to be done along with the necessary material, and grant you and/or your employees permission to operate the car or truck herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. I hereby authorize sublet repairs as you deem necessary. SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE: _____ Cust. Initial: _____

| JOB | ORIGINAL CUSTOMER ESTIMATE: | PARTS | LABOR | TOTAL |
|-----|--|-------|-------|-----------------|
| 1 | W *13CVZ***TIREREG | | | 594 |
| | WHL&TIRE CHK & ADV | | | |
| | TIRE PRESSURE CHECK AND INFLATE SERVICE: | | | |
| | | | | <i>supi nlc</i> |
| 2 | W 64CVZ3LOCKSC/A | | | 594 |
| | LOCKS AND LATCHES | | | |
| | CUSTOMER REPORTS RIGHT REAR DOOR LOCK INOPERATIVE | | | |
| | | | | <i>B4660 .8</i> |
| 3 | W 64CVZ2LOCKSC/A | | | 594 |
| | LOCKS AND LATCHES | | | |
| | CUSTOMER REPORTS LEFT REAR DOOR LOCK INOPERATIVE | | | |
| | | | | <i>B4661 .8</i> |

FUEL GAUGE: E 3/4 1/2 1/4 F

PRIOR BODY DAMAGE: LF RF LR RR

REVISSED ESTIMATE \$ _____ REASON _____ ADDITIONAL COST \$ _____

AUTHORIZED IN PERSON PHONE # _____ DATE _____ TIME _____

REVISSED ESTIMATE \$ _____ REASON _____ ADDITIONAL COST \$ _____

AUTHORIZED IN PERSON PHONE # _____ DATE _____ TIME _____

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor

Name of Designee: _____ Phone Number: _____

E-Mail Address: _____ Fax Number: _____

Customer's Signature: _____ Date: _____

FOR BODY SHOP ONLY:
DUE TO THE NATURE OF BODY SHOP REPAIR, WE CANNOT PROMISE A COMPLETION DATE.

POWER OF ATTORNEY
The undersigned hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said GEORGE CHEVROLET, Insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured, and any releases thereto, as settlement for Insured's claim for damages to the above described automobile. Insured authorizes representatives of the Insured's insurance company to make changes in the estimate, method of repairs, and/or parts and materials used in the repair of the above described automobile.

X _____ X _____
(DATE) (INSURED)



0101J154038

016/016

GEORGE CHEVY

10/24/2011 14:10 FAX 5629252500

Please Answer The Following Questions When Performing Warranty Work.

D 32201500

| EQUIPPED WITH: (CIRCLE) | FLAGS | PARTS TURNED IN | MECH. # | TIME CLOCK |
|--|-------|-----------------|---------|------------|
| (1) A/C (11) AM/FM STEREO/TAPE | J1 | 2X DOOR LOCKS | 594 | ON |
| (2) P/S (12) STEPSIDE/FLEETSIDE | J2 | | | OFF |
| (3) A.I.R. (13) SHORT/LONG W/BSE | | | | ON |
| (4) ELEC. WDO/LK (14) STD. TRANS. | | | | OFF |
| (5) ELEC. DEFR. (15) AUTO TRANS. | | | | J3 |
| (6) REM. CONT. MIR. (16) SGL./D EXH. | J4 | OFF | ON | |
| (7) CRUISE CONT. (17) ENG./TRANS. OIL COOLER | | OFF | OFF | |
| (8) FLR/CNSL/SHFT. (18) OTHER | J5 | ON | ON | |
| (9) CELLULAR PHONE | | OFF | OFF | |
| (10) POSI TRACTION | | | ON | |
| | | | OFF | |

| 1. Complaint Or Problem MECH.# 594 | 1. Complaint Or Problem MECH.# 594 | 1. Complaint Or Problem MECH.# 594 |
|---|---|--|
| LH REAR DOOR LOCK INOP | RH REAR DOOR LOCK INOP | |
| 2. What Caused The Trouble? Door lock failed internally | 2. What Caused The Trouble? Door lock failed internally. | 2. What Caused The Trouble? |
| 3. What Was Done To Correct? Diag & replaced LH rear door lock actuator TESTED OK. <u>B4661 8</u> | 3. What Was Done To Correct? Diag & replaced RH rear door lock actuator & TESTED OK. <u>B4660 8</u> | 3. What Was Done To Correct? set to specs. N/C |

17000 Lakewood Boulevard
Bellflower, CA 90706
562-925-2500 Tel 562-925-8880 Fax
cknowles@georgechevrolet.com



Fax

To: Juliana Stark **From:** Chris Knowles

Fax: 866-255-3670 **Pages:** 24 + COVER

Phone: 866-790-5700 x21102 **Date:** 10/24/2011

Re: Service Request: 71-999352853 **CC:**

Urgent For Review Please Comment Please Reply Please Recycle

● **Comments:**

The following is the requested documentation for Richard Rodriguez, VIN# 1G1ZJ57B99F [REDACTED]

Pages 1-11: Service Repair Order 153413
Pages 12-24: Service Repair Order 149042

Additional Repair Orders to follow.

Should you have any troubles with documentation, please do not hesitate to contact me.

Best regards,

Chris Knowles
George Chevrolet

CVWS153413

CVWS153413



01011CVWS153413

| | | | | | |
|----------------------------|--|---|---------------------------|----------------------------------|-----------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 632 | INVOICE DATE 09/13/11 | CELL IN [REDACTED] |
| [REDACTED] | | LABOR RATE | LICENSE No. [REDACTED] | MILEAGE 19,683 | COLOR WHITE/ |
| [REDACTED] | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 |
| SOUTH GATE, CA [REDACTED] | | VEHICLE I.D. No. 1G1ZJ57B99E [REDACTED] | | SELLING DEALER NO. | PRODUCTION DATE |
| RESIDENCE PHONE | | BUSINESS PHONE | | F. T. E. No. | P.O. No. |
| | | | | R.O. DATE 09/07/11 | |
| | | COMMENTS | | MO: 19684 | |

LABOR & PARTS

J# 1 13CVZ*** TIRE REG WHL & TIRE CHK & ADV HOURS: 0.00 TECH(S): 594 0.00
 TIRE PRESSURE CHECK AND INFLATE SERVICE:
 CUSTOMER MAY DECLINE THE CHECK AND INFLATE SERVICE IF THE
 CUSTOMER AFFIRMS THE SERVICE HAS BEEN PERFORMED IN THE LAST
 30 DAYS OR WILL PERFORM IT WITHIN THE NEXT 7 DAYS
 TIRES INFLATED TO (PSI):
 RF 32
 LF 32
 LR 32
 RR 32
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 68CVZ16 GM LOF/ROT SERVICE HOURS: 16.20 TECH(S): 594
 CUSTOMER REQUEST GM LUBE AND GO SPECIAL
 MAINTENANCE
 PERFORM LUBE, OIL, AND FILTER SERVICE, ROTATE FOUR TIRES, AND
 PROVIDE 27 POINT INSPECTION REPORT

| PARTS | QTY | FP-NUMBER | DESCRIPTION | U/COST | E/COST | U/PRICE |
|-----------------------------|-----|-----------|--------------|--------|--------|---------|
| JOB # 2 | 1 | 19168267 | FILTER 1.836 | 3.76 | 3.76 | 5.26 |
| JOB # 2 COST TOTAL | | | | 3.76 | | |
| JOB # 2 TOTAL PARTS | | | | | | 5.26 |
| JOB # 2 TOTAL LABOR & PARTS | | | | | | 21.46 |

J# 3 40CVZ ELECTRICAL HOURS: 0.90 TECH(S): 594 86.04
 CUSTOMER STATES LEFT FRONT DOOR LOCK IN-OP
 LEFT FRONT DOOR LOCK ACTUATOR INTERNAL FAILURE
 PERFORMED DIAG, REPLACED LEFT FRONT DOOR LOCK ASSEMBLY

| PARTS | QTY | FP-NUMBER | DESCRIPTION | U/COST | E/COST | U/PRICE |
|-----------------------------|-----|-----------|-------------|--------|--------|---------|
| JOB # 3 | 1 | 20922229 | LOCK 10.470 | 62.15 | 62.15 | 87.01 |
| JOB # 3 COST TOTAL | | | | 62.15 | | |
| JOB # 3 TOTAL PARTS | | | | | | 87.01 |
| JOB # 3 TOTAL LABOR & PARTS | | | | | | 173.05 |

J# 4 40CVZ2ELECC/A ELEC CHK & ADV HOURS: 0.20 TECH(S): 594 19.12
 CUSTOMER STATES LEFT DOOR HANDLE INSIDE LIGHT WONT LIGHT
 UP
 LAMP SHORTED OUT
 PERFORMED DIAG, REPLACED LEFT FRONT DOOR HANDLE LAMP

| PARTS | QTY | FP-NUMBER | DESCRIPTION | U/COST | E/COST | U/PRICE |
|-----------------------------|-----|-----------|-------------|--------|--------|---------|
| JOB # 4 | 1 | 20858156 | LAMP 14.691 | 31.11 | 31.11 | 43.55 |
| JOB # 4 COST TOTAL | | | | 31.11 | | |
| JOB # 4 TOTAL PARTS | | | | | | 43.55 |
| JOB # 4 TOTAL LABOR & PARTS | | | | | | 62.67 |

J# 5 40CVZ3ELECC/A ELEC CHK & ADV HOURS: 0.30 TECH(S): 594 28.68
 CUSTOMER STATES REMOTE IN-OP
 RCDLR MODULE LOST PROGRAMING.
 PERFORMED DIAG, REPROGRAMMED RCDLR MODULE

CVWS153413

CVWS153413



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| | | | | | |
|----------------------------|--|---|---------------------------|----------------------------------|-----------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 521 | INVOICE DATE 09/13/11 | CELL # [REDACTED] |
| [REDACTED] | | LABOR RATE | LICENSE No. [REDACTED] | MILEAGE 19,683 | COLOR WHITE/ |
| SOUTH GATE, CA [REDACTED] | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 |
| [REDACTED] | | VEHICLE I.D. No. 1G1Z157B99E | | SELLING DEALER NO. | PRODUCTION DATE |
| RESIDENCE PHONE | | BUSINESS PHONE | | F. T. E. No. | P. O. No. |
| [REDACTED] | | [REDACTED] | | R. O. DATE 09/07/11 | |
| [REDACTED] | | [REDACTED] | | COMMENTS | |
| [REDACTED] | | [REDACTED] | | MO: 19684 | |

| | | |
|-----------------------------|-------------------------------------|--------|
| JOB # 5 TOTAL LABOR & PARTS | | 28.68 |
| G.O.G. & SUPPLIES----- | | |
| JOB # 2 | 5.0 GM 5/30 MOTOR OIL @ 1.820 /UNIT | 9.10 |
| TOTAL - GOG | | 9.10 |
| R/O TAX | | 0.00 |
| R/O TOTALS | | 294.96 |

| | |
|-----------------------------------|--------|
| WARRANTY CLAIM DETAIL TOTALS----- | |
| CLAIM# | TOTAL |
| [REDACTED] | 25.00 |
| [REDACTED] | 173.05 |
| [REDACTED] | 62.67 |
| [REDACTED] | 28.68 |
| CLAIM TOTALS | 289.40 |

APPROVED BY SIGNATURE _____

DCS AUDIT SLIP-----

| | |
|----------------------|------------------------|
| JOB CARD | [REDACTED] |
| VIN | 1G1ZJ57B99F [REDACTED] |
| ODOMETER INDICATOR | M |
| ODOMETER | 19683 |
| NON-GM VEHICLE | N |
| REFERENCE NUMBER | |
| REPAIRING BAC | 114562 |
| JOB CARD OPEN DATE | 09/07/2011 |
| SERVICE ADVISOR GMIN | 064202235 |
| FOREIGN TOURIST | |

| JOB | PAY TYPE | TRANS TYPE | CATEGORY | FRA CLAIM# | OEM SAP TRAN.# | VER |
|-----|----------|------------|----------|------------|----------------|-----|
| 2 | W | ZSSP | | [REDACTED] | | |

JOB COMPLETION DATE: 09/13/2011
TECHNICIAN GMIN: 334794750

LABOR OPERATION BASE HOURS
Z2241 0.0

| NET AMOUNT | CODE | INVOICE NO. | DISTANCE | RENTAL VIN OR INFO | DAYS | REASON |
|------------|------|-------------|----------|--------------------|------|--------|
| 25.00 | NIM | | | LOF/ROTATE TIRES | | |

| PARTS HANDLING | TOTAL W/O TAX | TAX | TOTAL |
|----------------------|---------------|------|---------|
| PARTS | 0.00 | 0.00 | 0.00 |
| LABOR | 0.00 | 0.00 | 0.00 |
| NET ITEMS | 25.00 | 0.00 | 25.00 |
| PARTICIPATION AMOUNT | | | (0.00) |
| TRANSACTION | 25.00 | 0.00 | 25.00 |

CVWS [REDACTED]

CVWS [REDACTED]



0101CVWS153413

| | | | | | |
|------------------------------|----------------|---|---------------------------|----------------------------------|-----------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 632 | INVOICE DATE 09/13/11 | CELL [REDACTED] |
| [REDACTED] SOUTH GATE, CA | | LABOR RATE | LICENSE No. [REDACTED] | MILEAGE 19,683 | COLOR WHITE/ |
| [REDACTED] | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 |
| [REDACTED] | | VEHICLE I.D. No. 1G1Z157899E | | SELLING DEALER NO. | PRODUCTION DATE |
| [REDACTED] | | F.T.E. No. | P.O. No. | R.O. DATE 09/07/11 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | MO: 19684 |

DCS AUDIT SLIP

JOB CARD [REDACTED]

| | | | |
|--------------------|------------------------|----------------------|------------|
| VIN | 1G1ZJ57899E [REDACTED] | REPAIRING BAC | 114562 |
| ODOMETER INDICATOR | M | JOB CARD OPEN DATE | 09/07/2011 |
| ODOMETER | 19683 | SERVICE ADVISOR GMIN | 064202235 |
| NON-GM VEHICLE | N | FOREIGN TOURIST | |
| REFERENCE NUMBER | | | |

| | | | | | | |
|-----|----------|------------|----------|------------|----------------|-----|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN.# | VER |
| 3 | W | ZREG | | [REDACTED] | | |

JOB COMPLETION DATE: 09/13/2011
TECHNICIAN GMIN: 334794750

| | | |
|-----------------|------------|-----------|
| LABOR OPERATION | BASE HOURS | DIAGNOSIS |
| B4261 | .6 | .3 |

COMPLAINT CODE: 0524
COMPLAINT DESCRIPTION: CUSTOMER STATES LEFT FRONT DOOR LOCK IN-OP

CAUSE CODE: 6579
CAUSE DESCRIPTION: LEFT FRONT DOOR LOCK ACTUATOR INTERNAL FAILURE

CORRECTION DESCRIPTION: PERFORMED DIAG, REPLACED LEFT FRONT DOOR LOCK ASSEM BLY

CAUSAL PART: 20922229

| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
|----------------------|-----|---------------|---------------------|-------|--------|
| 20922229 | 1 | 62.15 | | | |
| | | TOTAL W/O TAX | TAX | TOTAL | |
| PARTS HANDLING | | 24.86 | | | |
| PARTS | | 62.15 | 0.00 | | 87.01 |
| LABOR | | 86.04 | 0.00 | | 86.04 |
| NET ITEMS | | 0.00 | 0.00 | | 0.00 |
| PARTICIPATION AMOUNT | | | | (| 0.00) |
| TRANSACTION | | 173.05 | 0.00 | | 173.05 |

CVWS153413

CVWS153413



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| | | | | | |
|----------------------------|--|---|-----------------------|---------------------------------|----------------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 632 | INVOICE DATE 09/13/11 | INVOICE No. CVWS153413 |
| RESIDENCE PHONE | | LABOR RATE | LICENSE No. | MILEAGE 19,683 | COLOR WHITE/ |
| BUSINESS PHONE | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | | | DELIVERY DATE 08/02/09 |
| SOUTH GATE, CA | | VEHICLE I.D. No. 1G1ZJ57B99E | | | DELIVERY MILES 45 |
| RESIDENCE PHONE | | F. T. E. No. | | | SELLING DEALER NO. |
| BUSINESS PHONE | | P.O. No. | | | PRODUCTION DATE |
| COMMENTS | | R.O. DATE 09/07/11 | | | |
| | | | | | MO: 19684 |

DCS AUDIT SLIP

JOB CARD 153413

| | | | |
|--------------------|-------------|----------------------|------------|
| VIN | 1G1ZJ57B99E | REPAIRING BAC | 114562 |
| ODOMETER INDICATOR | M | JOB CARD OPEN DATE | 09/07/2011 |
| ODOMETER | 19683 | SERVICE ADVISOR GMIN | 064202235 |
| NON-GM VEHICLE | N | FOREIGN TOURIST | |
| REFERENCE NUMBER | | | |

| | | | | | | |
|-----|----------|------------|----------|------------|----------------|-----|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN.# | VER |
| 4 | W | ZREG | | | | |

JOB COMPLETION DATE: 09/13/2011
TECHNICIAN GMIN: 334794750

LABOR OPERATION BASE HOURS
N0520 0.2

COMPLAINT CODE: 0523
COMPLAINT DESCRIPTION: CUSTOMER STATES LEFT DOOR HANDLE INSIDE LIGHT WONT L IGH T UP

CAUSE CODE: 6579
CAUSE DESCRIPTION: LAMP SHORTED OUT

CORRECTION DESCRIPTION: PERFORMED DIAG, REPLACED LEFT FRONT DOOR HANDLE LAMP

CAUSAL PART: 20858156

| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
|----------------------|-----|---------------|---------------------|-------|--------|
| 20858156 | 1 | 31.11 | | | |
| | | TOTAL W/O TAX | TAX | TOTAL | |
| PARTS HANDLING | | 12.44 | | | |
| PARTS | | 31.11 | 0.00 | | 43.55 |
| LABOR | | 19.12 | 0.00 | | 19.12 |
| NET ITEMS | | 0.00 | 0.00 | | 0.00 |
| PARTICIPATION AMOUNT | | | | (| 0.00) |
| TRANSACTION | | 62.67 | 0.00 | | 62.67 |

CVWS153413

CVWS153413



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| | | | | | |
|----------------------------|----------------|---|----------------------------------|---------------------------------|-----------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 632 521 | INVOICE DATE 09/13/11 | CELL PINN [REDACTED] |
| [REDACTED] | | LABOR RATE | LICENSE No. [REDACTED] | MILEAGE 19,683 | COLOR WHITE/ |
| [REDACTED] | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | DELIVERY DATE 08/02/09 | | DELIVERY MILES 45 |
| SOUTH GATE, CA [REDACTED] | | VEHICLE I.D. No. 1G1Z157B99E [REDACTED] | SELLING DEALER NO. | | PRODUCTION DATE |
| [REDACTED] | | F.T.E. No. | P.O. No. | R.O. DATE 09/07/11 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | |
| | | | | | MO: 19684 |

DCS AUDIT SLIP

JOB CARD 153413

| | | | |
|--------------------|------------------------|----------------------|------------|
| VIN | 1G1ZJ57B99E [REDACTED] | REPAIRING BAC | 114562 |
| ODOMETER INDICATOR | M | JOB CARD OPEN DATE | 09/07/2011 |
| ODOMETER | 19683 | SERVICE ADVISOR GMIN | 064202235 |
| NON-GM VEHICLE | N | FOREIGN TOURIST | |
| REFERENCE NUMBER | | | |

| | | | | | | |
|-----|----------|------------|----------|------------|----------------|-----|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN.# | VER |
| 5 | W | ZREG | | [REDACTED] | | |

JOB COMPLETION DATE: 09/13/2011
TECHNICIAN GMIN: 334794750

LABOR OPERATION BASE HOURS
R4491 0.3

COMPLAINT CODE: 0524
COMPLAINT DESCRIPTION: CUSTOMER STATES REMOTE IN-OP

CAUSE CODE: 6573
CAUSE DESCRIPTION: RCDLR MODULE LOST PROGRAMING.

CORRECTION DESCRIPTION: PERFORMED DIAG, REPROGRAMMED RCDLR MODULE

| | TOTAL W/O TAX | TAX | TOTAL |
|----------------------|---------------|------|---------|
| PARTS HANDLING | 0.00 | | |
| PARTS | 0.00 | 0.00 | 0.00 |
| LABOR | 28.68 | 0.00 | 28.68 |
| NET ITEMS | 0.00 | 0.00 | 0.00 |
| PARTICIPATION AMOUNT | | | (0.00) |
| TRANSACTION | 28.68 | 0.00 | 28.68 |

CVCS153413

CVCS153413



0101CVCS153413

| | | | | |
|----------------------------|---|----------------------------------|---------------------------------|----------------------------------|
| CUSTOMER No. 594 | ADVISOR CARLOS RAMOS | TAG No. 632 | INVOICE DATE 09/13/11 | INVOICE No. CVCS153413 |
| | LABOR RATE | LICENSE No. | MILEAGE 19,683 | COLOR WHITE/ |
| | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 | STOCK No. |
| SOUTH GATE, CA | VEHICLE I.D. No. 1G1Z157B99E | SELLING DEALER NO. | PRODUCTION DATE | |
| | F. T. E. No. | P. O. No. | R. O. DATE 09/07/11 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | |

MO: 19684

LABOR & PARTS

J# 1 13CVZ***TIREREG WHL&TIRE CHK & ADV TECH(S):594 WARRANTY
 TIRE PRESSURE CHECK AND INFLATE SERVICE:
 CUSTOMER MAY DECLINE THE CHECK AND INFLATE SERVICE IF THE
 CUSTOMER AFFIRMS THE SERVICE HAS BEEN PERFORMED IN THE LAST
 30 DAYS OR WILL PERFORM IT WITHIN THE NEXT 7 DAYS
 TIRES INFLATED TO (PSI):
 RF 32
 LF 32
 LR 32
 RR 32

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 68CVZ16 GM LÖF/ROT SERVICE TECH(S):594 WARRANTY
 CUSTOMER REQUEST GM LUBE AND GO SPECIAL
 MAINTENANCE
 PERFORM LUBE, OIL, AND FILTER SERVICE, ROTATE FOUR TIRES, AND
 PROVIDE 27 POINT INSPECTION REPORT

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 2 1 19168267 FILTER 1.836 WARRANTY
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 40CVZ ELECTRICAL TECH(S):594 WARRANTY
 CUSTOMER STATES LEFT FRONT DOOR LOCK IN-OP
 DOOR LOCK ACTUATOR INTERNAL FAILURE.
 DIAGNOSE AND REPALCED LEFT FRONT DOOR LOCK ACTUATOR AND VERI

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 3 1 20922229 LOCK 10.470 WARRANTY
 JOB # 3 TOTAL PARTS 0.00
 JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 40CVZ2ELECC/A ELEC CHK & ADV TECH(S):594 WARRANTY
 CUSTOMER STATES LEFT DOOR HANDLE INSIDE LIGHT WONT LIGHT
 UP
 INSPECTED AND FOUND LAMP SHORTED OUT
 DIAGNOSE AND REPLACED LEFT FRONT DOOR HANDLE LAMP AND VERIFI
 ED OPERATION OK/

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 4 1 20858156 LAMP 14.691 WARRANTY
 JOB # 4 TOTAL PARTS 0.00
 JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 40CVZ3ELECC/A ELEC CHK & ADV TECH(S):594 WARRANTY
 CUSTOMER STATES REMOTE IN-OP

N3215

N0530

CVCS153413

CVCS153413



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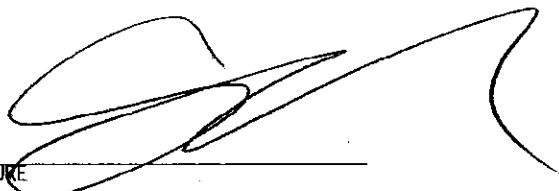
| | | | | |
|----------------------------|---|----------------------------------|---------------------------------|----------------------------------|
| CUSTOMER No. 594 | ADVISOR CARLOS RAMOS | TAG No. 632 521 | INVOICE DATE 09/13/11 | INVOICE No. CVCS153413 |
| SOUTH GATE, CA | LABOR RATE | LICENSE No. | MILEAGE 19,683 | COLOR WHITE/ |
| | YEAR / MAKE / MODEL 09 / CHEVROLET / MALIBU / MALIBU LT | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 | STOCK No. |
| | VEHICLE I.D. No. 1G1ZJ57B99F | SELLING DEALER NO. | PRODUCTION DATE | |
| RESIDENCE PHONE | BUSINESS PHONE | F. T. E. No. | P.O. No. | R.O. DATE 09/07/11 |
| COMMENTS | | | | MO: 19684 |

RCDLR MODULE LOST PROGRAMING.
DIAGNOSE AND REPROGRAMED RCDLR MODULE AND REPROGRAMMED MODU
LE OK.

| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE |
|-----------------------------|-----|-----------|-------------|------------|
| JOB # 5 TOTAL PARTS | | | | 0.00 |
| JOB # 5 TOTAL LABOR & PARTS | | | | 0.00 |

| G.O.G. & SUPPLIES | WARRANTY |
|---------------------------------------|----------|
| JOB # 2 5.0 GM 5/30 MOTOR OIL @ /UNIT | |
| TOTAL - GOG | 0.00 |

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

CUSTOMER SIGNATURE 

GEORGE CHEVROLET

153413

17000 SOUTH LAKEWOOD BOULEVARD
BELLFLOWER, CALIFORNIA 90706

(562) 925-2500



DEALER # 20-178



Goodwrench Service

153413

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|----------------|-----------------------|-------|-------|-----------------|-----------------------|-------|--------|
| 01CVZALUBEF14 | LUBE FWD INJ 4 CYL | MI | 16.00 | 02CVZALOFF14 | LOF FWD INJ 4 CYL | MI | 30.00 |
| 03CVZABELTRF14 | BELT RPL FWD INJ 4 | MI | 0.00 | 04CVZAF LUSHF14 | RAD FLUSH FWD INJ 4 | MO | 156.00 |
| 04CVZAHOSEFI4 | RAD HSE RPL FWD I 4 | MO | 0.00 | 10CVZAALIGNFI4 | ALIGN SUSP FWD INJ 4 | MI | 65.19 |
| 11CVZAALIGNFI4 | ALIGN REAR FWD INJ 4 | MI | 72.00 | 13CVZAROTBALFI4 | ROT&BAL FWD INJ 4 | MI | 75.00 |
| 21CVZATUNEF14 | TUNE ENG FWD INJ 4 | MI | 90.00 | 27CVZAEMSERVFI4 | EMIS SERV FWD INJ 4 | MI | 65.19 |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------------|-----------------------|
| 05/16/11 | 149042 | 16214 | 632 | 594 | C | 13CVZ***TIREREG | WHL&TIRE CHK & ADV |
| | | | | 594 | W | 40CVZ | ELECTRICAL |
| | | | | 594 | W | 40CVZ1ELECC/A | ELEC CHK & ADV |
| | | | | 594 | W | 40CVZ2ELECC/A | ELEC CHK & ADV |
| | | | | 594 | W | 40CVZ3ELECC/A | ELEC CHK & ADV |
| 04/27/11 | 148215 | 16001 | 632 | 594 | C | 13CVZ***TIREREG | WHL&TIRE CHK & ADV |

SALESPERSON NO.

SERVICE SERVICE

| | | | | | | |
|--|--|---|--|----------------------------------|-------------------------------|---------------------------------------|
| TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) | VEHICLE I.D. NO. 1G1ZJ57B99F | YEAR/MAKE/MODEL 09/CHEVROLET/MALIBU/MALIBU LT | PRODUCTION DATE 08/02/09 | STOCK NO. 45 | LICENSE NO. RICKSGM | R.O. NO. 153413 |
| OTHER <input type="checkbox"/> | SOUTH GATE, CA | CUSTOMER NO. 594 | SERVICE CONTRACT | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 | SELLING DEALER NO. 09/07/11 |
| SAVE PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO | RESIDENCE PHONE | BUSINESS PHONE | COLOR WHITE/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES |
| APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | TIME RECEIVED 04:37pm | DATE/TIME PROMISED 09/07/11 06:00pm | PRIORITY 2 | TURBO CVZA | M/MC Y | AIR COND. Y |
| CELL: [REDACTED] | LABOR RATE | I hereby authorize the repair work to be done along with the necessary material, and grant you and/or your employees permission to operate the car or truck herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection; hereby authorize repairs as you deem necessary. | | MILEAGE 19,683 | ADVISOR NO. 632 | ADVISOR CARLOS RAMOS |
| ORIGINAL ESTIMATE | | | This company will not assume responsibility for loss or damage to vehicles or articles left in them in case of fire, theft, accident, or any cause beyond Company's control. | | | |
| CUSTOMER SIGNATURE | | | Cust. Initial | | | |

| ORIGINAL CUSTOMER ESTIMATE | PARTS | LABOR | TOTAL |
|---|-----------------------------------|-----------------|-------|
| 1 W *13CVZ***TIREREG | WHL&TIRE CHK & ADV | #594 | |
| TIRE PRESSURE CHECK AND INFLATE SERVICE: | | | |
| | <i>set 32psi</i> | <i>nlc</i> | |
| 2 W 68CVZ16 | GM LOF/ROT SERVICE | #594 | |
| CUSTOMER REQUEST GM LUBE AND GO SPECIAL | | | |
| | | <i>6</i> | |
| 3 W *40CVZ | ELECTRICAL | #594 | |
| CUSTOMER STATES LEFT FRONT DOOR LOCK IN-OP | | | |
| | | <i>B4261 19</i> | |

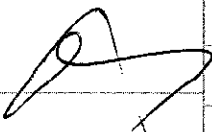
| | | |
|---|--|---|
| FUEL GAUGE | <input type="checkbox"/> E <input type="checkbox"/> 1/4 <input type="checkbox"/> 1/2 <input type="checkbox"/> 3/4 <input type="checkbox"/> F | <input type="checkbox"/> DAMAGED WHERE MARKED |
| PRIOR BODY DAMAGE | <input type="checkbox"/> LF <input type="checkbox"/> RF <input type="checkbox"/> LR <input type="checkbox"/> RR | <input type="checkbox"/> RATTLE WHERE MARKED |
| REVISED ESTIMATE \$ | REASON | ADDITIONAL COST \$ |
| AUTHORIZED BY | <input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE # | DATE TIME |
| REVISED ESTIMATE \$ | REASON | ADDITIONAL COST \$ |
| AUTHORIZED BY | <input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE # | DATE TIME |
| I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor | | |
| Name of Designee: | Phone Number: | |
| E-Mail Address: | Fax Number: | |
| Customer's Signature: | Date: | |
| FOR BODY SHOP ONLY: DUE TO THE NATURE OF BODY SHOP REPAIR, WE CANNOT PROMISE A COMPLETION DATE. | | |
| POWER OF ATTORNEY The undersigned hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said GEORGE CHEVROLET, Insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured, and any releases thereto, as settlement for Insured's claim for damages to the above described automobile. Insured authorizes representatives of the Insured's insurance company to make changes in the estimate, method of repairs, and/or parts and materials used in the repair of the above described automobile. | | |
| X _____ | X _____ | (INSURED) |
| (DATE) | | |



0101J153413

B.A.R. #ARD000091 - ERA# CAD981444995 (07/06)

Please Answer The Following Questions When Performing Warranty Work.

| EQUIPPED WITH: (CIRCLE) | FLAGS | PARTS TUNED IN | MECH. # | TIME CLOCK |
|---|-------|--|---------|------------|
| (1) A/C (11) AM/FM STEREO/TAPE | J1 |  ACTIVATOR. LIGHT/CAMP. | 594 | ON |
| (2) P/S (12) STEPSIDE/FLEETSIDE | J2 | | | OFF |
| (3) A.I.R. (13) SHORT/LONG W/BSE | | | | ON |
| (4) ELEC. WDO/LK (14) STD. TRANS. | OFF | | | |
| (5) ELEC. DEFR. (15) ALTO TRANS. | ON | | | |
| (6) REM. CONT. MIR. (16) SOL/D EXH. | J3 | OFF | ON | |
| (7) CRUISE CONT (17) ENG./TRANS. OIL COOLER | | OFF | | |
| (8) FLR/GNSL/SHFT. (18) OTHER | J4 | ON | OFF | |
| (9) CELLULAR PHONE | J5 | OFF | ON | |
| (10) POSI TRACTION | | ON | OFF | |
| | | OFF | | |

| | | |
|---|--|--|
| 1. Complaint Or Problem MECH.# 594 Lof & Rotate | 1. Complaint Or Problem MECH.# 594 | 1. Complaint Or Problem MECH.# 594 LH FAT DOOR LOCK INOP. |
| 2. What Caused The Trouble? SERVICE | 2. What Caused The Trouble? | 2. What Caused The Trouble? DOOR LOCK ACTUATOR INTERNAL FAILURE |
| 3. What Was Done To Correct? Lof & Rotate (4) | 3. What Was Done To Correct? SET TIRES TO 32PS. (NL) | 3. What Was Done To Correct? DIAS & REPLACED LH FAT DOOR LOCK ACTUATOR. TESTED OK. (B4261 - 9) |

GEORGE CHEVROLET

153413

17000 SOUTH LAKEWOOD BOULEVARD
BELLFLOWER, CALIFORNIA 90706
(562) 925-2500



153413

DEALER # 20-178



RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|----------------|-----------------------|-------|-------|-----------------|-----------------------|-------|--------|
| 01CVZALUBEFI4 | LUBE FWD INJ 4 CYL | MI | 16.00 | 02CVZALOFFFI4 | LOF FWD INJ 4 CYL | MI | 30.00 |
| 03CVZABELTRFI4 | BELT RPL FWD INJ 4 | MI | 0.00 | 04CVZAFUSHFI4 | RAD FLUSH FWD INJ 4 | MO | 156.00 |
| 04CVZAHSEFI4 | RAD HSE RPL FWD I 4 | MO | 0.00 | 10CVZAALIGNFI4 | ALIGN SUSP FWD INJ 4 | MI | 65.19 |
| 11CVZAALIGNFI4 | ALIGN REAR FWD INJ 4 | MI | 72.00 | 13CVZAROTBALFI4 | ROT&BAL FWD INJ 4 | MI | 75.00 |
| 21CVZATUNEFI4 | TUNE ENG FWD INJ 4 | MI | 90.00 | 27CVZAEMSERVFI4 | EMIS SERV FWD INJ 4 | MI | 65.19 |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------------|-----------------------|
| 05/16/11 | 149042 | 16214 | 632 | 594 | C | 13CVZ***TIREREG | WHL&TIRE CHK & ADV |
| | | | | 594 | W | 40CVZ | ELECTRICAL |
| | | | | 594 | W | 40CVZ1ELECC/A | ELEC CHK & ADV |
| | | | | 594 | W | 40CVZ2ELECC/A | ELEC CHK & ADV |
| | | | | 594 | W | 40CVZ3ELECC/A | ELEC CHK & ADV |
| 04/27/11 | 148215 | 16001 | 632 | 594 | C | 13CVZ***TIREREG | WHL&TIRE CHK & ADV |

SALESPERSON NO.

SERVICE SERVICE

| | | | | | | | | | |
|---|------------------------------|-------------------------------|-----------------|-----------------|---|---------------------|-------------|--|--|
| TERMS | VEHICLE I.D. NO. | YEAR/MAKE/MODEL | PRODUCTION DATE | STOCK NO. | LICENSE NO. | R.O. NO. | | | |
| CASH <input type="checkbox"/> | 1G1ZJ57B99F1 | 09/CHEVROLET/MALIBU/MALIBU LT | | | | 153413 | | | |
| CREDIT CARD <input type="checkbox"/> | | | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE | | | |
| CHECK <input type="checkbox"/> | | | 08/02/09 | 45 | | 09/07/11 | | | |
| PRIOR APPROVAL <input type="checkbox"/> | | | | | | | | | |
| OTHER <input type="checkbox"/> | SOUTH GATE, CA | | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. | | | |
| | | | | | | 521 | | | |
| SAVE | TURBO | M/MC | AIR COND. | P.S. | TRANS | MILEAGE | ADVISOR NO. | ADVISOR | |
| REMOVED | CVZA | | Y | Y | A | 19,683 | 632 | CARLOS RAMOS | |
| PARTS FOR | RESIDENCE PHONE | | BUSINESS PHONE | | I hereby authorize the repair work to be done along with the necessary material, and grant you and/or your employees permission to operate the car or truck herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. I hereby authorize sublet repairs as you deem necessary. SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. | | | This company will not assume responsibility for loss or damage to vehicles or articles left in them in case of fire, theft, accident, or any cause beyond Company's control. | |
| CUSTOMER | TIME RECEIVED | DATE/TIME PROMISED | PRIORITY | | | | | | |
| <input type="checkbox"/> YES | 04:37pm | 09/07/11 06:00pm | 2 | | | | | | |
| <input type="checkbox"/> NO | ORIGINAL ESTIMATE | | LABOR RATE | | | | | | |
| APPOINTMENT | <input type="checkbox"/> Yes | | | | | | | | |
| <input checked="" type="checkbox"/> No | CELL: [REDACTED] | | | | | Cust. Initial _____ | | | |

4 **W*40CVZ2ELECC/A** **ELEC CHK & ADV** #594
CUSTOMER STATES LEFT DOOR HANDLE INSIDE LIGHT WONT LIGHT UP
22686.3

5 **W*40CVZ3ELECC/A** **ELEC CHK & ADV** #594
CUSTOMER STATES REMOTE IN-OP
24491.3

| | | | | | | | |
|---|------------------------------------|-----------------------------|-----------------------------|-----------------------------|--|--|---|
| FUEL GAUGE | E | 1/4 | 1/2 | 3/4 | F | | <input type="checkbox"/> DAMAGED WHERE MARKED |
| PRIOR BODY DAMAGE | <input type="checkbox"/> LF | <input type="checkbox"/> RF | <input type="checkbox"/> LR | <input type="checkbox"/> RR | <input type="checkbox"/> BATTLE WHERE MARKED | | |
| REVISED ESTIMATE \$ | REASON | ADDITIONAL COST \$ | | | | | |
| AUTHORIZED BY | <input type="checkbox"/> IN PERSON | DATE | TIME | | | | |
| REVISED ESTIMATE \$ | REASON | ADDITIONAL COST \$ | | | | | |
| AUTHORIZED BY | <input type="checkbox"/> IN PERSON | DATE | TIME | | | | |
| <i>I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor</i> | | | | | | | |
| Name of Designee: | | | | Phone Number: | | | |
| E-Mail Address: | | | | Fax Number: | | | |
| Customer's Signature: | | | | Date: | | | |

FOR BODY SHOP ONLY:
DUE TO THE NATURE OF BODY SHOP REPAIR, WE CANNOT PROMISE A COMPLETION DATE.

POWER OF ATTORNEY
The undersigned hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said GEORGE CHEVROLET, Insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured, and any releases thereto, as settlement for Insured's claim for damages to the above described automobile. Insured authorizes representatives of the Insured's insurance company to make changes in the estimate, method of repairs, and/or parts and materials used in the repair of the above described automobile.

X _____ X _____
(DATE) (INSURED)



0101J153413

E.P.A. # ARD000091 • EPA # CAD981444995 (07/09) GM

Please Answer The Following Questions When Performing Warranty Work.

| EQUIPPED WITH: (CIRCLE) | FLAGS | PARTS TURNED IN | MECH. # | TIME CLOCK |
|---|-------|-----------------|---------|------------|
| (1) A/C (11) AM/FM STEREO/TAPE | J1 | | | ON |
| (2) P/S (12) STEPSIDE/FLEETSIDE | | | | OFF |
| (3) A.I.R. (13) SHORT/LONG W/BSE | J2 | | | ON |
| (4) ELEC. WDO/LK (14) STD. TRANS. | | | | OFF |
| (5) ELEC. DEFR. (15) AUTO TRANS. | | | | ON |
| (6) REM. CONT MIR. (16) SGL/D EXH. | J3 | | | OFF |
| (7) CRUISE CONT (17) ENG. TRANS. OIL COOLER | | | | ON |
| (8) FLR/CONSLSHIFT (18) OTHER | J4 | | | OFF |
| (9) CELLULAR PHONE | | | | ON |
| (10) POSI TRACTION | J5 | | | OFF |

| | | |
|--|---|---|
| <p>1. Complaint Or Problem MECH.# 594 LH FLT DOOR HANDLE LAMP WONT LIGHT UP</p> | <p>1. Complaint Or Problem MECH.# 594 REWRITES MAP</p> | <p>1. Complaint Or Problem MECH.#</p> |
| <p>2. What Caused The Trouble? LAMP STARTED OUT.</p> | <p>2. What Caused The Trouble? RCDL module cost programming.</p> | <p>2. What Caused The Trouble?</p> |
| <p>3. What Was Done To Correct? DIAG & replaced LH FLT DOOR HANDLE LIGHT/ LAMP. TESTED OK. C2484 .3</p> | <p>3. What Was Done To Correct? DIAG & reprogrammed RCDL module & reprogrammed REWRITES. TESTED OK. P4490 .3</p> | <p>3. What Was Done To Correct?</p> |

CVWS

CVWS



0101ICVWS149042

| | | | | | |
|----------------------------|--|--|-------------------------------|------------------------------|-----------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 5 | INVOICE DATE 05/26/11 | CELL # [REDACTED] |
| [REDACTED] | | LABOR RATE [REDACTED] | LICENSE No. [REDACTED] | MILEAGE 16,214 | COLOR WHITE/ |
| [REDACTED] | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 | STOCK No. CVWS149042 |
| SOUTH GATE, CA [REDACTED] | | VEHICLE I.D. No. 1G1Z157B99E [REDACTED] | SELLING DEALER NO. [REDACTED] | PRODUCTION DATE [REDACTED] | |
| RESIDENCE PHONE [REDACTED] | | F. T. E. No. [REDACTED] | P. O. No. [REDACTED] | R.O. DATE 05/16/11 | |
| BUSINESS PHONE [REDACTED] | | COMMENTS | | | MO: 16216 |

| LABOR & PARTS | | | | | | |
|---|-----|--------------|------------------|-------------|--------------|---------|
| J# | 2 | 40CVZ | ELECTRICAL | HOURS: 1.40 | TECH(S): 594 | 133.84 |
| CUSTOMER STATES STEERING GETS HARD ON TURNS CHECK STEERING GEAR MAKING NOISE AND HARD TO TURN DIAG. AND REPLACED STEERING RACK AND PERFORMED FRONT END TOE ALIGNMENT, AND ROAD TESTED VEHICLE OK. | | | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | U/COST | E/COST | U/PRICE |
| JOB # 2 | 1 | 15858369 | GEAR 6.508 | 259.43 | 259.43 | 323.20 |
| JOB # 2 | -1 | 15858369 | CORE RETURN | 100.00 | -100.00 | -100.00 |
| JOB # 2 COST TOTAL | | | | | | 159.43 |
| JOB # 2 TOTAL PARTS | | | | | | 223.20 |
| JOB # 2 TOTAL LABOR & PARTS | | | | | | 357.04 |
| J# | 3 | 40CVZ1ELEC/A | ELEC CHK & ADV | HOURS: 0.70 | TECH(S): 594 | 66.92 |
| CUSTOMER REAR POWER 110 VOLT AUXILIARY COVER CAME OFF SOP IS HERE DOOR AUXILIARY 110 VOLTS OUTLET CAME OFF. REPLACED REAR AUXILIARY OUTLET 100 VOLT ACCESSORIE, TESTED OK. | | | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | U/COST | E/COST | U/PRICE |
| JOB # 3 | 1 | 25858121 | RECEPTAC 9.709 | 26.59 | 26.59 | 37.23 |
| JOB # 3 COST TOTAL | | | | | | 26.59 |
| JOB # 3 TOTAL PARTS | | | | | | 37.23 |
| JOB # 3 TOTAL LABOR & PARTS | | | | | | 104.15 |
| J# | 4 | 40CVZ2ELEC/A | ELEC CHK & ADV | HOURS: 0.30 | TECH(S): 594 | 28.68 |
| CUSTOMER STATES REMOTE ANTENNA CAME OFF <TRANSMITTER> REMOTE'S ANTENNA CAME OFF ITS PLACE REPLACED REMOTES ASSY. AND PROGRAMMED WITH TECH 2 | | | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | U/COST | E/COST | U/PRICE |
| JOB # 4 | 1 | 19131603 | TRANSMITT 10.485 | 92.75 | 92.75 | 129.85 |
| JOB # 4 COST TOTAL | | | | | | 92.75 |
| JOB # 4 TOTAL PARTS | | | | | | 129.85 |
| JOB # 4 TOTAL LABOR & PARTS | | | | | | 158.53 |
| J# | 5 | 40CVZ3ELEC/A | ELEC CHK & ADV | HOURS: 0.60 | TECH(S): 594 | 57.36 |
| CUSTOMER STATES STEERING INF. BUTTON IS PEALING OFF STEERING INFO BUTTON PEELING REPLACED INFO SWITCH ON STEERING WHEEL | | | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | U/COST | E/COST | U/PRICE |
| JOB # 5 | 1 | 15942445 | SWITCH 3.883 | 34.21 | 34.21 | 47.89 |
| JOB # 5 COST TOTAL | | | | | | 34.21 |
| JOB # 5 TOTAL PARTS | | | | | | 47.89 |
| JOB # 5 TOTAL LABOR & PARTS | | | | | | 105.25 |
| R/O TAX | | | | | | 0.00 |
| R/O TOTALS | | | | | | 724.97 |

CVWS149042

CVWS149042



0101ICVWS149042

| | | | | | |
|----------------------------|----------------|---|---------------------------|----------------------------------|----------------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 632 | INVOICE DATE 05/26/11 | INVOICE No. CVWS149042 |
| [REDACTED] | | LABOR RATE | LICENSE No. [REDACTED] | MILEAGE 16,214 | COLOR WHITE/ |
| SOUTH GATE, CA | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 |
| [REDACTED] | | VEHICLE I.D. No. 1G1Z157R99E | | SELLING DEALER NO. | PRODUCTION DATE |
| [REDACTED] | | F.T.E. No. | P.O. No. | R.O. DATE 05/16/11 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | MO: 16216 |

WARRANTY CLAIM DETAIL TOTALS

| CLAIM# | TOTAL |
|---------------------|---------------|
| [REDACTED] | 357.04 |
| [REDACTED] | 104.15 |
| [REDACTED] | 158.53 |
| [REDACTED] | 105.25 |
| CLAIM TOTALS | 724.97 |

APPROVED BY SIGNATURE

CVWS [REDACTED]

CVWS [REDACTED]



0101ICVWS149042

| | | | | | |
|----------------------------|----------------|---|----------------------------------|---------------------------------|-----------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 5 | INVOICE DATE 05/26/11 | CELL [REDACTED] |
| [REDACTED] | | LABOR RATE | LICENSE No. [REDACTED] | MILEAGE 16,214 | COLOR WHITE/ |
| [REDACTED] | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | DELIVERY DATE 08/02/09 | | DELIVERY MILES 45 |
| SOUTH GATE, CA [REDACTED] | | VEHICLE I.D. No. 1G1Z157B99F [REDACTED] | SELLING DEALER NO. | | PRODUCTION DATE |
| [REDACTED] | | F. T. E. No. | P. O. No. | R.O. DATE 05/16/11 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | MO: 16216 |

DCS AUDIT SLIP

JOB CARD 149042

| | | | |
|--------------------|------------------------|----------------------|------------|
| VIN | 1G1ZJ57B99F [REDACTED] | REPAIRING BAC | 114562 |
| ODOMETER INDICATOR | M | JOB CARD OPEN DATE | 05/16/2011 |
| ODOMETER | 16214 | SERVICE ADVISOR GMIN | 064202235 |
| NON-GM VEHICLE | N | FOREIGN TOURIST | |
| REFERENCE NUMBER | | | |

| | | | | | | |
|-----|----------|------------|----------|------------|----------------|-----|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN.# | VER |
| 2 | W | ZREG | | [REDACTED] | | |

JOB COMPLETION DATE: 05/23/2011
TECHNICIAN GMIN: 180896767

LABOR OPERATION BASE HOURS
E9740 1.4

COMPLAINT CODE: 0123
COMPLAINT DESCRIPTION: CUSTOMER STATES STEERING GETS HARD ON TURNS CHECK

CAUSE CODE: 6063
CAUSE DESCRIPTION: STEERING GEAR MAKING NOISE AND HARD TO TURN

CORRECTION DESCRIPTION: DIAG. AND REPLACED STEERING RACK AND PERFORMED FRONT END TOE ALIGNMENT, AND ROAD TESTED VEHICLE OK.

CAUSAL PART: 15858369

| | | | | | |
|----------------------|-----|---------------|---------------------|---------|--------|
| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
| 15858369 | 1 | 159.43 | | | |
| | | TOTAL W/O TAX | TAX | TOTAL | |
| PARTS HANDLING | | 63.77 | | | |
| PARTS | | 159.43 | 0.00 | 223.20 | |
| LABOR | | 133.84 | 0.00 | 133.84 | |
| NET ITEMS | | 0.00 | 0.00 | 0.00 | |
| PARTICIPATION AMOUNT | | | | (0.00) | |
| TRANSACTION | | 357.04 | 0.00 | 357.04 | |

CVWS [REDACTED]

CVWS [REDACTED]



0101ICVWS149042

| | | | | | |
|----------------------------|----------------|---|---------------------------|----------------------------------|-----------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 632 | INVOICE DATE 05/26/11 | FIN CVWS149042 |
| [REDACTED] | | LABOR RATE | LICENSE No. [REDACTED] | MILEAGE 16,214 | COLOR WHITE/ |
| SOUTH GATE, CA [REDACTED] | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 |
| [REDACTED] | | VEHICLE I.D. No. 1G1ZJ57B99F | | SELLING DEALER NO. | PRODUCTION DATE |
| [REDACTED] | | F. T. E. No. | P.O. No. | R.O. DATE 05/16/11 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | |
| | | | | | MO: 16216 |

DCS AUDIT SLIP

JOB CARD 149042

| | | | |
|--------------------|------------------------|----------------------|------------|
| VIN | 1G1ZJ57B99F [REDACTED] | REPAIRING BAC | 114562 |
| ODOMETER INDICATOR | M | JOB CARD OPEN DATE | 05/16/2011 |
| ODOMETER | 16214 | SERVICE ADVISOR GMIN | 064202235 |
| NON-GM VEHICLE | N | FOREIGN TOURIST | |
| REFERENCE NUMBER | | | |

| | | | | | | |
|-----|----------|------------|----------|------------|----------------|-----|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | FRA CLAIM# | OEM SAP TRAN.# | VER |
| 3 | W | ZREG | | [REDACTED] | | |

JOB COMPLETION DATE: 05/26/2011
TECHNICIAN GMIN: 180896767

| | | |
|-----------------|------------|-----------|
| LABOR OPERATION | BASE HOURS | DIAGNOSIS |
| N4794 | .4 | .3 |

COMPLAINT CODE: 0590
COMPLAINT DESCRIPTION: CUSTOMER REAR POWER 110 VOLT AUXILIARY COVER CAME OFF
F SOP IS HERE

CAUSE CODE: 6579
CAUSE DESCRIPTION: DOOR AUXILIARY 110 VOLTS OUTLET CAME OFF.

CORRECTION DESCRIPTION: REPLACED REAR AUXILIARY OUTLET 100 VOLT ACCESSORIE
. TESTED OK.

CAUSAL PART: 25858121

| | | | | | |
|----------------------|-----|---------------|---------------------|---------|--------|
| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
| 25858121 | 1 | 26.59 | | | |
| | | TOTAL W/O TAX | TAX | TOTAL | |
| PARTS HANDLING | | 10.64 | | 37.23 | |
| PARTS | | 26.59 | 0.00 | 66.92 | |
| LABOR | | 66.92 | 0.00 | 0.00 | |
| NET ITEMS | | 0.00 | 0.00 | 0.00 | |
| PARTICIPATION AMOUNT | | | | (0.00) | |
| TRANSACTION | | 104.15 | 0.00 | 104.15 | |

CVWS

CVWS



01011CVWS149042

| | | | | | |
|---------------------------|--|---|----------------------------------|---------------------------------|--------------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 5 | INVOICE DATE 05/26/11 | CELL # |
| [REDACTED] | | LABOR RATE | LICENSE No. [REDACTED] | MILEAGE 16,214 | COLOR WHITE/ |
| SOUTH GATE, CA [REDACTED] | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 | STOCK No. CVWS149042 |
| RESIDENCE PHONE | | VEHICLE I.D. No. 1G1ZJ57B99E | SELLING DEALER NO. | PRODUCTION DATE | |
| BUSINESS PHONE | | F. T. E. No. | P.O. No. | R.O. DATE 05/16/11 | |
| COMMENTS | | | | | MO: 16216 |

DCS AUDIT SLIP

JOB CARD 149042

| | | | |
|--------------------|-------------|----------------------|------------|
| VIN | 1G1ZJ57B99E | REPAIRING BAC | 114562 |
| ODOMETER INDICATOR | M | JOB CARD OPEN DATE | 05/16/2011 |
| ODOMETER | 16214 | SERVICE ADVISOR GMIN | 064202235 |
| NON-GM VEHICLE | N | FOREIGN TOURIST | |
| REFERENCE NUMBER | | | |

| | | | | | | |
|-----|----------|------------|----------|------------|----------------|-----|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | FRA CLAIM# | OEM SAP TRAN.# | VER |
| 4 | W | ZREG | | | | |

JOB COMPLETION DATE: 05/23/2011
TECHNICIAN GMIN: 180896767

LABOR OPERATION BASE HOURS
R4490 0.3

COMPLAINT CODE: 0524
COMPLAINT DESCRIPTION: CUSTOMER STATES REMOTE ANTENNA CAME OFF <TRANSMITTE R>

CAUSE CODE: 6579
CAUSE DESCRIPTION: REMOTE'S ANTENNA CAME OFF ITS PLACE

CORRECTION DESCRIPTION: REPLACED REMOTES ASSY. AND PROGRAMMED WITH TECH 2

CAUSAL PART: 19131603

| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
|----------------------|-----|---------------|---------------------|-------|--------|
| 19131603 | 1 | 92.75 | | | |
| | | TOTAL W/O TAX | TAX | TOTAL | |
| PARTS HANDLING | | 37.10 | | | |
| PARTS | | 92.75 | 0.00 | | 129.85 |
| LABOR | | 28.68 | 0.00 | | 28.68 |
| NET ITEMS | | 0.00 | 0.00 | | 0.00 |
| PARTICIPATION AMOUNT | | | | (| 0.00) |
| TRANSACTION | | 158.53 | 0.00 | | 158.53 |

CVWS149042

CVWS149042



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| | | | | | |
|----------------------------|--|---|-----------------------|----------------------------------|-------------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 632 | INVOICE DATE 05/26/11 | CELL PIN CVWS149042 |
| RESIDENCE PHONE | | LABOR RATE | LICENSE No. | MILEAGE 16,214 | COLOR WHITE/ |
| BUSINESS PHONE | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | | DELIVERY DATE 08/02/09 | STOCK No. 45 |
| SOUTH GATE, CA | | VEHICLE I.D. No. 1G1ZJ57B99F | | SELLING DEALER NO. | DELIVERY MILES 45 |
| COMMENTS | | F. T. E. No. | P. O. No. | R. O. DATE 05/16/11 | PRODUCTION DATE |
| | | MO: 16216 | | | |

DCS AUDIT SLIP

JOB CARD 149042

| | | | |
|--------------------|-------------|----------------------|------------|
| VIN | 1G1ZJ57B99F | REPAIRING BAC | 114562 |
| ODOMETER INDICATOR | M | JOB CARD OPEN DATE | 05/16/2011 |
| ODOMETER | 16214 | SERVICE ADVISOR GMIN | 064202235 |
| NON-GM VEHICLE | N | FOREIGN TOURIST | |
| REFERENCE NUMBER | | | |

| | | | | | | |
|-----|----------|------------|----------|------------|----------------|-----|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN.# | VER |
| 5 | W | ZREG | | 149042-5 | | |

JOB COMPLETION DATE: 05/23/2011
TECHNICIAN GMIN: 180896767

| | | |
|-----------------|------------|-----------|
| LABOR OPERATION | BASE HOURS | DIAGNOSIS |
| E7012 | .3 | .3 |

COMPLAINT CODE: 0123
COMPLAINT DESCRIPTION: CUSTOMER STATES STEERING INF. BUTTON IS PEELING OFF

CAUSE CODE: 2039
CAUSE DESCRIPTION: STEERING INFO BUTTON PEELING

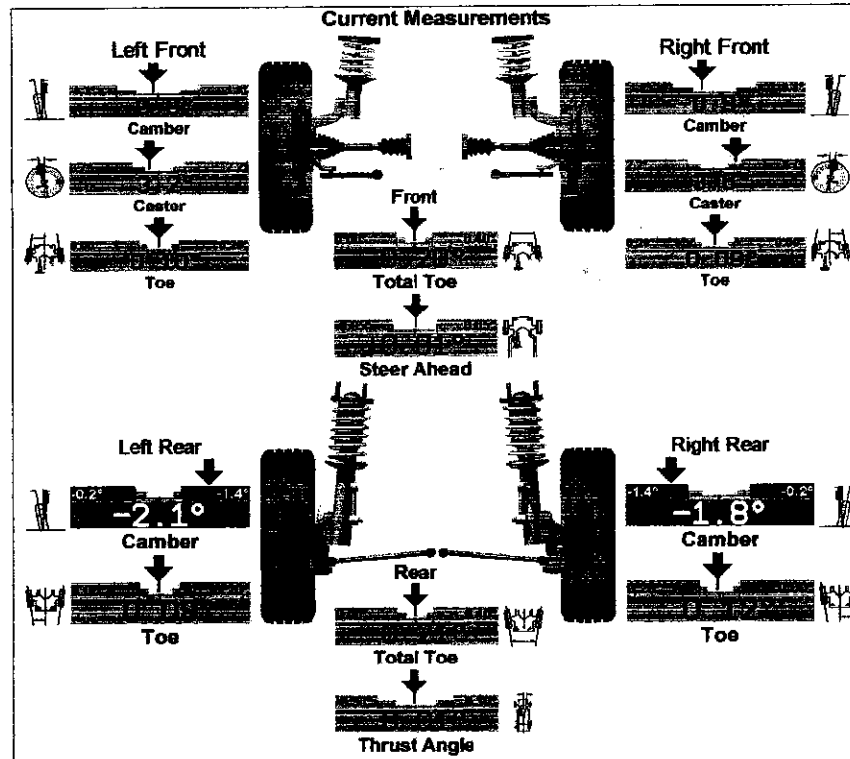
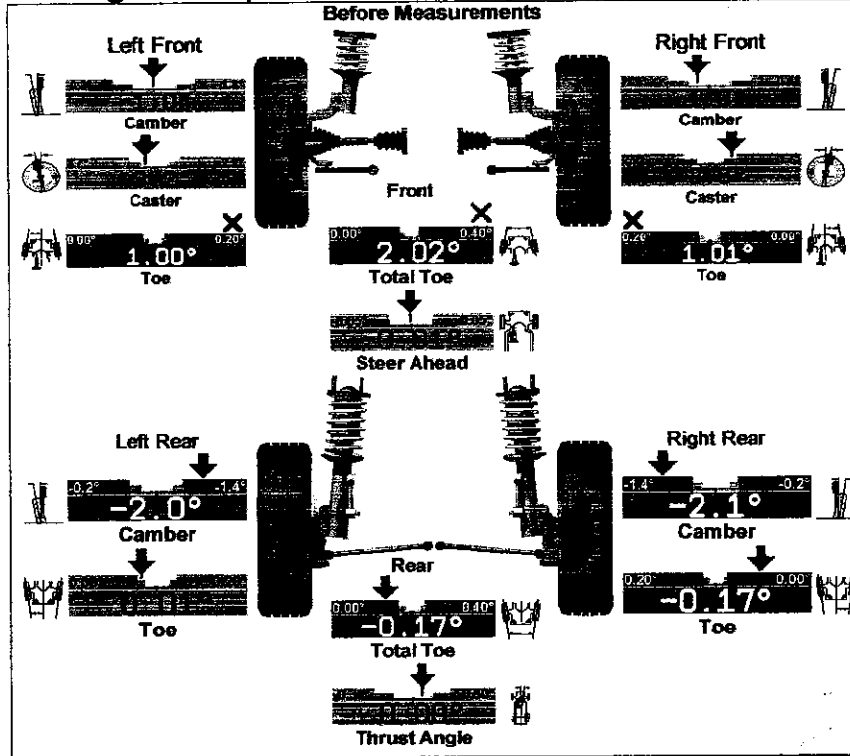
CORRECTION DESCRIPTION: REPLACED INFO SWITCH ON STEERING WHEEL

CAUSAL PART: 15942445

| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
|----------------------|-----|---------------|---------------------|-------|--------|
| 15942445 | 1 | 34.21 | | | |
| | | TOTAL W/O TAX | TAX | TOTAL | |
| PARTS HANDLING | | 13.68 | | | |
| PARTS | | 34.21 | 0.00 | | 47.89 |
| LABOR | | 57.36 | 0.00 | | 57.36 |
| NET ITEMS | | 0.00 | 0.00 | | 0.00 |
| PARTICIPATION AMOUNT | | | | (| 0.00) |
| TRANSACTION | | 105.25 | 0.00 | | 105.25 |

Telephone _____
Vehicle (VIN) _____
License _____
Technician _____
Mileage _____
Time Printed 5/17/11 5:10 PM

Chevrolet : Malibu (Including Classic) : 2008-10 : except Classic : 2.4L (Including Hybrid) with EPS



- The steering wheel is currently level.

CVCS [REDACTED]

CVCS149042



0101ICVCS149042

| | | | | | |
|---------------------------|--|---|----------------------------------|------------------------------|----------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 5 | INVOICE DATE 05/23/11 | INV. No. CVCS149042 |
| [REDACTED] | | LABOR RATE | LICENSE No. [REDACTED] | MILEAGE 16,214 | COLOR WHITE/ |
| [REDACTED] | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 | |
| SOUTH GATE, CA [REDACTED] | | VEHICLE I.D. No. 1G1Z157R99E [REDACTED] | SELLING DEALER NO. | PRODUCTION DATE | |
| RESIDENCE PHONE | | BUSINESS PHONE | COMMENTS | R.O. DATE 05/16/11 | |
| | | | | MO: 16216 | |

LABOR & PARTS

1 13CVZ**TIRE REG WHL & TIRE CHK & ADV TECH(S): 594 0.00
 TIRE PRESSURE CHECK AND INFLATE SERVICE:
 CUSTOMER MAY DECLINE THE CHECK AND INFLATE SERVICE IF THE
 CUSTOMER AFFIRMS THE SERVICE HAS BEEN PERFORMED IN THE LAST
 30 DAYS OR WILL PERFORM IT WITHIN THE NEXT 7 DAYS
 TIRES INFLATED TO (PSI):
 RF 33
 LF 33
 RR 33
 LR 33

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-------|-----|-----------|-----------------------------|------------|
| | | | JOB # 1 TOTAL PARTS | 0.00 |
| | | | JOB # 1 TOTAL LABOR & PARTS | 0.00 |

2 40CVZ ELECTRICAL TECH(S): 594 WARRANTY
 CUSTOMER STATES STEERING GETS HARD ON TURNS CHECK
 STEERING GEAR MAKING NOISE AND HARD TO TURN
 DIAG. AND REPLACED STEERING RACK AND PERFORMED FRONT END TOE
 ALIGNMENT, AND ROAD TESTED VEHICLE OK. *E9740 -7 toe*

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|---------|-----|-----------|-----------------------------|------------|----------|
| JOB # 2 | 1 | 15858369 | GEAR 6.508 | | WARRANTY |
| JOB # 2 | -1 | 15858369 | CORE RETURN | | WARRANTY |
| | | | JOB # 2 TOTAL PARTS | 0.00 | |
| | | | JOB # 2 TOTAL LABOR & PARTS | 0.00 | |

3 40CVZJELECC/A ELEC CHK & ADV TECH(S): 594 WARRANTY
 CUSTOMER REAR POWER 110 VOLT AUXILIARY COVER CAME OFF
 SOP IS HERE
 DOOR AUXILIARY 110 VOLTS OUTLET CAME OFF.
 REPLACED REAR AUXILIARY OUTLET 100 VOLT ACCESSORIE , TESTED
 OK.

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|---------|-----|-----------|-----------------------------|------------|----------|
| JOB # 3 | 1 | 25858121 | RECEPTACL 9.709 | | WARRANTY |
| | | | JOB # 3 TOTAL PARTS | 0.00 | |
| | | | JOB # 3 TOTAL LABOR & PARTS | 0.00 | |

4 40CVZ2ELECZA ELEC CHK & ADV TECH(S): 594 WARRANTY
 CUSTOMER STATES REMOTE ANTENNA CAME OFF <TRANSMITTER>
 REMOTE'S ANTENNA CAME OFF ITS PLACE
 REPLACED REMOTES ASSY. AND PROGRAMMED WITH TECH 2

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|---------|-----|-----------|-----------------------------|------------|----------|
| JOB # 4 | 1 | 19131603 | TRANSMITT 10.485 | | WARRANTY |
| | | | JOB # 4 TOTAL PARTS | 0.00 | |
| | | | JOB # 4 TOTAL LABOR & PARTS | 0.00 | |

CVCS149042

CVCS149042



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| | | | | | |
|----------------------------|--|---|----------------------------------|---------------------------------|-------------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 632 5 | INVOICE DATE 05/23/11 | CELL PIN CVCS149042 |
| [REDACTED] | | LABOR RATE | MILEAGE 16,214 | COLOR WHITE/ | STOCK No. |
| SOUTH GATE, CA | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | DELIVERY DATE 08/02/09 | | DELIVERY MILES 45 |
| [REDACTED] | | VEHICLE I.D. No. 1G1ZJ57B99E | SELLING DEALER NO. | | PRODUCTION DATE |
| RESIDENCE PHONE | | F. T. E. No. | P.O. No. | R.O. DATE 05/16/11 | |
| BUSINESS PHONE | | COMMENTS | | | |

MO: 16216

LABOR & PARTS

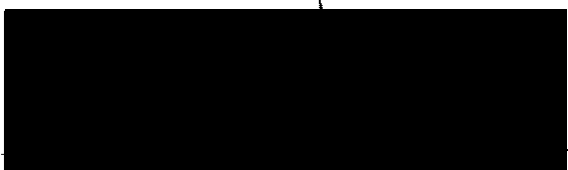
J# 5 40CVZ3ELEC/A ELEC CHK & ADV TECH(S): 594 WARRANTY
 CUSTOMER STATES STEERING INF. BUTTON IS PEALING OFF
 INF. BUTTOM PEALING OFF
 REPLACED STEERING INFO. BUTTOM SWITCH .

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|---------|-----|-----------|--------------|-----------------------------|----------|
| JOB # 5 | 1 | 15942445 | SWITCH 3.883 | | |
| | | | | JOB # 5 TOTAL PARTS | 0.00 |
| | | | | JOB # 5 TOTAL LABOR & PARTS | 0.00 |

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$95.00 (+TAX)

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 |



GEORGE CHEVROLET

149042

17000 SOUTH LAKEWOOD BOULEVARD

BELLFLOWER, CALIFORNIA 90706

(562) 925-2500



149042

DEALER # 20-178



Goodwrench Service

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|----------------|-----------------------|-------|--------|-----------------|-----------------------|-------|-------|
| 01CVZALUBEFI4 | LUBE FWD INJ 4 CYL | MI | 16.00 | 02CVZALOFFI4 | LOF FWD INJ 4 CYL | MI | 30.00 |
| 03CVZABELTRFI4 | BELT RPL FWD INJ 4 | MI | 0.00 | 10CVZAALIGNFI4 | ALIGN SUSP FWD INJ 4 | MI | 65.19 |
| 11CVZAALIGNFI4 | ALIGN REAR FWD INJ 4 | MI | 72.00 | 13CVZAROTBALFI4 | ROT&BAL FWD INJ 4 | MI | 75.00 |
| 21CVZATUNEFI4 | TUNE ENG FWD INJ 4 | MO | 90.00 | 27CVZAEMSERVFI4 | EMIS SERV FWD INJ 4 | MI | 65.19 |
| 26CVZAINJFFI4 | INJ FLSH FWD INJ 4 | MO | 129.95 | 09CVZABRKSERFI4 | BRAKE SERV FWD INJ 4 | MI | 65.19 |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------------|-----------------------|
| 04/27/11 | 148215 | 16001 | 632 | 594 | C | 13CVZ***TIREREG | WHL&TIRE CHK & ADV |
| | | | | 594 | W | 12CVZ | STEERING |
| | | | | 594 | W | 40CVZ | ELECTRICAL |
| | | | | 594 | W | 40CVZ1ELECC/A | ELEC CHK & ADV |
| | | | | 594 | W | 40CVZ2ELECC/A | ELEC CHK & ADV |
| | | | | 594 | W | 46CVZ | W/S WIPERS-WASHERS |

SALESPERSON NO. SALESMAN NO.

SERVICE

TERMS CASH CREDIT CARD CHECK (PRIOR APPROVAL) OTHER

VEHICLE I.D. NO. **1G1ZJ57B99F** YEAR/MAKE/MODEL **09/CHEVROLET/MALIBU/MALIBU LT** PRODUCTION DATE **08/02/09** STOCK NO. **49042** R.O. NO. **49042**

CUSTOMER NO. **594** SERVICE CONTRACT **08/02/09** DELIVERY DATE **05/16/11** DELIVERY MILES **45** SELLING DEALER NO. **05/16/11** R.O. DATE **05/16/11**

OTHER SOUTH GATE, CA

COLOR **WHITE/** CONTRACT NO. **5** EXPIRATION DATE **5** EXPIRATION MILES **5** TAG NO. **5**

TURBO M/MC **CVZA** AIR COND. P.S. TRANS **A** MILEAGE **16,214** ADVISOR NO. **632** ADVISOR **CARLOS RAMOS**

RESIDENCE PHONE **02:50pm** BUSINESS PHONE **05/16/11** PRIORITY **06:00pm** **2**

APPOINTMENT Yes No

ORIGINAL ESTIMATE **CELL: [REDACTED]** LABOR RATE **[REDACTED]**

I hereby authorize the repair work to be done along with the necessary material, and grant you and/or your employees permission to operate the car or truck herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. I hereby authorize subset repairs as you deem necessary.

This company will not assume responsibility for loss or damage to vehicles or articles left in them in case of fire, theft, accident, or any cause beyond Company's control.

Cust. Initial **[Signature]**

| JOB | ORIGINAL CUSTOMER ESTIMATE: | PARTS | LABOR | TOTAL | FUEL GAUGE | DIAGRAM | REMARKS |
|-----|-----------------------------|-------|-------|-------|-----------------|---------|---|
| X | [REDACTED] | 0.00 | 95.00 | 95.00 | E 3/4 1/2 1/4 F | | |
| 1 | C * 13CVZ**TIREREG | | | | | | WHL&TIRE CHK & ADV TIRE PRESSURE CHECK AND INFLATE SERVICE: n/c |
| 2 | W * 40CVZ | | | | | | ELECTRICAL CUSTOMER STATES STEERING GETS HARD ON TURNS CHECK E9940 14 |
| 3 | W * 40CVZ1ELECC/A | | | | | | ELEC CHK & ADV CUSTOMER REAR POWER 110 VOLT AUXILIARY COVER CAME OFF SOP IS HERE N4794 07 ASAP VIP |

FOR BODY SHOP ONLY:
DUE TO THE NATURE OF BODY SHOP REPAIR, WE CANNOT PROMISE A COMPLETION DATE.

POWER OF ATTORNEY
The undersigned hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said GEORGE CHEVROLET, Insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured, and any releases thereto, as settlement for Insured's claim for damages to the above described automobile. Insured authorizes representatives of the Insured's Insurance company to make changes in the estimate, method of repairs, and/or parts and materials used in the repair of the above described automobile.

X _____ X _____
(DATE) (INSURED)



0101J149042

| EQUIPPED WITH: (CIRCLE) | FLAGS | PARTS TURNED IN | MECH. # | TIME CLOCK |
|--|-------|---|---------|------------|
| (1) A/C (11) AM/FM STEREO/TAPE | J1 | steering Gear. AUX 110 volt REPAIR switch/button | 594 | ON |
| (2) P/S (12) STEPSIDE/FLEETSIDE | J2 | | | OFF |
| (3) A.I.R. (13) SHORT/LONG W/BSE | | | ON | |
| (4) ELEC. WDO./LK (14) STD. TRANS. | | | OFF | |
| (5) ELEC. DEFR. (15) AUTO TRANS. | J3 | | 594 | ON |
| (6) REM. CONT. MIR. (16) SGL./D EXH. | J4 | OFF | ON | |
| (7) CRUISE CONT. (17) ENG./TRANS. OIL COOLER | | OFF | OFF | |
| (8) FLR./CNSL./SHFT. (18) OTHER | J5 | | 594 | ON |
| (9) CELLULAR PHONE | | OFF | ON | |
| (10) POSI TRACTION | | ON | OFF | |

| | | |
|--|---|--|
| <p>1. <u>Complaint Or Problem</u> MECH.# 594. steering gets hard on turns.</p> | <p>1. <u>Complaint Or Problem</u> MECH.# 594/ power aux 110 volt cover came off.</p> | <p>1. <u>Complaint Or Problem</u> MECH.#</p> |
| <p>2. <u>What Caused The Trouble?</u> steering gear making noise & had to turn.</p> | <p>2. <u>What Caused The Trouble?</u> door aux 110 volt outlet broke off</p> | <p>2. <u>What Caused The Trouble?</u></p> |
| <p>3. <u>What Was Done To Correct?</u> Dias replaced steering gear make. performed AIT and toe alignment. road tested OK. E9790 1.4</p> | <p>3. <u>What Was Done To Correct?</u> replaced rear aux outlet 110 volt accessible. tested OK. N4794 .7</p> | <p>3. <u>What Was Done To Correct?</u></p> |

GEORGE CHEVROLET

149042

17000 SOUTH LAKEWOOD BOULEVARD
BELLFLOWER, CALIFORNIA 90706



149042

(562) 925-2500

DEALER # 20-178



RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|----------------|-----------------------|-------|--------|-----------------|-----------------------|-------|-------|
| 01CVZALUBEF14 | LUBE FWD INJ 4 CYL | MI | 16.00 | 02CVZALOFFFI4 | LOF FWD INJ 4 CYL | MI | 30.00 |
| 03CVZABELTRFI4 | BELT RPL FWD INJ 4 | MI | 0.00 | 10CVZAALIGNFI4 | ALIGN SUSP FWD INJ 4 | MI | 65.19 |
| 11CVZAALIGNFI4 | ALIGN REAR FWD INJ 4 | MI | 72.00 | 13CVZAROTBALFI4 | ROT&BAL FWD INJ 4 | MI | 75.00 |
| 21CVZATUNEF14 | TUNE ENG FWD INJ 4 | MO | 90.00 | 27CVZAEMSERVFI4 | EMIS SERV FWD INJ 4 | MI | 65.19 |
| 26CVZAINJFFI4 | INJ FLSH FWD INJ 4 | MO | 129.95 | 09CVZABRKSERFI4 | BRAKE SERV FWD INJ 4 | MI | 65.19 |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------------|-----------------------|
| 04/27/11 | 148215 | 16001 | 632 | 594 | C | 13CVZ***TIREREG | WHL&TIRE CHK & ADV |
| | | | | 594 | W | 12CVZ | STEERING |
| | | | | 594 | W | 40CVZ | ELECTRICAL |
| | | | | 594 | W | 40CVZ1ELECC/A | ELEC CHK & ADV |
| | | | | 594 | W | 40CVZ2ELECC/A | ELEC CHK & ADV |
| | | | | 594 | W | 46CVZ | W/S WIPERS-WASHERS |

SALESPERSON NO.

SALES SERVICE

VEHICLE I.D. NO. **1G1ZJ57B99F** YEAR/MAKE/MODEL **09/CHEVROLET/MALIBU/MALIBU LT** PRODUCTION DATE **08/02/09** STOCK NO. **149042** LICENSE NO. **149042** R.O. NO. **149042**

CASH CREDIT CARD CHECK (PRIOR APPROVAL) OTHER SOUTH GATE, CA

CUSTOMER NO. **594** SERVICE CONTRACT **08/02/09** DELIVERY DATE **08/02/09** DELIVERY MILES **45** SELLING DEALER NO. **05/16/11** TAG NO. **5**

COLOR **WHITE/** CONTRACT NO. **16,214** EXPIRATION DATE **632** EXPIRATION MILES **CARLOS RAMOS**

TURBO M/MC **CVZA** AIR COND. **Y** P.S. **Y** TRANS **A** MILEAGE **16,214** ADVISOR NO. **632** ADVISOR **CARLOS RAMOS**

RESIDENCE PHONE **02:50pm** BUSINESS PHONE **05/16/11 06:00pm** PRIORITY **2**

APPOINTMENT Yes No ORIGINAL ESTIMATE **CELL: [REDACTED]** LABOR RATE **X**

I hereby authorize the repair work to be done along with the necessary material, and grant you and/or your employees permission to operate the car or truck herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. I hereby authorize sublet repairs as you deem necessary. SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

This company will not assume responsibility for loss or damage to vehicles or articles left in them in case of fire, theft, accident, or any cause beyond Company's control.

CUSTOMER SIGNATURE **X** Cust. Initial _____

4. W*40CVZ2ELECC/A ELEC CHK & ADV
CUSTOMER STATES REMOTE ANTENNA CAME OFF <TRANSMITTER>
24490.3

5. W*40CVZ3ELECC/A ELEC CHK & ADV
CUSTOMER STATES STEERING INF. BUTTON IS PEELING OFF
E7012.0

FUEL GAUGE DAMAGED WHERE MARKED

PRIOR BODY DAMAGE LF RF LR RR RATTLE WHERE MARKED

REVISED ESTIMATE \$ _____ REASON _____ ADDITIONAL COST \$ _____

AUTHORIZED IN PERSON _____ DATE _____ TIME _____
BY PHONE # _____

REVISED ESTIMATE \$ _____ REASON _____ ADDITIONAL COST \$ _____

AUTHORIZED IN PERSON _____ DATE _____ TIME _____
BY PHONE # _____

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor

Name of Designee: _____ Phone Number: _____
E-Mail Address: _____ Fax Number: _____
Customer's Signature: _____ Date: _____

FOR BODY SHOP ONLY:
DUE TO THE NATURE OF BODY SHOP REPAIR, WE CANNOT PROMISE A COMPLETION DATE.

POWER OF ATTORNEY
The undersigned hereinafter called "Insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said GEORGE CHEVROLET, Insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured, and any releases thereto, as settlement for Insured's claim for damages to the above described automobile. Insured authorizes representatives of the Insured's Insurance company to make changes in the estimate, method of repairs, and/or parts and materials used in the repair of the above described automobile.

X _____ X _____
(DATE) (INSURED)



0101J149042

| EQUIPPED WITH: (CIRCLE) | FLAGS | PARTS TURNED IN | MECH. # | TIME CLOCK |
|--|-------|-----------------|---------|------------|
| (1) A/C (11) AM/FM STEREO/TAPE | J1 | | | ON |
| (2) P/S (12) STEPSIDE/FLEETSIDE | | | | OFF |
| (3) A.I.R. (13) SHORT/LONG W/BSE | J2 | | | ON |
| (4) ELEC. WDO/LK (14) STD. TRANS. | | | | OFF |
| (5) ELEC. DEFR. (15) AUTO TRANS. | J3 | | | ON |
| (6) REM. CONT. MIR. (16) SGL./D EXH. | | | | OFF |
| (7) CRUISE CONT. (17) ENG./TRANS. OIL COOLER | J4 | | | ON |
| (8) FLR/CNSL/SHFT. (18) OTHER | | | | OFF |
| (9) CELLULAR PHONE | J5 | | | ON |
| (10) POSI TRACTION | | | | OFF |

| | | |
|--|--|---|
| <p>1. Complaint Or Problem MECH.# 5941. REMOTE'S ANTENNA CAME OFF</p> | <p>1. Complaint Or Problem MECH.# 594. STEEVINS WHEEL MOUNTED SWITCH SWITCH IS PEELING.</p> | <p>1. Complaint Or Problem MECH.#</p> |
| <p>2. What Caused The Trouble? REMOTE'S ANTENNA CAME OFF + B MISSING.</p> | <p>2. What Caused The Trouble? SWITCH PEELING. INFO BUTTON</p> | <p>2. What Caused The Trouble?</p> |
| <p>3. What Was Done To Correct? REPLACED REMOTE ASSY + PROGRAMMED WITH TECH 2. <u>R4490 .3</u></p> | <p>3. What Was Done To Correct? REPLACED STEEVINS WHEEL MOUNTED SWITCH. INFO BUTTON. <u>E7012 .6</u></p> | <p>3. What Was Done To Correct?</p> |

17000 Lakewood Boulevard
Bellflower, CA 90706
562-925-2500 Tel 562-925-8880 Fax
cknowles@georgechevrolet.com



Fax

| | |
|--|----------------------------|
| To: Juliana Stark | From: Chris Knowles |
| Fax: 866-255-3670 | Pages: 12 + Cover |
| Phone: 866-790-5700 x21102 | Date: 10/24/2011 |
| Re: Service Request: 71-999352853 | CC: |

Urgent For Review Please Comment Please Reply Please Recycle

● **Comments:**

The following is the requested documentation for [redacted] VIN# 1G1ZJ57B99F [redacted]

Pages 1-12: Service Repair Order 148215

Should you have any troubles with documentation, please do not hesitate to contact me.

Best regards,

Chris Knowles
George Chevrolet

CVWS

CVWS148215



0101ICVWS148215

| | | | | |
|----------------------------|---|---------------------------|----------------------------------|----------------------------------|
| CUSTOMER No. 594 | ADVISOR CARLOS RAMOS | TAG No. 632 R54 | INVOICE DATE 05/03/11 | INVOICE No. CVWS148215 |
| | LABOR RATE | LICENSE No. | MILEAGE 16,001 | COLOR WHITE/ |
| | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 |
| SOUTH GATE, CA | VEHICLE I.D. No. 1G1ZJ57B99E | | SELLING DEALER NO. | PRODUCTION DATE |
| | F. T. E. No. | P.O. No. | R.O. DATE 04/27/11 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | |

MO: 16005

| LABOR & PARTS | QTY | FP-NUMBER | DESCRIPTION | U/COST | E/COST | U/PRICE | PRICE |
|--|-----|-----------|-----------------|-----------------------------|--------|---------|--------|
| J# 2 12CVZ STEERING HOURS: 0.50 TECH(S): 594 47.80 | | | | | | | |
| CUSTOMER STATES THERE IS A KNOCKING NOISE AT STEERING COLUMN AT TURNS. STEERING WHEEL MAKING A CLUNK NOISE ON TURNS. ROAD TEST VEHICLE TO VERIFIED CONCERN AND REPLACED STEERING SHAFT ASSY. | | | | | | | |
| JOB # 2 | 1 | 20938080 | SHAFT KIT 6.526 | 114.55 | 114.55 | 160.37 | 160.37 |
| | | | | JOB # 2 COST TOTAL | 114.55 | | |
| | | | | JOB # 2 TOTAL PARTS | | 160.37 | |
| | | | | JOB # 2 TOTAL LABOR & PARTS | | | 208.17 |
| J# 3 40CVZ ELECTRICAL HOURS: 0.60 TECH(S): 594 57.36 | | | | | | | |
| CUSTOMER STATES PASSENGER HEATER SWITCH WONT LIGHT UP CHECK INSPECTED AND FOUND SWITCH WITH INTERNAL FAILURE. PERFORMED DIAG, REPLACED SEAT HEATER SWITCH | | | | | | | |
| JOB # 3 | 1 | 25845781 | SWITCH 11.500 | 41.33 | 41.33 | 57.86 | 57.86 |
| | | | | JOB # 3 COST TOTAL | 41.33 | | |
| | | | | JOB # 3 TOTAL PARTS | | 57.86 | |
| | | | | JOB # 3 TOTAL LABOR & PARTS | | | 115.22 |
| J# 4 40CVZ1ELEC/A ELEC CHK & ADV HOURS: TECH(S): 594 0.00 | | | | | | | |
| CUSTOMER STATES ELECTRICAL OUTLET DOOR CAME OFF SOP ON ELECTRICAL 110 VOLTS OUTLET. | | | | | | | |
| | | | | JOB # 4 TOTAL LABOR & PARTS | | | 0.00 |
| J# 5 40CVZ2ELEC/A ELEC CHK & ADV HOURS: 0.20 TECH(S): 594 19.12 | | | | | | | |
| CUSTOMER STATES REAR AUXILIARY OUTLET CAME OFF CHECK REAR AUXILIARY OUTLET COVER CAME OFF REPLACED REAR AUX OUTLET | | | | | | | |
| JOB # 5 | 1 | 25774623 | RECEPTACL 9.709 | 2.50 | 2.50 | 3.50 | 3.50 |
| JOB # 5 | 1 | 20983936 | RETAINER 9.709 | 2.00 | 2.00 | 2.80 | 2.80 |
| | | | | JOB # 5 COST TOTAL | 4.50 | | |
| | | | | JOB # 5 TOTAL PARTS | | 6.30 | |
| | | | | JOB # 5 TOTAL LABOR & PARTS | | | 25.42 |
| J# 6 46CVZ W/S WIPERS-WASHERS HOURS: 0.20 TECH(S): 594 19.12 | | | | | | | |
| CUSTOMER STATES WIPER WONT WIPE AND THEY WILL SQUEEK TOO LOUD WHEN OPERATING. TORN WIPER BLADES REMOVED AND REPLACED BOTH WIPER BLADES AND VERIFIED OK/... | | | | | | | |
| JOB # 6 | 1 | 22779755 | BLADE 10.146 | 13.00 | 13.00 | 18.20 | 18.20 |
| JOB # 6 | 1 | 22779754 | BLADE 10.146 | 13.00 | 13.00 | 18.20 | 18.20 |
| | | | | JOB # 6 COST TOTAL | 26.00 | | |
| | | | | JOB # 6 TOTAL PARTS | | 36.40 | |
| | | | | JOB # 6 TOTAL LABOR & PARTS | | | 55.52 |

5/5 Pending
5/13 Pending

CVWS148215

CVWS148215



0101ICVWS148215

| | | | | | |
|----------------------------|----------------|---|---------------------------|----------------------------------|-----------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 632 R54 | INVOICE DATE 05/03/11 | CELL # [REDACTED] |
| [REDACTED] | | LABOR RATE | LICENSE No. [REDACTED] | MILEAGE 16,001 | COLOR WHITE/ |
| SOUTH GATE, CA [REDACTED] | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 |
| [REDACTED] | | VEHICLE I.D. No. 1G1ZJ57B99E [REDACTED] | | SELLING DEALER NO. | PRODUCTION DATE |
| [REDACTED] | | F. T. E. No. | P. O. No. | R.O. DATE 04/27/11 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | MO: 16005 |

| | | |
|-------------------|-----------------|--------|
| G.O.G. & SUPPLIES | | |
| JOB # 3 | FREIGHT (PARTS) | |
| | TOTAL - GOG | 9.62 |
| | R/O TAX | 0.00 |
| | R/O TOTALS | 413.95 |

WARRANTY CLAIM DETAIL TOTALS

| | |
|--------------|--------|
| CLAIM# | TOTAL |
| [REDACTED] | 208.17 |
| [REDACTED] | 124.84 |
| [REDACTED] | 25.42 |
| [REDACTED] | 55.52 |
| CLAIM TOTALS | 413.95 |

APPROVED BY SIGNATURE

CVWS148215

CVWS148215



0101CVWS148215

| | | | | | |
|----------------------------|--|---|---------------------------|---------------------------------|----------------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 632 R54 | INVOICE DATE 05/03/11 | INVOICE No. CVWS148215 |
| RESIDENCE PHONE | | LABOR RATE | LICENSE No. | MILEAGE 16,001 | COLOR WHITE/ |
| BUSINESS PHONE | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | | | DELIVERY DATE 08/02/09 |
| COMMENTS | | VEHICLE I.D. No. 1G1Z157R99F | | | DELIVERY MILES 45 |
| | | F. T. E. No. | | | SELLING DEALER NO. |
| | | P.O. No. | | | PRODUCTION DATE |
| | | R.O. DATE 04/27/11 | | | |
| | | | | | MO: 16005 |

DCS AUDIT SLIP

JOB CARD 148215

| | | | |
|--------------------|-------------|----------------------|------------|
| VIN | 1G1ZJ57899F | REPAIRING BAC | 114562 |
| ODOMETER INDICATOR | M | JOB CARD OPEN DATE | 04/27/2011 |
| ODOMETER | 16001 | SERVICE ADVISOR GMIN | 064202235 |
| NON-GM VEHICLE | N | FOREIGN TOURIST | |
| REFERENCE NUMBER | | | |

| | | | | | | |
|-----|----------|------------|----------|------------|----------------|-----|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN.# | VER |
| 2 | W | ZREG | | 148215-2 | | |

JOB COMPLETION DATE: 05/02/2011
TECHNICIAN GMIN: 180896767

LABOR OPERATION BASE HOURS
E7700 0.5

COMPLAINT CODE: 0126
COMPLAINT DESCRIPTION: CUSTOMER STATES THERE IS A KNOCKING NOISE AT STEERING COLUMN AT TURNS

CAUSE CODE: 6063
CAUSE DESCRIPTION: STEERING WHEEL MAKING A CLUNK NOISE ON TURNS.

CORRECTION DESCRIPTION: ROAD TEST VEHICLE TO VERIFIED CONCERN AND REPLACED STEERING SHAFT ASSY.

CAUSAL PART: 20938080

| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
|----------------------|-----|---------------|---------------------|-------|--------|
| 20938080 | 1 | 114.55 | | | |
| | | TOTAL W/O TAX | | TAX | TOTAL |
| PARTS HANDLING | | 45.82 | | | |
| PARTS | | 114.55 | | 0.00 | 160.37 |
| LABOR | | 47.80 | | 0.00 | 47.80 |
| NET ITEMS | | 0.00 | | 0.00 | 0.00 |
| PARTICIPATION AMOUNT | | | | (| 0.00) |
| TRANSACTION | | 208.17 | | 0.00 | 208.17 |

CVWS [REDACTED]

CVWS [REDACTED]



0101CVWS148215

| | | | | | |
|----------------------------|----------------|---|---------------------------|----------------------------------|----------------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 632 R54 | INVOICE DATE 05/03/11 | INVOICE No. CVWS148215 |
| [REDACTED] | | LABOR RATE | LICENSE No. [REDACTED] | MILEAGE 16,001 | COLOR WHITE/ |
| [REDACTED] | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 |
| SOUTH GATE, CA | | VEHICLE I.D. No. 1G1ZJ57B99F | | SELLING DEALER NO. | PRODUCTION DATE |
| [REDACTED] | | F. T. E. No. | P.O. No. | R.O. DATE 04/27/11 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | |

MO: 16005

DCS AUDIT SLIP

JOB CARD 148215

| | | | |
|--------------------|-------------|----------------------|------------|
| VIN | 1G1ZJ57B99F | REPAIRING BAC | 114562 |
| ODOMETER INDICATOR | M | JOB CARD OPEN DATE | 04/27/2011 |
| ODOMETER | 16001 | SERVICE ADVISOR GMIN | 064202235 |
| NON-GM VEHICLE | N | FOREIGN TOURIST | |
| REFERENCE NUMBER | | | |

| | | | | | | |
|-----|----------|------------|----------|------------|----------------|-----|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN.# | VER |
| 3 | W | ZREG | | [REDACTED] | | |

JOB COMPLETION DATE: 05/02/2011
TECHNICIAN GMIN: 180896767

| | | |
|-----------------|------------|-----------|
| LABOR OPERATION | BASE HOURS | DIAGNOSIS |
| C7174 | .3 | .3 |

COMPLAINT CODE: 0921
COMPLAINT DESCRIPTION: CUSTOMER STATES PASSENGER HEATER SWITCH WONT LIGHT U P CHECK

CAUSE CODE: 6579
CAUSE DESCRIPTION: INSPECTED AND FOUND SWITCH WITH INTERNAL FAILURE.

CORRECTION DESCRIPTION: PERFORMED DIAG, REPLACED SEAT HEATER SWITCH

CAUSAL PART: 25845781

| | | | | | |
|-------------|-----|-----------|---------------------|-------|--------|
| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
| 25845781 | 1 | 41.33 | | | |

| | | | | | | | |
|------------|------|-------------|----------|--------|-------------|------|--------|
| NET AMOUNT | CODE | INVOICE NO. | DISTANCE | RENTAL | VIN OR INFO | DAYS | REASON |
| 9.62 | NIF | | | | | | |

| | | | |
|----------------------|---------------|------|---------|
| | TOTAL W/O TAX | TAX | TOTAL |
| PARTS HANDLING | 16.53 | | |
| PARTS | 41.33 | 0.00 | 57.86 |
| LABOR | 57.36 | 0.00 | 57.36 |
| NET ITEMS | 9.62 | 0.00 | 9.62 |
| PARTICIPATION AMOUNT | | | (0.00) |
| TRANSACTION | 124.84 | 0.00 | 124.84 |

CVWS [REDACTED]

CVWS [REDACTED]



0101ICVWS148215

| | | | | | |
|----------------------------|----------------|---|----------------------------------|---------------------------------|--------------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 632 R54 | INVOICE DATE 05/03/11 | CELL # [REDACTED] |
| [REDACTED] | | LABOR RATE | LICENSE No. [REDACTED] | MILEAGE 16,001 | COLOR WHITE/ |
| [REDACTED] | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 | STOCK No. CVWS148215 |
| SOUTH GATE, CA [REDACTED] | | VEHICLE I.D. No. 1G1ZJ57B99F [REDACTED] | SELLING DEALER NO. | PRODUCTION DATE | |
| [REDACTED] | | F. T. E. No. | P.O. No. | R.O. DATE 04/27/11 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | |

MO: 16005

DCS AUDIT SLIP

JOB CARD 148215

| | | | |
|--------------------|------------------------|----------------------|------------|
| VIN | 1G1ZJ57B99F [REDACTED] | REPAIRING BAC | 114562 |
| ODOMETER INDICATOR | M | JOB CARD OPEN DATE | 04/27/2011 |
| ODOMETER | 16001 | SERVICE ADVISOR GMIN | 064202235 |
| NON-GM VEHICLE | N | FOREIGN TOURIST | |
| REFERENCE NUMBER | | | |

| | | | | | | |
|-----|----------|------------|----------|------------|----------------|-----|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN.# | VER |
| 5 | W | ZREG | | 148215-5 | | |

JOB COMPLETION DATE: 05/03/2011
TECHNICIAN GMIN: 180896767

| | |
|-----------------|------------|
| LABOR OPERATION | BASE HOURS |
| N4000 | 0.2 |

COMPLAINT CODE: 0590
COMPLAINT DESCRIPTION: CUSTOMER STATES REAR AUXILIARY OUTLET CAME OFF CHECK

CAUSE CODE: 6017
CAUSE DESCRIPTION: REAR AUXILIARY OUTLET COVER CAME OFF

CORRECTION DESCRIPTION: REPLACED REAR AUX OUTLET

CAUSAL PART: 25774623

| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
|----------------------|-----|---------------|---------------------|-------|--------|
| 20983936 | 1 | 2.00 | | | |
| 25774623 | 1 | 2.50 | | | |
| | | TOTAL W/O TAX | TAX | TOTAL | |
| PARTS HANDLING | | 1.80 | | | |
| PARTS | | 4.50 | 0.00 | | 6.30 |
| LABOR | | 19.12 | 0.00 | | 19.12 |
| NET ITEMS | | 0.00 | 0.00 | | 0.00 |
| PARTICIPATION AMOUNT | | | | (| 0.00) |
| TRANSACTION | | 25.42 | 0.00 | | 25.42 |

CVWS [REDACTED]

CVWS



0101CVWS148215

| | | | | | |
|----------------------------|----------------|---|---------------------------|----------------------------------|----------------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 632 R54 | INVOICE DATE 05/03/11 | INVOICE No. CVWS148215 |
| [REDACTED] | | LABOR RATE | LICENSE No. [REDACTED] | MILEAGE 16,001 | COLOR WHITE/ |
| [REDACTED] | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 |
| SOUTH GATE, CA [REDACTED] | | VEHICLE I.D. No. 1G1ZJ57B99F | | SELLING DEALER NO. | PRODUCTION DATE |
| [REDACTED] | | F. T. E. No. | P.O. No. | R.O. DATE 04/27/11 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | | |

MO: 16005

DCS AUDIT SLIP

JOB CARD 148215

| | | | |
|--------------------|------------------------|----------------------|------------|
| VIN | 1G1ZJ57B99F [REDACTED] | REPAIRING BAC | 114562 |
| ODOMETER INDICATOR | M | JOB CARD OPEN DATE | 04/27/2011 |
| ODOMETER | 16001 | SERVICE ADVISOR GMIN | 064202235 |
| NON-GM VEHICLE | N | FOREIGN TOURIST | |
| REFERENCE NUMBER | | | |

| | | | | | | |
|-----|----------|------------|----------|------------|----------------|-----|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN.# | VER |
| 6 | W | ZREG | | 148215-6 | | |

JOB COMPLETION DATE: 05/02/2011
TECHNICIAN GMIN: 180896767

LABOR OPERATION BASE HOURS
B1783 0.2

COMPLAINT CODE: 0423
COMPLAINT DESCRIPTION: CUSTOMER STATES WIPER WONT WIPE AND THEY WILL SQUEEK TOO LOUD WHEN OPERATING.

CAUSE CODE: 1037
CAUSE DESCRIPTION: TORN WIPER BLADES

CORRECTION DESCRIPTION: REMOVED AND REPLACED BOTH WIPER BLADES AND VERIFIED OK/...

CAUSAL PART: 22779754

| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
|----------------------|-----|---------------|---------------------|-------|--------|
| 22779754 | 1 | 13.00 | | | |
| 22779755 | 1 | 13.00 | | | |
| | | TOTAL W/O TAX | TAX | TOTAL | |
| PARTS HANDLING | | 10.40 | | | |
| PARTS | | 26.00 | 0.00 | | 36.40 |
| LABOR | | 19.12 | 0.00 | | 19.12 |
| NET ITEMS | | 0.00 | 0.00 | | 0.00 |
| PARTICIPATION AMOUNT | | | | (| 0.00) |
| TRANSACTION | | 55.52 | 0.00 | | 55.52 |

CVCS148215

CVCS148215



0101CVCS148215

| | | | | |
|----------------------------|---|---------------------------|----------------------------------|-----------------------------|
| CUSTOMER No. 594 | ADVISOR CARLOS RAMOS | TAG No. 632 R54 | INVOICE DATE 05/02/11 | CELL # CVCS148215 |
| | LABOR RATE | LICENSE No. | MILEAGE 16,001 | COLOR WHITE/ |
| | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 |
| SOUTH GATE, CA | VEHICLE I.D. No. 1G1ZJ57B99F | | SELLING DEALER NO. | PRODUCTION DATE |
| | F. T. E. No. | P. O. No. | R. O. DATE 04/27/11 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | |

MO: 16005

LABOR & PARTS

1 13CVZ TIRE REG W/IL & TIRE CHK & ADV TECH(S): 594 0.00
 TIRE PRESSURE CHECK AND INFLATE SERVICE:
 CUSTOMER MAY DECLINE THE CHECK AND INFLATE SERVICE IF THE
 CUSTOMER AFFIRMS THE SERVICE HAS BEEN PERFORMED IN THE LAST
 30 DAYS OR WILL PERFORM IT WITHIN THE NEXT 7 DAYS
 ALL TIRES SET TO 35 PSI FRONT AND REAR TIRES.

| | | | | | |
|-------|-----|-----------|-----------------------------|------------|------|
| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | |
| | | | | | 0.00 |
| | | | JOB # 1 TOTAL PARTS | | 0.00 |
| | | | JOB # 1 TOTAL LABOR & PARTS | | 0.00 |

2 12CVZ STEERING TECH(S): 594 WARRANTY
 CUSTOMER STATES THERE IS A KNOCKING NOISE AT STEERING COLUMN
 AT TURNS
 STEERING WHEEL MAKING A CLUNK NOISE ON TURNS.
 ROAD TEST VEHICLE TO VERIFIED CONCERN AND REPLACED STEERING
 SHAFT ASSY. *E7760*

| | | | | | |
|---------|-----|-----------|-----------------------------|------------|----------|
| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
| JOB # 2 | 1 | 20938080 | SHAFT KIT 6.526 | | 0.00 |
| | | | JOB # 2 TOTAL PARTS | | 0.00 |
| | | | JOB # 2 TOTAL LABOR & PARTS | | 0.00 |

3 40CVZ ELECTRICAL TECH(S): 594 WARRANTY
 CUSTOMER STATES PASSENGER HEATER SWITCH WONT LIGHT UP CHECK
 INSPECTED AND FOUND SWITCH WITH INTERNAL FAILURE.
 DIAGNOSE AND REPALCED SEAT HEATER SWITCH.

| | | | | | |
|---------|-----|-----------|-----------------------------|------------|----------|
| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
| JOB # 3 | 1 | 25845781 | SWITCH 11.500 | | 0.00 |
| | | | JOB # 3 TOTAL PARTS | | 0.00 |
| | | | JOB # 3 TOTAL LABOR & PARTS | | 0.00 |

4 40CVZ IELECC/A ELEC CHK & ADV TECH(S): 594 WARRANTY
 CUSTOMER STATES ELECTRICAL OUTLET DOOR CAME OFF
 SOP ON ELECTRICAL 110 VOLTS OULET.

| | | | | | |
|---------|-----|-----------|-----------------------------|------------|----------|
| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
| JOB # 4 | 1 | 25774623 | RECEPTACL 9.709 | | 0.00 |
| JOB # 4 | 1 | 20983936 | RETAINER 9.709 | | 0.00 |
| | | | JOB # 4 TOTAL PARTS | | 0.00 |
| | | | JOB # 4 TOTAL LABOR & PARTS | | 0.00 |

5 40CVZ2ELECC/A ELEC CHK & ADV TECH(S): 594 WARRANTY
 CUSTOMER STATES REAR AUXILIARY OUTLET CAME OFF CHECK
 REAR AUXILIARY OUTLET COVER CAME OFF
 REMOVED AND REPALCEDF REAR AUXILIARY OUT LET COVER AND
 LIGHTER ELEMENT *BYC00*

CVCS148215

CVCS148215



01011CVCS148215

| | | | | | |
|----------------------------|--|---|----------------------------------|---------------------------------|--------------------------------|
| CUSTOMER No. 594 | | ADVISOR CARLOS RAMOS | TAG No. 632 R54 | INVOICE DATE 05/02/11 | CELL # [REDACTED] |
| [REDACTED] | | LABOR RATE | LICENSE No. [REDACTED] | MILEAGE 16,001 | COLOR WHITE/ |
| [REDACTED] | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/MALIBU LT | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 | STOCK No. CVCS148215 |
| SOUTH GATE, CA | | VEHICLE I.D. No. 1G1Z157B99F [REDACTED] | SELLING DEALER NO. | PRODUCTION DATE | |
| RESIDENCE PHONE | | F. T. E. No. | P.O. No. | R.O. DATE 04/27/11 | |
| BUSINESS PHONE | | COMMENTS | | | MO: 16005 |

| PARTS | QTY | FP | NUMBER | DESCRIPTION | UNIT PRICE |
|-------|-----|----|--------|-----------------------------|------------|
| | | | | JOB # 5 TOTAL PARTS | 0.00 |
| | | | | JOB # 5 TOTAL LABOR & PARTS | 0.00 |

6 46CVZ W/S WIPERS WASHERS TECH(S): 594 WARRANTY
 CUSTOMER STATES WIPER WONT WIPE AND THEY WILL SQUEEK TOO
 LOUD WHEN OPERATING.
 TORN WIPER BLADES
 REMOVED AND REPLACED BOTH WIPER BLADES AND VERIFIED OK/...

| PARTS | QTY | FP | NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|---------|-----|----|----------|-----------------------------|------------|----------|
| JOB # 6 | 1 | | 22779755 | BLADE 10.146 | | WARRANTY |
| JOB # 6 | 1 | | 22779754 | BLADE 10.146 | | WARRANTY |
| | | | | JOB # 6 TOTAL PARTS | 0.00 | |
| | | | | JOB # 6 TOTAL LABOR & PARTS | 0.00 | |

| G.O.G. & SUPPLIES | WARRANTY |
|-------------------------|----------|
| JOB # 3 FREIGHT (PARTS) | |
| TOTAL - GOG | 0.00 |

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.95 (+TAX)

| TOTALS | UNIT PRICE |
|-------------------------|-------------|
| 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

GEORGE CHEVROLET

17000 SOUTH LAKEWOOD BOULEVARD

BELLFLOWER, CALIFORNIA 90706

(562) 925-2500

DEALER # 20-178



Goodwrench Service



RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|----------------|-----------------------|-------|--------|-----------------|-----------------------|-------|-------|
| 01CVZALUBEFI4 | LUBE FWD INJ 4 CYL | MI | 16.00 | 02CVZALOFFI4 | LOF FWD INJ 4 CYL | MI | 30.00 |
| 03CVZABELTRFI4 | BELT RPL FWD INJ 4 | MI | 0.00 | 10CVZAALIGNFI4 | ALIGN SUSP FWD INJ 4 | MI | 65.19 |
| 11CVZAALIGNFI4 | ALIGN REAR FWD INJ 4 | MI | 72.00 | 13CVZAROTBALFI4 | ROT&BAL FWD INJ 4 | MI | 75.00 |
| 21CVZATUNEFI4 | TUNE ENG FWD INJ 4 | MO | 90.00 | 27CVZAEMSERVFI4 | EMIS SERV FWD INJ 4 | MI | 65.19 |
| 26CVZAINJFFI4 | INJ FLSH FWD INJ 4 | MO | 129.95 | 09CVZABRKSERFI4 | BRAKE SERV FWD INJ 4 | MI | 65.19 |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|------|--------------|---------|---------|------------|------|-----------|-----------------------|
| | | | | | | | |

SALESPERSON NO. _____ **SALESMAN NO.** _____

S E R V I C E

| | | | | | | | | | | | |
|--|--|--|-------------------------------|--------------------------------|--------------------|---------------------------|--------------|----------------|-----------------------|------------------------|-----------------------------|
| TERMS CASH <input type="checkbox"/> | VEHICLE I.D. NO. 1G1ZJ57B99F | YEAR/MAKE/MODEL 09/CHEVROLET/MALIBU/MALIBU LT | PRODUCTION DATE | STOCK NO. | LICENSE NO. | R.O. NO. 148215 | | | | | |
| CREDIT CARD CHECK <input type="checkbox"/> | RESIDENCE PHONE _____ BUSINESS PHONE _____ | CUSTOMER NO. 594 | DELIVERY DATE 08/02/09 | DELIVERY MILES 45 | SELLING DEALER NO. | R.O. DATE 04/27/11 | | | | | |
| OTHER <input type="checkbox"/> | | COLOR WHITE/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. R54 | | | | | |
| SAVE PARTS FOR CUSTOMER <input type="checkbox"/> | TIME RECEIVED 09:01am | DATE/TIME PROMISED 04/27/11 06:00pm | PRIORITY 2 | TURBO <input type="checkbox"/> | M/MC CVZA | AIR COND. Y | PS. Y | TRANS A | MILEAGE 16,001 | ADVISOR NO. 632 | ADVISOR CARLOS RAMOS |

I hereby authorize the repair work to be done along with the necessary material, and grant you and/or your employees permission to operate the car or truck herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. I hereby authorize sublet repairs as you deem necessary. SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE _____ Cust. Initial _____

| <p>ORIGINAL CUSTOMER ESTIMATE:</p> <table border="1"> <tr> <th>PARTS</th> <th>LABOR</th> <th>TOTAL</th> </tr> <tr> <td>0.00</td> <td>0.95</td> <td>0.95</td> </tr> </table> | PARTS | LABOR | TOTAL | 0.00 | 0.95 | 0.95 | <p>FUEL GAUGE <input type="checkbox"/> E <input type="checkbox"/> 1/4 <input type="checkbox"/> 1/2 <input type="checkbox"/> 3/4 <input type="checkbox"/> F</p> <p>PRIOR BODY DAMAGE <input type="checkbox"/> LF <input type="checkbox"/> RF <input type="checkbox"/> LR <input type="checkbox"/> RR <input type="checkbox"/></p> <p>REVISSED ESTIMATE \$ _____ REASON _____ ADDITIONAL COST \$ _____</p> <p>AUTHORIZED <input type="checkbox"/> IN PERSON _____ DATE _____ TIME _____</p> <p>BY <input type="checkbox"/> PHONE # _____</p> |
|---|---|-------|-------|------|------|------|--|
| PARTS | LABOR | TOTAL | | | | | |
| 0.00 | 0.95 | 0.95 | | | | | |
| <p>1 C 13CVZ**TIREREG WHL&TIRE CHK & ADV TIRE PRESSURE CHECK AND INFLATE SERVICE:</p> <p><i>#594 N/C</i></p> | <p>REVISSED ESTIMATE \$ _____ REASON _____ ADDITIONAL COST \$ _____</p> <p>AUTHORIZED <input type="checkbox"/> IN PERSON _____ DATE _____ TIME _____</p> <p>BY <input type="checkbox"/> PHONE # _____</p> | | | | | | |
| <p>2 W 12CVZ STEERING CUSTOMER STATES THERE IS A KNOCKING NOISE AT STEERING COLUMN AT TURNS</p> <p><i>#594 SHAKT E7700 -5</i></p> | <p><i>I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor</i></p> <p>Name of Designee: _____ Phone Number: _____</p> <p>E-Mail Address: _____ Fax Number: _____</p> <p>Customer's Signature: _____ Date: _____</p> | | | | | | |
| <p>3 W 40CVZ ELECTRICAL CUSTOMER STATES PASSENGER HEATER SWITCH WONT LIGHT UP CHECK</p> <p><i>#594 N2410 -6</i></p> | <p>FOR BODY SHOP ONLY: DUE TO THE NATURE OF BODY SHOP REPAIR, WE CANNOT PROMISE A COMPLETION DATE.</p> <p>POWER OF ATTORNEY The undersigned hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said GEORGE CHEVROLET, Insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured, and any releases thereto, as settlement for Insured's claim for damages to the above described automobile. Insured authorizes representatives of the Insured's Insurance company to make changes in the estimate, method of repairs, and/or parts and materials used in the repair of the above described automobile.</p> | | | | | | |



0101J148215

B.A.K. # AKL000001 - EPAT CALY81444952 (U7/09) 11/11/11

0 7260 1900

| EQUIPPED WITH: (CIRCLE) | FLAGS | PARTS TURNED IN | MECH. # | TIME CLOCK |
|--|-------|--|---------|------------|
| (1) A/C (11) AM/FM STEREO/TAPE | J1 | SHAF. AUT OUT LET LIGHTER PUS. SEAT SWITCH 2X WIPERS | 597 | ON |
| (2) P/S (12) STEPSIDE/FLEETSIDE | | | | OFF |
| (3) A.I.R. (13) SHORT/LONG WBSE | J2 | | 594 | ON |
| (4) ELEC. WDO./LK (14) STD. TRANS. | | | | OFF |
| (5) ELEC. DEFR. (15) AUTO TRANS. | J3 | | 594 | ON |
| (6) REM. CONT. MIR. (16) SGL/D EXH. | | OFF | | |
| (7) CRUISE CONT. (17) ENG./TRANS. OIL COOLER | J4 | 594 | ON | |
| (8) FLR/CNSL/SHFT. (18) OTHER | | | OFF | |
| (9) CELLULAR PHONE | J5 | | ON | |
| (10) POSI TRACTION | | | OFF | |

| 1. Complaint Or Problem | 1. Complaint Or Problem | 1. Complaint Or Problem |
|--------------------------------|---|--|
| MECH.# 594. | MECH.# 594. | MECH.# 594. |
| | KNOCCKING IN STEERING WHEN TURNING. | PASS SEAT HEATER SWITCH WENT LIGHT UP |
| 2. What Caused The Trouble? | 2. What Caused The Trouble? | 2. What Caused The Trouble? |
| | STEERING MAKING CLUNK NOISE WHEN TURNING. | SWITCH INTERNAL FAILURE. |
| 3. What Was Done To Correct? | 3. What Was Done To Correct? | 3. What Was Done To Correct? |
| set tires psi to specs. N/C | DIAG & REPLACED STEERING SHAFT ASSY. E7700.5 | DIAG & REPLACED SEAT HEATER SWITCH. N2410.6 |

Please Answer The Following Questions When Performing Warranty Work.

GEORGE CHEVROLET

17000 SOUTH LAKEWOOD BOULEVARD
BELLFLOWER, CALIFORNIA 90706

(562) 925-2500



Goodwrench Service

DEALER # 20-178

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|----------------|-----------------------|-------|--------|-----------------|-----------------------|-------|-------|
| 01CVZALUBEFI4 | LUBE FWD INJ 4 CYL | MI | 16.00 | 02CVZALOFFI4 | LOF FWD INJ 4 CYL | MI | 30.00 |
| 03CVZABELTRFI4 | BELT RPL FWD INJ 4 | MI | 0.00 | 10CVZAALIGNFI4 | ALIGN SUSP FWD INJ 4 | MI | 65.19 |
| 11CVZAALIGNFI4 | ALIGN REAR FWD INJ 4 | MI | 72.00 | 13CVZAROTBALFI4 | ROT&BAL FWD INJ 4 | MI | 75.00 |
| 21CVZATUNEFI4 | TUNE ENG FWD INJ 4 | MO | 90.00 | 27CVZAEMSERVFI4 | EMIS SERV FWD INJ 4 | MI | 65.19 |
| 26CVZAINJFFI4 | INJ FLSH FWD INJ 4 | MO | 129.95 | 09CVZABRKSERFI4 | BRAKE SERV FWD INJ 4 | MI | 65.19 |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|------|--------------|---------|---------|------------|------|-----------|-----------------------|
| | | | | | | | |

SERVICE

SALESPERSON NO. SALESMAN NO. **1G1ZJ57B99F** YEAR/MAKE/MODEL **09/CHEVROLET/MALIBU/MALIBU LT** PRODUCTION DATE **08/02/09** STOCK NO. **148215**

TERMS CASH CREDIT CARD CHECK (PRIOR APPROVAL) OTHER SOUTH GATE, CA

CUSTOMER NO. **594** SERVICE CONTRACT **08/02/09** DELIVERY DATE **08/02/09** DELIVERY MILES **45** SELLING DEALER NO. **04/27/11**

COLOR **WHITE/** CONTRACT NO. **16,001** EXPIRATION DATE **06/30/11** EXPIRATION MILES **632** TAG NO. **R54**

TURBO M/MC **CVZA** AIR COND. **Y** PS. **Y** TRANS **A** MILEAGE **16,001** ADVISOR NO. **632** ADVISOR **CARLOS RAMOS**

RESIDENCE PHONE **09:01am** BUSINESS PHONE **04/27/11** **06:00pm** PRIORITY **2**

APPOINTMENT Yes No ORIGINAL ESTIMATE **09:01am** DATE/TIME PROMISED **04/27/11** LABOR RATE **06:00pm**

CELL: **[REDACTED]**

I hereby authorize the repair work to be done along with the necessary material, and grant you and/or your employees permission to operate the car or truck herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. I hereby authorize sublet repairs as you deem necessary. **This company will not assume responsibility for loss or damage to vehicles or articles left in them in case of fire, theft, accident, or any cause beyond Company's control.**

SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE **X** Cust. Initial **[REDACTED]**

JOB

4 **W 40CVZ1ELECC/A ELEC CHK & ADV**
CUSTOMER STATES ELECTRICAL OUTLET DOOR CAME OFF
SOP

5 **W 40CVZ2ELECC/A ELEC CHK & ADV**
CUSTOMER STATES REAR AUXILIARY OUTLET CAME OFF CHECK ✓
Opp NY010 .5

6 **W 46CVZ W/S WIPERS-WASHERS**
CUSTOMER STATES WIPER WONT WIPE AND THEY WILL SQUEEK TOO ✓
LOUD WHEN OPERATING.
01783 .2 *Ok Bill Sewell*

FUEL GAUGE E 1/4 1/2 3/4 F

PRIOR BODY DAMAGE LF RF LR RR DAMAGED WHERE MARKED RATTLE WHERE MARKED

REVISSED ESTIMATE \$ _____ REASON _____ ADDITIONAL COST \$ _____

AUTHORIZED IN PERSON _____ DATE _____ TIME _____ BY PHONE # _____

REVISSED ESTIMATE \$ _____ REASON _____ ADDITIONAL COST \$ _____

AUTHORIZED IN PERSON _____ DATE _____ TIME _____ BY PHONE # _____

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor

Name of Designee: _____ Phone Number: _____
E-Mail Address: _____ Fax Number: _____

Customer's Signature: _____ Date: _____

FOR BODY SHOP ONLY:
DUE TO THE NATURE OF BODY SHOP REPAIR, WE CANNOT PROMISE A COMPLETION DATE.

POWER OF ATTORNEY
The undersigned hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said GEORGE CHEVROLET, Insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured, and any releases thereto, as settlement for Insured's claim for damages to the above described automobile. Insured authorizes representatives of the Insured's insurance company to make changes in the estimate, method of repairs, and/or parts and materials used in the repair of the above described automobile.

X _____ X _____
(DATE) (INSURED)



0101J148215

| EQUIPPED WITH: (CIRCLE) | FLAGS | PARTS TURNED IN | MECH. # | TIME CLOCK |
|--|-------|-----------------|---------|------------|
| (1) A/C (11) AM/FM STEREO/TAPE | J1 | | | ON |
| (2) P/S (12) STEPSIDE/FLEETSIDE | | | | OFF |
| (3) A.I.R. (13) SHORT/LONG W/BSE | J2 | | | ON |
| (4) ELEC. WDO./LK (14) STD. TRANS. | | | | OFF |
| (5) ELEC. DEFR. (15) AUTO TRANS. | J3 | | | ON |
| (6) REM. CONT. MIR. (16) SGL./D EXH. | | | | OFF |
| (7) CRUISE CONT. (17) ENG./TRANS. OIL COOLER | J4 | | | ON |
| (8) FLR./CNLSL/SHFT. (18) OTHER | | | | OFF |
| (9) CELLULAR PHONE | J5 | | | ON |
| (10) POSI TRACTION | | | | OFF |

| | | |
|--|--|--|
| <p>1. Complaint Or Problem</p> <p>MECH.# 594.</p> | <p>1. Complaint Or Problem</p> <p>MECH.# 594. ^{REAR}</p> <p>AUX OUTLET door + LIGHTS - CAME LOOSE</p> | <p>1. Complaint Or Problem</p> <p>MECH.# 594</p> <p>WIPER MAKING LOUD SQUEAK NOISES.</p> |
| <p>2. What Caused The Trouble?</p> | <p>2. What Caused The Trouble?</p> <p>^{REAR} BROKEN AUX OUTLET door + LIGHTS.</p> | <p>2. What Caused The Trouble?</p> <p>TORN WIPER BLADES.</p> |
| <p>3. What Was Done To Correct?</p> <p>SOP. PART</p> <p>ELECTRICAL 110VOLT OUTLET.</p> | <p>3. What Was Done To Correct?</p> <p>REPLACED REAR AUX OUTLET COVER + LIGHTS ELEMENT. TESTED OK.</p> <p>N4010 .5</p> | <p>3. What Was Done To Correct?</p> <p>REPLACED both wiper blades. VERIFY OK.</p> <p>B1783 - 2</p> |



VIA FAX ONLY

October 31, 2011

Gary Takamine, Svc Mgr
CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807

RE: [REDACTED]

Service Request: SR # 71-999352853
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B99F [REDACTED]
BRC CET Specialist: Juliana Stark

Dear Mr. Takamine,

This is a letter of notification regarding a **BRC-ER** "Early Resolution Team" case 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.
- Copy of current Registration and/or Title/Application for Title.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

If there are any fax difficulties or the documents exceed 25 pages, please split the fax and send two or more faxes as appropriate.

Your cooperation is greatly appreciated. If you have further questions, please contact the **BRC CET Specialist**; Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors

Juliana Stark
GM Early Response Team
Phone: 866-790-5700 ext 21102
Fax: 866-255-3670
Email: Juliana_stark@gmexpert.com

Camino Real Chevrolet

Monterey Park, CA 91754
(323) 264-3050

ATTN: Juliana Sparks
(866) 235-3670

| | | | | | | |
|-------------------|--------------------|----------------------|----------------|----------------|--|--------------------------|
| ROD 36809 | | VIN 1G1ZJ57B99F | | SOUTH GATE CA | | DATE IN 12/13/10 |
| YEAR 2009 | MAKE CHEVROLET | MODEL MALIBU 2LT | COLOR WHITE | | | TIME IN 14:05 |
| MILES IN 12125 | MILES OUT 12125 | FRAT USE 08/02/09 | LIC | | | CLOSED 12/30/10 06:19 |
| RDR (323) - | | | | RUR (323) - | | WRITER GRISelda |

(1) CUSTOMER STATES STEERING CULIM MAKES CLUNK NOISE WHEN TURNING
CHECKED AND FOUND INT STEERING SHAFT WITH INTERNAL NOISE
REPLACED INTERMEDIATE STEERING SHAFT AND VERIFIED REPAIRS.
(15-0883 RICHARD) A

| | | | | | | |
|-------------------------|------------|------|------|---|-------|--------|
| E7700 | 9090 | 0126 | [15] | 5 | 12.00 | 46.50 |
| (F) 25962603 | (SHAFT KI) | | | 1 | | 134.85 |
| Total Labor | | | | | 12.00 | 46.50 |
| Total Parts | | | | | | 134.85 |
| Total Repair (Warranty) | | | | | | 181.35 |

(2) CUSTOMER STATES SHIFTER CHROME PEELING SHIFTER BEZEL COMING APART
REPLACED SHIFTER BEZEL BOOT
(15-0883 RICHARD) A

| | | | | | | |
|-------------------------|---------|------|------|---|-------|-------|
| K5102 | 2039 | 0890 | [15] | 6 | 14.40 | 55.80 |
| (F) 25932004 | (BEZEL) | | | 1 | | 8.07 |
| Total Labor | | | | | 14.40 | 55.80 |
| Total Parts | | | | | | 8.07 |
| Total Repair (Warranty) | | | | | | 63.87 |

(3) PERFORM 21 POINT INSPECTION PER CUSTOMER REQUEST
PERFORM TIRE INSP AND PRESSURE CHECK FRONT AND REAR TIRE PRESSURES AT 40 PSI
(15-0883 RICHARD) A

| | | |
|-------------------------|------|-----|
| Labor | [15] | .00 |
| Total Repair (Internal) | | .00 |

(4) CUSTOMER STATES BLUETOOTH MAKES A BUZZING NOISE WHEN ITS ON A CALL
INTERNAL MICROPHONE
REPLACED MICROPHONE PER DOC #2538357.
(15-0883 RICHARD) A

| | | | | | | |
|-------------------------|--------------|------|------|---|-------|-------|
| R5114 | 6579 | 0290 | [15] | 5 | 12.00 | 46.50 |
| (F) 20951265 | (MICROPHONE) | | | 1 | | 35.07 |
| Total Labor | | | | | 12.00 | 46.50 |
| Total Parts | | | | | | 35.07 |
| Total Repair (Warranty) | | | | | | 81.57 |

(5) CUSTOMER STATES BRAKES HAVE AN EXCESSIVE SQUEAK NOISE WHEN BRAKING
NO PROBLEM FOUND
(15-0883 RICHARD) A

| | | |
|-------------------------|------|-----|
| Labor | [15] | .00 |
| Total Repair (Warranty) | | .00 |

(6) CUSTOMER STATES CHECK ENGINE LIGHT ON
DTC P0300 CHECKED AND FOUND NEC TO PERFORM FUEL INJECTOR SERV PER DOC# 2266301
PERFORMED FUEL INJECTION FLUSH, ROAD TEST OK
(15-0883 RICHARD) A

| | | | | | | |
|-------------------------|-----------|------|------|----|-------|--------|
| J5645 | 9090 | 0321 | [15] | 11 | 26.40 | 102.30 |
| (F) 88861802 | (CLEANER) | | | 1 | | 12.62 |
| Total Labor | | | | | 26.40 | 102.30 |
| Total Parts | | | | | | 12.62 |
| Total Repair (Warranty) | | | | | | 114.92 |

(7) CUSTOMER STATES SHIFTER BOOT TORN
SHIFTER BOOT TORN
REPLACED SHIFTER BOOT
(15-0883 RICHARD) A

| | | | | | | |
|-------------------------|--------|------|------|---|--|-------|
| K5103 | 4017 | 0395 | [15] | | | .00 |
| (F) 15951472 | (BOOT) | | | 1 | | 35.53 |
| Total Parts | | | | | | 35.53 |
| Total Repair (Warranty) | | | | | | 35.53 |

| | | | | |
|-----|--|-----|--|----------|
| W/C | | INT | | CUSTOMER |
| | | | | |
| | | | | |
| | | | | |

Page 1 of 2
36809 Job 382
Printed 1 time(s)
VIEW R/O

Camino Real Chevrolet

Monterey Park, CA 91754

(323) 264-3050

| | | | | |
|-------------------|--------------------|----------------------|-------------------|--------------------------|
| DOC 36809 | VIN 1G1ZJ57B99F | [REDACTED] | | DATE IN 12/13/10 |
| YEAR 2009 | MAKE CHEVROLET | MODEL MALIBU 2LT | COLOR WHITE | TIME IN 14:05 |
| MILES IN 12125 | MILES OUT 12125 | FRST USE 08/02/09 | LIC [REDACTED] | CLOSED 12/30/10 06:19 |
| ARR | | POS (323) - | BUS (323) - | WRITER GRISELDA |

| | --C/P-- | --W/C-- | --INT-- | -Total- | Gross |
|--------------|---------|---------|---------|---------|-------|
| Labor Time | 0 | 27 | 0 | 27 | |
| Total Labor | .00 | 251.10 | .00 | 251.10 | 74.2% |
| Total Parts | .00 | 226.14 | .00 | 226.14 | (N/A) |
| Total G/O/G | .00 | .00 | .00 | .00 | .0% |
| Total Sublet | .00 | .00 | .00 | .00 | .0% |
| | ----- | ----- | ----- | ----- | |
| Total R/O | .00 | 477.24 | .00 | 477.24 | (N/A) |

W/C INT CUSTOMER

| | | | |
|--------|-----|----------------|-----|
| 251.10 | .00 | Labor | .00 |
| 226.14 | .00 | Parts | .00 |
| .00 | .00 | Sublet | .00 |
| | .00 | Warr Deduct | .00 |
| .00 | .00 | Waste Disposal | .00 |
| .00 | .00 | Oil/Grease | .00 |
| .00 | .00 | Less Disc. | .00 |
| 477.24 | .00 | Total | .00 |
| .00 | .00 | Tax | .00 |
| .00 | .00 | Tax2 | .00 |
| .00 | .00 | Tire Tax | .00 |
| 477.24 | .00 | TOTAL (CHRG) | .00 |

Camino Real Chevrolet

Monterey Park, CA 91754
(323) 264-3050

| | | | | | |
|--------------------------|---------------------------|------------------------------|-----------------------|---------------------------------|-----------------|
| ROD 33695 | | VIN 1G1ZJ57B99F | | DATE IN 09/27/10 | |
| YEAR 2009 | MAKE CHEVROLET | MODEL MALIBU 2LT | COLOR WHITE | TIME IN 08:51 | |
| MILES IN 11200 | MILRS OUT 11200 | FIRST URP 08/02/09 | LOC. | CLOSED 09/28/10 13:15 | |
| SEC | | | HR. | MIS. | WHYPR |
| | | | (323) | (323) | GRISELDA |

(1) CUSTOMER STATES CK ENGI NE LI GHT ON VEH STUMBL ES AT ACCELARATI ON AND LOOSES POWER CHECKED AND FOUND DTC P0455, P0461. FUEL EVAP LI NE I NTERFERENCE WITH AFM TRAVEL PER DOC 2262198
REMOVED FUEL TANK, REPOSI TI ON FUEL VAPORS LI NE. REI NSTALLLED AND ROAD TEST OK CLEAR DTC AND CHECK FUEL LEVEL CORRECTLY.
(15-0883 RI CHARD-) A

| | | | | | | |
|-------------------------------|-------------|------|------|----|-------|--------|
| J7815 | 9090 | 0321 | [15] | 16 | 38.40 | 148.80 |
| (F) 22682111 | (GASKET) | | | 1 | | 10.66 |
| 12337820 | (STRAP, I/) | | | 1 | | 1.40 |
| Total Labor | | | | | 38.40 | 148.80 |
| Total Parts | | | | | | 12.06 |
| Total Repair (Warranty) | | | | | | 160.86 |

(2) CUSTOMER STATES TRACTI ON LI GHT AND ABS LI GHT ON AND POWER STERI NG MESSAGE CHECKED AND FOUND LOSS OF COMMUNI CATI ON CODES U2109 / U2107 / U2100 / U2143 / U2105 / U2114 DATA SERI AL LI NE SHORTED TO GROUND AT TRANSM SSI ON COOLER LI NE PER DOC 2263479, TRACED SHORTED WIRE AT ENGI NE HARNESS RUBBI NG ON TRANS LI NE. REPAI RED 2 WRES TAN / TAN BLACK. I NSTALLLED CONDUCT AND TAPPED, REROUTED HARNESS. CLERED CODES AND ROAD TEST VEH CLE
(15-0883 RI CHARD-) A

| | | |
|-------------------------------|------|-----|
| Labor | [15] | .00 |
| Total Repair (Warranty) | | .00 |

(3) PERFORM 21 POI NT I NSPECTI ON PER CUSTOMER REQU PERFORM TI RE I NSP AND PRESSURE CHECK FRONT AND REAR TI RE PRESSURES AT 35 PSI.
(15-0883 RI CHARD-) A

| | | |
|-------------------------------|------|-----|
| Labor | [15] | .00 |
| Total Repair (Warranty) | | .00 |

| | --C/P-- | --W/C-- | --INT-- | -Total- | Gross |
|--------------|---------|---------|---------|---------|-------|
| Labor Time | 0 | 16 | 0 | 16 | |
| Total Labor | .00 | 148.80 | .00 | 148.80 | 74.2% |
| Total Parts | .00 | 12.06 | .00 | 12.06 | (N/A) |
| Total G/G/G | .00 | .00 | .00 | .00 | .0% |
| Total Sublet | .00 | .00 | .00 | .00 | .0% |
| ----- | | | | | |
| Total R/O | .00 | 160.86 | .00 | 160.86 | (N/A) |

| MIN | INT | CUSTOMER |
|--------|-----|----------------|
| 148.80 | .00 | Labor |
| 12.06 | .00 | Parts |
| .00 | .00 | Sublet |
| | | Warr Deduct |
| .00 | .00 | Waste Disposal |
| .00 | .00 | Oil/Grease |
| .00 | .00 | Less Disc. |
| 160.86 | .00 | Total |
| .00 | .00 | Tax |
| .00 | .00 | Tax2 |
| .00 | .00 | Tire Tax |
| 160.86 | .00 | TOTAL (CHRG) |

Camino Real Chevrolet

Monterey Park, CA 91754
(323) 264-3050

| | | | | | | |
|--------------------------|---------------------------|------------------------------|-----------------------|-----------------------|-----------------------|---------------------------------|
| PID 33413 | | VIN 1G1ZJ57B99F | | [REDACTED] | | DATE IN 09/20/10 |
| YEAR 2009 | MAKE CHEVROLET | MODEL MALIBU 2LT | COLOR WHITE | [REDACTED] | | TMR IN 14:22 |
| MILES IN 11105 | MILES OUT 11105 | PRINT LSN 08/02/09 | LIC [REDACTED] | [REDACTED] | | CLOSED 09/24/10 07:25 |
| [REDACTED] | | | | DOB (323) - | NUM (323) - | WRITER MARVIN |

- | | |
|--|--|
| <p>(1) CUSTOMER STATES SHIFTER BEZEL IS WARPED CHECK AND ADVISE SHIFTER BEZEL PLATE WILL NOT CLIP ON KEEPS POPPING UP WHILE DRIVING REPLACED SHIFTER CONSOLE PLATE ASSEMBLY (15-0883 RI CHARD-) A</p> | <p>C2790 [15] 3 7.20 27.90 (F) 25884689 (PLATE) 1 104.23 Total Labor 7.20 27.90 Total Parts 104.23 Total Repair (Warranty) 132.13</p> |
| <p>(2) CUSTOMER STATES LEFT FRONT DOOR LOCK IS INOPERATIVE CHECK AND ADVISE LEFT HAND FRONT DOOR LOCK INTERNAL FAILURE REMOVED DOOR PANEL AND CHECKED FOR POWER AND GROUND SIGNALS AND DOOR LOCK TESTED OK REPLACE LEFT HAND DOOR LOCK (15-0883 RI CHARD-) A</p> | <p>B4261 6579 0524 [15] 9 21.60 83.70 (F) 20922228 (LOCK) 1 83.34 Total Labor 21.60 83.70 Total Parts 83.34 Total Repair (Warranty) 167.04</p> |
| <p>(3) CUSTOMER STATES RIGHT FRONT DOOR LOCK IS INOPERATIVE CHECK AND ADVISE CHECKED AND FOUND RIGHT HAND FRONT DOOR LOCK FAILURE REMOVED AND REPLACED RIGHT HAND DOOR LOCK ASS SEMBLY VERIFIED REPAIR (15-0883 RI CHARD-) A</p> | <p>B4260 6579 0524 [15] 6 14.40 55.80 (F) 20922228 (LOCK) 1 83.34 Total Labor 14.40 55.80 Total Parts 83.34 Total Repair (Warranty) 139.14</p> |
| <p>(4) PERFORM 21 POINT INSPECTION PER CUSTOMER REQU PERFORM TIRE INSP AND PRESSURE CHECK (15-0883 RI CHARD-) A</p> | <p>Labor [15] .00 Total Repair (Internal)00</p> |

| | --C/P-- | --W/C-- | --INT-- | -Total- | Gross |
|--------------|---------|---------|---------|---------|-------|
| Labor Time | 0 | 18 | 0 | 18 | |
| Total Labor | .00 | 167.40 | .00 | 167.40 | 74.2% |
| Total Parts | .00 | 270.91 | .00 | 270.91 | (N/A) |
| Total G/O/G | .00 | .00 | .00 | .00 | .0% |
| Total Sublet | .00 | .00 | .00 | .00 | .0% |
| Total R/O | .00 | 438.31 | .00 | 438.31 | (N/A) |

| | W/C | INT | CUSTOMER |
|--------|--------|-----|--------------------|
| | 167.40 | .00 | Labor .00 |
| | 270.91 | .00 | Parts .00 |
| | .00 | .00 | Sublet .00 |
| | .00 | .00 | Warr Deduct .00 |
| | .00 | .00 | Waste Disposal .00 |
| | .00 | .00 | Oil/Grease .00 |
| | .00 | .00 | Less Disc. .00 |
| 438.31 | .00 | .00 | Total .00 |
| .00 | .00 | .00 | Tax .00 |
| .00 | .00 | .00 | Tax2 .00 |
| .00 | .00 | .00 | Tire Tax .00 |
| 438.31 | .00 | .00 | TOTAL (CHRG) .00 |

Camino Real Chevrolet

Monterey Park, CA 91754
(323) 264-3050

| | | |
|-----------------------|-------------------|------------------------|
| NO. 31390 | VIN 1G1ZJ57B99F | DATE IN 07/06/10 |
| YEAR 2009 | MAKE CHEVROLET | TIME IN 15:36 |
| MODEL MALIBU 2LT | COLOR WHITE | LOCATION SOUTH GATE CA |
| MILE IN 10185 | MILE R O UT 10185 | FIRST USE 00/00/00 |
| REC (323) - | RUS () - | WRITER GRISELDA |
| CLOSED 08/18/10 14:48 | | |

| | | | | | | | |
|--|--------------|--------|------|------|------|-------|--------------------------------|
| (1) CUSTOMER STATES FRONT END MAKES A CLUNKING NOISE WHEN GOING OVER BUMPS AT ANY SPEEDS | E2147 | 3051 | 0126 | [15] | 5 | 12.00 | 46.50 |
| FRONT SWAY BAR LINKS MAKING CLUNK NOISE OVER BUMPS | (F) 22670300 | (LINK) | | | 2 | | 80.34 |
| DIAGNOSE AND REPLACE BOTH SWAY BAR LINKS ROAD TESTED VEHICLE | | | | | | 12.00 | 46.50 |
| (15-0883 RICHARD) | A | | | | | | 80.34 |
| | | | | | | | Total Repair (Warranty) 126.84 |
| (2) CUSTOMER STATES SHIFTER BEZEL WARPING SOP BEZEL | | | | | [15] | | .00 |
| (15-0883 RICHARD) | A | | | | | | Total Repair (Warranty) .00 |

| | --OP-- | --WC-- | --INT-- | -Total- | Gross |
|--------------|--------|--------|---------|---------|-------|
| Labor Time | 0 | 5 | 0 | 5 | |
| Total Labor | .00 | 46.50 | .00 | 46.50 | 74.2% |
| Total Parts | .00 | 80.34 | .00 | 80.34 | (NA) |
| Total G/G | .00 | .00 | .00 | .00 | .0% |
| Total Sublet | .00 | .00 | .00 | .00 | .0% |
| Total R/O | .00 | 126.84 | .00 | 126.84 | (NA) |

| W/C | INT | CUSTOMER |
|--------|-----|--------------------|
| 46.50 | .00 | Labor .00 |
| 80.34 | .00 | Parts .00 |
| .00 | .00 | Sublet .00 |
| | | Warr Deduct .00 |
| .00 | .00 | Waste Disposal .00 |
| .00 | .00 | Oil/Grease .00 |
| .00 | .00 | Less Disc. .00 |
| 126.84 | .00 | Total .00 |
| .00 | .00 | Tax .00 |
| .00 | .00 | Tax2 .00 |
| .00 | .00 | Tire Tax .00 |
| 126.84 | .00 | TOTAL (CHRG) .00 |

Camino Real Chevrolet

Monterey Park, CA 91754
(323) 264-3050

| | | | | | | | |
|----------|-------|-----------|-------------|---------------|------------|---------|----------------|
| RO | 30747 | VIN | 1G1ZJ57B99F | | | DATE IN | 07/23/10 |
| YEAR | 2009 | MAKE | CHEVROLET | MODEL | MALIBU 2LT | COLOR | WHITE |
| MILES IN | 10092 | MILES OUT | 10092 | FIRST USE | 00/00/00 | LOC. | |
| REF. | () - | RUN. | () - | SOUTH GATE CA | | TIME IN | 11:30 |
| | | | | | | CLOSED | 07/26/10 14:35 |
| | | | | | | WRITER | GRISELDA |

| | | | | | |
|---|-----------------------------------|----------------|---|------|-------|
| (1) CUSTOMER STATES LEFT FRONT WIPER BLADE COM NG APART BLADE COM NG APART REPLACED (15-0883 RI CHARD-) A | B1783 (F) 20844390 20844389 | 3049 0590 [15] | 2 | 4.80 | 18.60 |
| | (BLADE) | | 1 | | 18.20 |
| | (BLADE) | | 1 | | 18.20 |
| | Total Labor | | | 4.80 | 18.60 |
| | Total Parts | | | | 36.40 |
| | Total Repair (Warranty) | | | | 55.00 |

| | | | | | |
|--|-------------------------|------|--|--|-----|
| (2) CUSTOMER STATES RI GHT FRONT WIPER BLADE COM NG APART BLADE COM NG PART REPLACED (15-0883 RI CHARD-) A | B1783 | [15] | | | .00 |
| | Total Repair (Warranty) | | | | .00 |

| | | | | | |
|---|-------------------------|----------------|---|------|-------|
| (3) CUSTOMER STATES LEFT FRONT VANITY MIRROR FALLING OFF LEFT SUNSHADR DOOR BROKEN REPLACED (15-0883 RI CHARD-) A | C2021 (F) 25807880 | 2017 0890 [15] | 3 | 7.20 | 27.90 |
| | (SUNSHADE) | | 1 | | 59.22 |
| | Total Labor | | | 7.20 | 27.90 |
| | Total Parts | | | | 59.22 |
| | Total Repair (Warranty) | | | | 87.12 |

| | | | | | |
|---|-------------------------|----------------|---|------|-------|
| (4) CUSTOMER STATES RI GHT FRONT VANITY MIRROR SHA DR FALLING OFF COVER BROKEN SHADR REPLACED (15-0883 RI CHARD-) A | C2020 (F) 25807879 | 2017 0890 [15] | 3 | 7.20 | 27.90 |
| | (SUNSHADE) | | 1 | | 59.59 |
| | Total Labor | | | 7.20 | 27.90 |
| | Total Parts | | | | 59.59 |
| | Total Repair (Warranty) | | | | 87.49 |

| | | | | | |
|--|-------------------------|----------------|---|-------|-------|
| (5) CUSTOMER STATES PASSENGER AIR BAG INDICATOR PEELING OFF AIR BAG INDICATOR PEELING OFF PAINT REPLACED AIR BAG INDICATOR (15-0883 RI CHARD-) A | C8873 (F) 25828898 | 2039 0590 [15] | 5 | 12.00 | 46.50 |
| | (INDICATOR) | | 1 | | 30.30 |
| | Total Labor | | | 12.00 | 46.50 |
| | Total Parts | | | | 30.30 |
| | Total Repair (Warranty) | | | | 76.80 |

| | | | | | |
|--|-------------------------|----------------|---|------|--------|
| (6) CUSTOMER STATES ENGINE COVER RATTLES EXCECI VE ENGINE OUTLET MAKING NOISE RATTLES SOUND REPLACED ENGINE OUTLET DUCT ASSEMBLY (15-0883 RI CHARD-) A | J5016 (F) 25842350 | 6063 0390 [15] | 3 | 7.20 | 27.90 |
| | (DUCT) | | 1 | | 167.83 |
| | Total Labor | | | 7.20 | 27.90 |
| | Total Parts | | | | 167.83 |
| | Total Repair (Warranty) | | | | 195.73 |

| | | | |
|----------------------|-----|-----|----------|
| | WIC | INT | CUSTOMER |
| Page 1 of 2 30747 | | | |
| Job 3255 | | | |
| Printed 1 time(s) | | | |
| VIEW R/O | | | |

Camino Real Chevrolet

Monterey Park, CA 91754
(323) 264-3050

| | | | | |
|-------------------|--------------------|----------------------|--------------------|-------------------------|
| ROD 30747 | VIN 1G1ZJ57B99F | [REDACTED] | | DATE IN 07/23/10 |
| YEAR 2009 | MAKE CHEVROLET | MODEL MALIBU 2LT | COLOR WHITE | TIME IN 11:30 |
| MILES IN 10092 | MILES OUT 10092 | PRST URS 00/00/00 | LIC. [REDACTED] | CLERK 07/26/10 14:35 |
| REP | RES. () - | RUR. () - | WRITER GRISELDA | |

| | --C/P-- | --W/C-- | --INT-- | -Total- | Gross |
|--------------|---------|---------|---------|---------|-------|
| Labor Time | 0 | 16 | 0 | 16 | |
| Total Labor | .00 | 148.80 | .00 | 148.80 | 74.2% |
| Total Parts | .00 | 353.34 | .00 | 353.34 | (N/A) |
| Total G/C/G | .00 | .00 | .00 | .00 | .0% |
| Total Sublet | .00 | .00 | .00 | .00 | .0% |
| <hr/> | | | | | |
| Total R/O | .00 | 502.14 | .00 | 502.14 | (N/A) |

W/C INT CUSTOMER

| | | | |
|--------|-----|----------------|-----|
| 148.80 | .00 | Labor | .00 |
| 353.34 | .00 | Parts | .00 |
| .00 | .00 | Sublet | .00 |
| | | Warr Deduct | .00 |
| .00 | .00 | Waste Disposal | .00 |
| .00 | .00 | Oil/Grease | .00 |
| .00 | .00 | Less Disc. | .00 |
| 502.14 | .00 | Total | .00 |
| .00 | .00 | Tax | .00 |
| .00 | .00 | Tax2 | .00 |
| .00 | .00 | Tire Tax | .00 |
| 502.14 | .00 | TOTAL (CHRG) | .00 |



dan.downing@chevrolet.com
m
11/04/2011 02:03 PM

To juliana_stark@gmexpert.com
cc
bcc
Subject Re: Chevrolet Voluntary Repurchase Request

As per phone conversation, it seems customer is happy with vehicle. No repurchase request would be considered at this time.

Dan

Dan Downing
Chevrolet Certified Service
Zone 1114 District 5144
Voice Mail 1-800-906-0123 Box 58745
Cell 509-951-0369
Fax 562-691-9450



From: juliana_stark@gmexpert.com
To: dan.downing@gm.com
Date: 11/04/2011 10:57 AM
Subject: Chevrolet Voluntary Repurchase Request

RE: Customer Last Name: [REDACTED]
Service Request: 71-999352853
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B99F [REDACTED]
Juliana Stark, CET Customer Specialist
Telephone: 866-790-5700 ext 21102
Fax: 866-255-3670

Dear Mr. Downing,

This email is being sent to recommend that a voluntary repurchase be considered for the subject VIN and customer. A Case Assessment is attached to this communication detailing our findings and evaluation of this matter. Details follow.

Service Request: 71-999352853
Customer Last Name: [REDACTED]
Involved Dealership: George Chevrolet., Bellflower, CA

Dealership Contact: Svc Mgr Bill
VIN: 1G1ZJ57B99F [REDACTED]
Automobile: 2009 Chevrolet Malibu

Reason for Repurchase: Extensive repair history. File was created due to TAC 71-999166513, power steering.
(See attached file: CA Case Assessment.doc)

Please respond to this email within 48 hours indicating your authorization to proceed with a voluntary repurchase, along with the desired level of usage to be applied.

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

[attachment "CA Case Assessment.doc" deleted by Dan Downing/US/GM/GMC]

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.



Juliana Stark/Austin/GM1

11/04/2011 01:53 PM

To dan.downing@gm.com

cc

bcc

Subject Chevrolet Voluntary Repurchase Request

RE: Customer Last Name: [REDACTED]
Service Request: 71-999352853
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B99F [REDACTED]
Juliana Stark, CET Customer Specialist
Telephone: 866-790-5700 ext 21102
Fax: 866-255-3670

Dear Mr. Downing,

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Service Request:71-999352853
Customer Last Name [REDACTED]
Involved Dealership: George Chevrolet., Bellflower, CA
Dealership Contact: Svc Mgr Bill
VIN: 1G1ZJ57B99F [REDACTED]
Automobile: 2009 Chevrolet Malibu

Reason for Repurchase: Extensive repair history. File was created due to TAC 71-999166513, power steering.



CA Case Assessment.doc

Please respond to this email within 48 hours indicating your authorization to proceed with a voluntary repurchase, along with the desired level of usage to be applied.

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

VIN: 1G1ZJ57B2 94 [REDACTED] SELLG SCE: 13 MDL YR: 09 ORD NO: NCRPJV

ODATE: 09/25/08 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 15920
DDATE: 04/27/09 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 04/27/09 ORDER BY:

CANC:

CANC DOE:

TRADE:

DLVY TO: L NEAL
1 KEARSLEY COURT

TRD DOE:

SRVC IN:

ERIAL

NJ 08081

SRVC OUT:

CANC SRVC IN:

BFSO ORD DT:

BFSO CUST:

PRICE ASSUR DT:

PRICE ASSUR RT:

--INCENTIVES--

| CODE | PAY | SS/SITE | INV/INC NO | DATE | AMOUNT | MTHD | DLR | SHR | STAT |
|------|-----|----------|-------------|----------|--------|------|-----|------|------|
| FFC | 01 | 13 15920 | 00035814996 | 05/12/09 | 21.40 | OA | | 0.00 | 9 |

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00035814996 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 |
|------|-----|----------|-------------|----------|--------|------|-----|------|------|
| UPP | 01 | 13 57113 | 00035795610 | 05/06/09 | 470.00 | OA | | 0.00 | 9 |

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: VEND INC MEMO NO: 00035795610 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 15920 | 230025 | 05/06/09 | 3,004.82 | OP | | 0.00 | 9 |

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 230025 AUTH PUR CD:
MISC DATE: 04/27/09 MISC: 0000053019MEA0
POLICY PYMT CMNT: ACTV TYPE: 6

| CODE | PAY | SS/SITE | INV/INC NO | DATE | AMOUNT | MTHD | DLR | SHR | STAT |
|------|-----|----------|-------------|----------|----------|------|-----|------|------|
| YYC | 01 | 13 15920 | 00035989895 | 06/23/09 | 1,500.00 | OA | | 0.00 | 9 |

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00035989895 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

VIN: 1G1ZJ57B2 94 [REDACTED] SELLG SCE: 13 MDL YR: 09 ORD NO: NCRPJV
VIN TYPE: N

| EVENT DESC | SS/ SITE CD | DOCUMENT NUMBER | I S | EVENT DT | INC CD | AMOUNT | |
|-----------------|----------------|--------------------|--------|----------|-----------|-----------|----|
| INCENTIVE MEMO | 13 15920 | 00035989895 | | 06/23/09 | YYC | 1,500.00 | |
| INCTV PAYMENT | 13 15920 | 00035989895 | | 06/23/09 | YYC | 1,500.00 | |
| INCTV APPLICATN | 13 15920 | 00035989895 | | 06/06/09 | YYC | 1,500.00 | |
| INCENTIVE MEMO | 13 15920 | 00035814996 | | 05/12/09 | FFC | 21.40 | |
| INCTV PAYMENT | 13 15920 | 00035814996 | | 05/12/09 | FFC | 21.40 | |
| INCENTIVE MEMO | 13 15920 | 230025 | | 05/06/09 | XMJ | 3,004.82 | |
| INCTV PAYMENT | 13 15920 | 230025 | | 05/06/09 | XMJ | 3,004.82 | |
| INCTV APPLICATN | 13 15920 | 230025 | | 05/06/09 | XMJ | 3,004.82 | |
| INCENTIVE MEMO | 13 57113 | 00035795610 | | 05/06/09 | UPP | 470.00 | |
| INCTV PAYMENT | 13 57113 | 00035795610 | | 05/06/09 | UPP | 470.00 | |
| INCTV APPLICATN | 13 57113 | 00035795610 | | 05/06/09 | UPP | 470.00 | |
| INCTV APPLICATN | 13 15920 | 00035814996 | | 04/28/09 | FFC | 21.40 | |
| DELIVERY D.O.E. | 13 15920 | | | 04/27/09 | | 0.00 | |
| DELIVERY TO CUS | 13 15920 | | | 04/27/09 | | 0.00 | |
| EXPIRATION TRAN | 13 15920 | 1AD30671779 | | 11/20/08 | | 0.00 | |
| SETTLEMENT DATE | 13 15920 | 1AD30671779 | | 11/20/08 | | 25,506.33 | CR |
| ORIGINAL INVOIC | 13 15920 | 1AD30671779 | | 11/13/08 | | 25,506.33 | |
| COV/NVIS DATE | 13 15920 | 1AD30671779 | | 11/13/08 | | 0.00 | |
| SHIPMENT DATE | 13 15920 | | | 11/13/08 | | 0.00 | |
| PRODUCTION (BUI | 13 15920 | | | 11/13/08 | | 0.00 | |
| PREFERENCE TO P | 13 15920 | | | 09/30/08 | | 0.00 | |
| GM ORDER ACCEPT | 13 15920 | | | 09/25/08 | | 0.00 | |
| GM ORDER ACCEPT | | | | 09/25/08 | | 0.00 | |

2009 MALIBU 2LT
 58U BLACK GRANITE METALLIC /L4G
 19C EBONY
 ORDER NO. NCRPJV/TRE STOCK NO.
 VIN 1G1 ZJ57 B2 94
 *****13*15920S

GENERAL MOTORS CORPORATION
 & SUBSIDIARIES
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD30671779

| MODEL & FACTORY OPTIONS | MSRP | INV AMT | RETAIL - STOCK |
|---|----------|----------|--|
| 1ZH69 MALIBU 2LT | 24705.00 | 23346.23 | INVOICE 11/13/08 |
| CF5 SUNROOF, POWER TILT AND SLIDE | 800.00 | 664.00 | SHIPPED 11/13/08 |
| LE5 ENGINE, 2.4L DOHC MFI | N/C | N/C | EXP I/T 11/20/08 |
| MH8 TRANSMISSION, 6-SPEED AUTOMATIC | N/C | N/C | INT COM 11/20/08 |
| TAPSHIFT MANUAL SHIFT CONTROL | | | PRC EFF 11/13/08 |
| NE1 50-STATE EMISSIONS | N/C | N/C | KEYS G2223 G2223 |
| PDM PREMIUM MAT PACKAGE: *PREMIUM CARPETED FLOOR MATS, FRONT/BACK *TRUNK MAT *CARGO NET | 185.00 | 153.55 | WFP-S QTR OPT-1 BANK: GMAC - 020 CHG-TO 15-920 |
| | | | SHIP WT: 3387 HP: 19.3 |
| R6M NEW JERSEY SURCHARGE | 0.00 | 78.00 | GMS: 24367.08 |
| UE1 1YR ONSTAR DIRECTIONS W/TURN- BY-TURN NAVIGATION(ASK DEALER ABOUT GEOGRAPHIC COVERAGE) | N/C | N/C | SUPPLR: 25456.85 MRM: 26455.00 MEMO 1139.25 |
| VK3 FRONT LICENSE PLATE BRACKET | 0.00 | 0.00 | GSU: 311.06 |
| 58U BLACK GRANITE METALLIC | 95.00 | 78.85 | |

| | | | | |
|-------------------------|----------|----------|---------|----------|
| TOTAL MODEL & OPTIONS | 25785.00 | 24320.63 | ACT 231 | 24217.08 |
| DESTINATION CHARGE | 670.00 | 670.00 | H/B 261 | 773.55 |
| DEALER IMR CONTRIBUTION | | 257.85 | ADV 261 | 257.85 |
| LMA GROUP CONTRIBUTION | | 257.85 | EXP 65A | 257.85 |

| | | | | |
|--|----------|----------|---------|----------|
| TOTAL | 26455.00 | 25506.33 | PAY 310 | 25506.33 |
| MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT | | 24238.68 | | |

 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.

CLASSIC CHEVROLET
 REMIT TO GMAC NO. 020
 VIN 1G1ZJ57B294
 \$ 25506.33 INV 1AD30671779
 DUE 11/20/08 DEALER 15-920



VIA FAX ONLY

January 31, 2012

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

RE: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated January 31, 2012. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

- | | | | |
|-------------------------------------|---|-------------------------------------|-------------------|
| <input checked="" type="checkbox"/> | Copy of owner's current title and/or registration | <input checked="" type="checkbox"/> | Finance agreement |
| <input checked="" type="checkbox"/> | Other: Repair Orders | <input checked="" 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.

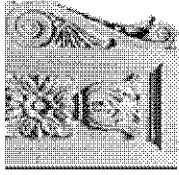
Date _____.

VEHICLE INFORMATION

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

Signature

Signature



Levetta
Sheppard/Austin/GM1
01/31/2012 03:28 PM

To rsilverman@lemonlaw.com
cc
bcc
Subject [REDACTED] Acknowledgement

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Dear Mr. Silverman:



This case has been assigned to me. [REDACTED] Ack Ltr.pdf I will contact your office when I have reviewed your client's repair history.

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



Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

January 31, 2012

Steve Stepp
CHEVROLET CADILLAC OF TURNERSVILLE
3400 RTE 42
TURNERSVILLE, NJ 08012-1775

RE: [REDACTED]

Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna

AAW: Lynn Neal

Dear Mr. Stepp:

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,

Chevrolet

CVCS76039

CHEVROLET HUMMER CADILLAC OF TURNERSVILLE



3400 Route 42 • P.O. Box 9070 • Turnersville, NJ 08012
(856) 629-8700 • Fax (856) 629-3235
www.turnersvilleauto.com

CVCS76039

CELL: [REDACTED]

| | | | | |
|------------------------------|--|------------------------|---------------------------------|---------------------------------|
| CUSTOMER NO. 29760 | ADVISOR STEVEN STEPP | TAG NO. 2636 | INVOICE DATE 10/09/09 | INVOICE NO. CVCS76039 |
| [REDACTED] | LABOR RATE | LICENSE NO. | MILEAGE 14,399 | COLOR DK GRAY/ |
| ERIAL, NJ [REDACTED] | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/4DR SDN LT | | | DELIVERY DATE |
| [REDACTED] | VEHICLE I.D. NO. 1G1ZJ57B294 [REDACTED] | | SELLING DEALER NO. | PRODUCTION DATE |
| [REDACTED] | F.T.E. NO. | P.O. NO. | R.O. DATE 10/09/09 | |
| [REDACTED] | BUSINESS PHONE | COMMENTS | | |

MO: 14399

JOB# 1 CHARGES

LABOR
1 51CVZ BODY ELECTRICAL HOURS: 0.30 TECH(S): 29091 WARRANTY

C/S 1 REMOTE DOES NOT WORK
ONE REMOTE IS SHORTED OUT
REPLACE ONE REMOTE AND PROGRAM.

| | | | | | | |
|-------|-----|-----------|------------------|------------|---------------|----------|
| PARTS | QTY | FP NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
| | 1 | 22733524 | TRANSMITT 10.485 | | | |
| | | | | | TOTAL - PARTS | 0.00 |

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

COMMENTS
WAIT

TOTALS

| | | |
|--|-------------------------|-------------|
| * [] CASH [] CHECK CK NO. [] | TOTAL LABOR... | 0.00 |
| * [] VISA [] MASTERCARD [] DISCOVER | TOTAL PARTS... | 0.00 |
| * [] AMER XPRESS [] OTHER [] CHARGE | 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 |

DEAR VALUED CUSTOMER,
THANK YOU FOR ALLOWING US TO EARN YOUR BUSINESS. IT IS OUR
GOAL FOR YOU TO BE COMPLETELY SATISFIED.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

CVCS80576

CHEVROLET HUMMER CADILLAC OF TURNERSVILLE







HUMMER




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CVCS80576

| | | | | | |
|------------------------------|--|-------------|------------------------------|---------------------------------|---------------------------------|
| CUSTOMER NO. 29760 | ADVISOR BRUNO CORTESE | 99991 | TAG NO. 9196 | INVOICE DATE 02/03/10 | INVOICE NO. CVCS80576 |
| | LABOR RATE | LICENSE NO. | MILEAGE 21,229 | COLOR DK GRAY/ | STOCK NO. |
| ERIAL, NJ | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/4DR SDN LT | | | DELIVERY DATE | DELIVERY MILES |
| | VEHICLE I.D. NO. 1 G 1 Z J 5 7 B 2 9 4 2 | | | SELLING DEALER NO. | PRODUCTION DATE |
| | F.T.E. NO. | P.O. NO. | R.O. DATE 02/03/10 | | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | MO: 21229 | |

JOB# 1 CHARGES
 LABOR
 # 1 51CVZFOB KEY FOB INOP HOURS: 0.30 TECH(S): 426 WARRANTY
 CUSTOMER STATES LOW BATTERY MESSAGE ON DASH FOR FOB. OPENED U
 FOB AND TAB IS BROKEN OFF OF CIRCUIT BOARD: SOP
 BROKEN TAB INTERNAL
 REPLACED AND PROGRAMMED
 PARTS-----QTY----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE- WARRANTY
 1 22733524 TRANSMITT 10.485 TOTAL - PARTS 0.00
JOB# 1 TOTALS
 JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

COMMENTS-----
 WAIT
 TOTALS-----

 * TOTAL LABOR.... 0.00
 * TOTAL PARTS.... 0.00
 * [] CASH [] CHECK CK NO. [] * TOTAL SUBLET... 0.00
 * [] VISA [] MASTERCARD [] DISCOVER * TOTAL G.O.G.... 0.00
 * [] AMER XPRESS [] OTHER [] CHARGE * TOTAL MISC CHG. 0.00
 * TOTAL MISC DISC 0.00
 * TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

DEAR VALUED CUSTOMER,
 THANK YOU FOR ALLOWING US TO EARN YOUR BUSINESS. IT IS OUR
 GOAL FOR YOU TO BE COMPLETELY SATISFIED.

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

CVCS89559

CHEVROLET HUMMER CADILLAC OF TURNERSVILLE













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CVCS89559

| | | | | | | |
|--|----------------|--|-------------|--------------------------|---------------------------------|---------------------------------|
| CUSTOMER NO. 701868 | | ADVISOR BRUNO CORTESE | 99991 | TAG NO. 533 | INVOICE DATE 09/14/10 | INVOICE NO. CVCS89559 |
| TURNERSVILLE COLLISION CENTER PO BOX 9070 TURNERSVILLE, NJ 08012 | | LABOR RATE | LICENSE NO. | MILEAGE 35,408 | COLOR DK GRAY/ | STOCK NO. |
| | | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/4DR SDN LT | | | | DELIVERY DATE |
| DNH@A.COM | | VEHICLE I.D. NO. 1 G 1 Z J 5 7 B 2 9 4 | | SELLING DEALER NO. | | PRODUCTION DATE |
| RESIDENCE PHONE 856-728-6500 | BUSINESS PHONE | F.T.E. NO. INTERCOMPANY | | P.O. NO. 51360 | P.O. DATE 09/13/10 | |
| COMMENTS | | MO: 35431 | | | | |

JOB# 1 CHARGES-----

LABOR-----

| J# | LOGVZ | DRIVEABILITY | HOURS | TECH(S) | INTERNAL |
|----|-------|--------------|-------|---------|----------|
| 1 | | | | 230 | |

CUSTOMER STATES WAS IN AN ACCIDENT AND THE REAR D/S DOOR WAS REPLACED. THE TRACTION CONTROL LIGHT NOW COMES ON AT TIME FIND DTC C0131 BRAKE SYS PRESSURE CIRCUIT. BRAKE LIGHTS OPERATE. BRAKE PRESSURE IN EBCM DATA SHOWS BRAKE ARE APPLIED WHEN THE PEDAL IS RELEASED. WHEN DEPRESS PEDAL IT GOES TO RELEASED AND BACK TO APPLIED. REPLACE BRAKE PEDAL POSITION SENSOR/SWITCH TEST DRIVE 23 MILES-OK

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | INTERNAL |
|---------------|-----|-----------|-----------------|------------|------------|----------|
| | 1 | 22666955 | SENSOR KI 4.625 | | | INTERNAL |
| TOTAL - PARTS | | | | | | 0.00 |

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

TOTALS-----

| | | |
|--|-------------------------|-------------|
| ***** | TOTAL LABOR.... | 0.00 |
| * | TOTAL PARTS.... | 0.00 |
| * [] CASH [] CHECK CK NO. [] | TOTAL SUBLET.... | 0.00 |
| * | TOTAL G.O.G.... | 0.00 |
| * [] VISA [] MASTERCARD [] DISCOVER | TOTAL MISC CHG. | 0.00 |
| * | TOTAL MISC DISC | 0.00 |
| * [] AMER XPRESS [] OTHER [] CHARGE | TOTAL TAX..... | 0.00 |
| ***** | TOTAL INVOICE \$ | 0.00 |

DEAR VALUED CUSTOMER,
THANK YOU FOR ALLOWING US TO EARN YOUR BUSINESS. IT IS OUR GOAL FOR YOU TO BE COMPLETELY SATISFIED.

CUSTOMER SIGNATURE _____

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

CHEVROLET HUMMER CADILLAC OF TURNERSVILLE

CVC

CVCS








HUMMER




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 www.turnersvilleauto.com

| | | | | | |
|------------------------------|--|-------------|------------------------------|---------------------------------|-------------------------|
| CUSTOMER NO. 29760 | ADVISOR BRUNO CORTESE | 99991 | TAG NO. 582 | INVOICE DATE 09/24/10 | INV CVCS89716 |
| | LABOR RATE | LICENSE NO. | MILEAGE 35,448 | COLOR DK GRAY/ | STOCK NO. |
| ERIAL, NJ | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/4DR SDN LT | | | DELIVERY DATE | DELIVERY MILES |
| | VEHICLE I.D. NO. 1 G 1 Z J 5 7 B 2 9 4 | | | SELLING DEALER NO. | PRODUCTION DATE |
| | R.T.E. NO. | P.O. NO. | R.O. DATE 09/15/10 | | |
| | BUSINESS PHONE | COMMENTS | | | |

CELL: [REDACTED]

JOB# 1 CHARGES----- MO: 35475

LABOR-----
 J# 1 40CVZZ1 BRAKE CONCERN HOURS: 1.00 TECH(S): 230 WARRANTY
 CUSTOMER STATES THE TRACTION CONTROL LIGHT IS ON
 FIND DTC C0131 ABS/TCS SYSTEM PRESSURE CIRCUIT MALFUNCTION.
 REFER TO DOC 1985308 AND FLOW CHART SHOWS EBCM FAULT.
 REPLACE EBCM AND PROGRAM. LEARN BRAKE SENSOR
 TEST DRIVE 3 TIMES TOTAL 27 MILES

| | | | | | | |
|---------------|-----|-----------|-----------------|------------|------------|----------|
| PARTS----- | QTY | FP NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
| | 1 | 15952670 | MODULE KI 4.720 | | | |
| TOTAL - PARTS | | | | | | 0.00 |

JOB# 1 TOTALS-----

JOB# 2 CHARGES----- JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

LABOR-----
 J# 2 70CVZZ20 AVIS RENTAL HOURS: TECH(S): 230 WARRANTY
 CUSTOMER REQUEST RENTAL
 EXTENDED RENTAL DUE TO BACKORDERED PART

| | | | | | | |
|----------------|-------|------|------|-----------|-------------|---------------|
| SUBLET----- | PO# | VEND | INV# | INV. DATE | DESCRIPTION | WARRANTY |
| | 45796 | 8153 | | 09/24/10 | RENTAL-NEAL | |
| | 45796 | 8153 | | 09/24/10 | SURCHARGE | |
| TOTAL - SUBLET | | | | | | INTERNAL 0.00 |

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

CVC [REDACTED]

CHEVROLET HUMMER CADILLAC OF TURNERSVILLE

CVC8

 TOYOTA
  NISSAN
  HONDA
  ACURA
  CHEVROLET

 CADILLAC
  HUMMER
  HONDA
  HYUNDAI
  AUDI

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 (856) 629-8700 • Fax (856) 629-3235
 www.turnersvilleauto.com

| | | | | | |
|------------------------------|--|-------------|--------------------------|---------------------------------|---------------------------------|
| CUSTOMER NO. 29760 | ADVISOR BRUNO CORTESE | 99991 | TAG NO. 582 | INVOICE DATE 09/24/10 | INVOICE NO. CVCS89716 |
| [REDACTED] | LABOR RATE | LICENSE NO. | MILEAGE 35,448 | COLOR DK GRAY/ | STOCK NO. |
| ERIAL, NJ | 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 4 | | | SELLING DEALER NO. | PRODUCTION DATE |
| [REDACTED] | F.T.E. NO. | | P.O. NO. | P.O. DATE 09/15/10 | |
| [REDACTED] | BUSINESS PHONE | COMMENTS | | | |

CELL: [REDACTED]

MO: 35475

TOTALS.....

| | | |
|--|-------------------------|-------------|
| ***** | TOTAL LABOR.... | 0.00 |
| * [] CASH [] CHECK CK NO. [] | TOTAL PARTS.... | 0.00 |
| * [] VISA [] MASTERCARD [] DISCOVER | TOTAL SUBLET... | 0.00 |
| * [] AMER XPRESS [] OTHER [] CHARGE | TOTAL G.O.G.... | 0.00 |
| ***** | TOTAL MISC CHG. | 0.00 |
| | TOTAL MISC DISC | 0.00 |
| | TOTAL TAX..... | 0.00 |
| | TOTAL INVOICE \$ | 0.00 |

DEAR VALUED CUSTOMER,
 THANK YOU FOR ALLOWING US TO EARN YOUR BUSINESS. IT IS OUR
 GOAL FOR YOU TO BE COMPLETELY SATISFIED.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

CHEVROLET HUMMER CADILLAC OF TURNERSVILLE

CVC [REDACTED]

CVC [REDACTED]



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(856) 629-8700 • Fax (856) 629-3235
www.turnersvilleauto.com

CELL: [REDACTED]

| | | | | | |
|------------------------------|--|-------------|------------------------------|---------------------------------|-----------------------------------|
| CUSTOMER NO. 29760 | ADVISOR BRUNO CORTESE | 99991 | TAG NO. 114 | INVOICE DATE 09/30/10 | INVENTORY NO. CVCS90183 |
| [REDACTED] | LABOR RATE | LICENSE NO. | MILEAGE 35,492 | COLOR DK GRAY/ | STOCK NO. |
| ERIAL, NJ | 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 4 | | [REDACTED] | SELLING DEALER NO. | PRODUCTION DATE |
| [REDACTED] | F.T.E. NO. | P.O. NO. | R.O. DATE 09/25/10 | | |
| [REDACTED] | BUSINESS PHONE | COMMENTS | | | |

MO: 35566

JOB# 1 CHARGES

LABOR
1 10CVZ DRIVEABILITY HOURS: 1.00 TECH(S): 230 WARRANTY
CUSTOMER STATES TRACTION CONTROL AND SERVICE ESC MESSAGE IS ON DASH
TRACTION CONTROL AND SERVICE ESC MSG NOT CURRENTLY ON.FIND DTC C0131.FOLLOW DIAGNOSTICS FOR DTC DOC. 198S308.BRAKE LMAP OPERATING CORRECTLY AND EBCM BPP SIGNAL CHANGES FROM APPLY/RELEASED.REPLACE BRAKE PRESSURE MODULATOR VALVE.WHEN BLEED BRAKES THE BLEEDER ON LF CALIPER BROKE.
PRESSURE BLEED BRAKES AFTER REPLACE LF CALIPER.PEDAL FEELS SPONGY.PERFORM AUTOMATED BLEED TEST WITH EBCM.PERFORM PRESSURE BLEED AGAIN AND TEST DRIVE
TEST DRIVE 5 MILES.THEN ANOTHER 5 MILES.THEN ANOTHER 4MILES.DROVE 5 MILES ON 9/30 THEN 5 MORE MILES AND THEN 10 MILES.

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
|-------|-----|-----------|-------------|---------------|------------|----------|
| | 1 | 25818716 | VALVE 4.730 | | | WARRANTY |
| | 2 | 12377967 | FLUID 8.800 | | | WARRANTY |
| | | | | TOTAL - PARTS | | 0.00 |

| SUBLET | PO# | VEND | INV# | INV.DATE | DESCRIPTION | WARRANTY |
|--------|-------|------|------|----------------|-------------|----------|
| | 46128 | 3240 | | 10/02/10 | RENTAL-NEAL | WARRANTY |
| | 46128 | 3240 | | 10/02/10 | SURCHARGE | INTERNAL |
| | | | | TOTAL - SUBLET | | 0.00 |

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

JOB# 2 CHARGES
LABOR
2 40CVZZ BRAKE CONCERN HOURS: 0.70 TECH(S): 230 WARRANTY
ADDED: WHILE BLEEDING BRAKES THE D/S FRT BLEEDER FITING BROKE OFF
TRY DRILLING AND EXTRACTING BLEEDER ON CALIPER.UNABLE TO REMOVE BLEEDER.
REPLACE LEFT FRONT CALIPER
PRESSURE BLEED BRAKES.

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
|-------|-----|-----------|---------------|---------------|------------|----------|
| | 1 | 22705313 | CALIPER 4.665 | | | WARRANTY |
| | | | | TOTAL - PARTS | | 0.00 |

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

CVCS90183

CVCS90183

CHEVROLET HUMMER CADILLAC OF TURNERSVILLE



Cadillac HUMMER BUICK HYUNDAI Audi
3400 Route 42 • P.O. Box 9070 • Turnersville, NJ 08012
(856) 629-8700 • Fax (856) 629-3235
www.turnersvilleauto.com

CELL: [REDACTED]

| | | | | | |
|------------------------------|--|-------------|------------------------------|---------------------------------|---------------------------------|
| CUSTOMER NO. 29760 | ADVISOR BRUNO CORTESE | 99991 | TAG NO. 114 | INVOICE DATE 09/30/10 | INVOICE NO. CVCS90183 |
| [REDACTED] | LABOR RATE | LICENSE NO. | MILEAGE 35,492 | COLOR DK GRAY/ | STOCK NO. |
| ERIAL, NJ | 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 4 | | | SELLING DEALER NO. | PRODUCTION DATE |
| [REDACTED] | R.T.E. NO. | P.O. NO. | R.O. DATE 09/25/10 | | |
| BUSINESS PHONE | COMMENTS | | | | MO: 35566 |

TOTALS

| | | |
|--|-------------------------|-------------|
| ***** | TOTAL LABOR.... | 0.00 |
| * | TOTAL PARTS.... | 0.00 |
| * [] CASH [] CHECK CK NO. [] | TOTAL SUBLET... | 0.00 |
| * | TOTAL G.O.G.... | 0.00 |
| * [] VISA [] MASTERCARD [] DISCOVER | TOTAL MISC CHG. | 0.00 |
| * | TOTAL MISC DISC | 0.00 |
| * [] AMER XPRESS [] OTHER [] CHARGE | TOTAL TAX..... | 0.00 |
| ***** | TOTAL INVOICE \$ | 0.00 |

DEAR VALUED CUSTOMER,
THANK YOU FOR ALLOWING US TO EARN YOUR BUSINESS. IT IS OUR
GOAL FOR YOU TO BE COMPLETELY SATISFIED.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

CVC [REDACTED]

CVC [REDACTED]

CHEVROLET HUMMER CADILLAC OF TURNERSVILLE



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CELL: [REDACTED]

| | | | | |
|------------------------------|--|-----------------------|---------------------------------|---------------------------------|
| CUSTOMER NO. 29760 | ADVISOR BRUNO CORTESE 99991 | TAG NO. 309 | INVOICE DATE 10/08/10 | INVOICE NO. CVCS90446 |
| [REDACTED] | LABOR RATE | LICENSE NO. | MILEAGE 35,567 | COLOR DK GRAY/ |
| ERIAL, NJ [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 4 [REDACTED] | | SELLING DEALER NO. | PRODUCTION DATE |
| [REDACTED] | R.T.E. NO. | R.O. NO. | R.O. DATE 10/01/10 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | |

MO: 35699

JOB# 1 CHARGES

LABOR # 1 100VZ DRIVEABILITY HOURS: 1.20 TECH(S): 230 WARRANTY

CUSTOMER STATES ESC AND TRACTION CONTROL MESSAGES COME ON. CAR WAS RETURNED TO CUSTOMER ON 10/1. SHE MOVED TEH SEATS AND ADJUSTED THE MIRRORS. DROVE THE CAR OUT OF THE PARKING LOT AND THE MESSAGES SHOWED UP. FIND DTC C0131. FIND DOCUMENT 2535089 DATED SEPT 30 FOR TERMINAL FRETTING AT BCM. CALL TECH ASSIST 71-876 467 424 AND FROM EXPLANATION OF WHAT IS OCCURING AND HAS OCCURED. SUGGESTED MOST LIKELY CAUSE IS THE BCM. FOLLOW DOCUMENT AND INSPECT TERMINALS. PUT DIELECTRIC GREASE ON ALL TERMINALS TO REDUCE HIGH RESISTANCE OF TERMINALS. REPLACE BCM AND PERFORM BCM SETUP. TEST DRIVE VEHICLE WITH SEAT ALL THE WAY FORWARD 5 MILES AND NO MSG SETTING. CONTINUED SEVERAL TEST DRIVES TOTALING 132MILES.

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
|----------------|-------|-----------|-------------|------------|-------------|----------|
| | 1 | 20943341 | BCM 2.560 | | | 0.00 |
| TOTAL - PARTS | | | | | | 0.00 |
| SUBLET | PO# | VEND | INV# | INV. DATE | DESCRIPTION | WARRANTY |
| | 46303 | 5594 | | 10/09/10 | RENTAL-NEAL | INTERNAL |
| | 46303 | 5594 | | 10/09/10 | SURCHARGE | INTERNAL |
| TOTAL - SUBLET | | | | | | 0.00 |

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

TOTALS

| | | |
|--|-------------------------|-------------|
| ***** | TOTAL LABOR.... | 0.00 |
| * | TOTAL PARTS.... | 0.00 |
| * [] CASH [] CHECK CK NO. [] | TOTAL SUBLET... | 0.00 |
| * | TOTAL G.O.G.... | 0.00 |
| * [] VISA [] MASTERCARD [] DISCOVER | TOTAL MISC CHG. | 0.00 |
| * | TOTAL MISC DISC | 0.00 |
| * [] AMER XPRESS [] OTHER [] CHARGE | TOTAL TAX..... | 0.00 |
| ***** | TOTAL INVOICE \$ | 0.00 |

DEAR VALUED CUSTOMER, THANK YOU FOR ALLOWING US TO EARN YOUR BUSINESS. IT IS OUR GOAL FOR YOU TO BE COMPLETELY SATISFIED.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

CHEVROLET HUMMER CADILLAC OF TURNERSVILLE

CVC [REDACTED]

CVC [REDACTED]








HUMMER




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| | | | | | |
|------------------------------|--|-------------|------------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO. 29760 | ADVISOR BRUNO CORTESE | 99991 | TAB NO. 276 | INVOICE DATE 06/23/11 | INVOICE NO. CVCS102966 |
| [REDACTED] | LABOR RATE | LICENSE NO. | MILEAGE 55,510 | COLOR DK GRAY/ | STOCK NO. |
| ERIAL, NJ | 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 4 | | | SELLING DEALER NO. | PRODUCTION DATE |
| [REDACTED] | BUSINESS PHONE | COMMENT | R.O. DATE 06/23/11 | | |

CELL: [REDACTED]

MO: 55510

JOB# 1 CHARGES

LABOR

1 48CVZ01 WHEEL/TIRE CONCERN HOURS: TECH(S): 40999 INTERNAL

CUSTOMER STATES LOW TIRE PRESSURE MESSAGE ON, TIRE READING INCORRECT POSITION READING LEFT FRONT LOW BUT IS NOT. INFLATED TIRES TO CORRECT PRESSURE. RELEARNED TPMS SYSTEM. REC 3 - 4 TIRES. 1 TIRE BRAND NEW. OTHERS ARE OEM.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

TOTALS

| | | | | | |
|-------------------|----------------|--------------|---|-------------------------|-------------|
| * [] CASH | [] CHECK | CK NO. [] | * | TOTAL LABOR.... | 0.00 |
| * [] VISA | [] MASTERCARD | [] DISCOVER | * | TOTAL PARTS.... | 0.00 |
| * [] AMER XPRESS | [] OTHER | [] CHARGE | * | 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 |

DEAR VALUED CUSTOMER,
 THANK YOU FOR ALLOWING US TO EARN YOUR BUSINESS. IT IS OUR GOAL FOR YOU TO BE COMPLETELY SATISFIED.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

CVC [REDACTED]

CVC [REDACTED]

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CELL: [REDACTED]

| | | | | |
|------------------------------|--|------------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO. 29760 | ADVISOR BRUNO CORTESE 99991 | TAG NO. 677 | INVOICE DATE 12/16/11 | INVOICE NO. CVCS111129 |
| [REDACTED] | LABOR RATE | LICENCE NO. | MILEAGE 71,235 | COLOR DK GRAY/ |
| ERIAL, NJ [REDACTED] | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/4DR SDN LT | | | STOCK NO. |
| [REDACTED] | VEHICLE I.D. NO. 1 G 1 Z J 5 7 B 2 9 4 [REDACTED] | | | DELIVERY DATE |
| [REDACTED] | R.T.E. NO. | | | DELIVERY MILES |
| [REDACTED] | P.O. NO. | | | SELLING DEALER NO. |
| [REDACTED] | COMMENTS | | | PRODUCTION DATE |
| RESIDENCE PHONE | BUSINESS PHONE | R.O. DATE 12/07/11 | | |

MO: 71328

JOB# 1 CHARGES

LABOR
 # 1 10CVZ DRIVEABILITY HOURS: 0.60 TECH(S): 230, 970 WARRANTY

CUSTOMER STATES TRACTION CONTROL AND ESC LIGHT COMES ON AT TIMES. NOT ON TODAY BUT WAS ON A FEW DAYS AGO.
 FIND DTC P0106 00, P0107 00, C0561 71, C0460 00. FIND DOCUMENT 2714823 FOR DTC C0561.
 CLEAR DTC'S
 INSTALL NEW TRACTION CONTROL SWITCH AS PER DOCUMENT 2714823
 TEST DRIVE 12 MILES NO PROBLEMS OCCURING AT THIS TIME.
 TEST DRIVE ANOTHER 81 MILES-OK. THIS IS A GOODWILL REPAIR FROM GM AND CHEVY OF TURNERSVILLE
 HISTORY

| PARTS | QTY | FP NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
|---------------|-----|-----------|--------------|------------|------------|----------|
| | 1 | 15835337 | SWITCH 4.710 | | | 0.00 |
| TOTAL - PARTS | | | | | | 0.00 |

| G.O.G. & SUPPLIES | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
|-------------------|-----------------|------------|------------|----------|
| | FREIGHT (PARTS) | | | 0.00 |
| TOTAL - GOG | | | | 0.00 |

JOB# 1 TOTALS

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

COMMENTS

TOTALS

| | | |
|--|-------------------------|-------------|
| ***** | TOTAL LABOR.... | 0.00 |
| * | TOTAL PARTS.... | 0.00 |
| * [] CASH [] CHECK CK NO. [] | TOTAL SUBLET... | 0.00 |
| * | TOTAL G.O.G.... | 0.00 |
| * [] VISA [] MASTERCARD [] DISCOVER | TOTAL MISC CHG. | 0.00 |
| * | TOTAL MISC DISC | 0.00 |
| * [] AMER XPRESS [] OTHER [] CHARGE | TOTAL TAX..... | 0.00 |
| ***** | TOTAL INVOICE \$ | 0.00 |

DEAR VALUED CUSTOMER,
THANK YOU FOR ALLOWING US TO EARN YOUR BUSINESS. IT IS OUR GOAL FOR YOU TO BE COMPLETELY SATISFIED.

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

CHEVROLET HUMMER CADILLAC OF TURNERSVILLE

CVC [REDACTED]

CVC [REDACTED]

TOYOTA
 NISSAN
 ACURA
 HONDA
 HYUNDAI
 AUDI
 CADILLAC
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 www.turnersvilleauto.com

| | | | | |
|------------------------------|--|-------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO. 29760 | ADVISOR BRUNO CORTESE | TAG NO. 99991 | INVOICE DATE 01/20/12 | INVOICE NO. CVCS112662 |
| [REDACTED] | LABOR RATE | LICENSE NO. | 73,381 | COLOR DK GRAY/ |
| ERIAL, NJ [REDACTED] | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/4DR SDN LT | | | DELIVERY DATE |
| [REDACTED] | VEHICLE ID NO. 1G1ZJ57B294 [REDACTED] | | | SELLING DEALER NO. |
| RESIDENCE PHONE [REDACTED] | BUSINESS PHONE [REDACTED] | COMMENTS | R.O. DATE 01/11/12 | PRODUCTION DATE |

CELL: [REDACTED]

JOB# 1 CHARGES ----- MO: 73534

LABOR
 # 1 46CVZ WHEELS/TIRES HOURS: 0.50 TECH(S): 230 WARRANTY
 CUSOTMER STATES THE ESC/TRACTION CONTROL LIGHT ON
 FIND DTC P0107 P0106 AND C0561. INSPECT MAP SENSOR CONNECTOR
 AND TERMINAL TENSION OK. INJECTOR HARNESS OK. FOLLOW HARNESS
 ECM AND INSPECT. CALL TECH ASSIST ON 1/12 @ 11:50 COREY
 WOOTON 71-1028210737. C0561 DISABLE TRACTION AND TO DIAG
 P0106/P0107.
 NO FAULT FOUND IN HARNESS OR CONNECTOR. REPLACE MAP SENSOR.
 TEST DRIVE VEHICLE NUMEROUS TIMES TOTALING 148 MILES. NO
 CHECK ENGINE LAMP OR TRACTION LIGHT CAME ON. NO DTC'S RESET.
 GOODWILL REPAIR FROM GM AND CHEVY OF TURNERSVILLE.

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
|----------------|-------|-----------|--------------|-------------|------------|----------|
| | 1 | 12591290 | SENSOR 3.682 | | | 0.00 |
| TOTAL - PARTS | | | | | | 0.00 |
| SUBLET | PO# | VEND INV# | INV. DATE | DESCRIPTION | | INTERNAL |
| | 58304 | | 01/20/12 | FRESHENUP | | 0.00 |
| TOTAL - SUBLET | | | | | | 0.00 |

JOB# 1 TOTALS -----

JOB# 2 CHARGES ----- JOB# 1 JOURNAL PREFIX CVC5 JOB# 1 TOTAL 0.00

LABOR
 # 2 46CVZ01 WHEEL/TIRE CONCERN HOURS: TECH(S): 230 0.00
 ESTIMATE ON TIRES
 TREAD DEPTH AT 3-32NDS
 PRICE ON TIRES

JOB# 2 TOTALS -----

JOB# 2 JOURNAL PREFIX CVC5 JOB# 2 TOTAL 0.00

RECOMMENDATIONS-----
 RECOMENDED TIRES 136.00 EACH INSTALLED PLUS ALIGNEMNT 89.95
 OIL CHANGE 6% REMAINING 38.95

CVCS112662

CHEVROLET HUMMER CADILLAC OF TURNERSVILLE



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 www.turnersvilleauto.com

CVCS112662

CELL: [REDACTED]

| | | | | |
|------------------------------|--|-------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO. 29760 | ADVISOR BRUNO CORTESE | TAB NO. 99991 | INVOICE DATE 01/20/12 | INVOICE NO. CVCS112662 |
| [REDACTED] | LABOR RATE | LICENSE NO. | MILEAGE 73,381 | COLOR DK GRAY/ |
| SERIAL, NJ [REDACTED] | YEAR / MAKE / MODEL 09/CHEVROLET/MALIBU/4DR SDN LT | | | DELIVERY DATE |
| [REDACTED] | VEHICLE I.D. NO. 1 G 1 Z J 5 7 B 2 9 4 [REDACTED] | | | DELIVERY MILES |
| [REDACTED] | F.T.E. NO. | P.O. NO. | R.O. DATE 01/11/12 | PRODUCTION DATE |
| [REDACTED] | BUSINESS PHONE | COMMENTS | | |

MO: 73534

TOTALS

| | | |
|--|-------------------------|-------------|
| ***** | TOTAL LABOR.... | 0.00 |
| * [] CASH [] CHECK CK NO. [] | TOTAL PARTS.... | 0.00 |
| * [] VISA [] MASTERCARD [] DISCOVER | TOTAL SUBLET... | 0.00 |
| * [] AMER XPRESS [] OTHER [] CHARGE | TOTAL G.O.G.... | 0.00 |
| ***** | TOTAL MISC CHG. | 0.00 |
| | TOTAL MISC DISC | 0.00 |
| | TOTAL TAX..... | 0.00 |
| | TOTAL INVOICE \$ | 0.00 |

DEAR VALUED CUSTOMER,
 THANK YOU FOR ALLOWING US TO EARN YOUR BUSINESS. IT IS OUR
 GOAL FOR YOU TO BE COMPLETELY SATISFIED.

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



GMC

HUMMER

General Motors Business Resource Center

FAX

To: John Milne or Eric Minghetti
Company:
Fax: 856-778-0150
Phone:

From: Dianna Barber
Fax: 866-554-4011
Phone: 866-790-5600 ext. 11456
E-mail:

CC:

NOTES:

Thank you for your help.

Dianna

Sales - Paper work
will come from another
one of our Dealerships!

Thanks,
JL

Fax Server

1/31/2012 4:10:37 PM PAGE 2/002 Fax Server



Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

January 31, 2012

209196

John Milne or Eric Minghetti
CLASSIC CHEVROLET
RTE 38 & LENOLA RD
MOORESTOWN, NJ 08057-0722

RE: [REDACTED]

Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna

Dear Mr. Milne or Mr. Minghetti:

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,

Chevrolet

CUSTOMER #: 7846729

268764

CLASSIC CHEVROLET

ACCOUNTING

BODY SHOP

Route 38 and Lenola Rd. P.O. Box C
Moorestown, NJ 08057
(856) 235-2000

ERIAL, NJ

PAGE 1

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

SERVICE ADVISOR: 1067 DAVE GELFAND

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-------------|-----------|-------------------------------|------------------------|---------|----------------|---------|-----------|
| BLACK | 09 | CHEVROLET MALIBU | 1G1ZJ57B294 [REDACTED] | | 7723/7723 | T018 | |
| DEL DATE | PROD DATE | WARR EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 27APR09 DD | | | WAIT 24JUN09 | | | CASH | 24JUN09 |
| R.O. OPENED | READY | OPTIONS: STK:209196 DLR:15920 | | | | | |
| 24JUN09 | 24JUN09 | | | | | | |

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

A INDICATOR MAY NOT DISPLAY CORRECT GEAR //

CAUSE: FACTORY RECALL
 V2064 INSPECT&ENSURE ENGAGEMENT OF TRANSMISSION SHIFT CABLE
 924 WA 0.20 0.20 569 1789 17.89
 FC: 96 PART#: COUNT: 0
 CLAIM TYPE:
 AUTH CODE:
 MA

blja
PAID JUL 17 89 2009

0 0 TPARTS
569 1789 TLABOR

THANK YOU FOR CHOOSING CLASSIC CHEVROLET FOR YOUR SERVICE NEEDS. IT IS OUR GOAL TO MAKE EVERY VISIT A PLEASANT EXPERIENCE. IF FOR ANY REASON YOU WERE NOT COMPLETELY SATISFIED WITH OUR SERVICE DEPARTMENT PLEASE CALL MIKE FLAHERTY AT 856-235-2000 EXTENSION 230. THANK YOU

| ACCOUNT | SALE | COST | CONTROL | ACCOUNT | SALE | COST | CONTROL |
|------------|------|------|---------|------------|------|-------|---------|
| [REDACTED] | 1789 | 569 | | [REDACTED] | 1789 | ***** | |

COST, SALE, & COMP TOTALS 569 1789 0

The repair facility guarantees the labor used in performing the repairs listed on the front of this Repair Order for a period of 12 months or 12,000 miles (whichever comes first) from the date such repairs were completed. The Limited Warranty specifically excludes: front end alignments, electrical wiring and shorts, and fuel system - when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, nor enforceable by any other person. During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of this Repair Order. To obtain repairs under this limited warranty, customer must: (a) notify the Repair Facility at the address shown on the front of this Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of this Repair Order within five (5) days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required; and (d) pay the charges for any additional parts required together with sales tax upon completion of such repair. All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this limited warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss. This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

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

CUSTOMER [REDACTED]

| DATE | MILEAGE | OP CODE | DESCRIPTION | OP CODE | DESCRIPTION | OP CODE | DESCRIPTION | OP CODE | DESCRIPTION |
|-------|----------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| JUN09 | 65146745 | NO CHARGE 3750 | NO CHARGE 3750 | NO CHARGE 3750 | NO CHARGE 3750 | NO CHARGE 3750 | NO CHARGE 3750 | NO CHARGE 3750 | NO CHARGE 3750 |

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE
7723

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

| | | | | | | | | | | | | | | | | | | | |
|-------------|------------------------|---------------|--------------------|---------------------|------------------------------|----------------------------------|--------------------------------|-------------------|---------------|---------------|------------------------------|--------------------------|------------------------------|----------------------------|------------------------------|----------------------------|------------------------------|----------------------------|------------------------------|
| LUBRICATION | FLUID AND FLUID CHECKS | SWITCH CHECKS | CHECK FLUID LEVELS | SERVICE AIR CLEANER | SERVICE BRAKE CONTROL SYSTEM | SERVICE BRAKE AND PARKING SYSTEM | REPLACE AUTOMATIC TRANSMISSION | REPLACE DEL. FUEL | WHEEL TIGHTEN | WHEEL BALANCE | INSPECT FRONT WHEEL BEARINGS | INSPECT FRONT WHEEL HUBS | INSPECT AND ADJUST ALL BELTS | REPLACE WORN/SHOCK SPRINGS | INSPECT AND ADJUST ALL BELTS | INSPECT WORN/SHOCK SPRINGS | INSPECT AND ADJUST ALL BELTS | INSPECT WORN/SHOCK SPRINGS | INSPECT AND ADJUST ALL BELTS |
| X | X | X | X | | | | | X | | | | | | | | | | | |

C/R 6000 MILE SERVI

WAIT
124



Route 38 and Lenola Rd.
P.O. Box C
Moorestown, NJ 08057
(856) 235-2000

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 NO. [REDACTED] STOCK NO. 209196 TAG NO. [REDACTED] COLOR BLACK PAGE 1 OF 1

DATE 24 JUN 2009 VEHICLE IDENTIFICATION NUMBER 1G1ZJ57B294 MILEAGE 7723 DELIVER DATE 27 APR 09 LICENSE NUMBER G9 MAKE AND MODEL CHEVROLET MALIBU WRITTEN BY: RO NUMBER 1067 268764

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 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 or repairs thereon. No responsible for damage from freezing due to lack of antifreeze.

NAME [REDACTED]
ADDRESS [REDACTED]
CITY/STATE/ZIP [REDACTED]
SERIAL NJ [REDACTED]

BILL TO: [REDACTED] P.O. NO. [REDACTED]
BUSINESS PHONE [REDACTED]

ENGINE NO. [REDACTED] TRANSM. NO. [REDACTED] AXLE NO. [REDACTED] PROD. DATE [REDACTED] LABOR RATE [REDACTED]

PRELIMINARY ESTIMATE \$ 0.00
AUTHORIZED BY: [Signature]

REVISED ESTIMATE(1) \$ [REDACTED]
REVISED ESTIMATE(2) \$ [REDACTED]

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

CUSTOMER SIGNATURE [REDACTED]

METHOD OF PAYMENT CASH
SELLING DEALER 15920
WARRANTY EXPIRES [REDACTED]

| LINE | OP CODE | LABOR INSTRUCTIONS AND DESCRIPTION | GAS/OIL/GREASE | AMOUNT |
|------|---------|--|------------------|--------|
| # A | 09041 | INDICATOR MAY NOT DISPLAY CORRECT GEAR / / | | |
| | | V-2069.2 | | |
| | | | TOWING | AMOUNT |
| | | | MISC. CHARGES | AMOUNT |
| | | | SUBLETS P.O. NO. | AMOUNT |

WARRANTY OF ADVANCE ESTIMATE
I VOLUNTARILY REQUEST THAT REPAIRS BE PERFORMED ON MY VEHICLE WITHOUT AN ADVANCE ESTIMATE OF THEIR COST. BY SIGNING THIS FORM, I AUTHORIZE REASONABLE AND NECESSARY COST TO REMEDY THE PROBLEMS COMPLAINED OF UP TO A MAXIMUM OF \$ [REDACTED]. THE REPAIR SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL CONSENT.

FOREMAN'S SIGNATURE X

CUSTOMER SIGNATURE [REDACTED]

TECHNICIAN COPY

SAVE REPLACED PARTS:
 YES NO

Page 1
 PDI Start Code Paid

Recall 09047
 Adj. Shift Cable
 AS per Recall

CORRECTION:

COMPLAINT:

CAUSE:

B

CORRECTION:

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE: CID _____
 4 CYL 6 CYL V/6 V/8 DIESEL

TRANSMISSION:
 3 SPEED 4 SPD 5 SPD AUTO TYPE _____

ACCESSORIES:
 P/S P/B A/C AIR OTHER _____

BRAKE CONDITION
 RF _____ / 32 _____ % LF _____ / 32 _____ %
 RR _____ / 32 _____ % LR _____ / 32 _____ %

FUEL GAUGE
 1/4 _____ 1/2 _____

QUALITY TECH _____

CONTROL ASM _____

FOREMAN'S SIG. X _____

LABOR RECORD

| | | |
|------------|-----|----|
| FLAG SHEET | OFF | 10 |
| FLAG SHEET | ON | |
| FLAG SHEET | OFF | 9 |
| FLAG SHEET | ON | |
| FLAG SHEET | OFF | 8 |
| FLAG SHEET | ON | |
| FLAG SHEET | OFF | 7 |
| FLAG SHEET | ON | |
| FLAG SHEET | OFF | 6 |
| FLAG SHEET | ON | |
| FLAG SHEET | OFF | 5 |
| FLAG SHEET | ON | |
| FLAG SHEET | OFF | 4 |
| FLAG SHEET | ON | |
| FLAG SHEET | OFF | 3 |
| FLAG SHEET | ON | |
| FLAG SHEET | OFF | 2 |
| FLAG SHEET | ON | |
| FLAG SHEET | OFF | 1 |
| FLAG SHEET | ON | |

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS

REPAIR LABOR SALES **0.2**

FLAT RATE **268764**

R.O. NO. **268764**

TECH. NO. **924**

ELAPSED TIME

OFF **JUN 24 8.3 E**

ON **JUN 24 8.0**

LF LR

7846729

268521

CLASSIC CHEVROLET

BODY SHOP

Route 38 and Lenola Rd. · P.O. Box C
Moorestown, NJ 08057
(856) 235-2000

ACCOUNTING

PAGE 1

ERIAL, NJ
HOME

BUS:

SERVICE ADVISOR: 1067 DAVE GELFAND

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|------------|-----------|----------------------|-------------|---------|-----------------|---------|----------|
| BLACK | 09 | CHEVROLET MALIBU | 1G1ZJ57B294 | | 6514/6514 | | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | RATE | PAYMENT | INV DATE |
| 27APR09 | IS | | 17:00 | 10JUN09 | | CASH | 10JUN09 |
| R.O OPENED | READY | OPTIONS: | | | | | |
| 10JUN09 | 10JUN09 | STK:209196 DLR:15920 | | | | | |

| LINE | OPCODE | TECH | TYPE | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET | TOTAL |
|------|-----------|------|-------------------|-------|--------------|------|------|------|------|------|-------|
| A | NO CHARGE | 3750 | MILE SERVICE | | | | | | | | |
| | 3750 | FREE | NO CHARGE | 3750 | MILE SERVICE | | | | | | |
| | | 45 | IADV | 0.30 | 0.30 | 281 | 478 | | | 4.78 | 4.78 |
| | | 45 | IADVN | 0.30 | 0.30 | 281 | 478 | | | 4.78 | 4.78 |
| | | 45 | IADVP | 0.30 | 0.30 | 290 | 493 | | | 4.93 | 4.93 |
| 1 | 12605566 | | FILTER | | | | | | | | |
| | | | IADV | | | 172 | 172 | 0 | 2.30 | 1.72 | 1.72 |
| | | | IADVN | | | 172 | 172 | 0 | 2.30 | 1.72 | 1.72 |
| | | | IADVP | | | 177 | 177 | 0 | 2.37 | 1.77 | 1.77 |
| 1 | | | OIL FILL TO SPECS | | | | | | | | |
| | | | IADV | | | 196 | 196 | 0 | 2.31 | 1.96 | 1.96 |
| | | | IADVN | | | 196 | 196 | 0 | 2.31 | 1.96 | 1.96 |
| | | | IADVP | | | 202 | 202 | 0 | 2.38 | 2.02 | 2.02 |
| 1 | | | GREASE GREASE | | | | | | | | |
| | | | IADV | | | 15 | 15 | 0 | 0.17 | 0.15 | 0.15 |
| | | | IADVN | | | 15 | 15 | 0 | 0.17 | 0.15 | 0.15 |
| | | | IADVP | | | 15 | 15 | 0 | 0.17 | 0.15 | 0.15 |

SPLIT FOR LINE A 33/33/34 LABOR AND PARTS

THANK YOU FOR CHOOSING CLASSIC CHEVROLET FOR YOUR SERVICE NEEDS. IT IS OUR GOAL TO MAKE EVERY VISIT A PLEASANT EXPERIENCE. IF FOR ANY REASON YOU WERE NOT COMPLETELY SATISFIED WITH OUR SERVICE DEPARTMENT PLEASE CALL MIKE FLAHERTY AT 856-235-2000 EXTENSION 230. THANK YOU

| ACCOUNT | SALE | COST | CONTROL | ACCOUNT | SALE | COST | CONTROL |
|---------|------|-------|---------|---------|------|-------|---------|
| | 1449 | 852 | 1067 | | 521 | 521 | |
| | 639 | 639 | | | 861 | ***** | |
| | 861 | ***** | | | 887 | ***** | |

COST, SALE, & COMP TOTALS 2012 2609 0

The repair facility guarantees the labor used in performing the repairs listed on the front of this Repair Order for a period of 12 months or 12,000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes: front end alignments, electrical wiring and shorts, and fuel system - when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, nor enforceable by any other person. During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to the customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of this Repair Order. To obtain repairs under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the front of this Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty; (b) deliver the vehicle to the Repair Facility at the address shown on the front of this Repair Order within five (5) days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required; and (d) pay the charges for any additional parts required together with sales tax upon completion of such repair. All implied warranties, including the implied warranty of merchantability and fitness for a particular purpose, are limited to the duration period of this limited warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or consequential loss. This portion is sold "as is". The only warranties applying to this portion are those which may be offered by the manufacturer. The selling dealer 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

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

CUSTOMER SIGNATURE

COMPLAINT: _____
 CAUSE: 3750 mile
A Service
 CORRECTION: _____

COMPLAINT: _____
 CAUSE: _____
B _____
 CORRECTION: _____

COMPLAINT: _____
 CAUSE: _____
C _____
 CORRECTION: _____

COMPLAINT: _____
 CAUSE: _____
D _____
 CORRECTION: _____

COMPLAINT: _____
 CAUSE: _____
E _____
 CORRECTION: _____

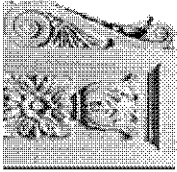
ENGINE: CID _____
 4 CYL 6 CYL V/6 V/8 DIESEL
 TRANSMISSION: _____
 3 SPEED 4 SPD 5 SPD AUTO TYPE _____
 ACCESSORIES: _____
 P/S P/B A/C AIR OTHER _____
BRAKE CONDITION
 RF _____ /32 _____ % LF _____ /32 _____ %
 RL _____ /32 _____ % LR _____ /32 _____ %

FUEL GAUGE
 1/4 _____ 1/2 _____
QUALITY TECH _____
CONTROL ASM _____
 FOREMAN'S SIG. **X**

LABOR RECORD
 A-800520
 FLAG SHEET
 FLAG SHEET
 FLAG SHEET
 FLAG SHEET
 FLAG SHEET
 FLAG SHEET
 FLAG SHEET
 FLAG SHEET
 FLAG SHEET
 FLAG SHEET

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS.

| | | | |
|--------------------|-----------|-----------|---|
| REPAIR LABOR SALES | FLAT RATE | R.O. NO. | PRICE DAMAGE |
| 03 | | 268521 | |
| | | TECH. NO. | ELAPSED TIME |
| | | 45 | |
| | | | LF <input type="checkbox"/> LR <input type="checkbox"/> |



Levetta
Sheppard/Austin/GM1
02/03/2012 12:54 PM

To rsilverman@lemonlaw.com
cc
bcc
Subject Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Dear Mr. Silverman:

Please review our attached offer with your client and let me know her decision. Thank you.



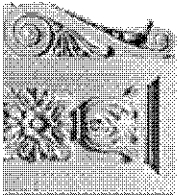
[REDACTED] Offer letter 02032012.doc

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

----- Forwarded by Levetta Sheppard/Austin/GM1 on 02/03/2012 12:54 PM -----



Levetta
Sheppard/Austin/GM1
01/31/2012 03:33 PM

To rsilverman@lemonlaw.com
cc
Subject [REDACTED] Acknowledgement

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Dear Mr. Silverman:



This case has been assigned to me. [REDACTED] Ack Ltr.pdf I will contact your office when I have reviewed your client's repair history.

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

February 3, 2012

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

RE: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna

Dear Mr. Silverman:

We regret that your client(s) is dissatisfied with her 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 \$2,000.00 plus \$1,900.00 for attorney fees.

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

Attach.

Odometer

Client's Signature

Date

Client's Signature

Date

TO: Dianna Barber

From: Cheryl Ziegler

@ Classic Chevrolet

REF.



INFO. you requested

18 pages
total

2-2-12

Reorder From: **NJ CAR** Services, Inc. (609) 853-8036 #65080 (2008)

CHERRY HILL CLASSIC CARS
 JAGUAR/SAAB
CHERRY HILL, N.J.
856-424-5300

CLASSIC CARS NISSAN
 HAINESPORT, N.J.
609-267-2886

CLASSIC CHEVROLET
 MOORESTOWN, N.J.
856-235-2000

Retail Order

New Used
 Demo

WWW.1888CLASSIC.COM

DEAL #: 73299

| | | | | | | | | | | | | | | | | | |
|---|-------|-----------|--------|------------|------------------|------------|---|---|---|---|---|---|---|---|---|---|---|
| CUSTOMER | | | DATE | 04/27/2009 | STOCK NO. | 209196 | | | | | | | | | | | |
| ADDRESS | | | SERIAL | NJ | 08081 | | | | | | | | | | | | |
| HOME PHONE | | | City | State | Zip | | | | | | | | | | | | |
| WORK PHONE | | | D.O.B. | | | | | | | | | | | | | | |
| CELL PHONE | | | E-MAIL | | | | | | | | | | | | | | |
| ENTER ORDER FOR | 2009 | CHEVROLET | MALIBU | SALES REP. | QUATTRONE, FRANK | | | | | | | | | | | | |
| BODY TYPE | SEDAN | COLOR | BLACK | MODEL | 4111 | SERIAL NO. | | | | | | | | | | | |
| <table border="1"> <tr> <td>1</td><td>G</td><td>1</td><td>Z</td><td>J</td><td>5</td><td>7</td><td>B</td><td>2</td><td>9</td><td>4</td> </tr> </table> | | | | | | | 1 | G | 1 | Z | J | 5 | 7 | B | 2 | 9 | 4 |
| 1 | G | 1 | Z | J | 5 | 7 | B | 2 | 9 | 4 | | | | | | | |

INTERIOR TRIM COLOR

Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:
 * Cash Purchase * Finance Purchase * Lease

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

TO BE DELIVERED ON OR ABOUT

| | |
|--------------------------------|----------|
| Price of Unit | 24795.00 |
| Additional Equipment (options) | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

IF A LEASE, THE FOLLOWING APPLY:

MONTHLY PAYMENT AMOUNT \$ _____
 TERM: _____ MONTHS _____
 MILEAGE PER YEAR _____
 CASH DUE AT DELIVERY \$ _____

IF A PURCHASE, THE FOLLOWING APPLY:

| | |
|--|----------|
| TOTAL PRICE OF VEHICLE | 24795.00 |
| Less Trade-in | N/A |
| TOTAL TAXABLE AMOUNT | 24795.00 |
| State Sales Tax | 1735.65 |
| Motor Vehicle Tire Fee - \$1.50 per New Tire | 1.50 |
| NJ Supplemental Tinting Fee | |
| Registration/Title Fee (Estimated) (See Paragraph 15 On Reverse Side) | 47.50 |
| Documentary Fee | |

IF A NEW VEHICLE SALE OR LEASE . . .

The only warranties applying to this vehicle are those offered by the manufacturer. Dealer sells/leases this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX

This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.

OR

The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES-DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price (if a sale) to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration for such vehicle.

Date: / / X

Customer's Signature

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)

The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price (if a sale) if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373).

APR / 27 / 09 X

Date

Customer's Signature

TRADE-IN DESCRIPTION AND ALLOWANCE


Year _____ Make _____ Model _____
 Serial No. _____ Mileage _____
 Trade-in Value _____ N/A _____ Date of 04/27/09
 Less Balance Owed _____ N/A

| | | |
|---|-------|-------|
| NJ Supplemental Filing Fee | | |
| Registration/Title Fee (Estimated) (See Paragraph 15 On Reverse Side) | | 47.50 |
| Documentary Fee | | |
| Prepare & Process MV Documents & Tags | \$107 | 50 |
| Delivery Services (See Paragraph 16 On Reverse Side) | \$57 | 50 |
| NET PAY-OFF ON TRADE-IN | | |
| TOTAL | 26750 | .65 |
| Deposit | | N/A |
| REBATE | 1500 | .00 |
| BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY | | |
| BALANCE DUE ON DELIVERY | 25250 | .65 |

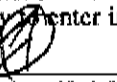
Year _____ Make _____ Model _____
 Serial No. _____ Mileage _____
 Trade-in Value N/A Date of 04/27/09
 Less Balance Owed N/A
 Net Trade-in Allowance N/A
 Balance Owed to: _____
 Address: _____
 Account No.: _____
 Info. From _____ Good Thru _____
 Customer certifies that the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above mileage of trade-in vehicle is accurate.
 X _____ Date _____
 Customer's Signature

AGREEMENT TO ARBITRATE ANY CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY, IT LIMITS YOUR RIGHTS, INCLUDING THE RIGHT TO MAINTAIN A COURT ACTION.

The parties to this agreement agree to arbitrate any claim, dispute, or controversy, including all statutory claims and any state or federal claims, that may arise out of or relating to the sale or lease identified in this agreement. By agreeing to arbitration, the parties understand and agree that they are waiving their rights to maintain other available resolution processes, such as a court action or administrative proceeding, to settle their disputes. Consumer Fraud, Used Car Lemon Law, and Truth-in-Lending claims are just three examples of the various types of claims subject to arbitration under this agreement. The parties also agree to (i) waive any right to pursue any claims arising under this agreement including statutory, state or federal claims, as a class action arbitration, or (ii) to have an arbitration under this agreement consolidated with any other arbitration or proceeding. The arbitration shall be conducted in accordance with the rules of the American Arbitration Association before a single arbitrator, who shall be a retired judge or an attorney. Dealership shall advance both party's filing, service, administration, arbitrator, hearing, or other fees, subject to reimbursement by decision of the arbitrator. Each party shall bear his or her own attorney, expert, and other fees and costs, except when awarded by the arbitrator under applicable law. The arbitration shall take place in New Jersey at a mutually convenient place agreed upon by the parties or selected by the arbitrator. The decision of the arbitrator shall be binding upon the parties. Any further relief sought by either party will be subject to the decision of the arbitrator. If any part of this arbitration clause, other than waivers of class action rights, is found to be unenforceable for any reason, the remaining provisions shall remain enforceable. If a waiver of class action and consolidation rights is found unenforceable in any action in which class action remedies have been sought, this entire arbitration clause shall be deemed unenforceable, it being the intention and agreement of the parties not to arbitrate class actions or in consolidated proceedings. In the event that any subsequent lease, finance, or other agreement between the parties contains a provision for arbitration of claims which conflicts with or is inconsistent with this arbitration provision, the terms of such subsequent arbitration provision shall govern and control to the extent of such conflict or inconsistency. **THIS ARBITRATION PROVISION LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION. READ THIS PROVISION CAREFULLY, PRIOR TO SIGNING.**

Accepted By 04/27/2009  _____ Date _____ Dealer or His Authorized Representative _____ Date _____ Customer's Signature _____

Customer agrees that this Order on the face and on the reverse side and any attachments to it includes all the terms and conditions, if a sale. Customer further agrees this Order cancels and supersedes any prior agreements and as of the date signed by Dealer or authorized agent, comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. **THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.** Customer by execution of this Order acknowledges that they have read the terms and conditions and have received a true copy of the order. **YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC PRE-DELIVERY SERVICE WHICH IS TO BE PERFORMED. THE AUTOMOTIVE DEALER MAY NOT CHARGE FOR PRE-DELIVERY SERVICES FOR WHICH THE AUTOMOTIVE DEALER IS REIMBURSED BY THE MANUFACTURER. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC DOCUMENTARY SERVICE** _____ am 18 years of age or older and of full legal capacity. I enter into this contract.

Accepted By 04/27/2009  _____ Date _____ Dealer or His Authorized Representative _____ Date _____ Customer's Signature _____

car Services, Inc. 85088 (9/08) THIS ORDER NOT SUBJECT TO CANCELLATION — DEPOSIT NON-REFUNDABLE
IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING.
 DEFINITIONS: "Selling Dealer" and "Dealer" mean the authorized Dealer to whom the Order is addressed and who shall become a party to its acceptance. "Customer" means the party executing this Order as such on the face hereof. "Manufacturer" means the Division or Corporation that manufactured the vehicle or chassis, it being understood by Customer that Dealer is in no respect the agent of Manufacturer.

ADDITIONAL TERMS AND CONDITIONS

STOCK NO. 209196 CUSTOMER (TRANSFeree) [REDACTED] (BUYER'S PRINTED NAME) DATE 04/27/200

ADDRESS [REDACTED] CITY ERIAL STATE NJ ZIP [REDACTED]

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.

THE BELOW NAMED TRANSFEROR/SELLER OF:

Year 2009 Make CHEVROLET Model MALIBU Body Type SEDAN

V.I.N. 1617J57B294 [REDACTED]

States that the odometer mileage indicated on the vehicle described above now reads 4111 (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.

I HEREBY CERTIFY: THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS.

I HEREBY CERTIFY: THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE.

WARNING! • ODOMETER DISCREPANCY

Dealership(Transferor) T.J.H CHEVROLET CO. LLC dba CLASSIC (PRINTED NAME) Buyer's Signature [REDACTED] (TRANSFEREE)

Address RT. 38 & LENOLA RD Co Buyer (Transferor) [REDACTED] (PRINTED NAME)

City MOORESTOWN, NJ State NJ Zip 08057 Co-Buyer's Signature [REDACTED] (TRANSFEREE)

Transferor's Signature [Signature] (For Dealerships) (receipt of copies of title required)

ODOMETER STATEMENT

POWER OF ATTORNEY/PHYSICAL DAMAGE COVERAGE

DELIVERY RECEIPT/REGISTRATION INFORMATION FORM

NEW/USED VEHICLE

Incentive Management - VIN Incentive Look-Up: Results

VIN Incentive Look-Up: Results - Vehicle Finance

Eligible Incentive Programs for VIN: 1G1ZJ57B394 delivered on: 04/27/2009

Vehicle Details

Vehicle Description: 2009 Chevrolet Malibu LT Sedan
 MMC: 12H89
 Inventory Status: New
 Delivery Type: 010 - Individual
 Dealer Code: 15920

Delivery Destination







Region: NORTHEAST
 State: NEW JERSEY
 DMA: PHILADELPHIA, PA
 Postal Code: 08057
 County: BURLINGTON

Report Generated On: 04/27/2009 15:42:24 EDT

| Program Name | Start Date | End Date | Option Condition | Program # | Term (Mos.) | Rate | Cash | Incentive Code |
|--|------------|------------|------------------|------------|-------------|------|------|--|
| <input type="radio"/> GM NORTHEAST REGION 2009 RETAIL CONSUMER CASH/AP R/DEALER CASH INCENTIVES | 04/01/2009 | 04/30/2009 | &LE5/LZE/LZ4 | 09-34A-16 | 12-36 | 4.90 | | XMC |
| <input type="radio"/> GM NORTHEAST REGION 2009 RETAIL CONSUMER CASH/AP R/DEALER CASH INCENTIVES | 04/01/2009 | 04/30/2009 | &LE5/LZE/LZ4 | 09-34A-16 | 37-48 | 4.90 | | XMC |
| <input type="radio"/> GM NORTHEAST REGION 2009 RETAIL CONSUMER CASH/AP R/DEALER CASH INCENTIVES | 04/01/2009 | 04/30/2009 | &LE5/LZE/LZ4 | 09-34A-16 | 49-60 | 4.90 | | XMC |
| <input type="radio"/> GM NORTHEAST REGION 2009 RETAIL CONSUMER CASH/AP R/DEALER CASH INCENTIVES | 04/01/2009 | 04/30/2009 | &LE5/LZE/LZ4 | 09-34A-16 | 61-72 | STD | | XMC |
| <input type="radio"/> 2008/2009 GMAC ALTERNATE APR INCENTIVE | 04/01/2009 | 04/30/2009 | | 09-40AAE-6 | 12-36 | 0.00 | | XMJ |
| <input type="radio"/> 2008/2009 GMAC ALTERNATE APR INCENTIVE | 04/01/2009 | 04/30/2009 | | 09-40AAE-6 | 37-48 | 0.00 | | XMJ |
| <input type="radio"/> 2008/2009 GMAC ALTERNATE APR INCENTIVE | 04/01/2009 | 04/30/2009 | | 09-40AAE-6 | 49-60 | 0.00 | | XMJ |
| <input type="radio"/> 2008/2009 GMAC ALTERNATE APR INCENTIVE | 04/01/2009 | 04/30/2009 | | 09-40AAE-6 | 61-72 | 2.90 | | XMJ |
| <input type="checkbox"/> GM NEW YORK AUTO SHOW BONUS CASH PROGRAM | 04/17/2009 | 04/30/2009 | | 09-34AX | | | 500 | LYC |
| <input type="checkbox"/> GM BONUS CASH PROGRAM | 04/01/2009 | 04/30/2009 | | 09-40AAH-6 | | | 1500 | LEK |
| <input type="checkbox"/> 2008 Q4 GM INVENTORY DEALER BONUS CERTIFICATE PROGRAM | 04/01/2009 | 06/01/2009 | | 09-40AG-7 | | | 0 | KXA/POXB/AC C/KXD/LBA/ LBB/LBC/LE D |
| <input checked="" type="checkbox"/> TARGETED LESSEES BONUS PROGRAM | 04/11/2009 | 04/30/2009 | | 09-40AJ-8 | | | 1500 | YYC |
| <input type="checkbox"/> GM/GMAC/SFS 2009 Q2 FULL A HEAD PROGRAM | 04/24/2009 | 06/30/2009 | | 09-02-6 | | | 0 | ZZZ |
| <input type="checkbox"/> 2009 MODEL YEAR GM CUSTOMER ASSISTANCE CENTER GOODWILL CERTIFICATE PROGRAM | 11/18/2008 | 09/30/2009 | | 09-03-1 | | | 0 | LCP |
| <input type="checkbox"/> 2009 MODEL YEAR GM COLLEGE DISCOUNT PRICING PROGRAM | 04/01/2009 | 09/30/2009 | | 09-04-7 | | | 0 | GCG |
| <input type="checkbox"/> 2009 MODEL YEAR GM CARD (BLUE/GOLD) PROGRAM | 01/06/2009 | 09/30/2009 | | 09-05-2 | | | 0 | UDE |
| <input type="checkbox"/> 2009 MODEL YEAR GM CARDS WITH REDEMPTION LIMITS COPPER/ PLATINUM AND FLEXIBLE EARNINGS PROGRAMS | 02/16/2009 | 09/30/2009 | | 09-05A-3 | | | 0 | UDP |
| <input type="checkbox"/> 2009 MODEL YEAR GM BUSINESS CARD PROGRAM | 02/27/2009 | 09/30/2009 | | 09-05B-2 | | | 0 | UDB |
| <input type="checkbox"/> 2009 MODEL YEAR GM EXTENDED FAMILY CARD PROGRAM | 11/18/2008 | 09/30/2009 | | 09-05C-1 | | | 0 | UDF |
| <input type="checkbox"/> 2009 MODEL YEAR GM MOBILITY ADAPTIVE EQUIPMENT PROGRAM | 11/01/2008 | 09/30/2009 | | 09-07-1 | | | 0 | MOB/MOC |
| <input type="checkbox"/> 2009 MODEL YEAR GM DRIVER EDUCATION PURCHASE/LEASE PROGRAM | 11/18/2008 | 09/30/2009 | | 09-08-1 | | | 750 | U4C |
| <input type="checkbox"/> 2009 MODEL YEAR GM CREDIT UNION MEMBER DISCOUNT PRICING PROGRAM | 04/01/2009 | 12/31/2009 | | 09-11-6 | | | 0 | GNI |
| <input type="checkbox"/> 2009 GM CUSTOMER APPRECIATION CERTIFICATE PROGRAM | 11/18/2008 | 09/30/2009 | | 09-14-1 | | | 500 | VHC |
| <input type="checkbox"/> 2009 MODEL YEAR GM MILITARY DISCOUNT PRICING PROGRAM | 04/01/2009 | 09/30/2009 | | 09-16-8 | | | 0 | GMM |

Incentive Management - VIN Incentive Look-Up: Results

Page 2 of 2


| RAM | | | | | | | |
|---|---|------------|------------|------|-----------|------|-----|
|  | 2009 MODEL YEAR GM RETIRE E VOUCHER PROGRAM | 11/18/2008 | 09/30/2009 | | 09-18-1 | 0 | HRC |
|  | GM SELECT FARM BUREAU P RIVATE OFFER | 01/03/2009 | 01/04/2010 | -LZE | 09-40AAB | 500 | PAC |
|  | GM SELECT BUSINESS/TRADE ASSOCIATION PRIVATE OFFE R | 01/03/2009 | 01/04/2010 | | 09-40AAC | 500 | PAD |
|  | GENERAL MOTORS SPRING C AR CARE DIRECT MAIL | 04/01/2009 | 06/30/2009 | | 09-40C | 500 | WWA |
|  | CHEVROLET SILVERADO/GMC SIERRA GMT300 HYBRID OWN ER LOYALTY/TRADE-IN ASSIS TANCE PROGRAM | 04/02/2009 | 05/30/2009 | | 09-40CB-1 | 3000 | WJ |
|  | GENERAL MOTORS CREDIT U NION PRIVATE OFFER | 04/01/2009 | 05/31/2009 | | 09-40CE | 500 | YYA |

| Term (Mos.) | Rate* | Cash |
|-------------|-------|------|
| 48-60 | 0.00 | 1500 |

Programs in red and with italic print indicate a VIN Exception Condition - You must refer to program for specific eligibility/compatibility guidelines. Dealer responsible for determining consumer eligibility for each program.

Spot Form


It is my understanding that I am taking delivery of this vehicle:

| | | | |
|-------------|------------------|---------------|--|
| <u>2009</u> | <u>Chevrolet</u> | <u>Malibu</u> | <u>1G1ZJ57B294</u>  |
| Year | Make | Model | VIN Number |

Prior to having my credit approved

I further fully understand that, should my credit be disqualified or rejected for any reason, I will immediately return the vehicle to **Classic Chevrolet** and hold **Classic Chevrolet** harmless for any and all claims. I agree to accept all responsibility for any damage that occurs to the above-mentioned vehicle while it is in my possession. I also understand that it is my responsibility to get the proper insurance coverage on said vehicle within 24 hours of this date.

5/27/09
Date

Purchaser

Signature

I understand that if the Payoff Balance and/or lien on my vehicle traded in as described below are in excess of \$ _____, the excess shall be due and payable to Cherry Hill Classic Cars.

| | | | |
|---------------|---------------|----------------|---------------------|
| _____ Year | _____ Make | _____ Model | _____ VIN Number |
|---------------|---------------|----------------|---------------------|

Date

Purchaser

Signature

I do hereby understand that I am obligated to deliver to **Classic Chevrolet** a certificate of title covering the vehicle described above within 48 hours of this date.

Date

Purchaser

Signature

Classic Chevrolet
Rt. 38 and S. Lenola Rd.
Moorestown, NJ 08057
(856) 235-2000

DISCLOSURE NOTICE

Date: 4/27/2009

Buyer/Lessee: [REDACTED]

Co. Buyer/Lessee: _____

Street Address: [REDACTED]

City: Sicklerville, State: NJ Zip: [REDACTED]

| | | | |
|-------------|------------------|---------------|--------------------|
| <u>2009</u> | <u>Chevrolet</u> | <u>Malibu</u> | <u>1G1ZJ57B294</u> |
| Year | Make | Model | VIN |

Because delivery is being made before the dealership has received final credit approval, it is necessary, pursuant to New Jersey State law, to acquaint you with the following condition:

NOTICE:

- YOUR LEASE IS SUBJECT TO CREDIT APPROVAL. IF YOUR CREDIT IS NOT APPROVED, YOU MUST RETURN THE VEHICLE.**
- YOUR FINANCE AGREEMENT IS SUBJECT TO CREDIT APPROVAL. IF YOUR CREDIT IS NOT APPROVED, YOU MUST RETURN THE VEHICLE.**

| | | | | | | |
|-------------------|----------------|--------------|------------------------|-----------------|-------|-------|
| <u>[REDACTED]</u> | _____ | _____ | _____ | _____ | _____ | _____ |
| (INITIALS) | PURCHASE PRICE | DOWN PAYMENT | ESTIMATED TRADE PAYOFF | MONTHLY PAYMENT | TERMS | RATE |

[REDACTED] **CUSTOMER'S CREDIT SCORE AND LENDER'S APPROVAL DETERMINE EXACT PAYMENT TERMS.**

By your signature you acknowledge receipt of this notice.

Buyer/Lessee signature: [REDACTED]

Co. Buyer/Lessee signature: _____

Classic Chevrolet
 Rt. 38 and S. Lenola Rd.
 Moorestown, NJ 08057
 (856) 235-2000

GM Exchange Reports Mailbox

Demo Horse No. ~~XXXXXX~~
IN Date 12/13
Page 3 of 4

Jermomy

24795

| | | | |
|-------------------------------------|-----------|----------|-----------------------------|
| 2009 MALIBU 2LT | | | GENERAL MOTORS CORPORATION |
| 58U BLACK GRANITE METALLIC | /L4G | | & SUBSIDIARIES |
| 19C EBONY | | | RENAISSANCE CENTER |
| ORDER NO. NCRXDB/TRE | STOCK NO. | | DETROIT MI 48243-1114 |
| VIN 1G1ZJ57B394 | | | VEHICLE INVOICE 1AD30817992 |
| *****S | | | |
| MODEL & FACTORY OPTIONS | MSRP | INV AMT | RETAIL - STOCK |
| 1ZH69 MALIBU 2LT | 24705.00 | 23346.23 | INVOICE 11/18/08 |
| CFS SUNROOF, POWER TILT AND SLIDE | 800.00 | 664.00 | SHIPPED 11/18/08 |
| LES ENGINE, 2.4L DOHC MPI | N/C | N/C | EXP I/T 11/25/08 |
| MH8 TRANSMISSION, 6-SPEED AUTOMATIC | N/C | N/C | INT COM 11/25/08 |
| TAPSHIFT MANUAL SHIFT CONTROL | * | | PRC EFF 11/18/08 |
| NE1 50-STATE EMISSIONS | N/C | N/C | KEYS G0269 G0269 |
| PDM PREMIUM MAT PACKAGE: | 185.00 | 153.55 | WEP-S QTR OPT-1 |
| *PREMIUM CARPETED FLOOR MATS, | | | BANK: GMAC - 020 |
| FRONT/BACK | | | CHG-TO 15-920 |
| *TRUNK MAT | | | |
| *CARGO NET | | | |
| 66M NEW JERSEY SURCHARGE | 0.00 | 78.00 | SHIP WT: 3387 |
| UE1 1YR ONSTAR DIRECTIONS W/TURN- | N/C | N/C | HP: 19.3 |
| BY-TURN NAVIGATION(ASK DEALER | | | GMS: 24367.08 |
| ABOUT GEOGRAPHIC COVERAGE) | | | SUPPLR: 25456.85 |
| VK3 FRONT LICENSE PLATE BRACKET | 0.00 | 0.00 | MRM: 26455.00 |
| 58U BLACK GRANITE METALLIC | 95.00 | 78.85 | MEMO 1139.25 |
| | | | GSU: 311.06 |

| | | | | |
|-------------------------|----------|----------|---------|----------|
| TOTAL MODEL & OPTIONS | 25785.00 | 24320.63 | ACT 231 | 24217.08 |
| DESTINATION CHARGE | 670.00 | 670.00 | H/B 261 | 773.55 |
| DEALER IMR CONTRIBUTION | | 257.85 | ADV 261 | 257.85 |
| LMA GROUP CONTRIBUTION | | 257.85 | EXP 65A | 257.85 |

| | | | | |
|-------|----------|----------|---------|----------|
| TOTAL | 26455.00 | 25506.33 | PAY 310 | 25506.33 |
|-------|----------|----------|---------|----------|

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 24238.68

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.

CLASSIC CHEVROLET

REMIT TO GMAC NO. 020
VIN 1G1ZJ57B394
\$ 25506.33 INV 1AD30817992
DUE 11/25/08 DEALER 15-920

211941

NEW JERSEY NEW VEHICLE LEMON LAW DISCLOSURE

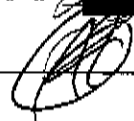
73299

IMPORTANT: IF THIS VEHICLE IS DEFECTIVE (*WITHIN THE FIRST 18,000 MILES OR 2 YEARS, WHICHEVER COMES FIRST*), YOU MAY BE ENTITLED UNDER NEW JERSEY LAW TO A REFUND OF THE PURCHASE PRICE OR YOUR LEASE PAYMENTS. FOR COMPLETE INFORMATION REGARDING YOUR RIGHTS AND REMEDIES UNDER THE RELEVANT LAW, CONTACT THE NEW JERSEY DEPARTMENT OF LAW AND PUBLIC SAFETY, DIVISION OF CONSUMER AFFAIRS, LEMON LAW UNIT AT P.O. BOX 45026, 124 HALSEY ST., NEWARK, NEW JERSEY 07102, TEL. NO. 973-504-6226.

VEHICLE IDENTIFICATION NUMBER | 1 | 6 | 1 | 2 | J | 5 | 7 | B | 2 | 9 | 4 | [REDACTED]

YR 09 MAKE CHEVROLET MODEL MALIBU

CUSTOMER ACKNOWLEDGEMENT [REDACTED] DATE 04/27/09

DEALER REPRESENTATIVE  DATE 04/27/09



GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC



HUMMER



CUSTOMER NAME: [REDACTED]

VIN: 1G112J578397 [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:

| Incentive Program Reference | Amount | GM Incentive Code |
|--|---------|-------------------|
| 09-40AJ-E | \$ 1500 | YYC |
| | \$ | |
| | \$ | |
| | \$ | |
| | \$ | |
| Total Incentive Amount Received | \$ | |

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

I elect to receive the following in lieu of _____ AND/OR _____
I elect to receive _____

Vehicle Incentive Acknowledgment. I am the ultimate 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 [REDACTED]

Purchaser/Lessee Signature: [REDACTED] Date: 4/1/11

Authorized Dealer Signature: [Signature] Date: 4/1/11

Dealership Name: CLASSIC Dealer Code: 15720

OnStar Acknowledgement

Is vehicle equipped with OnStar? Yes _____ No _____

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).

OnStar Stolen Vehicle Slowdown Capability (Model Year 2009 or Newer)

My OnStar-equipped vehicle may have Stolen Vehicle Slowdown capability that enables OnStar to slow down by stolen vehicle remotely to assist authorities in its recovery.

I understand I must press the blue OnStar button and request the OnStar advisor to disable this capability if I don't want the Stolen vehicle Slowdown capability on my vehicle. This capability can only be re-enable at a GM dealership at my expense.

Cancellation of All OnStar Services:

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

Purchaser/Lessee Signature: [REDACTED] Date: 4/1/11

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item #1; the Onstar Terms and Conditions; OnStar Stolen Vehicle Slowdown Capability and Cancellation of All OnStar Services have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership, and that properly completed accurate delivery data has been forwarded to General Motors.

Purchaser/Lessee Signature: [REDACTED] Date: 4/1/11

Dealership Name: CLASSIC Dealer Code: 15720

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

BUYERS GUIDE

IMPORTANT: Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

Chevrolet
VEHICLE MAKE

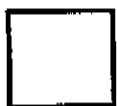
Malibu
MODEL

2009
YEAR

1G12357B29
VIN NUMBER

DEALER STOCK NUMBER (Optional)

WARRANTIES FOR THIS VEHICLE:



AS IS - NO WARRANTY

YOU WILL PAY ALL COSTS FOR ANY REPAIRS. The dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.



WARRANTY

FULL **LIMITED WARRANTY.** The dealer will pay 100 % of the labor and 100 % of the parts for the covered systems that fall during the warranty period. Ask the dealer for a copy of the warranty document for a full explanation of warranty coverage, exclusions, and the dealer's repair obligations. Under state law, "implied warranties" may give you even more rights.

SYSTEMS COVERED:

ENGINE—all internal lubricated parts, timing chains, gears and cover, timing belt, pulleys and cover, oil pump and gears, water pump, valve covers, oil pan, manifolds, flywheel, harmonic balancer, engine mounts, seals and gaskets, and turbocharger housing; however, housing, engine block and cylinder heads are covered items only if damaged by the failure of an internal lubricated part. **TRANSMISSION AUTOMATIC/TRANSFER CASE**—all internal lubricated parts, torque converter, vacuum modulator, transmission mounts, seals and gaskets. **TRANSMISSION MANUAL/TRANSFER CASE**—all internal lubricated parts, transmission mounts, seals and gaskets, but excluding a manual clutch, pressure plate, throwout bearings, clutch master or slave cylinders. **FRONT-WHEEL DRIVE**—all internal lubricated parts, axle shafts, constant velocity joints, front hub bearings, seals and gaskets. **REAR-WHEEL DRIVE**—all internal lubricated parts, propeller shafts, supports and U-joints, axle shafts and bearings, seals and gaskets.

SERVICE CONTRACT: A service contract is available at an extra charge on this vehicle. Ask for details as to coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of the time of sale, state law "implied warranties" may give you additional rights.

DURATION:

- 24,000 MILES OR LESS, THE WARRANTY IS 90 DAYS OR 3,000 MILES, WHICHEVER COMES FIRST.
- 24,001 TO 60,000 MILES THE WARRANTY IS 60 DAYS OR 2,000 MILES, WHICHEVER COMES FIRST.
- 60,001 TO 100,000 MILES THE WARRANTY IS 30 DAYS OR 1,000 MILES, WHICHEVER COMES FIRST.

* \$50.00 DEDUCTIBLE PER REPAIR.

* ALL REPAIRS MUST BE PERFORMED BY THE SELLING DEALER.



MANUFACTURER'S WARRANTY STILL APPLIES

The manufacturer's original warranty has not expired on the vehicle. Consult the manufacturer's warranty book for details as to warranty coverage, service location, etc.

PRE PURCHASE INSPECTION: ASK THE DEALER IF YOU MAY HAVE THIS VEHICLE INSPECTED BY YOUR MECHANIC EITHER ON OR OFF THE LOT.

SEE THE BACK OF THIS FORM for important additional information, including a list of some major defects that may occur in used motor vehicles.

Below is a list of some major defects that may occur in used motor vehicles.

Frame & Body

Frame-cracks, corrective welds, or rusted through
Dog tracks — bent or twisted frame

Engine

Oil leakage, excluding normal seepage
Cracked block or head
Belts missing or inoperable
Knocks or misses related to camshaft lifters and push rods
Abnormal exhaust discharge

Transmission & Drive Shaft

Improper fluid level or leakage, excluding normal seepage
Cracked or damaged case which is visible
Abnormal noise or vibration caused by faulty transmission or drive shaft
Improper shifting or functioning in any gear
Manual clutch slips or chatters

Differential

Improper fluid level or leakage excluding normal seepage
Cracked or damaged housing which is visible
Abnormal noise or vibration caused by faulty differential

Cooling System

Leakage including radiator
Improperly functioning water pump

Electrical System

Battery leakage
Improperly functioning alternator, generator, battery, or starter

Fuel System

Visible leakage

Inoperable Accessories

Gauges or warning devices
Air conditioner
Heater & Defroster

Brake System

Failure warning light broken
Pedal not firm under pressure (DOT spec.)
Not enough pedal reserve (DOT spec.)
Does not stop vehicle in straight line (DOT spec.)
Hoses damaged
Drum or rotor too thin (Mfgr. Specs)
Lining or pad thickness less than 1/32 inch
Power unit not operating or leaking
Structural or mechanical parts damaged

Steering System

Too much free play at steering wheel (DOT specs.)
Free play in linkage more than 1/4 inch
Steering gear binds or jams
Front wheels aligned improperly (DOT specs.)
Power unit belts cracked or slipping
Power unit fluid level improper

Suspension System

Ball joint seals damaged
Structural parts bent or damaged
Stabilizer bar disconnected
Spring broken
Shock absorber mounting loose
Rubber bushings damaged or missing
Radius rod damaged or missing
Shock absorber leaking or functioning improperly

Tires

Tread depth less than 2/32 inch
Sizes mismatched
Visible damage

Wheels

Visible cracks, damage or repairs
Mounting bolts loose or missing

Exhaust System

Leakage

DEALER

ADDRESS

SEE FOR COMPLAINTS

CUSTOMER SIGNATURE
(Dealer's Option)

[Redacted Signature]

IMPORTANT: The information on this form is part of any contract to buy this vehicle. Removal of this label



New 2009 CHEVROLET MALIBU, 1036 Miles
Agreed price: \$24,795.00

Cash down: \$0.00
Trade: \$0.00
Lien payoff: \$0.00

Amt. Fin. \$25,250.65
Base Pmt.: 60 mos. at 0% APR, \$420.84
Opt. Pmt.: 72 mos. at 2.9% APR, \$382.98

| Option A | Option B | Option C | Option D |
|---|--|---|--|
| <p>General Motors Protection Plan Mechanical repair protection for the covered components of your vehicle. May also include added benefits such as Rental Coverage, roadside assistance, and towing. Major Guard 60/60000 Deductible:\$0 Deductible</p> <p>Repair Advantage Car Care Covers oil changes (oil and filter), chassis lubrications and tire rotations during the coverage term selected. Tier 1 - 12mo/12k mi - 3k mi interval</p> <p>GAP Care Covers most or all of the difference between the net balance of your retail installment sales contract and the insurance settlement value if your vehicle is declared a total loss. 0-60 months</p> <p>Tire and Wheel Protect A road hazard plan that protects you from certain unexpected expenses of covered road hazards that can damage or destroy your vehicle's tires and wheels. Protect Platinum 5-year</p> <p>Dent Restore Plus A painless dent repair process that repairs minor dents and dings that do not compromise the vehicle's paint. 5 year</p> | <p>General Motors Protection Plan Mechanical repair protection for the covered components of your vehicle. May also include added benefits such as Rental Coverage, roadside assistance, and towing. Major Guard 60/60000 Deductible:\$0 Deductible</p> <p>GAP Care Covers most or all of the difference between the net balance of your retail installment sales contract and the insurance settlement value if your vehicle is declared a total loss. 0-60 months</p> <p>Tire and Wheel Protect A road hazard plan that protects you from certain unexpected expenses of covered road hazards that can damage or destroy your vehicle's tires and wheels. Protect Platinum 5-year</p> | <p>General Motors Protection Plan Mechanical repair protection for the covered components of your vehicle. May also include added benefits such as Rental Coverage, roadside assistance, and towing. Major Guard 60/60000 Deductible:\$0 Deductible</p> <p>GAP Care Covers most or all of the difference between the net balance of your retail installment sales contract and the insurance settlement value if your vehicle is declared a total loss. 0-60 months</p> | <p>General Motors Protection Plan Mechanical repair protection for the covered components of your vehicle. May also include added benefits such as Rental Coverage, roadside assistance, and towing. Major Guard 60/60000 Deductible:\$0 Deductible</p> |
| <p>60 / 55 (BW) 72 / 66 (BW) \$494 / \$247 \$449 / \$225</p> | <p>60 / 55 (BW) 72 / 66 (BW) \$477 / \$238 \$434 / \$217</p> | <p>60 / 55 (BW) 72 / 66 (BW) \$463 / \$231 \$421 / \$211</p> | <p>60 / 55 (BW) 72 / 66 (BW) \$449 / \$224 \$408 / \$204</p> |
| X | X | X | X |

All terms, conditions, payment amounts and APR are estimates only that are subject to final lender approval. All options set forth above have been fully explained to me. I selected the payment option indicated and fully understand that the purchase of any option is not required, that options may be purchased separately, and that my decision to purchase or not will HAVE NO EFFECT on my APR, credit approval, or ability to obtain base financing. According to the Gramm Leach Bliley Act, I have been advised of the Dealer Privacy Notice Law, and further authorize the Dealer to send my Nonpublic Personal Information to Dealer's vendors.



Dealers at the time

Classic Chevrolet (NJ)
State Hwy No 38 & Lenola Rd
Moorestown, NJ 08057

Customer: [REDACTED]
Prepared By: Jeremy Fisher
Vehicle: 2009 CHEVROLET MALIBU
VIN: 1G1ZJ57B294 [REDACTED]
Sell Price: \$24,795.00
Lien Holder: GMAC

Term: 60
APR: 0
Cash down: \$0.00
Amount Financed: \$25,250.65
Base Pmt. \$420.84

Optional Products and Services Disclosure

| CUSTOMER ACCEPTS COVERAGE | CUSTOMER DECLINES COVERAGE |
|---|---|
| <p>[REDACTED] confirms that the following products were presented as below and accepted.</p> | <p>[REDACTED] confirms that the following products were presented as below and declined.</p> <p>\$27.82/mo. General Motors Protection Plan Mechanical repair protection for the covered components of your vehicle. May also include added benefits such as Rental Coverage, roadside assistance, and towing. Coverage: Major Guard Term: 60/60000 Deductible: Price: \$1,560.00</p> <p>\$6.24/mo. Repair Advantage Car Care Covers oil changes (oil and filter), chassis lubrications and tire rotations during the coverage term selected. Coverage: Tier 1 - 12mo/12k mi - 3k mi interval Price: \$350.00</p> <p>\$14.18/mo. GAP Care Covers most or all of the difference between the net balance of your retail installment sales contract and the insurance settlement value if your vehicle is declared a total loss. Level: 0-60 months Price: \$795.00</p> <p>\$13.84/mo. Tire and Wheel Protect A road hazard plan that protects you from certain unexpected expenses of covered road hazards that can damage or destroy your vehicle's tires and wheels. Level: Protect Platinum 5-year Price: \$776.00</p> <p>\$10.70/mo. Dent Restore Plus A paintless dent repair process that repairs minor dents and dings that do not compromise the vehicle's paint. Level: 5 year Price: \$600.00</p> |
| <p>Amount Financed INCLUDING listed items: \$25,250.65 Installment Payment INCLUDING listed items: \$420.84</p> | |

Customer Signature: [REDACTED]

Date: 4/27/09

CoBuyer Signature: [REDACTED]

Date: _____

All terms, conditions, payment amounts and APR are estimates only that are subject to final lender approval. All options set forth above have been fully explained to me. I selected the payment option indicated and fully understand that the purchase of any option is not required, that options may be purchased separately, and that my decision to purchase or not will HAVE NO EFFECT on my APR, credit approval, or ability to obtain base financing. According to the Gramm Leach Bliley Act, I have been advised of the Dealer Privacy Notice Law, and further authorize the Dealer to send my Nonpublic Personal Information to Dealer's vendors.

RETAIL INSTALMENT SALE CONTRACT

C-PP485230025

GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

Buyer (and Co-Buyer) -- Name and address (include county and zip code)

Creditor (Seller name and address)

ERIAL NJ

TJM CHEVROLET CO. LLC dba CLASSIC CHEVROLET
RT. 38 & LENOLA RD.
MOORESTOWN, NJ 08057

ou, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

| New or Used | Year | Make and Model | Vehicle Identification No. | Primary Use for Which Purchased |
|-------------|------|------------------|----------------------------|--|
| NEW | 2009 | CHEVROLET MALIBU | 1G1ZJ578294 | <input checked="" type="checkbox"/> personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business |

our trade-in is a: Year N/A Make N/A Model N/A

FEDERAL TRUTH-IN-LENDING DISCLOSURES

| ANNUAL PERCENTAGE RATE | FINANCE CHARGE | Amount Financed | Total of Payments | Total Sale Price |
|--|---|---|--|---|
| The cost of your credit as a yearly rate. <u>0.00</u> % | The dollar amount the credit will cost you. \$ <u>0.00</u> | The amount of credit provided to you or on your behalf. \$ <u>25250.65</u> | The amount you will have paid after you have made all payments as scheduled. \$ <u>25250.65</u> | The total cost of your purchase on credit, including your downpayment of \$ <u>1500.00</u> is \$ <u>26750.65</u> |

Your Payment Schedule Will Be:

| Number of Payments | Amount of Payments | When Payments Are Due | Or as Follows |
|---|--------------------|-------------------------------------|---------------|
| 59 | \$ <u>420.84</u> | Monthly beginning <u>06/11/2009</u> | |
| 1 PAYMENT OF <u>421.09</u> DUE ON <u>05/11/2014</u> | | | |

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, unless the vehicle is primarily for personal, family, or household use and the cash price is \$10,000 or less.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

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

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

ITEMIZATION OF AMOUNT FINANCED

| | |
|---|------------------------|
| 1 Cash price (including \$ <u>1735.65</u> sales tax) | \$ <u>26530.65</u> (1) |
| 2 Total downpayment = | |
| Gross trade-in \$ <u>N/A</u> -payoff by seller \$ <u>N/A</u> | |
| = net trade-in \$ <u>N/A</u> + cash \$ <u>N/A</u> | |
| + other (describe) <u>REBATE</u> \$ <u>1500.00</u> | \$ <u>1500.00</u> (2) |
| 3 Unpaid balance of cash price (1 minus 2) | \$ <u>25030.65</u> (3) |
| 4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.): | |
| A Cost of optional credit insurance paid to the insurance company or companies | |
| Life \$ <u>N/A</u> | |
| Disability \$ <u>N/A</u> \$ <u>N/A</u> | |

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

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the Insurance you want and sign below:

Optional Credit Insurance.

- Credit Life: Buyer Co-Buyer Both
 Credit Disability (Buyer Only)

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

(Insurance Company)

(Home Office Address)

Credit life Insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that Credit Life or Credit Disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance.

| | | |
|--|----|--------------|
| Company | \$ | N/A |
| C Official fees paid to government agencies | \$ | N/A |
| D Government taxes not included in cash price | \$ | N/A |
| E Government license and/or registration fees | \$ | 47.50 |
| F Government certificate of title fees (includes \$ N/A security interest recording fee) | \$ | N/A |
| G Other charges (Seller must identify who is paid and describe purpose.) | | |
| to TJH CHEVROLET for DOC FEE | \$ | 165.00 |
| to for | \$ | N/A |
| to for | \$ | N/A |
| to for | \$ | N/A |
| to NJ STATE for VEH TIRE FEE | \$ | 7.50 |
| to for | \$ | N/A |
| Total other charges and amounts paid to others on your behalf | \$ | 220.00 (4) |
| \$ Amount financed (3 + 4) | \$ | 25250.65 (5) |

Premium \$ N/A
N/A (Insurance Company)
N/A (Home Office Address)

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.
 Buyer Signature _____ Date _____
 Co-Buyer Signature _____ Date _____

THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.

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 parties.
 Buyer Signs X _____ Co-Buyer Signs X _____

any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
 See back for other important agreements.

You have a right to a written itemized price for each specific pre-delivery service which is to be performed. The automotive dealer may not charge for pre-delivery services for which the automotive dealer is reimbursed by the manufacturer.

You have a right to a written itemized price for each specific documentary service which is to be performed.

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

NOTICE TO RETAIL BUYER

**Do not sign this contract in blank.
 You are entitled to a copy of the contract at the time you sign.
 Keep it to protect your legal rights.**

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you are free to return it if you do not agree to the terms. You confirm that you received a completely filled-in copy when you signed it.
 Buyer Signs X _____ Date 04/27/2009 Co-Buyer Signs X _____ Date _____

Buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X _____ Date _____ Address _____
 Seller Signs TJH CHEVROLET CO. LLC dba CLASSIC CHEVROLET Date 04/27/2009 Title _____

Seller assigns its interest in this contract to: GMAC Nuveil National Auto Finance GMACAB Nuveil Credit Company,
 under the terms of Seller's agreement(s) with assignee.
 Assigned with recourse _____ Assigned without recourse or with limited recourse _____
 Seller By Title _____ TJH CHEVROLET CO. LLC dba CLASSIC CHEVROLET
 Seller By Title _____

RouteOne Decision Details

Page 1 of 1

GMAC - Decision Details

Dealership Name: TJH Chev Co Inc

Dealership Number: 43672

RouteOne App #: 01-1-88753504 0

Applicant(s): XXXXXXXXXX

Decision: **Approved** 04/27/2009 - 03:37 PM

| | | |
|---|----------------|-------------------------------------|
| Finance Source App #: 485230025 | Tier: A | Analyst/Analyst Phone: *** / |
|---|----------------|-------------------------------------|

| | Decision | Application | |
|------------------------------|-----------------------|-----------------------|---|
| Transaction Type | Retail | Retail | |
| Vehicle | 2009 Chevrolet Malibu | 2009 Chevrolet Malibu | |
| Financed Amt | \$26831 | \$26831 | |
| Total Down | | \$0 | |
| Total Monthly Payment | \$0 | \$406 | ▲ |
| Term | 72 | 72 | |
| Wholesale/Invoice | | \$25506 | |
| Customer Rate | | 2.9 | |

Reasons :

| |
|--|
| |
|--|

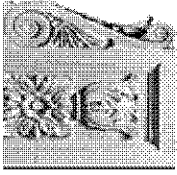
Comments:

| |
|----------------------|
| PDN: 43672; GMAC; |
|----------------------|

Stipulations:

| |
|--|
| |
|--|





Levetta
Sheppard/Austin/GM1
02/08/2012 08:16 AM

To rsilverman@lemonlaw.com
cc
bcc
Subject Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Dear Mr. Silverman:

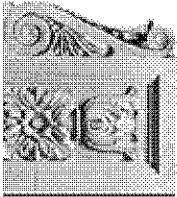
Has your client made a decision on our offer? Please let me know at your earliest convenience. Thank you.

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

----- Forwarded by Levetta Sheppard/Austin/GM1 on 02/08/2012 08:16 AM -----



Levetta
Sheppard/Austin/GM1
02/03/2012 12:56 PM

To rsilverman@lemonlaw.com
cc
Subject Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Dear Mr. Silverman:

Please review our attached offer with your client and let me know her decision. Thank you.



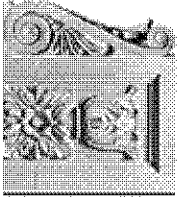
Neal Offer letter 02032012.doc

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Sincerely,

General Motors

----- Forwarded by Levetta Sheppard/Austin/GM1 on 02/03/2012 12:54 PM -----



Levetta
Sheppard/Austin/GM1

01/31/2012 03:33 PM

To rsilverman@lemonlaw.com

cc

Subject [REDACTED] Acknowledgement

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

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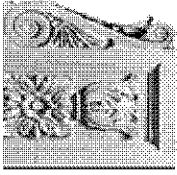


This case has been assigned to me. [REDACTED] Ack Ltr.pdf I will contact your office when I have reviewed your client's repair history.

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Sincerely,

General Motors



Levetta
Sheppard/Austin/GM1
02/13/2012 08:16 AM

To rsilverman@lemonlaw.com
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bcc
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RE: Customer Last Name: [REDACTED]
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2009 Chevrolet Malibu
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Customer Relationship Specialist: Dianna Barber
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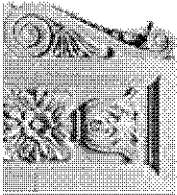
you.  Ten Day Ltr.doc

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Sincerely,

General Motors

----- Forwarded by Levetta Sheppard/Austin/GM1 on 02/13/2012 08:16 AM -----



Levetta
Sheppard/Austin/GM1
02/08/2012 08:20 AM

To rsilverman@lemonlaw.com
cc
Subject Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Dear Mr. Silverman:

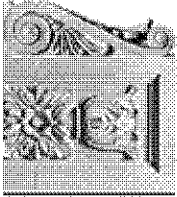
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Sincerely,

General Motors

----- Forwarded by Levetta Sheppard/Austin/GM1 on 02/08/2012 08:16 AM -----



Levetta
Sheppard/Austin/GM1

02/03/2012 12:56 PM

To rsilverman@lemonlaw.com

cc

Subject Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Dear Mr. Silverman:

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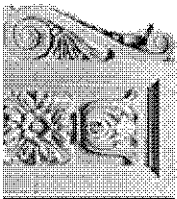
[REDACTED] Offer letter 02032012.doc

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Sincerely,

General Motors

----- Forwarded by Levetta Sheppard/Austin/GM1 on 02/03/2012 12:54 PM -----



Levetta
Sheppard/Austin/GM1

01/31/2012 03:33 PM

To rsilverman@lemonlaw.com

cc

Subject [REDACTED] Acknowledgement

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Dear Mr. Silverman:



This case has been assigned to me. [REDACTED] Ack Lt.pdf I will contact your office when I have reviewed your client's repair history.

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 13, 2012

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

RE: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna

Dear Mr. Silverman:

We regret that your client(s) is dissatisfied with her 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 plus \$1,900.00 for attorney fees.

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

Attach.

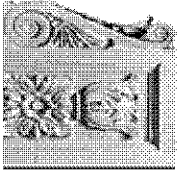
Odometer

Client's Signature

Date

Client's Signature

Date



Levetta
Sheppard/Austin/GM1
04/12/2012 04:12 PM

To rsilverman@lemonlaw.com
cc brion.stevens@gm.com, gklein@lemonlaw.com
bcc
Subject RE: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Dear Mr. Silverman:

To prevent any further delays to the customer we are settled. Please have your client review and sign the settlement offer. Please have your client provide her current registration and a signed W9 when returning the settlement documents. Please also provide a W9 for your firm.



Thank you. Neal Offer letter.doc Release of Claim 04132012.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

"Robert M. Silverman" <rsilverman@lemonlaw.com>



"Robert M. Silverman"
<rsilverman@lemonlaw.com>
04/12/2012 04:12 PM

To <levetta_sheppard@gmexpert.com>
cc <brion.stevens@gm.com>
Subject RE: [REDACTED] Offer

Hi Dianna:

Sorry for the huge delay in getting back to you on this one. I understand my client was having some health issues and it took me this long to secure all of the records I needed to review the matter and then secure authority from my client for a counter demand.

I figured since this is one of our oldest unsettled NISM claims, I would provide a reasonable "win-win" bottom line counter in hopes we can get the case settled post haste (or in suit if we can't settle it).

My client purchased the subject 2009 Malibu as a new/demonstrator on or about 04/01/09. I have ROs for five (5) repair visits for the well known combination of the TRAC and ESC warning lights coming on and the vehicle exhibiting associated serious drivability issues. The car spent 5-6 weeks total in the shop for this issue and I may be missing some of the ROs.

On the other side, GM and its dealership were great with the repairs in not charging the client anything and providing a loaner. My client has nothing but nice things to say about your dealership and its efforts to repair the car. Other than the issues herein, my client also loves GM.

The problem is my client is a working Grandmother and uses the car to at times transport her Grandchildren. As such, safety is the main concern.

Given the use my client has received from this unit, I feel a reasonable cash demand as a bottom line is \$4,000.00, plus fees and costs as offered. Please let me know.

Bob

-----Original Message-----

From: levetta_sheppard@gmexpert.com
[mailto:levetta_sheppard@gmexpert.com]
Sent: Friday, February 03, 2012 12:56 PM
To: Robert M. Silverman
Subject: Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Dear Mr. Silverman:

Please review our attached offer with your client and let me know her decision. Thank you. (See attached file: Neal Offer letter 02032012.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

----- Forwarded by Levetta Sheppard/Austin/GM1 on 02/03/2012 12:54 PM

Levetta

Sheppard/Austin/
GM1
To
rsilverman@lemonlaw.com
01/31/2012 03:33
cc
PM
Subject
[REDACTED] Acknowledgement

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

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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

RELEASE OF CLAIM

I [REDACTED], (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$5,900.00 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 purchaser, repair, maintenance, operation, alteration, or use of Releasor(s) 2009 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZJ57B294 [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.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$4,000.00, made payable to Lynn Neal; the second in the amount of \$1,900.00, made payable to Kimmel & Silverman, P.C.

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

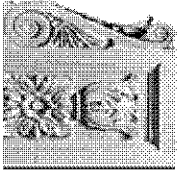
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File



Levetta
Sheppard/Austin/GM1
04/17/2012 10:31 AM

To gklein@lemonlaw.co
cc
bcc
Subject Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Dear Gracie:

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Sincerely,

General Motors

----- Forwarded by Levetta Sheppard/Austin/GM1 on 04/17/2012 10:31 AM -----



"Robert M. Silverman"
<rsilverman@lemonlaw.com>
04/13/2012 10:51 AM

To <levetta_sheppard@gmexpert.com>
cc <brion.stevens@gm.com>, "Gracianne Klein"
<gklein@lemonlaw.com>
Subject RE: [REDACTED] Offer

Client of course accepts. Thanks for working with me.

Bob

-----Original Message-----

From: levetta_sheppard@gmexpert.com
[mailto:levetta_sheppard@gmexpert.com]
Sent: Friday, April 13, 2012 10:08 AM
To: Robert M. Silverman

Cc: brion.stevens@gm.com; Gracianne Klein
Subject: RE: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

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Sincerely,

General Motors

"Robert M.

Silverman"

To <rsilverman@lemonlaw.com> <levetta_sheppard@gmexpert.com>

cc 04/12/2012 04:12 <brion.stevens@gm.com>

PM
Subject

RE: [REDACTED] Offer

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From: levetta_sheppard@gmexpert.com

[mailto:levetta_sheppard@gmexpert.com]
Sent: Friday, February 03, 2012 12:56 PM
To: Robert M. Silverman
Subject: Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034 [REDACTED]
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Dear Mr. Silverman:

Please review our attached offer with your client and let me know her decision. Thank you. (See attached file: [REDACTED] Offer letter 02032012.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

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Levetta

Sheppard/Austin/

GM1

To

rsilverman@lemonlaw.com

01/31/2012 03:33

cc

PM

Subject

[REDACTED] Acknowledgement

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

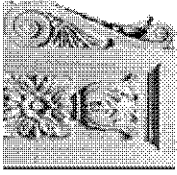
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Sincerely,

General Motors



Levetta
Sheppard/Austin/GM1
04/30/2012 01:22 PM

To gklein@lemonlaw.com
cc
bcc
Subject Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Good Day Gracie:

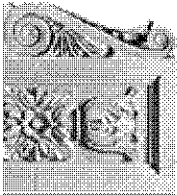
I wanted to follow up with you on the settlement documents for [REDACTED]. Any word from you client? Please advise at your earliest convenience. Thanks

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General Motors

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Levetta
Sheppard/Austin/GM1
04/17/2012 10:34 AM

To gklein@lemonlaw.co
cc
Subject Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

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General Motors

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"Robert M. Silverman"

<rsilverman@lemonlaw.com>

04/13/2012 10:51 AM

To <levetta_sheppard@gmexpert.com>

cc <brion.stevens@gm.com>, "Gracianne Klein"
<gklein@lemonlaw.com>

Subject RE: [REDACTED] Offer

Client of course accepts. Thanks for working with me.

Bob

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From: levetta_sheppard@gmexpert.com
[mailto:levetta_sheppard@gmexpert.com]
Sent: Friday, April 13, 2012 10:08 AM
To: Robert M. Silverman
Cc: brion.stevens@gm.com; Gracianne Klein
Subject: RE: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
Specialist: Dianna Barber
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(See attached file: Neal Offer letter.doc)(See attached file: Release of Claim 04132012.doc)

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Sincerely,

General Motors

"Robert M.
Silverman"
To <rsilverman@lemo
nlaw.com> <levetta_sheppard@gmexpert.com>
cc 04/12/2012 04:12 <brion.stevens@gm.com>
Subject PM
RE: [REDACTED] Offer

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Sent: Friday, February 03, 2012 12:56 PM
To: Robert M. Silverman
Subject: Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294[REDACTED] Customer Relationship
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Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

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request number above.

Sincerely,

General Motors

----- Forwarded by Levetta Sheppard/Austin/GM1 on 02/03/2012 12:54 PM

Levetta
Sheppard/Austin/
GM1
To rsilverman@lemonlaw.com
01/31/2012 03:33
cc PM
Subject [REDACTED] Acknowledgement

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
Specialist: Dianna Barber
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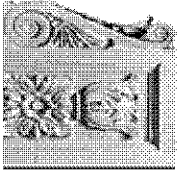
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Sincerely,

General Motors



Levetta
Sheppard/Austin/GM1
05/03/2012 02:49 PM

To gklein@lemonlaw.com
cc
bcc
Subject Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Good Day Gracie:

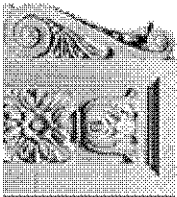
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General Motors

----- Forwarded by Levetta Sheppard/Austin/GM1 on 05/03/2012 02:49 PM -----



Levetta
Sheppard/Austin/GM1
04/30/2012 01:25 PM

To gklein@lemonlaw.com
cc
Subject Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
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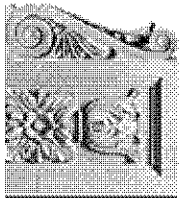
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To: <rsilverman@lemo
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PM

Subject

RE: [REDACTED] Offer

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[mailto:levetta_sheppard@gmexpert.com]
Sent: Friday, February 03, 2012 12:56 PM
To: Robert M. Silverman
Subject: Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Dear Mr. Silverman:

Please review our attached offer with your client and let me know her decision. Thank you. (See attached file: [REDACTED] Offer letter 02032012.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

----- Forwarded by Levetta Sheppard/Austin/GM1 on 02/03/2012 12:54 PM

Levetta

Sheppard/Austin/

GM1

To

rsilverman@lemonlaw.com

01/31/2012 03:33

cc

PM

Subject

[REDACTED] Acknowledgement

RE: Customer Last Name [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

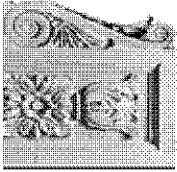
Dear Mr. Silverman:

This case has been assigned to me. (See attached file: [REDACTED] Ack Ltr.pdf) I will contact your office when I have reviewed your client's repair history.

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



Levetta
Sheppard/Austin/GM1
05/07/2012 01:26 PM

To gklein@lemonlaw.com
cc
bcc
Subject Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Good Day Gracie:

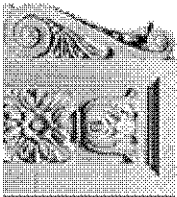
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Sincerely,

General Motors

----- Forwarded by Levetta Sheppard/Austin/GM1 on 05/07/2012 01:26 PM -----



Levetta
Sheppard/Austin/GM1
05/03/2012 02:50 PM

To gklein@lemonlaw.com
cc
Subject Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
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Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Good Day Gracie:

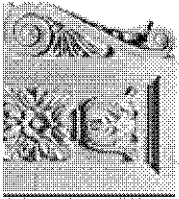
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Sincerely,

General Motors

----- Forwarded by Levetta Sheppard/Austin/GM1 on 05/03/2012 02:49 PM -----



Levetta
Sheppard/Austin/GM1
04/30/2012 01:25 PM

To gklein@lemonlaw.com
cc
Subject Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
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Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

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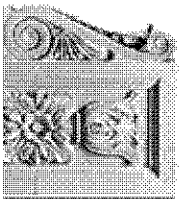
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Sincerely,

General Motors

----- Forwarded by Levetta Sheppard/Austin/GM1 on 04/30/2012 01:22 PM -----



Levetta
Sheppard/Austin/GM1
04/17/2012 10:34 AM

To gklein@lemonlaw.co
cc
Subject Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Dear Gracie:

I wanted to follow up on the settlement documents for [REDACTED] Let me know when she indicates she will be returning the documents. Please ensure that a current registration as well as a W9 for the client and your firm are included along with the signed settlement documents. Thanks

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

----- Forwarded by Levetta Sheppard/Austin/GM1 on 04/17/2012 10:31 AM -----



"Robert M. Silverman"

<rsilverman@lemonlaw.com>

04/13/2012 10:51 AM

To <levetta_sheppard@gmexpert.com>

cc <brion.stevens@gm.com>, "Gracianne Klein"

<gklein@lemonlaw.com>

Subject RE: [REDACTED] Offer

Client of course accepts. Thanks for working with me.

Bob

-----Original Message-----

From: levetta_sheppard@gmexpert.com
[mailto:levetta_sheppard@gmexpert.com]

Sent: Friday, April 13, 2012 10:08 AM

To: Robert M. Silverman

Cc: brion.stevens@gm.com; Gracianne Klein

Subject: RE: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]

Service Request: 71-1034433001

2009 Chevrolet Malibu

Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship

Specialist: Dianna Barber

Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Dear Mr. Silverman:

To prevent any further delays to the customer we are settled. Please have your client review and sign the settlement offer. Please have your client provide her current registration and a signed W9 when returning the settlement documents. Please also provide a W9 for your firm.

Thank you.

(See attached file: Neal Offer letter.doc)(See attached file: Release of Claim [REDACTED].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

"Robert M.
Silverman"
<rsilverman@lemo
To nlaw.com> <levetta_sheppard@gmexpert.com>
cc 04/12/2012 04:12 <brion.stevens@gm.com>
PM
Subject RE: [REDACTED] Offer

Hi Dianna:

Sorry for the huge delay in getting back to you on this one. I understand my client was having some health issues and it took me this

long to secure all of the records I needed to review the matter and then secure authority from my client for a counter demand.

I figured since this is one of our oldest unsettled NISM claims, I would provide a reasonable "win-win" bottom line counter in hopes we can get the case settled post haste (or in suit if we can't settle it).

My client purchased the subject 2009 Malibu as a new/demonstrator on or about 04/01/09. I have ROs for five (5) repair visits for the well known combination of the TRAC and ESC warning lights coming on and the vehicle exhibiting associated serious drivability issues. The car spent 5-6 weeks total in the shop for this issue and I may be missing some of the ROs.

On the other side, GM and its dealership were great with the repairs in not charging the client anything and providing a loaner. My client has nothing but nice things to say about your dealership and its efforts to repair the car. Other than the issues herein, my client also loves GM.

The problem is my client is a working Grandmother and uses the car to at times transport her Grandchildren. As such, safety is the main concern.

Given the use my client has received from this unit, I feel a reasonable cash demand as a bottom line is \$4,000.00, plus fees and costs as offered. Please let me know.

Bob

-----Original Message-----

From: levetta_sheppard@gmexpert.com
[mailto:levetta_sheppard@gmexpert.com]
Sent: Friday, February 03, 2012 12:56 PM
To: Robert M. Silverman
Subject: Fw: [REDACTED] Offer

RE: Customer Last Name [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Dear Mr. Silverman:

Please review our attached offer with your client and let me know her decision. Thank you. (See attached file: Neal Offer letter 02032012.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

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Levetta

Sheppard/Austin/

GM1

To

rsilverman@lemonlaw.com

01/31/2012 03:33

cc

PM

Subject

██████████ Acknowledgement

RE: Customer Last Name: ██████████

Service Request: 71-1034433001

2009 Chevrolet Malibu

Vehicle Identification Number: 1G1ZJ57B294██████████ Customer Relationship

Specialist: Dianna Barber

Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

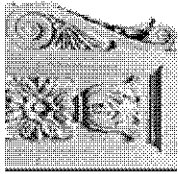
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If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern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

Sincerely,

General Motors



Levetta
Sheppard/Austin/GM1
05/11/2012 01:14 PM

To "Gracianne Klein" <gklein@lemonlaw.com>@SITEWCWEB
cc
bcc
Subject RE: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Good Day Gracie:

Just wanted to follow (as our processes require) if the client has indicated when they will send you the remaining documents. Let me know at your convenience. Thanks.

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

"Gracianne Klein" <gklein@lemonlaw.com>



"Gracianne Klein"
<gklein@lemonlaw.com>
m>

To <levetta_sheppard@gmexpert.com>
cc

05/11/2012 01:14 PM Subject RE: [REDACTED] Offer

Dianna,
I'm just waiting on the w-9 and we are all set on this one.
Gracie

Gracie Klein, Law Clerk

Kimmel & Silverman, P.C.
Representing REAL people with REAL problems since 1991(c).

Pennsylvania New Jersey
30 East Butler Pike 1930 E. Marlton Pike, Suite Q29
Ambler, PA 19002 Cherry Hill, NJ 08003
<http://www.lemonlaw.com> Voice: 1-856-429-8334
Toll Free: 1-800-LEMON-LAW Fax: 1-856-216-7344
Voice: 1-215-540-8888 (ext 112)
Fax: 1-215-540-8817

For our other office locations, please visit
<http://www.lemonlaw.com/locations.html>

The information contained in this electronic communication is to be considered confidential. It is legally privileged and expresses the opinion of the writer only. If not the intended recipient, please return to the sender and delete the original and any copy from your computer system.

Thank you.

For more information about Kimmel & Silverman, please visit us at

<http://www.lemonlaw.com/>

(c) Copyright 2012 all rights reserved.

-----Original Message-----

From: levetta_sheppard@gmexpert.com
[mailto:levetta_sheppard@gmexpert.com]
Sent: Thursday, May 10, 2012 9:05 AM
To: Gracianne Klein
Subject: Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294[REDACTED] Customer Relationship
Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Good Day Gracie:

Anyword on Neal's settlement documents? Just wanted to follow up with you.

Thanks

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

----- Forwarded by Levetta Sheppard/Austin/GM1 on 05/10/2012 07:46 AM

"Gracianne

Klein"

To <gklein@lemonlaw
.com> <levetta_sheppard@gmexpert.com>

cc 05/07/2012 01:34

Subject PM

RE: [REDACTED] Offer

I spoke with her last week and she said she would return this week.
Nothing yet. I will keep you posted.

Gracie

Gracie Klein, Law Clerk

Kimmel & Silverman, P.C.

Representing REAL people with REAL problems since 1991(c).

Pennsylvania New Jersey
30 East Butler Pike 1930 E. Marlton Pike, Suite Q29
Ambler, PA 19002 Cherry Hill, NJ 08003
<http://www.lemonlaw.com> Voice: 1-856-429-8334 Toll Free:
1-800-LEMON-LAW Fax: 1-856-216-7344
Voice: 1-215-540-8888 (ext 112)
Fax: 1-215-540-8817

For our other office locations, please visit
<http://www.lemonlaw.com/locations.html>

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Thank you.

For more information about Kimmel & Silverman, please visit us at
<http://www.lemonlaw.com/>
(c) Copyright 2012 all rights reserved.

-----Original Message-----

From: levetta_sheppard@gmexpert.com
[mailto:levetta_sheppard@gmexpert.com]
Sent: Monday, May 07, 2012 2:27 PM
To: Gracianne Klein
Subject: Fw: [REDACTED] Offer

RE: Customer Last Name [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Good Day Gracie:

Anyword on Neal's settlement documents? Just wanted to follow up with you.
Thanks

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Sincerely,

General Motors

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Levetta

Sheppard/Austin/

GM1

To

gklein@lemonlaw.com

05/03/2012 02:50

cc

PM

Subject

Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]

Service Request: 71-1034433001

2009 Chevrolet Malibu

Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship

Specialist: Dianna Barber

Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

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Sincerely,

General Motors

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Levetta
Sheppard/Austin/
GM1
To gklein@lemonlaw.com
04/30/2012 01:25
cc PM
Subject Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001

2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

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Any word from you client? Please advise at your earliest convenience.
Thanks

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Sincerely,

General Motors

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Sheppard/Austin/

GM1

To

gklein@lemonlaw.co

04/17/2012 10:34

cc

AM

Subject

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2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
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General Motors

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"Robert M.

Silverman"

<rsilverman@lemon

To

nlaw.com>

<levetta_sheppard@gmexpert.com>

cc

04/13/2012 10:51

<brion.stevens@gm.com>, "Gracianne

AM

Klein" <gklein@lemonlaw.com>

Subject

RE: [REDACTED] Offer

Client of course accepts. Thanks for working with me.

Bob

-----Original Message-----

From: levetta_sheppard@gmexpert.com
[mailto:levetta_sheppard@gmexpert.com]
Sent: Friday, April 13, 2012 10:08 AM
To: Robert M. Silverman
Cc: brion.stevens@gm.com; Gracianne Klein
Subject: RE: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294[REDACTED] Customer Relationship
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Thank you.

(See attached file: [REDACTED] Offer letter.doc)(See attached file: Release of Claim 04132012.doc)

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Sincerely,

General Motors

"Robert M.
Silverman"
<rsilverman@lemo
nlaw.com> <levetta_sheppard@gmexpert.com>
cc 04/12/2012 04:12 <brion.stevens@gm.com>
PM
Subject RE: [REDACTED] Offer

Hi Dianna:

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I figured since this is one of our oldest unsettled NISM claims, I would provide a reasonable "win-win" bottom line counter in hopes we can get

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Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

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General Motors

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Levetta

Sheppard/Austin/

GM1

To

rsilverman@lemonlaw.com

01/31/2012 03:33

cc

PM

Subject

██████████ Acknowledgement

RE: Customer Last Name: ██████████

Service Request: 71-1034433001

2009 Chevrolet Malibu

Vehicle Identification Number: 1G1ZJ57B294 ██████████ Customer Relationship

Specialist: Dianna Barber

Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

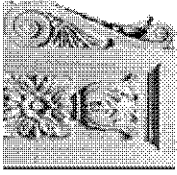
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General Motors



Levetta
Sheppard/Austin/GM1
05/10/2012 07:46 AM

To gklein@lemonlaw.com
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Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
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Good Day Gracie:

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"Gracianne Klein"
<gklein@lemonlaw.com>
05/07/2012 01:34 PM

To <levetta_sheppard@gmexpert.com>
cc
Subject RE: [REDACTED] Offer

I spoke with her last week and she said she would return this week. Nothing yet. I will keep you posted.

Gracie

Gracie Klein, Law Clerk

Kimmel & Silverman, P.C.
Representing REAL people with REAL problems since 1991(c).

Pennsylvania New Jersey
30 East Butler Pike 1930 E. Marlton Pike, Suite Q29

Ambler, PA 19002 Cherry Hill, NJ 08003
http://www.lemonlaw.com Voice: 1-856-429-8334
Toll Free: 1-800-LEMON-LAW Fax: 1-856-216-7344
Voice: 1-215-540-8888 (ext 112)
Fax: 1-215-540-8817

For our other office locations, please visit
<http://www.lemonlaw.com/locations.html>

The information contained in this electronic communication is to be considered confidential. It is legally privileged and expresses the opinion of the writer only. If not the intended recipient, please return to the sender and delete the original and any copy from your computer system.

Thank you.

For more information about Kimmel & Silverman, please visit us at
<http://www.lemonlaw.com/>
(c) Copyright 2012 all rights reserved.

-----Original Message-----

From: levetta_sheppard@gmexpert.com
[mailto:levetta_sheppard@gmexpert.com]
Sent: Monday, May 07, 2012 2:27 PM
To: Gracianne Klein
Subject: Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Good Day Gracie:

Anyword on [REDACTED] settlement documents? Just wanted to follow up with you.
Thanks

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

----- Forwarded by Levetta Sheppard/Austin/GM1 on 05/07/2012 01:26 PM

Levetta

Sheppard/Austin/
GM1
To gklein@lemonlaw.com
05/03/2012 02:50
cc PM
Subject Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Good Day Gracie:

Anyword on Neal's settlement documents? Just wanted to follow up with you.
Thanks

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

----- Forwarded by Levetta Sheppard/Austin/GM1 on 05/03/2012 02:49 PM -----

Levetta

Sheppard/Austin/

To GM1
gklein@lemonlaw.com

cc 04/30/2012 01:25
PM

Subject Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Good Day Gracie:

I wanted to follow up with you on the settlement documents for [REDACTED].
Any word from you client? Please advise at your earliest convenience.
Thanks

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
----- Forwarded by Levetta Sheppard/Austin/GM1 on 04/30/2012 01:22 PM

Levetta
Sheppard/Austin/

To GM1
gklein@lemonlaw.co

cc 04/17/2012 10:34
AM

Subject Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Dear Gracie:

I wanted to follow up on the settlement documents for [REDACTED]. Let me know when she indicates she will be returning the documents. Please ensure that a current registration as well as a W9 for the client and your firm are included along with the signed settlement documents.
Thanks

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

----- Forwarded by Levetta Sheppard/Austin/GM1 on 04/17/2012 10:31 AM

"Robert M.
Silverman"

To <rsilverman@lemonlaw.com> <levetta_sheppard@gmexpert.com>

cc 04/13/2012 10:51 AM <brion.stevens@gm.com>, "Gracianne Klein" <gklein@lemonlaw.com>

Subject RE: [REDACTED] Offer

Client of course accepts. Thanks for working with me.

Bob

-----Original Message-----

From: levetta_sheppard@gmexpert.com
[mailto:levetta_sheppard@gmexpert.com]
Sent: Friday, April 13, 2012 10:08 AM
To: Robert M. Silverman
Cc: brion.stevens@gm.com; Gracianne Klein
Subject: RE: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Dear Mr. Silverman:

To prevent any further delays to the customer we are settled. Please have your client review and sign the settlement offer. Please have your client provide her current registration and a signed W9 when returning the settlement documents. Please also provide a W9 for your firm.

Thank you.

(See attached file: [REDACTED] Offer letter.doc) (See attached file: Release of

Claim 04132012.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

"Robert M.
Silverman"
<rsilverman@lemo
To nlaw.com> <levetta_sheppard@gmexpert.com>
cc 04/12/2012 04:12 <brion.stevens@gm.com>
Subject PM
RE: [REDACTED] Offer

Hi Dianna:

Sorry for the huge delay in getting back to you on this one. I understand my client was having some health issues and it took me this long to secure all of the records I needed to review the matter and then secure authority from my client for a counter demand.

I figured since this is one of our oldest unsettled NISM claims, I would provide a reasonable "win-win" bottom line counter in hopes we can get the case settled post haste (or in suit if we can't settle it).

My client purchased the subject 2009 Malibu as a new/demonstrator on or about 04/01/09. I have ROs for five (5) repair visits for the well known combination of the TRAC and ESC warning lights coming on and the vehicle exhibiting associated serious drivability issues. The car spent 5-6 weeks total in the shop for this issue and I may be missing some of the ROs.

On the other side, GM and its dealership were great with the repairs in not charging the client anything and providing a loaner. My client has nothing but nice things to say about your dealership and its efforts to repair the car. Other than the issues herein, my client also loves GM.

The problem is my client is a working Grandmother and uses the car to at times transport her Grandchildren. As such, safety is the main concern.

Given the use my client has received from this unit, I feel a reasonable cash demand as a bottom line is \$4,000.00, plus fees and costs as offered. Please let me know.

Bob

-----Original Message-----

From: levetta_sheppard@gmexpert.com
[mailto:levetta_sheppard@gmexpert.com]
Sent: Friday, February 03, 2012 12:56 PM
To: Robert M. Silverman
Subject: Fw: [REDACTED] Offer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Dear Mr. Silverman:

Please review our attached offer with your client and let me know her decision. Thank you. (See attached file: [REDACTED] Offer letter 02032012.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

----- Forwarded by Levetta Sheppard/Austin/GM1 on 02/03/2012 12:54 PM

Levetta

Sheppard/Austin/

To GM1
rsilverman@lemonlaw.com

cc 01/31/2012 03:33
PM

Subject [REDACTED] Acknowledgement

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED] Customer Relationship
Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

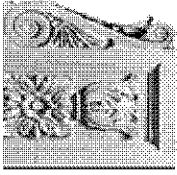
Dear Mr. Silverman:

This case has been assigned to me. (See attached file: [REDACTED] Ack
Ltr.pdf) I will contact your office when I have reviewed your client's
repair history.

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



Levetta
Sheppard/Austin/GM1
05/16/2012 10:06 AM

To karen.c.calhoun@gm.com
cc
bcc
Subject [REDACTED] Resolution Email

RE: Customer Last Name: [REDACTED]
Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna Barber
Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

Dear DDMA Calhoun:

This email is to follow up on Service Request 71-1034433001 for customer [REDACTED]. The customer's vehicle is a 2009 Chevrolet Malibu with 79,330 miles. The customer has been working with CLASSIC CHEVROLET in MOORESTOWN, NJ & CHEVROLET CADILLAC OF TURNERSVILLE in TURNERSVILLE, NJ.

After negotiations with the plaintiff's counsel, the final offer of CASH in the amount of \$5,900.00 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

April 13, 2012

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

RE: [REDACTED]

Service Request: 71-1034433001
2009 Chevrolet Malibu
Vehicle Identification Number: 1G1ZJ57B294 [REDACTED]
Customer Relationship Specialist: Dianna

Dear Mr. Silverman:

We regret that your client(s) is dissatisfied with her 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 plus \$1,900.00 for attorney fees.

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.

Page 2

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,

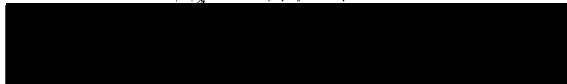
General Motors

cc: FILE

Attach.

79330

Odometer



Client's Signature

5/11/12

Date

N/A

Client's Signature

N/A

Date

RELEASE OF CLAIM

I [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$5,900.00 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 purchaser, repair, maintenance, operation, alteration, or use of Releasor(s) 2009 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZJ57B294 [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.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$4,000.00, made payable to Lynn Neal; the second in the amount of \$1,900.00, made payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is 79330 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: 5/11/12

[REDACTED]

Claimant's Signature

[REDACTED]

Address

ERIAL

City, State, Zip Code

N/A

Claimant's Signature

N/A

Address

N/A

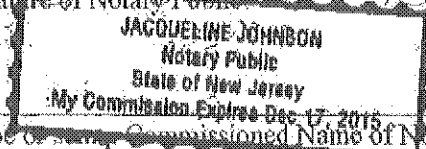
City, State, Zip Code

STATE OF New Jersey
COUNTY OF Gloucester

Sworn to (or affirmed) and subscribed before me this MAY day of 11th, 2012
by Lynn Neal.



Signature of Notary Public Jacqueline Johnson



Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification X

Type of identification New Jersey DL

My commission expires: DEC 17, 2015

CC: File

NEW JERSEY

10/20/12
LINDY NEAL
10/20/12

**Request for Taxpayer
 Identification Number and Certification**

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

Name (Print or type) [Redacted]

Husband, former disregarded entity name, or partner from above [Redacted]

Check appropriate box for federal tax classification (required):
 Individual/sole proprietor
 C Corporation
 S Corporation
 Partnership
 Trust/estate
 Limited liability company. Enter the tax classification (C=S corporation, S=S corporation, P=partnership) P
 Exempt payee
 Other (see instructions) [Redacted]

Requestor's name and address (optional)
 [Redacted]

City, state, and ZIP code
 [Redacted] NJ [Redacted]

List account number(s) here (optional)
 [Redacted]

Part III Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line 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 9. 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 | | | | | | | | |
| 2 | 1 | 3 | - | 6 | 6 | - | 5 | 2 |
| Employer identification number | | | | | | | | |
| | | | - | | | | | |

Part III 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 check 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 this certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here [Redacted Signature] Date: 5-14-12

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.

1711 P.111 10:2155408817 18566272152 19:59 FROM:RITE AID 236 MAY-15-2012

Form W-9
 (Rev. December 2011)
 Department of the Treasury
 Internal Revenue Service

**Request for Taxpayer
 Identification Number and Certification**

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

Name (as shown on your income tax return) _____

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

Check appropriate box for federal tax classification:
 Individual/sole proprietor C Corporation S Corporation Partnership Trust/estate
 Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ Exempt payee
 Other (see instructions) ▶ _____

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

Requester's name and address (optional) _____

Liability account number(s) here (optional) _____

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line 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
 [] [] [] - [] [] [] - [] [] [] []

Employer identification number
23-2671027

Part II Certification

Under penalties of perjury, I certify that:

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

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest 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] Signature of U.S. person ▶ _____ Date ▶ 03/27/2012

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.

Form **W-9**
(Rev. December 2011)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

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

Name (as shown on your income tax return) _____

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

Check appropriate box for federal tax classification:
 Individual/sole proprietor C Corporation S Corporation Partnership Trust/estate
 Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ Exempt payee
 Other (see instructions) ▶ _____

Address (number, street, and apt. or suite no.) _____
 City, state, and ZIP code
Ambler, PA _____

Requester's name and address (optional) _____

List account number(s) here (optional) _____

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line 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
 [] [] [] - [] [] - [] [] [] []

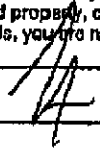
Employer identification number
23 - 267 1027

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 ▶ **03 27 2012**

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.

July 12, 2012

Aimee A. Schatz, Esq.
Kopka Pinkus Dolin & Eads, LLC
9801 Connecticut Drive
Crown Point, IN 46307

RE: [REDACTED] and [REDACTED] v. General Motors
Service Request: 71-1042992800
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]
Customer Relationship Specialist: Rachal

Dear Ms. Schatz:

Enclosed please find a check in the amount of \$11,000.00 made payable to [REDACTED],
[REDACTED] and Krohn & Moss, Ltd., to settle the above-referenced case.

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

Sincerely,

General Motors

LG0062
V10132009

North American Operations

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



CHECK No. [REDACTED]

50-937
213

DATE 07/18/12 AMOUNT 11,000 DOLLARS 00 CENTS 11,000.00

North American Operations
 General Motors Corporation
 Disbursement Account

PAY TO THE ORDER OF [REDACTED]
 ZER AND KROHN & MOSS, LTD
 CHICAGO IL [REDACTED]

Ben D. Albee
 SIGNATURE

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

AUDIT

[REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT DATE 07/18/12

ENDOR UNS NO. BB 000000123 1

ENDOR NAME [REDACTED]

| REGISTER NO. DESCRIPTION | INVOICE DATE | DOC. REFERENCE NUMBER | % DISC. | INVOICE AMOUNT | DISC. AMOUNT | NET AMOUNT |
|--------------------------|---------------------------|-------------------------|---------|----------------|--------------|------------|
| 1G1ZD5E79AF [REDACTED] | 07/17/12 71-1042992800 | VH 1-HYM05D 1-HYM05D | 00.0000 | 11,000.00 | .00 | 11,000.00 |
| TOTAL | | | | 11,000.00 | .00 | 11,000.00 |

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

M3

Krohn & Moss, Ltd
10 N Dearborn Street Floor 3rd
Chicago, IL 60602-4276

\$0.450
US POSTAGE
FIRST-CLASS
FROM 60602
FEB 22 2012
stamps.com



062S0000704567

02-27-12A07:54 RCVD

3030



General Motors LLC
Attn: - Legal Department
P.O. Box 33170
Detroit MI 48232-5170

Krohn & Moss, Ltd.

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

Main Office

10 N. Dearborn St., 3rd Floor

Chicago, IL 60602

www.krohnandmoss.com

Writer's Direct Number
(312) 578-9428 Ext. 266
Writer's Direct Facsimile
(866) 289-0898
Writer's Direct E-Mail
tmaloney@consumerlawcenter.com
www.krohnandmoss.com

Writer licensed to practice
only in:
Illinois

February 22, 2012

General Motors LLC
Attn: Legal Department
PO Box 33170
Detroit, MI 48232-5170

RE: [REDACTED] v. General Motors LLC

Vehicle: 2010 Chevrolet Malibu
VIN: 1G1ZD5E79AF [REDACTED]

Dear Sir or Madam:

Please be advised that this office represents the above-named individuals regarding claims against your company pursuant to 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 requires 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:

1. Defective electrical system as evidenced by illumination of the airbag light, sunroof having difficulty opening and inoperative fuel gauge;
2. Defective engine as evidenced by engine sputtering, engine stalling, sluggish acceleration, engine running loudly and illumination of the check engine light;
3. Defective body and trim as evidenced by inoperative rear cup holder;

4. Defective steering/suspension system as evidenced by whining noise when turning and repeated illumination of the traction control light,
5. Defective transmission as evidenced by vehicle jerking during acceleration; and
6. 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 in writing of your breach of warranty and of my clients' intent to pursue claims for breach of warranty in a court of law should you fail to amicably resolve this matter. 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. Unless you are willing to accept the return of the vehicle and 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 § 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 clients have revoked acceptance, there is no outstanding secured obligation. If you

February 22, 2012

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 clients by your failure to do so.

To avoid any litigation, my clients merely request the return of fifty (50) percent of the purchase price of the vehicle as compensation for its diminished value due to its defects and payment of our attorneys' fees pursuant to the fee-shifting provisions of 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,



Timothy C. Maloney
Attorney at Law

TCM/tcm

CC: [REDACTED]



Chevrolet Division
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

February 27, 2012

Bryan Coster, Service Manager
Rogers Auto Group
2720 South Michigan Avenue
Chicago, IL 60616

RE: [REDACTED]
Service Request: 71-1042992800
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]
Customer Relationship Specialist: Kiska

Dear Mr. Coster:

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:

- 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



Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

February 27, 2012

Mike Collins, Service Manager
Mike Anderson Chevrolet
5333 W. Irving Park Rd.
Chicago, IL 60641

RE: [REDACTED]

Service Request: 71-1042992800
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]
Customer Relationship Specialist: Kiska

Dear Mr. Collins:

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:

- 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

2010 MALIBU 2LT
80U RED JEWEL TINTCOAT
19C EBONY

/V6G

GENERAL MOTORS COMPANY

RENAISSANCE CENTER

ORDER NO. NNGTMS/TRE STOCK NO.

DETROIT MI 48243-1114

VIN 1G1 ZD5E 79 AF

VEHICLE INVOICE 1AD38412473

*****13*11118S

| MODEL & FACTORY OPTIONS | MSRP | INV AMT | RETAIL - STOCK |
|---|----------|----------|--|
| 1ZJ69 MALIBU 2LT | 25175.00 | 23790.38 | INVOICE 09/21/09 |
| B86 BODY COLOR BODYSIDE MOLDINGS | 150.00 | 132.00 | SHIPPED 09/21/09 |
| CF5 SUNROOF, POWER TILT AND SLIDE | 850.00 | 748.00 | EXP I/T 09/29/09 |
| FE9 50-STATE EMISSIONS | N/C | N/C | INT COM 09/29/09 |
| LY7 ENGINE, 3.6L V6 DOHC | 0.00 | 0.00 | PRC EFF 09/21/09 |
| MH2 6-SPEED AUTOMATIC TRANSMISSION | 0.00 | 0.00 | KEYS G0595 G0595 |
| PDM PREMIUM MAT PACKAGE: *PREMIUM CARPETED FLOOR MATS, FRONT/BACK *TRUNK MAT | 185.00 | 162.80 | WFP-S QTR OPT-1 BANK: GMAC - 154 CHG-TO 11-118 |

| | | | |
|--|---------|---------|--|
| PDQ HFV6 ENGINE PACKAGE: *3.6L V6 DOHC ENGINE (REPLACES STD/OPT ENGINE) *18" BRIGHT ALUMINUM WHLS *DUAL CHROME EXHAUST TIPS *HYDRAULIC POWER STEERING ASSIST | 1795.00 | 1579.60 | SHIP WT: 3538 HP: 32.9 GMS: 26799.38 SUPPLR: 27998.60 MRM: 29300.00 MEMO 1279.00 GSU: 358.52 |
|--|---------|---------|--|

| | | | |
|--|-----|-----|--|
| UE1 1YR ONSTAR DIRECTIONS W/ AUTOMATIC CRASH RESPONSE AND TURN-BY TURN NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC COVERAGE) | N/C | N/C | |
|--|-----|-----|--|

| | | | |
|---|--------|--------|--|
| VK3 FRONT LICENSE PLATE BRACKET | 0.00 | 0.00 | |
| ZFH COMPACT SPARE TIRE (REPLACES TIRE SEALANT AND INFLATOR KIT) | 100.00 | 88.00 | |
| 80U RED JEWEL TINTCOAT | 325.00 | 286.00 | |

| | | | |
|-------------------------|----------|----------|------------------|
| TOTAL MODEL & OPTIONS | 28580.00 | 26786.78 | ACT 231 26649.38 |
| DESTINATION CHARGE | 720.00 | 720.00 | H/B 261 857.40 |
| DEALER IMR CONTRIBUTION | | 285.80 | ADV 261 285.80 |
| LMA GROUP CONTRIBUTION | | 285.80 | EXP 65A 285.80 |

| | | | |
|--|----------|----------|------------------|
| TOTAL | 29300.00 | 28078.38 | PAY 310 28078.38 |
| MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT | | 26717.48 | |

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.

ROGERS AUTO GROUP

REMIT TO GMAC NO. 154
VIN 1G1ZD5E79AF
\$ 28078.38 INV 1AD38412473
DUE 09/29/09 DEALER 11-118

Kiska Jones/Austin/GM1

02/29/2012 05:03 PM

To brent.palmer@gm.com

cc

bcc

Subject 71-1042992800 [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-1042992800
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]
Customer Relationship Specialist: Kiska Jones
Telephone: 866-790-5700 ext. 41455

Mr. Palmer,

I'm needing your assistance is having the sales and service documents sent to me from Rogers Auto Group. I have left several messages for Bryan Coster, service manager and to date, has not received anything.

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

Kiska Jones/Austin/GM1

02/29/2012 05:05 PM

To james.cocking@gm.com

cc

bcc

Subject Sweezer 71-1042992800

RE: Customer Last Name: [REDACTED]
Service Request: 71-1042992800
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]
Customer Relationship Specialist: Kiska Jones
Telephone: 866-790-5700 ext. 41455

Mr. Cocking,

I'm needing your assistance in having the sales and service documents sent to me from Rogers Auto Group. I have left several messages for Bryan Coster, service manager and to date, has not received anything.

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



james.cocking@chevrolet.com

03/01/2012 10:04 AM

To kiska_jones@gmexpert.com

cc

bcc

Subject Re: [REDACTED] 71-1042992800

Kiska: I just spoke to Mike Collins at Mike Anderson Chev-Chicago. He told me that he would send you the documents requested this morning. He thought that this had already been done.

Jim Cocking

North Central Region

District Manager - Aftersales

james.cocking@chevrolet.com

PH: (312)343-4231 cell

To learn more about GM's great lineup of cars and trucks, go to www.GM.com. Did you know all Chevrolet, Buick, GMC and Cadillac models are backed by the GM 5 year, 100,000 mile warranty? It's the best coverage in America from the biggest brand in America. GM...the global company that's proud to be American.

From: kiska_jones@gmexpert.com
To: james.cocking@chevrolet.com
Date: 03/01/2012 09:44 AM
Subject: Re: [REDACTED] 71-1042992800

RE: Customer Last Name: [REDACTED]
Service Request: 71-1042992800
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]
Customer Relationship Specialist: Kiska Jones
Telephone: 866-790-5700 ext. 41455

Mr. Cocking,

My apologies. I'm needing your assistance is having the sales and service documents sent to me from Mike Anderson Chevrolet. I have left several messages for Mike Collins, service manager and to date, has not received anything.

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

james.cocking@chevrolet.com

02/29/2012 05:23 PM

kiska_jones@gmexpert.com

To

cc

Subject

Re: [REDACTED] 71-1042992800

Rogers Auto Group is not one of my assigned contact dealerships. Please contact the assigned DMA for assistance. Thanks.

Jim Cocking
North Central Region
District Manager - Aftersales
james.cocking@chevrolet.com
PH: (312)343-4231 cell

To learn more about GM's great lineup of cars and trucks, go to www.GM.com. Did you know all Chevrolet, Buick, GMC and Cadillac models are backed by the GM 5 year, 100,000 mile warranty? It's the best coverage in America from the biggest brand in America. GM...the global company that's proud to be American.

From: kiska_jones@gmexpert.com
To: james.cocking@gm.com
Date: 02/29/2012 05:11 PM
Subject: [REDACTED] 71-1042992800

RE: Customer Last Name: [REDACTED]
Service Request: 71-1042992800
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]
Customer Relationship Specialist: Kiska Jones
Telephone: 866-790-5700 ext. 41455

Mr. Cocking,

I'm needing your assistance is having the sales and service documents sent to me from Rogers Auto Group. I have left several messages for Bryan Coster, service manager and to date, has not received anything.

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

Kiska Jones/Austin/GM1

03/01/2012 05:19 PM

To brent.palmer@gm.com

cc

bcc

Subject 71-1042992800 [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-1042992800
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]
Customer Relationship Specialist: Kiska Jones
Telephone: 866-790-5700 ext. 41455

Mr. Palmer,

I requested your assistance in obtaining service and sales documents from Rogers Auto Group. I have left several messages for service manager Byron Coster and I still haven't received the requested documents.

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

ROGERS

AUTO GROUP
Chicago's Auto Store

FAX COVER LETTER

Date: 3/2/12

FAX #: 866-600-7176

TO: KISKA / RE: 71-1042992800

FROM: BEN COSTER

Number of Pages to Follow: 26
(2 or 3)

ROGERS AUTO GROUP
2720 SOUTH MICHIGAN AVE
CHICAGO, IL 60616
PHONE# 312-225-4300 FAX# 312-567-9498
WWW.ROGERSAUTOGROUP.NET

Krohn & Moss, Ltd.

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

Main Office

**10 N. Dearborn St., 3rd Floor
Chicago, IL 60602**

www.krohnandmoss.com

*Writer's Direct Number
(312) 578-9428 Ext. 266
Writer's Direct Facsimile
(866) 289-0898
Writer's Direct E-Mail
tmaloney@consumerlawcenter.com
www.krohnandmoss.com*

*Writer licensed to practice
only in:
Illinois*

February 22, 2012

Rogers Auto Group
Attn: Service Manager
2720 South Michigan Avenue
Chicago, IL 60616

RE: Request for Documents
[Redacted] General Motors LLC

Vehicle: 2010 Chevrolet Malibu
VIN: 1G1ZD5E79AF [Redacted]

Dear Sir or Madam:

Please be advised that we represent the above-named individuals in a matter pending against the above-mentioned company. Our clients have filed no claims against your dealership. Our clients simply requests that you provide copies of your entire file for the above referenced vehicle. This file should include all invoices, repair orders, mechanics' notes, recall notices and service bulletins pertaining to our clients' vehicle. If you are the selling dealership, please also include a copy of the entire deal jacket.

Please provide us with a copy of these documents within the next ten (10) days. Our firm will be happy to pay your dealership \$.15 a page for all documents that you copied responding to my letter, as well as any costs associated with mailing or shipping the documents to us, provided you submit a bill.

We have sent you this letter in an effort to avoid having to issue a subpoena on your dealership. However, if we not receive the documents that we have requested, we will be forced to do such.

If you have any questions regarding any of the above or need more time to gather the documents requested, please do not hesitate to contact me.

Sincerely,

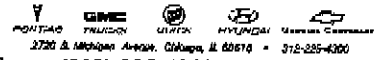


Timothy C. Maloney
Attorney at Law

TCM/tcm

327951

Rogers Auto Group



INVOICE

2720 S. Michigan Avenue, Chicago, IL 60616 • 312-285-4000
 Telephone: (312) 225-4300 · Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

PAGE 1

HOME: BUS:

SERVICE ADVISOR: 75 CINDI X PIUNTI 138

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|---------------|---------------|----------------------------------|---------------|---------|-----------------|---------|-----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 2/2 | | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | VAR. RATE | PAYMENT | INV. DATE |
| IS | | | 17:00 06OCT09 | | 120.00 | CASH | 06OCT09 |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 10:04 06OCT09 | 16:04 06OCT09 | | | | | | |

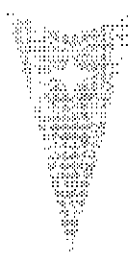
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A SERVICE FOR DELIVERY
 Z7000 PRE DELIVERY INSPECTION BASE TIME
 2 INVI
 1 1051515 OPTIKLEEN

(N/C)
(N/C)



 * OUR SERVICE STAFF WANTS YOU "COMPLETELY *
 * SATISFIED" IF WE FAIL TO DO SO PLEASE *
 * CONTACT US IMMEDIATELY SO THAT WE MAY *
 * CORRECT YOUR CONCERN. AGAIN THANK YOU *
 * FOR YOUR VALUED BUSINESS. *



PONTIAC



HYUNDAI

This business is required to be licensed pursuant to IL. revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) 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."

Customer's Signature: _____

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

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service, we will fix it free of charge. Parts and Labor.

CUSTOMER #:

WORKORDER
327951

PAGE 1

**ROGERS
AUTO GROUP**

2720 S. MICHIGAN AVE. · CHICAGO, ILLINOIS 60616
Telephone: (312) 225-4300 · Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net

HOME:
BUS:

SERVICE ADVISOR: 75 PIUNTI 138, CINDI X

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-----------------|-----------|----------------------------------|------------------------|---------|----------------|---------|----------|
| RED_JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF [REDACTED] | | 2 | | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | VAR RATE | PAYMENT | INV DATE |
| I | | | 17:00 06OCT09 | | 120.00 | CASH | |
| R/O ORENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 06OCT2009 10:04 | | | | | | | |

A SD CR6 SERVICE FOR DELIVERY

30 L2 #2 Done 1.0

VIN# 1G1ZD5E79AF [REDACTED]

This business is required to be licensed pursuant to IL. revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General, DL # 89. Motor Vehicle Repair Work - City of Chicago Required under Chapter 4-204, Municipal Code

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ALL REPAIR WORK AND ALL PARTS USED ARE: [] WARRANTED [] NOT WARRANTED FOR A MINIMUM OF 90 DAYS AND/OR 3,000 MILES.

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge, Parts and Labor.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on above vehicle(s) to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customers execution hereof shall grant a power of attorney to Dealer to execute any and all checks or drafts on/bank for repair companies for purposes of the requested repairs.

Customer's Signature: [REDACTED]

If outside additional work will have to be performed, I hereby give my consent.

Customer's Signature: _____

| | | | |
|-------|---------|------|------|
| MARK | SERVICE | DATE | TIME |
| 10000 | 1001 | | |

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MOTOR VEHICLE REPAIR WORK — Required under Chapter 4-120, Uniform Code, City of Chicago
 YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REAL PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE 8% MORE THAN THE ORIGINAL WHICH-BEFORE 8.00%, WITHOUT YOUR CONSENT.

YOU MAY AS A VEHICLE RIGHT TO A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED.

YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE WHICH GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION.

- I request an estimate to be done before you begin repairs. SIGNATURE _____
- Proceed with repairs outside me for approval before beginning if price exceeds \$_____ SIGNATURE _____
- I do not want an estimate and you may begin repairs at your discretion. SIGNATURE _____

THIS ESTIMATE PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 10 DAYS.

Do not want repairs done returned to me. I request the return of parts replaced. (Cross)

ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED BY THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF DEFECTS. IF AN EXCHANGE AGREEMENT YOU ARE ENTITLED TO INSPECT WORK ONLY OR BE RETURNED TO YOU.

| | | | |
|-----|--------|-------|-----------|
| NO. | DATE | TIME | OPER. NO. |
| 1 | 3/2/12 | 15:00 | 2 |
| 2 | 3/2/12 | 15:00 | 2 |
| 3 | 3/2/12 | 15:00 | 2 |
| 4 | 3/2/12 | 15:00 | 2 |
| 5 | 3/2/12 | 15:00 | 2 |
| 6 | 3/2/12 | 15:00 | 2 |
| 7 | 3/2/12 | 15:00 | 2 |
| 8 | 3/2/12 | 15:00 | 2 |
| 9 | 3/2/12 | 15:00 | 2 |
| 10 | 3/2/12 | 15:00 | 2 |

I REQUEST THE RETURN OF PARTS REPLACED. I DO NOT WANT REPLACED PARTS RETURNED TO ME.

Rogers Auto Group

CUSTOMER #: 115288

347100

INVOICE



Telephone: (312) 225-4300 · Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

CHICAGO, IL
 HOME: [REDACTED]
 BUS: [REDACTED]

CONT: [REDACTED]
 CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 65 KEITH X HAMMERQUIST 16

| | | | | | | | |
|---------------|---------------|----------------------------------|------------------------|---------|-----------------|---------|-----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF [REDACTED] | | 5067/5067 | T476 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | VAR. RATE | PAYMENT | INV. DATE |
| 06FEB10 DD | | | 17:00 03JUN10 | | 120.00 | CASH | 04JUN10 |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 08:49 03JUN10 | 12:11 04JUN10 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|---|--------|------|------|-------|------|-----|-------|
| A CUSTOMER STATES SERVICE AIR BAG LIGHT IS ON- CAUSE: 6579 PER BILL #10-09-41-002 1.2R&R .3 DIAGNOSIS N9639 AIRBAG CONNECTORS REPLACEMENT BULLETIN#10-09-41-002 8 W (N/C) 1 20968489 CONNECTOR (N/C) FC: 0621 PART#: 20968489 COUNT: 1 CLAIM TYPE: AUTH CODE: | | | | | | | |

 B CUSTOMER STATES INTERMITTENTLY WHEN SITTING AT A STOP OR/AND ON START
 UP CAR STALLS FEELS LIKE IT WANTS TO DIE OUT-ALSO ON START UP
 ON ACCEL CAR SEEMS LIKE ITS NOT PICKING UP SPEEDS LIKE IT
 SHOULD AND THEN JERKS INTO GEAR
 NFF UNABLE TO DUPLICATE CUSTOMER'S CONCERN AT
 THIS TIME.
 8IMISC (N/C)

C RENTAL PER FD60
 RENTAL RENTAL
 1IMISC (N/C)
 VIN ON RENTAL 1G2ZH57NX84 [REDACTED]

SUBL ENTERPRISE PO#08992
 FC: 1 (N/C)
 [REDACTED]

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Customer's Signature: _____

| We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge. Parts and Labor. | DESCRIPTION | TOTALS |
|---|----------------|--------|
| | LABOR AMOUNT | |
| | PARTS AMOUNT | |
| | GAS, OIL, LUBE | |
| | SUBLET AMOUNT | |
| | EPA CHARGES | |
| | TOTAL CHARGES | |
| | LESS INSURANCE | |
| SALES TAX | | |
| PLEASE PAY THIS AMOUNT | | |

Rogers Auto Group

CUSTOMER #: 115288

347100



INVOICE

2720 S. Michigan Avenue, Chicago, IL 60616 · 312-225-4300
 Telephone: (312) 225-4300 · Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

PAGE 2

SERVICE ADVISOR: 65 KEITH X HAMMERQUIST 16

CHICAGO, IL

HOME:

CONT:

BUS:

CELL:

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|---------------|---------------|----------------------------------|---------------|---------|-----------------|---------|-----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 5067/5067 | T476 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | VAR. RATE | PAYMENT | INV. DATE |
| 06FEB10 DD | | | 17:00 03JUN10 | | 120.00 | CASH | 04JUN10 |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 08:49 03JUN10 | 12:11 04JUN10 | | | | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

THANK YOU FOR COMING TO ROGERS AUTO GROUP.
 AS A VALUED CUSTOMER, OUR GOAL IS TO EARN
 YOUR LOYALTY BY DELIVERING ABSOLUTE
 SATISFACTION. IF YOU EVER HAVE AN ISSUE OR
 CONCERN, WE WOULD GREATLY APPRECIATE YOUR
 BRINGING IT TO OUR ATTENTION AND GIVE US
 THE OPPORTUNITY TO MAKE IT RIGHT.

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Customer's Signature: _____

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

ADP

WORKORDER

347100

PAGE 1

CST

ROGERS

AUTO GROUP

2720 S. MICHIGAN AVE. · CHICAGO, ILLINOIS 60616

Telephone: (312) 225-4300 · Fax: (312) 567-9498

Internet Address: www.rogersautogroup.net

SERVICE ADVISOR: 65 HAMMERQUIST 161, KEITH

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-----------------|-----------|----------------------------------|---------------|---------|----------------|---------|----------|
| RED_JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 5067 | T476 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | VAR RATE | PAYMENT | INV DATE |
| 06FEB10 D | | | 17:00 03JUN10 | | 120.00 | CASH | |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 03JUN2010 08:49 | | | | | | | |

- # A 1199 CR6 CUSTOMER STATES SERVICE AIR BAG LIGHT IS ON-
- # B 1199 CR6 CUSTOMER STATES INTERMITTENTLY WHEN SITTING AT A STOP OR/AND ON START UP CAR STALLS FEELS LIKE IT WANTS TO DIE OUT-ALSO ON START UP ON ACCEL CAR SEEMS LIKE ITS NOT PICKING UP SPEEDS LIKE IT SHOULD AND THEN JERKS INTO GEAR
Refer SRAT AIRBAG CONNECTORS PER BULL N96391.5
- # C RENTAL CR6 RENTAL PER FD60

↓ N/E EXTENDED ROAD TEST ?

10-09-41-002

VIN# 1G22457NX84

00014

20968489

VIN# 1G1ZD5E79AF133796

ROGERS

2720 S. Michigan Ave. Phone (312) 225-4300 CHICAGO, ILLINOIS 60616

PURCHASE ORDER

08992

SHOW THIS NUMBER ON YOUR INVOICE

PLEASE ENTER OUR ORDER FOR THE FOLLOWING MERCHANDISE: DATE *6-3-10*

| QUANTITY | DESCRIPTION | UNIT PRICE | AMOUNT |
|----------|--------------------------|------------|--------|
| 1 | DAY RENTAL @ <i>WARR</i> | | |

FOR JOB NO. *347100*

APPROVED BY *[Signature]*

necessary purposes of is hereby . You will vehicle in Customers any and all rposes of

onsent.

QUOTE

| LINE CODE# | SERVICE CODE | QTY | PART NO | DESCR | EST |
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STRAIGHT TIME (HRS) 15
 FLAT RATE PRICE
 R.O. NO. 3170
 BAY NO. 8
 OFFER NO. 8
 TIME 6-4
 ON
 OFF

FOREMAN'S SIGNATURE X

MOTOR VEHICLE REPAIR WORK — Required under Chapter 4-228 - Municipal Code, City of Chicago

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE BY MORE THAN 10% OR \$15.00, WHICHEVER IS LESS, WITHOUT YOUR CONSENT.

YOU MAY WAIVE YOUR RIGHT TO A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED.

YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE WHICH GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION.

- YOUR SIGNATURE WILL INDICATE YOUR SELECTION**
- (a) I request an estimate in writing before you begin repairs.
SIGNATURE _____
 - (b) Proceed with repairs but call me for approval before continuing if price exceeds \$ _____.
SIGNATURE _____ Time _____
 - (c) I do not want an estimate and you may set the price for repairs.
SIGNATURE _____

THIS ESTIMATE PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 10 DAYS.

I do not want replaced parts returned to me. I request the return of parts replaced. Dated _____

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

_____ **I REQUEST THE RETURN OF PARTS REPLACED.**
 _____ **I DO NOT WANT REPLACED PARTS RETURNED TO ME.**

Rogers Auto Group

CUSTOMER #: 115288

371351

INVOICE



Telephone: (312) 225-4300 · Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

PAGE 1

CHICAGO, IL

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|---------------|------------|------------------|----------------------------------|------------|-----------------|---------|-----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF [REDACTED] | [REDACTED] | 19399/19399 | T276 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | VAR. RATE | PAYMENT | INV. DATE |
| 06FEB10 DD | | | 17:00 23MAR11 | | 120.00 | CASH | 23MAR11 |
| R.O. OPENED | | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | |
| 08:12 23MAR11 | | 15:01 23MAR11 | | | | | |

| LINE | QPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A CUSTOMER STATES THE SUNROOF IS VERY DIFFICULT TO OPEN BUT WHEN IT DOES IT HAS A RATTLING SOUND IN THE ROOF AREA AS IF SOMETHING IS LOOSE INTERNALLY - INSPECT
 POO ORDERED SUNROOF SWITCH/WARRANTY
 8IMISC (N/C)

B CUSTOMER STATES THE FUEL HAND IS NOT GIVING THE PROPER READING, MUST START CAR UP 2-3 TIMES BEFORE THE HAND WILL MOVE TO THE CORRECT READING ONCE REFUELED - INSPECT
 POO ORDERED FUEL LEVEL SENSOR/WARRANTY
 8IMISC (N/C)

C CUSTOMER STATES THE CAR HAS LOUDER THAN NORMAL SOUND WHEN STARTING UP AFTER CAR HAS BEEN SETTING FOR MORE THAN A FEW HOURS - INSPECT
 NPF NO NOISES HEARD AT ANYTIME, SYSTEM IS OK
 8IMISC (N/C)

D CUSTOMER STATES THE CAR HAS A DIFFICULT TIME PICKING UP SPEED AT TIMES, AS IF ITS JERKING WHEN ATTEMPTING TO ACCELERATE - INSPECT
 NPF UNABLE TO DUPLICATE CUSTOMER'S CONCERN AT THIS TIME.
 8IMISC (N/C)

E MULTI-POINT VEHICLE INSPECTION
 MP MULTI-POINT VEHICLE INSPECTION
 8IMISC (N/C)

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We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service, we will fix it free of charge. Parts and Labor.

| DESCRIPTION | TOTALS |
|-------------------------------|--------|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| EPA CHARGES | |
| TOTAL CHARGES | |
| LESS INSURANCE | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

Customer's Signature: _____

Rogers Auto Group

CUSTOMER #: 115288

371351



INVOICE

2720 S. Michigan Avenue, Chicago, IL 60616 · 312-225-4300
 Telephone: (312) 225-4300 · Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

CHICAGO, IL

PAGE 2

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|---------------|---------------|----------------------------------|---------------|---------|-----------------|---------|-----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 19399/19399 | T276 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | VAR. RATE | PAYMENT | INV. DATE |
| 06FEB10 DD | | | 17:00 23MAR11 | | 120.00 | CASH | 23MAR11 |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 08:12 23MAR11 | 15:01 23MAR11 | | | | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

THANK YOU FOR SERVICING YOUR VEHICLE TODAY AT
 ROGERS AUTO GROUP!
 OUR #1 GOAL IS TO MAKE SURE YOU ARE
 COMPLETELY SATISFIED WITH YOUR SERVICE VISIT!
 ****IF YOU ARE NOT COMPLETELY SATISFIED****
 CONTACT OUR SERVICE DIRECTOR, BRIAN COSTER AT
 312-225-4300 OR bcoster@rogersautogroup.net

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Customer's Signature: _____

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service, we will fix it free of charge. Parts and Labor.

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

WORKORDER

371351

PAGE 1

APPT !!!

ROGERS
AUTO GROUP

2720 S. MICHIGAN AVE. · CHICAGO, ILLINOIS 60616

Telephone: (312) 225-4300 · Fax: (312) 567-9498

Internet Address: www.rogersautogroup.net

CHICAGO, IL

HOME:
CONT

(work 9-5)

SERVICE ADVISOR: 28 PARKS 162, DWAYNE EXT

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-----------------|-----------|----------------------------------|---------------|---------|----------------|---------|----------|
| RED_JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 19399 | T276 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | VAR RATE | PAYMENT | INV DATE |
| 06FEB10 D | | | 17:00 23MAR11 | | 120.00 | CASH | |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 23MAR2011 08:12 | | | | | | | |

- # A 1199 CR6 CUSTOMER STATES THE SUNROOF IS VERY DIFFICULT TO OPEN BUT WHEN IT DOES IT HAS A RATTLING SOUND IN THE ROOF AREA AS IF SOMETHING IS LOOSE INTERNALLY - INSPECT
- # B 1199 CR6 CUSTOMER STATES THE FUEL HAND IS NOT GIVING THE PROPER READING, MUST START CAR UP 2-3 TIMES BEFORE THE HAND WILL MOVE TO THE CORRECT READING ONCE REFUELED - INSPECT
- # C 1199 CR6 CUSTOMER STATES THE CAR HAS LOUDER THAN NORMAL SOUND WHEN STARTING UP AFTER CAR HAS BEEN SETTING FOR MORE THAN A FEW HOURS - INSPECT
- # D CR6 CUSTOMER STATES THE CAR HAS A DIFFICULT TIME PICKING UP SPEED AT TIMES, AS IF ITS JERKING WHEN ATTEMPTING TO ACCELERATE - INSPECT
- # E MP CR6 MULTI-POINT VEHICLE INSPECTION

VIN# 1G1ZD5E79AF

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We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customers execution hereof shall grant a power of attorney to Dealer to execute any and all checks or drafts on behalf of customer by insurance companies for purposes of the requested repairs.

Customer's Signature: [Signature]

If outside additional work will have to be performed, I hereby give my consent.

Customer's Signature: _____

Rogers Auto Group

CUSTOMER #: 115288

372483



INVOICE

Telephone: (312) 225-4300 · Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

CHICAGO, IL
 HOME
 BUS:

CONT:
 CELL:

PAGE 1

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|-------------|------------|------------------|----------------------------------|---------|-----------------|---------|-----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 19812/19812 | T266 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PONO. | VAR. RATE | PAYMENT | INV. DATE |
| 06FEB10 DD | | | 17:00 05APR11 | | 120.00 | CASH | 05APR11 |
| R.O. OPENED | | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|---|--------|------|------|-------|------|-----|-------|
| A CUSTOMER STATES THE SUNROOF WILL NOT WORK AT ALL TIMES - S.O.PART | | | | | | | |
| RCVD | | | | | | | |

CAUSE: SHORTED SWITCH REPAIR .2 DIAG .3
 N2460 SUNROOF SWITCH REPLACEMENT
 8 W
 1 22626463 SWITCH
 FC: 6579
 PART#: 22626463
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:

(N/C)
(N/C)

 B CUSTOMER STATES THE FUEL HAND IS NOT GIVING A PROPER READING -
 S.O.PART RCVD

CAUSE: REPAIR 1.8 DIAG .3 SHORTED
 L1197 FUEL LEVEL SENSOR REPLACEMENT
 8 W
 1 19179894 F-SEN KIT
 FC: 6573
 PART#: 19179894
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:

(N/C)
(N/C)

 C** CUSTOMER STATES THE REAR OF CONSOLE CUP HOLDER IS LOOSE
 POO ORDERED PART/WARRANTY
 8IMISC

(N/C)

BUICK

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Customer's Signature: _____

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| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| EPA CHARGES | |
| TOTAL CHARGES | |
| LESS INSURANCE | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

Rogers Auto Group

CUSTOMER #: 115288

372483

INVOICE



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 Chicago License No. 000243

PAGE 2

CHICAGO, IL

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|---------------|---------------|----------------------------------|---------------|---------|-----------------|---------|-----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79A | | 19812/19812 | T266 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | VAR. RATE | PAYMENT | INV. DATE |
| 06FEB10 DD | | | 17:00 05APR11 | | 120.00 | CASH | 05APR11 |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 08:19 05APR11 | 15:07 05APR11 | | | | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

THANK YOU FOR SERVICING YOUR VEHICLE TODAY AT
 ROGERS AUTO GROUP!

OUR #1 GOAL IS TO MAKE SURE YOU ARE
 COMPLETELY SATISFIED WITH YOUR SERVICE VISIT!
 ****IF YOU ARE NOT COMPLETELY SATISFIED****
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 312-225-4300 OR bcoster@rogersautogroup.net

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

WORKORDER

372483

PAGE 1

APPT !!

**ROGERS
AUTO GROUP**

2720 S. MICHIGAN AVE. · CHICAGO, ILLINOIS 60616

Telephone: (312) 225-4300 · Fax: (312) 567-9498

Internet Address: www.rogersautogroup.net

8

CHICAGO, IL

HOME:
CONT

SERVICE ADVISOR: 28 PARKS 162, DWAYNE EXT

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|-----------------|------------|----------------------------------|---------------|---------|-----------------|---------|-----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 19812 | T266 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO | VAR. RATE | PAYMENT | INV. DATE |
| 06FEB10 D | | | 17:00 05APR11 | | 120.00 | CASH | |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 05APR2011 08:19 | | | | | | | |

A 2TP CR6 CUSTOMER STATES THE SUNROOF WILL NOT WORK AT ALL TIMES

- S.O.PART RCVD

Replac Sunroof Switch

*N2460
ADD*

*2
3*

B 2TP CR6 CUSTOMER STATES THE FUEL HAND IS NOT GIVING A PROPER

READING - S.O.PART RCVD

*Replac fuel level sensor as most likely
cause of cust concern. tho never duplicated*

*L1197
ADD*

*1.8
3*

C CUSTOMER STATES THE REAR CUPHOLDER ON CONSOLE

IS LOOSE, WILL NOT STAY CLOSE

VIN# 1G1ZD5E79AF133796

2.6

Switch.

PARTS RT.

Date

19179894

Sign

This business is required to be licensed pursuant to IL. revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General, DL # 89, Motor Vehicle Repair Work - City of Chicago Required under Chapter 4-204, Municipal Code

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ALL REPAIR WORK AND ALL PARTS USED ARE: [] WARRANTED [] NOT WARRANTED FOR A MINIMUM OF 90 DAYS AND/OR 3,000 MILES.

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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Customer's Signature: *[Signature]*

If outside additional work will have to be performed, I hereby give my consent.

Customer's Signature: _____



Multiple horizontal lines for handwritten notes or signatures, mostly blank.

REPAIR SIGNATURE (R)

Section Header: Chapter 4-223 - Municipal Code, City of Chicago

Main body of text containing legal provisions regarding repair estimates, notification requirements, and vehicle delivery conditions.

Bottom section of text detailing return policies for replaced parts, including weight and manufacturer requirements.

Rogers Auto Group

CUSTOMER #: 115288

375687

INVOICE



Telephone: (312) 225-4300 · Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

PAGE 1

CHICAGO, IL
 HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

| | | | | | | | |
|---------------|---------------|-----------------------------------|------------------------|------------|-----------------|---------|-----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF [REDACTED] | [REDACTED] | 21312/21312 | T1354 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | VAR. RATE | PAYMENT | INV. DATE |
| 06FEB10 DD | | | WAIT 13MAY11 | | 120.00 | CASH | 13MAY11 |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1) C0038 G0595 | | | | | |
| 08:18 13MAY11 | 13:29 13MAY11 | | | | | | |

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

A CUST STATES REAR CUP HOLDER INOP, SOP
 CAUSE: BROKEN
 C2860 FRONT FLOOR CONSOLE REPLACEMENT
 8 W
 1 20879614 F-CONSOLE
 FC: 3017
 PART#: 20879614
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:

(N/C)
(N/C)

 B CUST STATES HEARING WHINING NOISE WHEN MAKING TURNS AND MOVING, CHECK
 NPF UNABLE TO DUPLICATE CUSTOMER'S CONCERN AT
 THIS TIME.

8IMISC

(N/C)

C MULTI-POINT VEHICLE INSPECTION
 MP MULTI-POINT VEHICLE INSPECTION
 8IMISC

(N/C)

THANK YOU FOR SERVICING YOUR VEHICLE TODAY AT
 ROGERS AUTO GROUP!

OUR #1 GOAL IS TO MAKE SURE YOU ARE
 COMPLETELY SATISFIED WITH YOUR SERVICE VISIT!

****IF YOU ARE NOT COMPLETELY SATISFIED****
 CONTACT OUR SERVICE DIRECTOR, BRIAN COSTER AT
 312-225-4300 OR bcoster@rogersautogroup.net

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| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | 0.00 |
| PARTS AMOUNT | 0.00 |
| GAS, OIL, LUBE | 0.00 |
| SUBLÉT AMOUNT | 0.00 |
| EPA CHARGES | 0.00 |
| TOTAL CHARGES | 0.00 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | 0.00 |

Customer's Signature: _____

WORKORDER
375687

PAGE 1

(8)

**ROGERS
AUTO GROUP**

2720 S. MICHIGAN AVE. · CHICAGO, ILLINOIS 60616
Telephone: (312) 225-4300 · Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net

SERVICE ADVISOR: 28 PARKS 162, DWAYNE EXT

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-----------------|-----------|----------------------------------|--------------|---------|----------------|---------|----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 21312 | T1354 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | VAR RATE | PAYMENT | INV DATE |
| 06FEB10 D | | | ** WAITER ** | | 120.00 | CASH | N/C |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 13MAY2011 08:18 | | | | | | | |

- # A 1199 CR6 CUST STATES REAR CUP HOLDER INOP, SOP
Sylva Center console ass *02860 .4*
- # B 1199 CR6 CUST STATES HEARING WHINING NOISE WHEN MAKING TURNS
AND MOVING, CHECK
No abnormal sounds detected
- # C MP CR6 MULTI-POINT VEHICLE INSPECTION

VIN# 1G1ZD5E79AF133796

PARTS RT.
 Date 5-13-11
 Sign [Signature]
console

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TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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Customer's Signature: _____

If outside additional work will have to be performed, I hereby give my consent.

Customer's Signature: _____

Rogers Auto Group

CUSTOMER #: 115288

380570



INVOICE

Telephone: (312) 225-4300 · Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

CHICAGO, IL

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|---------------|---------------|----------------------------------|------------------------|------------|-----------------|---------|-----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF [REDACTED] | [REDACTED] | 23785/23785 | T4943 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | VAR. RATE | PAYMENT | INV. DATE |
| 06FEB10 DD | | | 17:00 05JUL11 | | 120.00 | CASH | 07JUL11 |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 08:11 07JUL11 | 18:14 07JUL11 | | | | | | |

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

A CUSTOMER STATES THE SERVICE TRACTION CONTROL LIGHT CAME ON WHEN DRIVING A FEW TIMES -AND ALSO ESC LIGHT AND TRAC OFF LIGHT- INSPECT

CAUSE: CLEANED CONNECTORS
 N9995 REMOVED CONNECTOR AND CLEANED WITH DIELECTRIC IN UNIT

31 W (N/C)
 FC: 7081 PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

B RECALL 10310
 CAUSE: RECALL
 V2323 Sequence Program TCM/ECM

31 W (N/C)
 FC: ZFAT PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

C MULTI-POINT VEHICLE INSPECTION
 CAUSE: REPLACE .9 RESURFACE ROTORS .4
 H0042 PADS, DISC BRAKE - FRONT - R&R OR REPLACE

31 W (N/C)
 1 20881786 PAD KIT (N/C)
 FC: 3063
 PART#: 20881786
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:

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| DESCRIPTION | TOTALS |
|-------------------------------|--------|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| EPA CHARGES | |
| TOTAL CHARGES | |
| LESS INSURANCE | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

Rogers Auto Group

CUSTOMER #: 115288

380570



INVOICE

2720 S. Michigan Avenue, Chicago, IL 60616 • 312-225-4300
 Telephone: (312) 225-4300 • Fax: (312) 567-9498
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PAGE 2

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

CHICAGO, IL
 HOME:
 BUS:

CONT:
 CELL:

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|---------------|---------------|----------------------------------|---------------|---------|-----------------|---------|-----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 23785/23785 | T4943 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | VAR RATE | PAYMENT | INV. DATE |
| 06FEB10 DD | | | 17:00 05JUL11 | | 120.00 | CASH | 07JUL11 |
| RO. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 08:11 07JUL11 | 18:14 07JUL11 | | | | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

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|-------------------------------|-------------|
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| SUBLET AMOUNT | 0.00 |
| EPA CHARGES | 0.00 |
| TOTAL CHARGES | 0.00 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | 0.00 |

WORKORDER
380570

PAGE 1

CST

**ROGERS
AUTO GROUP**

2720 S. MICHIGAN AVE. · CHICAGO, ILLINOIS 60616

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Internet Address: www.rogersautogroup.net

SERVICE ADVISOR: 28 PARKS 162, DWAYNE EXT *(APPT)*

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|-----------------|-----------|----------------------------------|---------------|---------|-----------------|---------|----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 23785 | T4943 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | VAR RATE | PAYMENT | INV DATE |
| 06FEB10 D | | | 17:00 05JUL11 | | 120.00 | CASH | |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 07JUL2011 08:11 | | | | | | | |

- # A CR6 CUSTOMER STATES THE SERVICE TRACTION CONTROL LIGHT CAME ON WHEN DRIVING A FEW TIMES -AND ALSO ESC LIGHT AND TRAC OFF LIGHT- INSPECT
- # B CR6 RECALL 10310 *19595 13*
- # C MP CR6 MULTI-POINT VEHICLE INSPECTION *U2323 14*

H0122 19 Refinish FRT Rotors
5
1.4

08-05-22-009

VIN# 1G1ZD5E79AF

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Customer's Signature: *[Signature]*

If outside additional work will have to be performed, I hereby give my consent.

Customer's Signature: *[Signature]*

4-873

2011 FRT BK PARTS -
OUT MOTORS

DESCRIPTION

WARRANTY RETURN

STRAIGHT TIME (HRS) 2 1
FLAT RATE PRICE
R.O. NO. 3 865 70
BY WHOM PERFORMED SWEEZER
DATE 7-11-12
OFFERED BY
SIGNATURE
FOREMAN

MOTOR VEHICLE REPAIR WORK - Required under Chapter 4-228 - Municipal Code

Chicago

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE BY MORE THAN 10% OR \$15.00, WHICHEVER IS LESS, WITHOUT YOUR CONSENT.

IF THE REPAIR PRICE EXCEEDS THE ESTIMATE BY MORE THAN 10% OR \$15.00, YOU WILL BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED.

YOU MAY WAIVE YOUR RIGHT TO A WRITTEN ESTIMATE AND REQUIRE THAT THE REPAIRS BE COMPLETED WITHOUT YOUR PERMISSION.

YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE WHICH GIVES THE REPAIRS A MAXIMUM PRICE WITHOUT YOUR PERMISSION.

Signature of customer

I request an estimate before you begin repairs.

Signature of customer

I request you call me for approval before continuing if price exceeds \$_____

Signature of customer

I want an estimate and you may see the price for repairs.

THIS ESTIMATE PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 30 DAYS.

I request the return of parts replaced. Dated _____

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE WHICH ARE TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR. IF YOU HAVE AUTHORIZED REPAIR WORK OR AN EXCHANGE AGREEMENT, YOU MAY WAIVE YOUR RIGHT TO THE RETURN OF THE PARTS WHICH CANNOT BE RETURNED TO THE MANUFACTURER OR DISTRIBUTOR.

YOU MAY WAIVE YOUR RIGHT TO THE RETURN OF PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE WHICH ARE TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR.

Rogers Auto Group

CUSTOMER #: 115288

383804

INVOICE



2720 S. Michigan Avenue, Chicago, IL 60616 · 312-225-4300
 Telephone: (312) 225-4300 · Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

PAGE 1

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

CHICAGO, IL
 HOME:
 BUS:

CONT:
 CELL:

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|---------------|---------------|----------------------------------|---------------|---------|-----------------|---------|-----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 25524/25524 | T2389 | |
| DEL DATE | PRD. DATE | WARR. EXP. | PROMISED | PO NO. | VAR. RATE | PAYMENT | INV. DATE |
| 06FEB10 DD | | | 17:00 12AUG11 | | 120.00 | CASH | 12AUG11 |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 08:26 12AUG11 | 14:35 12AUG11 | | | | | | |

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

A CUSTOMER STATES THE CAR IS JERKING WHEN SHIFTING INTO NEXT GEAR WHEN DRIVING ALONG - INSPECT NPF TEST DROVE AND CHECKED ANY CODES WITH INTERNAL FAILURES. NO HISTORY FAILURES IN SYSTEM AS WELL - OK AT THIS TIME
 14IMISC (N/C)

THANK YOU FOR SERVICING YOUR VEHICLE TODAY AT ROGERS AUTO GROUP!
 OUR #1 GOAL IS TO MAKE SURE YOU ARE COMPLETELY SATISFIED WITH YOUR SERVICE VISIT!
 ****IF YOU ARE NOT COMPLETELY SATISFIED****
 CONTACT OUR SERVICE DIRECTOR, BRIAN COSTER AT 312-225-4300 OR bcoster@rogersautogroup.net



This business is required to be licensed pursuant to IL. revised statute, chapter 95 1/2 . sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) 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."

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

Customer's Signature: _____

WORKORDER
383804

PAGE 1

**ROGERS
AUTO GROUP**

2720 S. MICHIGAN AVE. • CHICAGO, ILLINOIS 60616
Telephone: (312) 225-4300 • Fax: (312) 587-9498
Internet Address: www.rogersautogroup.net

CHICAGO, IL

HOME:
CONT

14

SERVICE ADVISOR: 28 PARKS 162, DWAYNE EXT

| | | | | | | |
|-----------------|-----------|----------------------------------|---------------|---------|----------------|---------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG |
| RED_JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 25524 | T2389 |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | VAR RATE | PAYMENT |
| 06 FEB 10 D | | | 17:00 12AUG11 | | 120.00 | CASH |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | |
| 12AUG2011 08:26 | | | | | | |

A CR6 CUSTOMER STATES THE CAR IS JERKING WHEN SHIFTING INTO NEXT GEAR WHEN DRIVING ALONG - INSPECT

VIN# 1G1ZD5E79AF133796

QC BDN
TD1 22541-2566 NPF OK
TD2 _____
TD3 _____

This business is required to be licensed pursuant to IL. revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89. Motor Vehicle Repair Work - City of Chicago Required under Chapter 4-204, Municipal Code

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ABOVE NAMED DEALERSHIP) HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS."

ALL REPAIR WORK AND ALL PARTS USED ARE: [] WARRANTED [] NOT WARRANTED FOR A MINIMUM OF 90 DAYS AND/OR 3,000 MILES.

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customers execution hereof shall grant a power of attorney to Dealer to execute any and all checks or drafts on behalf of customer by insurance companies for purposes of the requested repairs.

Customer's Signature: _____

If outside additional work will have to be performed, I hereby give my consent.

Customer's Signature: _____

Fax Server

2/27/2012 2:35:05 PM PAGE

2/002

Fax Server



Chevrolet Division
General Motors LLC
P O Box 33170
Detroit, MI 48232-5170

CHEVROLET

February 27, 2012

Mike Collins, Service Manager
Mike Anderson Chevrolet
5333 W. Irving Park Rd.
Chicago, IL 60641

RE:

Service Request: 71-1042992800
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E79AF
Customer Relationship Specialist: Kiska

NOT Deal

Dear Mr. Collins:

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:

- 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

CUSTOMER #: 120907

523041



WORKORDER

PAGE 1

5301 W. IRVING PARK RD. - Chicago, IL 60641
Telephone: (773) 465-2000
Service Direct Line: (773) 508-4110
www.mikeandersonchevy.com

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 4001 CORIA-HUERTA, GRACIEL

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-----------------|-----------|------------------------|------------------------|---------|----------------|---------|----------|
| MAROON | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF [REDACTED] | | 1222/ | T385 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PD NO | RATE | PAYMENT | INV DATE |
| 06FEB10 DD | | | 15:00 03MAR10 | | | CASH | |
| R.O OPENED | READY | OPTIONS: ENG:3.6 Liter | | | | | |
| 03MAR2010 09:20 | | | | | | | |

Walter

LINE OP CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS

A 22 953 CCG CUSTOMER STATES THAT INSIDE HANDLE IS COMING OFF ADVISE

B MULTI CCG PERFORM TIRE MULTI POINT INSPECTION

20877329

MIKE ANDERSON
CHEVROLET
OF CHICAGO, LLC.

CHEVROLET

5301 W. IRVING PARK RD.
Chicago, IL 60641
SERVICE DIRECT LINE
(773) 508-4110

NOTICE: The factory warranty conditions all of the warranties with respect to the sale of this item/terms. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor discharges any other DUTY to assume for it any liability in connection with the sale of this item/terms.

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 respect to the parts and/or accessories or consequential damages or consequential losses arising out of such warranties extended by dealer, retailer, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will assemble any vehicle or any of its systems to conform with reasonable design, tolerance, or standard.

AUTHORIZATION FOR REPAIR: 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 delivery by the supplier or manufacturer. 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 damages from leaching due to lack of anti-leak.

YOUR SIGNATURE WILL INDICATE YOUR SELECTION

I do not want an estimate in writing before you begin repair.

I do not want an estimate but ask me for approval before beginning if price exceeds \$_____.

I do not want an estimate and you may not do the price for repair.

THIS ESTIMATED PRICE FOR AUTHORIZED REPAIR WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 10 DAYS.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair charges. The dealership is not responsible for damages from leaching due to lack of anti-leak.

AUTHORIZED BY _____

You are entitled by law to the return of all parts replaced, except those which are too heavy or large, and those required to be sent back to the manufacturer.

385

03/03/10 09:20AM
History Report for Vehicle: AF133796

MIKE ANDERSON CHEVROLET

Customer#: 120907
Customer Name: [REDACTED]

RO Number: 522371

Open Date: 02/15/10 Mileage: 354 Service Logon: MAC-S
Close Date: 02/17/10 SA Number: 3097 Cashier: randyz

Line Code: A Comeback: N Booker ID: 3097
Complaint: 25 CUSTOMER STAES THAT DRIVER SIDE REAR DOOR WONT OPEN FROM OU
Cause: LOOSE

Labor Type: WG Technician Number: 953
Op Code: B4728 Comeback RO Number:
Description: REAR SIDE DOOR OUTSIDE HANDLE ROD ADJUSTMENT
Labor\$: 47.78 Failed Part Number: 20760509
Parts\$: 0.00 Failed Code:
Miscellaneous\$: 0.00 Failed Part Quantity: 0

Labor Type: WG Technician Number: 953
Op Code: OLH Comeback RO Number:
Description: EXTRA TIME TO REPAIR VEHICLE
Labor\$: 59.72
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 3097
Complaint: MULTI PERFORM FREE MULTI POINT INSPECTION

Labor Type: CGC Technician Number: 953
Op Code: MULTI Comeback RO Number:
Description: PERFORM FREE MULTI POINT INSPECTION
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Story for Line A, Version Number 1
354 LOOSE NECESSARY EXTRA TIME TO BREAK INTO LFT REAR DOOR BREAK INTO DOOR SE
OFF ALSO CHILD LOCK WAS ON SO DOOR WOULD NOT OPEN FROM INSIDE HANDLE

Global Warranty Management



Grace Huerta

[Update My Profile](#)
[Logout](#)

March 3, 2010

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

INTERFACE WITH CUSTOMER

ANALYZE WARRANTY

MANAGEMENT PLANNING

PREPARE PARTS RETURN

USER OPTIONS

View Vehicle Summary



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

For this vehicle:

[View Vehicle Summary](#)

→ [Service Contract](#)

→ [Branded Title](#)

→ [Warranty Block](#)

[View Vehicle Build](#)

[View Vehicle Component Summary](#)

[View Vehicle Transaction History Detail](#)

[View Vehicle Delivery Information](#)

[Investigate Major Assembly History](#)

Vehicle Information

VIN: 1G1ZD5E79AF [REDACTED]

Model: 1ZJ69-2010 MALIBU 4 D LT SEDAN

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: [0 Open](#)

GLOBAL WARRANTY - VIP

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

| Type | Number | Description | Posted Date |
|------|----------|---|-------------|
| EI | PIE 0029 | TRANSMISSION CONTROL MODULE (TCM) DTCS P0716/P0717/P0722/P0723 | 2009-12-07 |
| EI | PIE0047 | CHEMICAL DAMAGE ON INNER SURFACES OF FUEL TANK | 2010-02-03 |

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677).

OnStar Equipped: Y

OnStar Status: Active

XM Equipped: Y

XM Radio ID: 01R2428A

XM Status: Active

OnStar Vehicle Diagnostics: Y

Applicable Warranties

Valid warranties are highlighted

Global Warranty Management

Page 2 of 2

| Valid | Description | Start Date | Effective Odometer | End Date | End Odometer |
|-------|-----------------------------------|------------|--------------------|------------|--------------|
| | Bumper to Bumper Limited Warranty | 02/06/2010 | 4 MI | 02/06/2013 | 36,004 MI |
| | Corrosion Limited Warranty | 02/06/2010 | 4 MI | 02/06/2016 | 100,004 MI |
| | Emission Select Component Ltd Wty | 02/06/2010 | 4 MI | 02/06/2018 | 80,004 MI |
| | Powertrain Limited Warranty | 02/06/2010 | 4 MI | 02/06/2015 | 100,004 MI |

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

| Job Card Date | Job Card Number | Transaction Type | Transaction Adjustment | Labour Operation | Odometer Reading |
|---------------|-----------------|-------------------------------------|------------------------|--|------------------|
| 02/15/2010 | 522371 | ZREG----Regular Vehicle Transaction | | B4728 - Rear Side Door Outside Handle Rod Adjustment | 354 MI |
| 09/21/2009 | A33796 | ZPDI----Pre-Delivery Inspection | | Z7000 - Pre-Delivery Inspection - Base Time | 0 MI |

Global Warranty Management: Site Map

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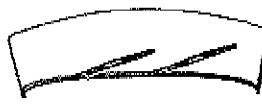
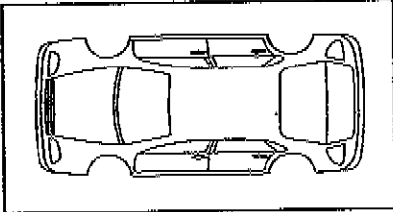

© 2005 General Motors. All rights reserved.

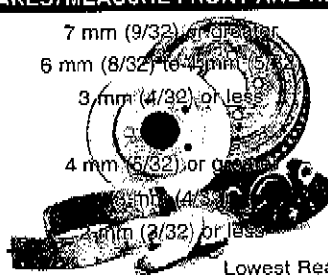
Goodwrench

MULTI-POINT VEHICLE INSPECTION

Name: _____ Year/Model: _____ Date: _____
 Repair Order #: AF VIN (last 4): [REDACTED] Odometer: _____ MI: _____ MII: 1222

Checks and OK May Require Attention Soon Requires Immediate Attention

| INTERIOR | | | |
|---|---|--|--|
| <input type="checkbox"/> OnStar Subscription activated <input type="checkbox"/> OnStar DMN Enrollment by GM | | <input type="checkbox"/> Remaining engine oil life: _____ % Reset: _____ N/A: _____ <input type="checkbox"/> Air Conditioning Performance | |
| WIPER BLADES | CHECK TIRES AND TREAD DEPTH (Check body condition) | CHECK BATTERY | |
|  <input type="checkbox"/> LF <input type="checkbox"/> RF <input type="checkbox"/> Rear (if applicable) <input type="checkbox"/> Windshield condition Cracks _____ Chips _____ |  (Check lamps) _____ /32 Lowest Tread Depth: _____ /32 <input type="checkbox"/> Rotation needed <input type="checkbox"/> Alignment needed <input type="checkbox"/> Balance needed <input type="checkbox"/> Rotation performed <input type="checkbox"/> Alignment performed <input type="checkbox"/> Balance performed Wear Pattern/Damage _____ LF <input type="checkbox"/> LR <input type="checkbox"/> RF <input type="checkbox"/> RR <input type="checkbox"/> |  <input type="checkbox"/> Battery condition <input type="checkbox"/> Battery cables and connections | |

| CHECK FLUID LEVELS | CHECK BRAKES/MEASURE FRONT AND REAR LININGS | | | | | | | | | | | | | | | | | | | | | |
|---|--|--------------------------|--------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--|--------------------------|--------------------------|--|--------------------------|--------------------------|---|--------------------------|--------------------------|---|--------------------------|--------------------------|--|--------------------------|---|
| <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">OK</th> <th style="width: 40%;">FILLED</th> <th style="width: 30%;">REQUIRES ATTENTION</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Engine oil</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Brake fluid reservoir</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Transmission (if equipped w/dipstick)</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Coolant recovery reservoir</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Power steering</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Windshield washer</td> <td><input type="checkbox"/></td> </tr> </tbody> </table> | OK | FILLED | REQUIRES ATTENTION | <input type="checkbox"/> | <input type="checkbox"/> Engine oil | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Brake fluid reservoir | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Transmission (if equipped w/dipstick) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Coolant recovery reservoir | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Power steering | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Windshield washer | <input type="checkbox"/> |  LF <input type="checkbox"/> 7 mm (9/32) or greater <input type="checkbox"/> 6 mm (8/32) to 4 mm (5/16) <input type="checkbox"/> 3 mm (4/32) or less LR <input type="checkbox"/> 4 mm (5/32) or greater <input type="checkbox"/> 3 mm (4/32) or less Lowest Front Lining _____ Lowest Rear Lining _____ <input type="checkbox"/> Brake system (also including lines, hoses and parking brake) |
| OK | FILLED | REQUIRES ATTENTION | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> Engine oil | <input type="checkbox"/> | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> Brake fluid reservoir | <input type="checkbox"/> | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> Transmission (if equipped w/dipstick) | <input type="checkbox"/> | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> Coolant recovery reservoir | <input type="checkbox"/> | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> Power steering | <input type="checkbox"/> | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> Windshield washer | <input type="checkbox"/> | | | | | | | | | | | | | | | | | | | | |

| ADDITIONAL CHECKS | Additional Recommended Services |
|--|---|
| Inspect for visible leaks: <input type="checkbox"/> Fuel system (also including gas cap sealing) <input type="checkbox"/> Engine, transmission, drive axle, transfer case <input type="checkbox"/> Engine cooling system <input type="checkbox"/> Shocks and struts – also check operation Inspect visual condition: <input type="checkbox"/> Belts: engine, accessory, serpentine, and/or V-drive <input type="checkbox"/> Hoses: engine, power steering and HVAC <input type="checkbox"/> Engine air filter and cabin air filters <input type="checkbox"/> Steering components and steering linkage <input type="checkbox"/> CV drive axle boots or driveshafts and U-joints <input type="checkbox"/> Exhaust system components | 1) _____ 2) _____ 3) _____ 4) _____ 5) _____ 6) _____ 7) _____ 8) _____ Service Consultant: _____ Technician: _____ No.: _____ |

| SIMPLIFIED MAINTENANCE | | | |
|-----------------------------|-----------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> MI | <input type="checkbox"/> Required | <input type="checkbox"/> Performed | <input type="checkbox"/> MII |
| | <input type="checkbox"/> Required | <input type="checkbox"/> Performed | <input type="checkbox"/> Performed |

CUSTOMER #: 120907

523041

ACCOUNTING



5301 W. IRVING PARK RD. - Chicago, IL 60641
Telephone: (773) 465-2000
Service Direct Line: (773) 508-4110
www.mikeandersonchevy.com

CHICAGO, IL.
HOME:
BUS:
CONT:N/A
CELL:

PAGE 1
** PRE-INVOICE **
SERVICE ADVISOR:

4001 GRACIELA CORIA-HUERT

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for MAROON 10 CHEVROLET MALIBU 1G1ZD5E79AF.

Table with columns: R.O. OPENED, READY, OPTIONS. Includes details for 09:20 03MAR10 09:45 03MAR10 and ENG:3.6 Liter.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL.

A CUSTOMER STATES THAT INSIDE HANDLE IS COMING OFF, ADVISE
22 INTERIOR TRIM
953 CGC 0.00 0.00 0 0 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

1222 ORDER HANDLE COVER
B PERFORM FREE MULTI POINT INSPECTION
MULTI PERFORM FREE MULTI POINT INSPECTION
953 CGC 0.00 0.00 0 0 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

* CHARGE [] VISA [] MASTER [] AMEX []
* DISCOVER [] CARTE BLANCHE [] DINERS []
* CHECK# [] CASH [] CAR CARE []

*** NO RO PUNCH TIMES ON FILE ***

Table with columns: ACCOUNT, SALE, COST, CONTROL. Includes values for 4600 and 2250.

COST, SALE, & COMP TOTALS 0 0 0

Table with columns: STATEMENT OF DISCLAIMER, DESCRIPTION, TOTALS. Includes labor, parts, gas, oil, lube, sublet, misc. charges, total charges, less insurance, sales tax, and please pay this amount.

CUSTOMER #: 120907

523041



5301 W. IRVING PARK RD. Chicago, IL 60641
Telephone: (773) 465-2000
Service Direct Line: (773) 508-4110
www.mikeandersonchevy.com

ACCOUNTING

PAGE 1

** PRE-INVOICE **
SERVICE ADVISOR:

4001 GRACIELA CORIA-HUERT

CHICAGO, IL

HOME: CONT:N/A
BUS: CELL:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for MAROON 10 CHEVROLET MALIEU 1G12D5E79AF.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Includes line A for interior trim.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Includes line B for multi-point inspection.

* CHARGE [] VISA [] MASTER [] AMEX []
* DISCOVER [] CARTE BLANCHE [] DINERS []
* CHECK# [] CASH [] CAR CARE []

*** NO RO PUNCH TIMES ON FILE ***

Table with columns: ACCOUNT, SALE, COST, CONTROL. Shows account 4600 and 2250.

COST, SALE, & COMP TOTALS 0 0 0

Table with columns: DESCRIPTION, TOTALS. Includes STATEMENT OF DISCLAIMER and itemized charges like LABOR AMOUNT, PARTS AMOUNT, etc.

ACCOUNTING COPY

Global Warranty Management

Page 2 of 2

| Valid | Description | Start Date | Effective Odometer | End Date | End Odometer |
|-------|-----------------------------------|------------|--------------------|------------|--------------|
| | Bumper to Bumper Limited Warranty | 02/06/2010 | 4 MI | 02/06/2013 | 36,004 MI |
| | Corrosion Limited Warranty | 02/06/2010 | 4 MI | 02/06/2016 | 100,004 MI |
| | Emission Select Component Ltd Wty | 02/06/2010 | 4 MI | 02/06/2018 | 80,004 MI |
| | Powertrain Limited Warranty | 02/06/2010 | 4 MI | 02/06/2015 | 100,004 MI |

Service Contract

Vehicle has no current record of service contracts.

Transaction History
[View Details](#)

| Job Card Date | Job Card Number | Transaction Type | Transaction Adjustment | Labour Operation | Odometer Reading |
|---------------|-----------------|-------------------------------------|------------------------|--|------------------|
| 02/15/2010 | 522371 | ZREG----Regular Vehicle Transaction | | B4728 - Rear Side Door Outside Handle Rod Adjustment | 354 MI |
| 09/21/2009 | A33796 | ZPDI----Pre-Delivery Inspection | | Z7000 - Pre-Delivery Inspection - Base Time | 0 MI |

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

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Global Warranty Management



Jesus Torres

[Update My Profile](#)
[Logout](#)

March 10, 2010

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

- INTERFACE WITH CUSTOMER
- ANALYZE WARRANTY
- MANAGEMENT PLANNING
- PREPARE PARTS RETURN
- USER OPTIONS

View Vehicle Summary

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

For this vehicle:

- [View Vehicle Summary](#)
 - Service Contract
 - Branded Title
 - Warranty Block
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)
- [Investigate Major Assembly History](#)

Vehicle Information

VIN: 1G1ZD5E79AF [REDACTED] Model: 1ZJ69-2010 MALIBU 4 D LT SEDAN
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [0 Open](#)

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

| Type | Number | Description | Posted Date |
|------|----------|--|-------------|
| EI | PIE 0029 | TRANSMISSION CONTROL MODULE (TCM) DTCS P0716/P0717/P0722/P0723 | 2009-12-07 |
| EI | PIE0047 | CHEMICAL DAMAGE ON INNER SURFACES OF FUEL TANK | 2010-02-03 |

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677).

OnStar Equipped: Y OnStar Status: Active
 XM Equipped: Y XM Radio ID: 01R2428A XM Status: Active
 OnStar Vehicle Diagnostics: Y

Applicable Warranties

Valid warranties are highlighted



Retail Growth AcceleratorSM RIMSM Worksheet with Labor Grid & Menu Op Codes

version 1.0

Repair Order Number: _____ Advisor: _____ Tag #: _____ Tele #: _____
 Customer Name: _____ Mileage: _____ VIN: _____

| Related Repairs | Hrs | Labor Rate | Labor | Qty | Price | Parts | Avail? | Other | Tax | Total |
|------------------------------|-----|------------|-------|-----|-------|-------|--------|-------|-----|-------|
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| Related Repairs Total | | | | | | | | | | |

| Immediate Repairs | Hrs | Labor Rate | Labor | Qty | Price | Parts | Avail? | Other | Tax | Total |
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| Immediate Repairs Total | | | | | | | | | | |
| Related & Immediate Total | | | | | | | | | | |

| Maintenance Needs | Hrs | Labor Rate | Labor | Qty | Price | Parts | Avail? | Other | Tax | Total |
|--------------------------------|-----|------------|-------|-----|-------|-------|--------|-------|-----|-------|
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| Maintenance Needs Total | | | | | | | | | | |

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| Total RIM INVESTMENT | | | | | | | | | | |
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Approved By: _____ Date/Time: _____

Goodwrench

MULTI-POINT VEHICLE INSPECTION

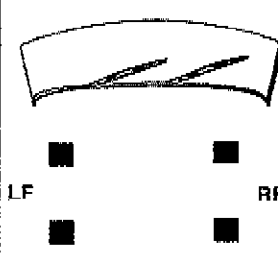
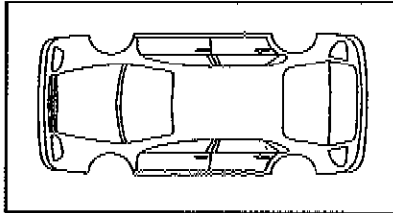

Name: _____ Year/Model: Malibu Date: 3-10-10

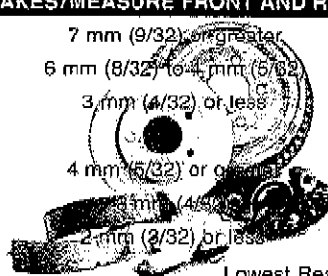
Repair Order #: 490 VIN (last 8 digits): AF Odometer: 1560 MI: _____ MII: _____

Checked and OK May Require Attention Soon Requires Immediate Attention

INTERIOR

OnStar Subscription activated OnStar DMN Enrollment Remaining engine oil life: 75 % Reset: _____ N/A: _____
 Air Conditioning Performance

| WIPER BLADES | CHECK TIRES AND TREAD DEPTH (Check body condition) | CHECK BATTERY |
|---|--|--|
|  <p>LF <input type="checkbox"/> RF <input type="checkbox"/></p> <p><input type="checkbox"/> Rear (if applicable)</p> <p><input type="checkbox"/> Windshield condition</p> <p>Cracks _____ Chips _____</p> |  <p> <input type="checkbox"/> 8/32 or Greater LF 7/32 to 4/32 <input type="checkbox"/> 3/32 or Less PSI@: _____ set to: _____ PSI <input type="checkbox"/> 8/32 or Greater LR 7/32 to 4/32 <input type="checkbox"/> 3/32 or Less PSI@: _____ set to: _____ PSI </p> <p> <input type="checkbox"/> Rotation needed <input type="checkbox"/> Rotation performed </p> <p>LF <input type="checkbox"/> LR <input type="checkbox"/></p> |  <p> <input type="checkbox"/> Battery condition <input type="checkbox"/> Battery cables and connections </p> |

| CHECK FLUID LEVELS | CHECK BRAKES/MEASURE FRONT AND REAR LININGS | | | | | | | | | | | | | | | | | | | | | |
|---|--|--------------------------|--------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--|--------------------------|--------------------------|--|--------------------------|--------------------------|---|--------------------------|--------------------------|---|--------------------------|--------------------------|--|--------------------------|--|
| <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">OK</th> <th style="width: 40%;">FILLED</th> <th style="width: 30%;">REQUIRES ATTENTION</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Engine oil</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Brake fluid reservoir</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Transmission (if equipped w/dipstick)</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Coolant recovery reservoir</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Power steering</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/> Windshield washer</td> <td><input type="checkbox"/></td> </tr> </tbody> </table> | OK | FILLED | REQUIRES ATTENTION | <input type="checkbox"/> | <input type="checkbox"/> Engine oil | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Brake fluid reservoir | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Transmission (if equipped w/dipstick) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Coolant recovery reservoir | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Power steering | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> Windshield washer | <input type="checkbox"/> |  <p> LF <input type="checkbox"/> 7 mm (9/32) or greater 6 mm (8/32) to 4 mm (5/32) <input type="checkbox"/> 3 mm (4/32) or less RF <input type="checkbox"/> </p> <p> LR <input type="checkbox"/> 4 mm (5/32) or greater <input type="checkbox"/> 3 mm (4/32) or less <input type="checkbox"/> 2 mm (3/32) or less RR <input type="checkbox"/> </p> <p> Lowest Front Lining _____ Lowest Rear Lining _____ <input type="checkbox"/> Brake system (also including lines, hoses and parking brake) </p> |
| OK | FILLED | REQUIRES ATTENTION | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> Engine oil | <input type="checkbox"/> | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> Brake fluid reservoir | <input type="checkbox"/> | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> Transmission (if equipped w/dipstick) | <input type="checkbox"/> | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> Coolant recovery reservoir | <input type="checkbox"/> | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> Power steering | <input type="checkbox"/> | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> Windshield washer | <input type="checkbox"/> | | | | | | | | | | | | | | | | | | | | |

| ADDITIONAL CHECKS | Additional Recommended Services |
|---|--|
| <p>Inspect for visible leaks:</p> <p><input type="checkbox"/> Fuel system (also including gas cap seating)</p> <p><input type="checkbox"/> Engine, transmission, drive axle, transfer case</p> <p><input type="checkbox"/> Engine cooling system</p> <p><input type="checkbox"/> Shocks and struts – also check operation</p> <p>Inspect visual condition:</p> <p><input type="checkbox"/> Belts: engine, accessory, serpentine, and/or V-drive</p> <p><input type="checkbox"/> Hoses: engine, power steering and HVAC</p> <p><input type="checkbox"/> Engine air filter and cabin air filters</p> <p><input type="checkbox"/> Steering components and steering linkage</p> <p><input type="checkbox"/> CV drive axle boots or driveshafts and U-joints</p> <p><input type="checkbox"/> Exhaust system components</p> | <p>1) _____</p> <p>2) _____</p> <p>3) _____</p> <p>4) _____</p> <p>5) _____</p> <p>6) _____</p> <p>7) _____</p> <p>8) _____</p> <p>Service Consultant: _____</p> <p>Technician: _____ No.: _____</p> |

SIMPLIFIED MAINTENANCE

MI Required Performed MII Required Performed

CUSTOMER #: 120907

522371



5301 W. IRVING PARK RD. Chicago, IL 60641
Telephone: (773) 485-2000
Service Direct Line: (773) 508-4110
www.mikeandersonchevy.com

WARRANTY

DUPLICATE 2
PAGE 1

SERVICE ADVISOR: 3097 NIR JESUS TORRES

CHICAGO, IL
HOME:
BUS: CONT:N/A
CELL:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Row 1: MAROON, 10, CHEVROLET MALIBU, 1G1ZD5E79AF, 354/354, T933. Row 2: DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Row 3: 06FEB10 DD, WAIT 15FEB10, CASH, 16FEB10.

OPTIONS: ENG:3.6 Liter

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: 09:15, 15FEB10, 15:28, 16FEB10.

A CUSTOMER STATES THAT DRIVER SIDE REAR DOOR WONT OPEN FROM OUTSIDE ADVISE

CAUSE: LOOSE

B4728 REAR SIDE DOOR OUTSIDE HANDLE ROD

ADJUSTMENT

953 WG 0.40

47.78 47.78

OLH EXTRA TIME TO REPAIR VEHICLE

953 WG 0.50

59.72 59.72

FC PART#: 20760509 COUNT: 0 0 0 TPARTS

CLAIM TYPE:

AUTH CODE:

2628 10750 TLABOR

Handwritten note: Paid 2/17

TECH: 953 ACTUAL HRS.: 0.90 SOLD HRS.: 0.9

SALE-LBR: 107.50 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 107.50

COST-LBR: 26.28 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 26.28

354 LOOSE NECESSARY EXTRA TIME TO BREAK INTO LEFT REAR DOOR BREAK INTO DOOR SECURE LOCK ROD TO LATCH FOR OUTSIDE HANDLE WAS OFF ALSO CHILD LOCK WAS ON SO DOOR WOULD NOT OPEN FROM INSIDE HANDLE

* CHARGE [] VISA [] MASTER [] AMEX []

* DISCOVER [] CARTE BLANCE [] DINERS []

* CHECK# [] CASH [] CAR CARE []

TECH: 953 ACTUAL HRS.: 0.90 SOLD HRS.: 0.9

SALE-LBR: 107.50 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 107.50

COST-LBR: 26.28 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 26.28

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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

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

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

CUSTOMER SIGNATURE



5301 W. IRVING PARK RD. - Chicago, IL 60641
 Telephone: (773) 465-2000
 Service Direct Line: (773) 508-4110
 www.mikeandersonchevy.com

CUSTOMER #: 120907

522371

WARRANTY

DUPLICATE 2
 PAGE 2

SERVICE ADVISOR: 3097 NIR JESUS TORRES

CHICAGO, IL
 HOME
 BUS: CONT:N/A
 CELL:

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|-------------|-----------|------------------|---------------|---------|------------------|---------|----------|
| MAROON | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 354 / 354 | T933 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | RATE | PAYMENT | INV DATE |
| 06FEB10 DD | | | WAIT 15FEB10 | | | CASH | 16FEB10 |
| R.O. OPENED | READY | OPTIONS | ENG:3.6_Liter | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|----------|--------|--------|----------|-------|------|---------|-------|
| DATE | START | FINISH | DURATION | TYPE | TECH | LINE(S) | CHG |
| 02-15-10 | 11:10 | 12:02 | 0.86 | W | 953 | A | |

| ACCOUNT | SALE | COST | CONTROL | ACCOUNT | SALE | COST | CONTROL |
|---------|-------|------|---------|---------|-------|-------|---------|
| 4620 | 10750 | 2628 | | 2630 | 10750 | ***** | |

COST, SALE, & COMP TOTALS 2628 10750 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | 107.50 |
| PARTS AMOUNT | 0.00 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 107.50 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | 107.50 |

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

CUSTOMER SIGNATURE

52237



CUSTOMER #:120907

CHICAGO, IL
HOME: CONT:N/A
BUS :N/A CELL:N/A

PREWORKORDER
PAGE 1

5301 W. IRVING PARK RD. Chicago, IL 60641
Telephone: (773) 465-2000
Service Direct Line: (773) 508-4110
www.mikeandersonchevy.com

SERVICE ADVISOR: 3097 TORRES, NIR JESUS

| | | | | | | |
|---------------|-----------|------------------|---------------|---------|----------------|---------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG |
| | 09 | CHEVROLET MALIBU | AF | | 354 | |
| DEL DATE | PROD DATE | WAAR EXP | PROMISED | PO NO | RATE | PAYMENT |
| DD | | | 17:00 15FEB10 | | | |
| R.O. OPENED | READY | OPTIONS: | | | | |
| 15FEB10 09:00 | | Waiter | | | | |

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A 25 CGC CUSTOMER STATES THAT DRIVER SIDE REAR DOOR WONT OPEN FROM OUTSIDE ADVISE

953

20760507

B MULTI CGC PERFORM FREE MULTI POINT INSPECTION

x D. Sawyer

0.5 TO 6000 door
OPEN LOCK OK
Mud Antennae
2-15-10

B4660.7
Prog

B4728.4

MIKE ANDERSON CHEVROLET OF CHICAGO, LLC



5301 W. IRVING PARK RD CHICAGO, IL 60641 SERVICE DIRECT LINE (773) 508-4110

MOTOR VEHICLE REPAIR WORK UNDER GUANT. 4-328 MARK CODE CITY OF CHICAGO. YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE BY MORE THAN 10% OR \$14.00, WHICHEVER IS LESS, WITHOUT YOUR CONSENT. YOU MAY WAIVE YOUR RIGHT TO A WRITTEN ESTIMATE AND REPAIRS THAT YOU BE NOTICED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED.

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 respect 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 labor 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 dealer shall be responsible for damages from trespassing due to lack of willful care.

YOUR SIGNATURE WILL INDICATE YOUR SELECTION

(a) I request an estimate in writing before you begin repair.

(b) I do not want an estimate and you may not the auto for repair.

(c) I do not want an estimate and you may not the auto for repair.

THIS ESTIMATED PRICE FOR AUTHORIZED REPAIR WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 10 DAYS.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck. 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 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 dealer shall be responsible for damages from trespassing due to lack of willful care.

AUTHORIZED BY

You are entitled by law to the return of all parts replaced, except those which are too heavy or large, and those required to be sent back to the

m w a t h y y y

933

CUSTOMER #:120907



PREWORKORDER PAGE 1

5301 W. IRVING PARK RD. Chicago, IL 60641 Telephone: (773) 465-2000 Service Direct Line: (773) 508-4110 www.mikeandersonchevy.com

CHICAGO, IL

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

SERVICE ADVISOR: 3097 TORRES, NIR JESUS

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, R/O OPENED, READY, OPTIONS.

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS # A 25 CGC CUSTOMER STATES THAT DRIVER SIDE REAR DOOR WONT OPEN FROM OUTSIDE ADVISE

B MULTI CGC PERFORM FREE MULTI POINT INSPECTION

X

MIKE ANDERSON CHEVROLET OF CHICAGO, LLC



5301 W. IRVING PARK RD. CHICAGO, IL 60641 SERVICE DIRECT LINE (773) 508-4110

MOTOR VEHICLE REPAIR WORK UNDER CHAP. 4-329 ILL. CODE CITY OF CHICAGO... AUTHORIZED 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 of damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier of transportation.

YOUR SIGNATURE WILL INDICATE YOUR SELECTION... (a) I request an estimate in writing before you begin work... (b) Proceed with repairs but call me for approval before spending \$ or more... (c) I do not want an estimate and you may set the price for repair.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the 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 damages from freezing due to lack of antifreeze.

You are entitled by law to the return of all parts replaced, except those which are too heavy or large, and those required to be sent back to the manufacturer or distributor because of warranty work or an exchange agreement. You are entitled to inspect the parts which cannot be returned to you. Do You Want The Replaced Parts You Are Entitled To? YES [] NO []



Retail Growth AcceleratorSM RIMSM Worksheet with Labor Grid & Menu Op Codes

Version 1.0

Repair Order Number: _____ Advisor: _____ Tag #: _____ Tele #: _____
 Customer Name: _____ Mileage: _____ VIN: _____

| Related Repairs | Hrs | Labor Rate | Labor | Qty | Price | Parts | Avail? | Other | Tax | Total |
|------------------------------|-----|------------|-------|-----|-------|-------|--------|-------|-----|-------|
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| Related Repairs Total | | | | | | | | | | |

| Immediate Repairs | Hrs | Labor Rate | Labor | Qty | Price | Parts | Avail? | Other | Tax | Total |
|--------------------------------------|-----|------------|-------|-----|-------|-------|--------|-------|-----|-------|
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| Immediate Repairs Total | | | | | | | | | | |
| Related & Immediate Total | | | | | | | | | | |

| Maintenance Needs | Hrs | Labor Rate | Labor | Qty | Price | Parts | Avail? | Other | Tax | Total |
|--------------------------------|-----|------------|-------|-----|-------|-------|--------|-------|-----|-------|
| | | | | | | | | | | |
| | | | | | | | | | | |
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| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| Maintenance Needs Total | | | | | | | | | | |

| | | | | | | | | | | |
|-----------------------------|--|--|--|--|--|--|--|--|--|--|
| Total RIM INVESTMENT | | | | | | | | | | |
|-----------------------------|--|--|--|--|--|--|--|--|--|--|

Approved By: _____ Date/Time: _____

Global Warranty Management



Grace Huerta

- [Update My Profile](#)
- [Logout](#)

February 15, 2010

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

- INTERFACE WITH CUSTOMER
- ANALYZE WARRANTY
- MANAGEMENT PLANNING
- PREPARE PARTS RETURN
- USER OPTIONS

View Vehicle Summary



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

- For this vehicle:**
- [View Vehicle Summary](#)
 - Service Contract
 - Branded Title
 - Warranty Block
 - [View Vehicle Build](#)
 - [View Vehicle Component Summary](#)
 - [View Vehicle Transaction History Detail](#)
 - [View Vehicle Delivery Information](#)
 - [Investigate Major Assembly History](#)

Vehicle Information

VIN: 1G1ZD5E79AF [REDACTED] Model: 1ZJ69-2010 MALIBU 4 D LT SEDAN
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [0 Open](#)

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

| Type | Number | Description | Posted Date |
|------|----------|--|-------------|
| EI | PIE 0029 | TRANSMISSION CONTROL MODULE (TCM) DTCS P0716/P0717/P0722/P0723 | 2009-12-04 |

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677).

OnStar Equipped: Y OnStar Status: Active
 XM Equipped: Y XM Radio ID: 01R2428A XM Status: Active
 OnStar Vehicle Diagnostics: Y

Applicable Warranties

Valid warranties are highlighted

| Valid | Description | Start Date | Effective Odometer | End Date | End Odometer |
|-------|-------------|------------|--------------------|----------|--------------|
|-------|-------------|------------|--------------------|----------|--------------|

Global Warranty Management

Page 2 of 2

| | | | | |
|-----------------------------------|------------|------|------------|------------|
| Bumper to Bumper Limited Warranty | 02/06/2010 | 4 MI | 02/06/2013 | 36,004 MI |
| Corrosion Limited Warranty | 02/06/2010 | 4 MI | 02/06/2016 | 100,004 MI |
| Emission Select Component Ltd Wty | 02/06/2010 | 4 MI | 02/06/2018 | 80,004 MI |
| Powertrain Limited Warranty | 02/06/2010 | 4 MI | 02/06/2015 | 100,004 MI |

Service Contract

Vehicle has no current record of service contracts.

Transaction History
[View Details](#)

| Job Card Date | Job Card Number | Transaction Type | Transaction Adjustment | Labour Operation | Odometer Reading |
|---------------|-----------------|--------------------------------|------------------------|---|------------------|
| 09/21/2009 | A33796 | ZPDI---Pre-Delivery Inspection | | Z7000 - Pre-Delivery Inspection - Base Time | 0 MI |

Global Warranty Management: Site Map

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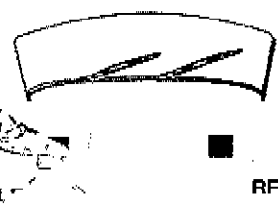
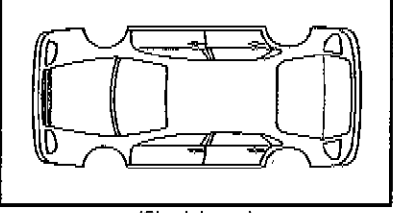
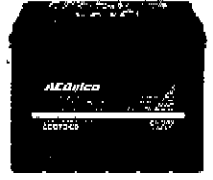
Goodwrench

MULTI-POINT VEHICLE INSPECTION

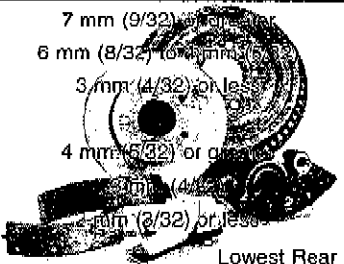
Name: _____ Year/Model: _____ Date: _____

Repair Order #: _____ VIN (last 6 digits): _____ Odometer: _____ MI: _____ MII: _____

Checked and OK
 May Require Attention Soon
 Requires Immediate Attention

| INTERIOR | | | |
|---|--|--|--|
| <input type="checkbox"/> OnStar Subscription activated <input type="checkbox"/> OnStar DMN Enrollment | | <input type="checkbox"/> Remaining engine oil life: _____ % Reset: _____ N/A: _____ <input type="checkbox"/> Air Conditioning Performance | |
| WIPER BLADES | CHECK TIRES AND TREAD DEPTH (Check body condition) | CHECK BATTERY | |
|  <input type="checkbox"/> LF <input type="checkbox"/> RF <input type="checkbox"/> Rear (if applicable) <input type="checkbox"/> Windshield condition Cracks _____ Chips _____ |  (Check lamps) Lowest Tread Depth: _____/32 <input type="checkbox"/> Rotation needed <input type="checkbox"/> Alignment needed <input type="checkbox"/> Rotation performed <input type="checkbox"/> Alignment performed Wear Pattern/Damage |  <input type="checkbox"/> Battery condition <input type="checkbox"/> Battery cables and connections | |
| | <input type="checkbox"/> 8/32 or Greater LF 7/32 to 4/32 <input type="checkbox"/> 3/32 or Less PSI@: _____ set to: _____ PSI <input type="checkbox"/> 8/32 or Greater LR 7/32 to 4/32 <input type="checkbox"/> 3/32 or Less PSI@: _____ set to: _____ PSI | <input type="checkbox"/> 8/32 or Greater 7/32 to 4/32 RF <input type="checkbox"/> 3/32 or Less PSI@: _____ set to: _____ PSI <input type="checkbox"/> 8/32 or Greater 7/32 to 4/32 RR <input type="checkbox"/> 3/32 or Less PSI@: _____ set to: _____ PSI | |

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

| CHECK BRAKES/MEASURE FRONT AND REAR LININGS | | |
|---|---|-----------------------------|
| |  | |
| <input type="checkbox"/> | LF | <input type="checkbox"/> RF |
| <input type="checkbox"/> | LR | <input type="checkbox"/> RR |
| Lowest Front Lining _____ | | Lowest Rear Lining _____ |
| <input type="checkbox"/> Brake system (also including lines, hoses and parking brake) | | |

| ADDITIONAL CHECKS | |
|----------------------------|---|
| Inspect for visible leaks: | |
| <input type="checkbox"/> | <input type="checkbox"/> Fuel system (also including gas cap seating) |
| <input type="checkbox"/> | <input type="checkbox"/> Engine, transmission, drive axle, transfer case |
| <input type="checkbox"/> | <input type="checkbox"/> Engine cooling system |
| <input type="checkbox"/> | <input type="checkbox"/> Shocks and struts – also check operation |
| Inspect visual condition: | |
| <input type="checkbox"/> | <input type="checkbox"/> Belts: engine, accessory, serpentine, and/or V-drive |
| <input type="checkbox"/> | <input type="checkbox"/> Hoses: engine, power steering and HVAC |
| <input type="checkbox"/> | <input type="checkbox"/> Engine air filter and cabin air filters |
| <input type="checkbox"/> | <input type="checkbox"/> Steering components and steering linkage |
| <input type="checkbox"/> | <input type="checkbox"/> CV drive axle boots or driveshafts and U-joints |
| <input type="checkbox"/> | <input type="checkbox"/> Exhaust system components |

| Additional Recommended Services | |
|---------------------------------|------------|
| 1) | |
| 2) | |
| 3) | |
| 4) | |
| 5) | |
| 6) | |
| 7) | |
| 8) | |
| Service Consultant: _____ | |
| Technician: _____ | No.: _____ |

| SIMPLIFIED MAINTENANCE | | | |
|------------------------|-----------------------------------|------------------------------------|-----|
| MI | <input type="checkbox"/> Required | <input type="checkbox"/> Performed | MII |
| | <input type="checkbox"/> Required | <input type="checkbox"/> Performed | |

CUSTOMER #: 120907

522371



ACCOUNTING

5301 W. IRVING PARK RD. Chicago, IL 60641
 Telephone: (773) 465-2000
 Service Direct Line: (773) 508-4110
 www.mikeandersonchevy.com

DUPLICATE 2
 PAGE 1

** PRE-INVOICE **

SERVICE ADVISOR: 3097 NIR JESUS TORRES

CHICAGO, IL
 HOME: [REDACTED] CONT: N/A
 BUS: [REDACTED] CELL: [REDACTED]

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|---------------|---------------|------------------------|------------------------|---------|----------------|---------|----------|
| MAROON | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF [REDACTED] | | 354/354 | T933 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | RATE | PAYMENT | INV DATE |
| 06FEB10 DL | | | WAIT 15FEB10 | | | CASH | 16FEB10 |
| R/O OPENED | READY | OPTIONS: ENG:3.6 Liter | | | | | |
| 09:15 15FEB10 | 15:28 16FEB10 | | | | | | |

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL
 A CUSTOMER STATES THAT DRIVER SIDE REAR DOOR WONT OPEN FROM OUTSIDE
 ADVISE -

CAUSE LOOSE
 B4728 REAR SIDE DOOR OUTSIDE HANDLE ROD
 ADJUSTMENT
 953 WG 0.40 0.40 1168 4778 47.78 47.78
 OLN EXTRA TIME TO REPAIR VEHICLE
 953 WG 0.50 0.50 1460 5972 59.72 59.72
 FC PART# 20760509 COUNT: 0 0 0 TPARTS

CLAIM TYPE:
 AUTH CODE:
 2628 10750 TLABOR
 PARTS: 0.00 LABOR: 107.50 OTHER: 0.00 TOTAL LINE A: 107.50

354 LOOSE NECESSARY EXTRA TIME TO BREAK INTO LEFT REAR DOOR BREAK
 INTO DOOR SECURE LOCK ROD TO LATCH FOR OUTSIDE HANDLE WAS OFF ALSO
 CHILD LOCK WAS ON SO DOOR WOULD NOT OPEN FROM INSIDE HANDLE
 B PERFORM FREE MULTI POINT INSPECTION

MULTI PERFORM FREE MULTI POINT INSPECTION
 953 CGC 0.00 0.00 0 0 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

 * CHARGE [] VISA [] MASTER [] AMEX []
 * DISCOVER [] CARTE BLANCE [] DINERS []
 * CHECK# [] CASH [] CAR CARE []

| DATE | START | FINISH | DURATION | TYPE | TECH | LINE(S) | CHG |
|----------|-------|--------|----------|------|------|---------|-----|
| 02-15-10 | 11:10 | 12:02 | 0.86 | W | 953 | A | |

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



CUSTOMER #: 120907

522371

ACCOUNTING

DUPLICATE 2
PAGE 2

5301 W. IRVING PARK RD. Chicago, IL 60641
Telephone: (773) 465-2000
Service Direct Line: (773) 508-4110
www.mikeandersonchevy.com

CHICAGO, IL

HOME: CONT:N/A

BUS: CELL:

** PRE-INVOICE **
SERVICE ADVISOR: 3097 NIR JESUS TORRES

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|--------|------|------------------|-------------|---------|------------------|------|
| MAROON | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 354/354 | T933 |

| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | RATE | PAYMENT | INV DATE |
|------------|-----------|----------|--------------|-------|------|---------|----------|
| 06FEB10 DD | | | WAIT 15FEB10 | | | CASH | 16FEB10 |

R.O. OPENED: READY: OPTIONS: ENG:3.6 Liter

09:15 15FEB10 15:28 16FEB10

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

| ACCOUNT | SALE | COST | CONTROL | ACCOUNT | SALE | COST | CONTROL |
|---------|-------|-------|---------|---------|------|-------|---------|
| | 10750 | 2628 | | 4600 | 0 | 0 | |
| | 10750 | ***** | | 2250 | 0 | ***** | |

COST, SALE, & COMP TOTALS 2628 10750 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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

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

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

CUSTOMER SIGNATURE

CUSTOMER #: 120907

523319



5301 W. IRVING PARK RD. Chicago, IL 60641
Telephone: (773) 465-2000
Service Direct Line: (773) 508-4110
www.mikeandersonchevy.com

WARRANTY

PAGE 1

SERVICE ADVISOR: 4001 GRACIELA CORIA-HUERT

CHICAGO, IL
HOME:
BUS:

CONT:N/A
CELL:

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|---------------|---------------|------------------------|--------------|---------|----------------|---------|----------|
| MAROON | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 1560/1560 | T490 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO. | RATE | PAYMENT | INV DATE |
| 06FEB10 | | | WAIT 10MAR10 | | | CASH | 10MAR10 |
| R.O. OPENED | READY | OPTIONS: ENG:3.6 Liter | | | | | |
| 09:24 10MAR10 | 14:13 10MAR10 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|--|--------|------|----------------|-------|------|-------|-------|
| A CUSTOMER STATES THAT INSIDE HANDLE IS COMING OFF, SOP IS IN CAUSE: LOOSE / CRACKED | | | | | | | |
| C3540 REAR SIDE DOOR TRIM PANEL REPLACEMENT RIGHT SIDE | | | | | | | |
| | | 953 | WG | 0.10 | | 11.94 | 11.94 |
| | | 1 | 20872379 F-CAP | | 3.97 | 3.28 | 3.28 |
| FC PART#: 20872379 COUNT: 1 226 328 TPARTS | | | | | | | |
| CLAIM TYPE: AUTH CODE: 292 1194 TLABOR | | | | | | | |

Handwritten: Paid 3/18

| | | |
|---------------------------|-------------------|-----------------|
| TECH: 953 | ACTUAL HRS.: 0.30 | SOLD HRS.: 0.10 |
| SALE-LBR: 11.94 PTS: 3.28 | MSC: 0.00 | LUB: 0.00 |
| SUB: 0.00 | TOTAL: 15.22 | |
| COST-LBR: 2.92 PTS: 2.26 | MSC: 0.00 | LUB: 0.00 |
| SUB: 0.00 | TOTAL: 5.18 | |

1560 LOOSE / CRACKED INSTALL LFT REAR INSIDE DOOR HANDLE COVER TAB BROKE

EST: 0.00 10MAR10 09:24 SA: 4001

* CHARGE [] VISA [] MASTER [] AMEX []

* DISCOVER [] CARTE BLANC [] DINERS []

* CHECK# [] CASH [] CAR CARE []

| | | |
|---------------------------|------------------|----------------|
| TECH: 953 | ACTUAL HRS: 0.30 | SOLD HRS: 0.10 |
| SALE-LBR: 11.94 PTS: 3.28 | MSC: 0.00 | LUB: 0.00 |
| SUB: 0.00 | TOTAL: 15.22 | |
| COST-LBR: 2.92 PTS: 2.26 | MSC: 0.00 | LUB: 0.00 |
| SUB: 0.00 | TOTAL: 5.18 | |

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

CUSTOMER #: 120907

523319



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 www.mikeandersonchevy.com

WARRANTY

PAGE 2

SERVICE ADVISOR: 4001 GRACIELA CORIA-HUERT

CHICAGO, IL

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

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|---------------|---------------|------------------------|-------------------------|---------|----------------|---------|----------|
| MAROON | 10 | CHEVROLET MALIBU | 1G1LZD5E79AF [REDACTED] | | 1560/1560 | T490 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | RATE | PAYMENT | INV DATE |
| 06FEB10 DI | | | WAIT 10MAR10 | | | CASH | 10MAR10 |
| R/O OPENED | READY | OPTIONS: ENG:3.6_Liter | | | | | |
| 09:24 10MAR10 | 14:13 10MAR10 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|-----------------------------------|--------|------|------|-------|------|-----|-------|
| *** NO RO PUNCH TIMES ON FILE *** | | | | | | | |

| ACCOUNT | SALE | COST | CONTROL | ACCOUNT | SALE | COST | CONTROL |
|------------|------|-------|------------|------------|------|------|------------|
| [REDACTED] | 1194 | 292 | [REDACTED] | [REDACTED] | 328 | 226 | [REDACTED] |
| [REDACTED] | 1522 | ***** | | | | | |

| COST, SALE, & COMP TOTALS | | 518 | 1522 | 0 | |
|--|--|-----|------|--------------------|--------|
| ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. | STATEMENT OF DISCLAIMER | | | DESCRIPTION | TOTALS |
| | The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. | | | LABOR AMOUNT | 11.94 |
| | (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) | | | CUSTOMER SIGNATURE | |
| | | | | PARTS AMOUNT | 3.28 |
| | | | | GAS, OIL, LUBE | 0.00 |
| | | | | SUBLET AMOUNT | 0.00 |
| | | | | MISC. CHARGES | 0.00 |
| | | | | TOTAL CHARGES | 15.22 |
| | | | | LESS INSURANCE | 0.00 |
| | | | | SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | | | | 15.22 | |

CUSTOMER #:120907

523319



CHICAGO, IL

WORKORDER

PAGE 1

5301 W. IRVING PARK RD. Chicago, IL 60641
Telephone: (773) 465-2000
Service Direct Line: (773) 508-4110
www.mikeandersonchevy.com

HOME CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 4001 CORIA-HUERTA, GRACIEL

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-------------|-----------|------------------|---------------|---------|----------------|---------|----------|
| MAROON | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 1560/ | T490 | |
| DEL DATE | PROD DATE | WARR EXP | PREMIUM | PO NO | RATE | PAYMENT | INV DATE |
| 06FEB10 DD | | | ** WAITER ** | | | CASH | |
| R.O. OPENED | READY | OPTIONS | ENG:3.6_Liter | | | | |

10MAR2010 09:24

| LINE OF CODE | TECH. TYPE | DESCRIPTIONS/INSTRUCTIONS |
|--------------|------------|---|
| # A 22 | WG | CUSTOMER STATES THAT INSIDE HANDLE IS COMING OFF, SOP IS IN |

953

C# 3540.1

B MULTI CGC PERFORM FREE MULTI POINT INSPECTION

C 13CVZTIRE CGC 832 OR GREATER TREAD DEPTH

Preliminary Estimate : \$0.00

[Signature]

3.10.10 Bk

490

IN WORK UNDER GMAP - 220 MIN. CODE CITY OF CHICAGO. A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE REQUESTED MAY BE LESS THAN THE ESTIMATE, BUT THE ESTIMATE IS MORE THAN 10% OR 175.00, WITHOUT YOUR CONSENT, WE WILL NOT BE RESPONSIBLE FOR THE PRICE EXCEEDS AN AMOUNT YOU HAVE REQUESTED.

WARRANTY: Any warranties on the parts and labor are made by the manufacturer. The dealer understands and agrees that dealer makes no warranty, express or implied, and disclaims all warranties of merchantability or fitness for a particular purpose. The dealer understands and agrees that dealer makes no warranty, express or implied, and disclaims all warranties of merchantability or fitness for a particular purpose. The dealer understands and agrees that dealer makes no warranty, express or implied, and disclaims all warranties of merchantability or fitness for a particular purpose.

YOUR SIGNATURE WILL INDICATE YOUR SELECTION

I have an estimate in writing before you begin repairs.
I do not want an estimate and you may not the price for repairs.
I hereby authorize the above repair work to be done along with the necessary material and labor for the repair of the car or truck described on sheet, highway or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. It is understood and agreed that you shall not be responsible for any loss or damage of any nature to said motor vehicle without the use of device directly attributable to your negligence. In no event shall you be responsible for articles left in said motor vehicle. I hereby understand that Mike Anderson Chevrolet of Chicago, LLC, will assume no liability for consequential or incidental damage flow of water, loss of opportunity, etc.) due to circumstances that are outside of our control (labor strikes, non-delivery of parts, etc.) which affect the time required to complete repairs to your vehicle.

You are entitled by law to the return of all parts replaced, except those which are too heavy or large, and those required to be sent back to the manufacturer or distributor because of warranty work or an exchange agreement. You are entitled to inspect the parts which cannot be returned to you. Do You Want The Replaced Parts You Are Entitled To?
YES NO

WARRANTY: Any warranties on the parts and labor are made by the manufacturer. The dealer understands and agrees that dealer makes no warranty, express or implied, and disclaims all warranties of merchantability or fitness for a particular purpose. The dealer understands and agrees that dealer makes no warranty, express or implied, and disclaims all warranties of merchantability or fitness for a particular purpose.

WARRANTY: Any warranties on the parts and labor are made by the manufacturer. The dealer understands and agrees that dealer makes no warranty, express or implied, and disclaims all warranties of merchantability or fitness for a particular purpose. The dealer understands and agrees that dealer makes no warranty, express or implied, and disclaims all warranties of merchantability or fitness for a particular purpose.

WARRANTY: Any warranties on the parts and labor are made by the manufacturer. The dealer understands and agrees that dealer makes no warranty, express or implied, and disclaims all warranties of merchantability or fitness for a particular purpose. The dealer understands and agrees that dealer makes no warranty, express or implied, and disclaims all warranties of merchantability or fitness for a particular purpose.

CUSTOMER #: 120907

523319



5301 W. IRVING PARK RD. Chicago, IL 60641
Telephone: (773) 465-2000
Service Direct Line: (773) 508-4110
www.mikeandersonchevy.com

ACCOUNTING

CHICAGO, IL

HOME: CONT:N/A
BUS: CELL:

PAGE 1
** PRE-INVOICE **
SERVICE ADVISOR: 4001 GRACIELA CORIA-HUERT

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|--------|------|------------------|-------------|---------|------------------|------|
| MAROON | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 1560/1560 | T490 |

| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | RATE | PAYMENT | INV DATE |
|------------|-----------|----------|--------------|-------|------|---------|----------|
| 06FEB10 DD | | | WAIT 10MAR10 | | | CASH | 10MAR10 |

| R.C. OPENED | READY | OPTIONS: |
|---------------|---------------|---------------|
| 09:24 10MAR10 | 14:13 10MAR10 | ENG:3.6_Liter |

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

A CUSTOMER STATES THAT INSIDE HANDLE IS COMING OFF, SOP IS IN CAUSE: LOOSE / CRACKED

| | | | | | | | | | | | |
|--|-----|----------|----------|--------|------|-----|------|--------|------|-------|-------|
| C3540 REAR SIDE DOOR TRIM PANEL REPLACEMENT RIGHT SIDE | | | | | | | | | | | |
| | 953 | WG | | 0.30 | 0.10 | 292 | 1194 | | | 11.94 | 11.94 |
| | 1 | 20872379 | F-CAP | | | 226 | 328 | 0 | 3.97 | 3.28 | 3.28 |
| | PC | PART# | 20872379 | COUNT: | 1 | 226 | 328 | TPARTS | | | |

| | | | | | | | | | | | |
|-------------|------|--------|--|-------|--------|------|---------------|--------|--|-------|--|
| CLAIM TYPE: | | | | | | | | | | | |
| AUTH CODE: | | | | | | | | | | | |
| | | | | | | 292 | 1194 | TLABOR | | | |
| PARTS: | 3.28 | LABOR: | | 11.94 | OTHER: | 0.00 | TOTAL LINE A: | | | 15.22 | |

1560 LOOSE / CRACKED INSTALL LEFT REAR INSIDE DOOR HANDLE COVER TAB BROKE

| | | | | | | | | | | | |
|---|------|--------|--|------|--------|------|---------------|--|--|------|------|
| B PERFORM FREE MULTI POINT INSPECTION | | | | | | | | | | | |
| MULTI PERFORM FREE MULTI POINT INSPECTION | | | | | | | | | | | |
| | 953 | CGC | | 0.00 | 0.00 | 0 | 0 | | | 0.00 | 0.00 |
| PARTS: | 0.00 | LABOR: | | 0.00 | OTHER: | 0.00 | TOTAL LINE B: | | | 0.00 | |

| | | | | | | | | | | | |
|------------------------------|------------|--------|------------------------|------|--------|------|---------------|--|--|------|------|
| C 832 OR GREATER TREAD DEPTH | | | | | | | | | | | |
| | 13CVZTTRE8 | 832 | OR GREATER TREAD DEPTH | | | | | | | | |
| | 953 | CGC | | 0.00 | 0.00 | 0 | 0 | | | 0.00 | 0.00 |
| PARTS: | 0.00 | LABOR: | | 0.00 | OTHER: | 0.00 | TOTAL LINE C: | | | 0.00 | |

 * CHARGE [] VISA [] MASTER [] AMEX []
 * DISCOVER [] CARTE BLANC [] DINERS []
 * CHECK# [] CASH [] CAR CARE []

*** NO RO PUNCH TIMES ON FILE ***

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

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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.

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

CUSTOMER SIGNATURE

CUSTOMER #: 120907

523319



5301 W. IRVING PARK RD. · Chicago, IL 60641
 Telephone: (773) 465-2000
 Service Direct Line: (773) 508-4110
 www.mikeandersonchevy.com

ACCOUNTING

CHICAGO, IL
 HOME: [REDACTED] CONT:N/A
 BUS: [REDACTED] CELL:

PAGE 2
 ** PRE-INVOICE **
 SERVICE ADVISOR: 4001 GRACIELA CORIA-HUERT

| | | | | | | | |
|-------------|-----------|------------------------|------------------------|---------|----------------|---------|----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
| MAROON | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF [REDACTED] | | 1560/1560 | T490 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PG NO | RATE | PAYMENT | INV DATE |
| 06FEB10 | | | WAIT 10MAR10 | | | CASH | 10MAR10 |
| R.O. OPENED | READY | OPTIONS: ENG:3.6_Liter | | | | | |
| 09:24 | 10MAR10 | 14:13 | 10MAR10 | | | | |

| LINE | OPCODE | TECH | TYPE | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET | TOTAL |
|------|--------|------------|------|-------|---------|------------|------|-------|---------|-----|-------|
| | | ACCOUNT | SALE | COST | CONTROL | ACCOUNT | SALE | COST | CONTROL | | |
| | | [REDACTED] | 1194 | 292 | | [REDACTED] | 328 | 226 | | | |
| | | [REDACTED] | 0 | 0 | | [REDACTED] | 1522 | ***** | | | |
| | | [REDACTED] | 0 | ***** | | | | | | | |

COST, SALE, & COMP TOTALS 518 1522 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

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

| 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 |

3/12

CUSTOMER #: 120907

523319



WARRANTY

5301 W. IRVING PARK RD. - Chicago, IL 60641
Telephone: (773) 465-1000
Service Direct Line: (773) 408-4110
www.mikeandersonchevy.com

CHICAGO, IL
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

PAGE 1

SERVICE ADVISOR: 4001 GRACIELA CORTEA-HURTT

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|-------------|------------|------------------|------------------------|----------------|------------------|---------|-----------|
| MAROON | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF [REDACTED] | | 1560 / 1560 | 1490 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | DATE | PAYMENT | INV. DATE |
| 06FEB10 | | | WAIT 10MAR10 | | | CASH | 10MAR10 |
| R.O. OPENED | | READY | OPTIONS: | ENG: 3.6 liter | | | |

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

A CUSTOMER STATES THAT INSIDE HANDLE IS COMING OFF, SOP IS IN CAUSE: LOOSE / CRACKED

C3540 REAR SIDE DOOR TRIM PANEL REPLACEMENT RIGHT SIDE

953 WG 0.10

(1 20872379 F-CAP)

FC: PART#: 20872379 COUNT: 1 226 328 TPARTS

CLAIM TYPE:

AUTH CODE:

292 1194 TLABOR

TECH: 953 ACTUAL HRS.: 0.30 SOLD HRS.: 0.10

| | | | | | | | | | | | |
|-----------|-------|------|------|------|------|------|------|------|------|--------|-------|
| SALE-LBR: | 11.94 | PTS: | 3.28 | MSC: | 0.00 | LUB: | 0.00 | SUB: | 0.00 | TOTAL: | 15.22 |
| COST-LBR: | 2.92 | PTS: | 2.26 | MSC: | 0.00 | LUB: | 0.00 | SUB: | 0.00 | TOTAL: | 5.18 |

1560 LOOSE / CRACKED INSTALL LFT REAR INSIDE DOOR HANDLE COVER TAB BROKE

EST: 0.00 10MAR10 09:24 SA: 4001

* CHARGE [] VISA [] MASTER [] AMEX []

* DISCOVER [] CARTE BLANCHE [] DINERS []

* CHECK# [] CASH [] CAR CARE []

SOLD HRS.: 0.1

| | | | | | | | |
|---|------|------|------|------|------|--------|-------|
| : | 0.00 | LUB: | 0.00 | SUB: | 0.00 | TOTAL: | 15.22 |
| : | 0.00 | LUB: | 0.00 | SUB: | 0.00 | TOTAL: | 5.18 |

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

(DATE) CUSTOMER SIGNATURE

ATTACH TO HARD COPY 3/12

Paid 3/16 \$510.00



2557690010597108352413.0410101

Warranty Parts Return to Service Agent

| | |
|---|---|
| Type of Request: Parts Parts with Documents: | |
| Service Agent Mike Anderson Chevrolet Of Chicago, From Contact, Wally 7734652000 5333 W Irving Park Road Chicago, IL 60641-2529 US | WPC Address Warranty Parts Ctr Attention, Grebe, Sam - 248-371-9900 45 Northpointe Dr Orion, MI 48359 USA |
| Transaction Information Transaction ID: 001059710835 Job Card Number: 523319 Invoice Number: | Additional Shipping Information Tracking Number: Shipping Company: Account: |
| Vehicle Information VIN 1G1ZD5E79AF [REDACTED] Labour Operation: C3540 - Rear Side Door Trim Panel Replacement - Right Side Complaint, 0890 - Interior - Other issues Cause: 2017 - Surface (interior) - Broken Correction: INSTALL LFT REAR INSIDE DOOR HANDLE COVER TAB BROKE | |

Special Instructions:

Replacement Parts:

| Quantity | Causal Part | Part Number | Description | Hazardous |
|----------|-------------|-------------------|--------------------------------|-----------|
| 1 | X | 00000000020872379 | CAP-FRT/RR S/D I/S HDL BOLT FI | No |

GM Global Warranty Management

Tue Mar 16 11:56:13 EDT 2010

Please detach along this line and include the top portion inside the package and affix the bottom portion to the outside of the package



2557690010597108352413.0410101

Mike Anderson Chevrolet Of Chicago,
From Contact, Wally 7734652000
5333 W Irving Park Road
Chicago, IL 60641-2529
US

Warranty Parts Ctr
Attention, Grebe, Sam - 248-371-9900
45 Northpointe Dr
Orion, MI 48359
USA

| | | | |
|---|--|---|--------|
| MIKE ANDERSON CHEVROLET OF CH 7734652000 | | 1 LBS | 1 OF 1 |
| 5333 W IRVING PARK ROAD CHICAGO IL 60641 | | | |
| SHIP TO: GM WARRANTY PARTS CENTER 45 NORTHPOINTE DR ORION MI 48359-1847 | | | |
|  | | MI 480 5-01 | |
| | |  | |
| UPS GROUND | | | |
| TRACKING #: 1Z 8W4 Y33 03 9684 2522 | | | |
|  | | | |
| BILLING: P/P | | | |
| Reference No.1: 001059710835 | | Reference No.2: 255769.Wally | |
| | |  | |

20L 10.01.17 9W45 99.0A 01/2010
001059710835


FOLD HERE

UPS ICVS: View/Print Label

- Print the label(s):** Select the Print button on the print dialog box that appears. Note: If your browser does not support this function select Print from the File menu to print the label.
 - Fold the printed label at the dotted line.** Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label.
 - GETTING YOUR SHIPMENT TO UPS Customers without a Daily Pickup**
 - Schedule a same day or future day Pickup to have a UPS driver pickup all of your Internet Shipping packages.
 - Hand the package to any UPS driver in your area.
 - Take your package to The UPS Store™, Customer Center or Authorized Shipping Outlet.
 - Drop off your Air Shipments including Worldwide Express SM at one of our 50,000 UPS locations.
- Customers with a Daily Pickup**
- Your driver will pickup your shipment(s) as usual.

ROGERS

AUTO GROUP
Chicago's Auto Store

FAX COVER LETTER

Date: 3/2/12

FAX #: 866.600.7176

TO: KISKA / RE: 71-1042992800

FROM: Benny COSTRE

Number of Pages to Follow: 12

(1 OF 3 packets)

ROGERS AUTO GROUP
2720 SOUTH MICHIGAN AVE
CHICAGO, IL 60616
PHONE# 312-225-4300 FAX# 312-567-9498
WWW.ROGERSAUTOGROUP.NET

DEAL 115288 CTL NO 115288
SOLD TO: [REDACTED]
ADDRESS: 1739 N MONITOR
CITY, STATE, ZIP: CHICAGO, COOK, IL 60639

SALESPERSON: JOHNSON, DON
HOME PHONE: (773) 417-4746
WORK PHONE: (312) 996-0991

ABOUT VEHICLE BEING PURCHASED ("VEHICLE")

Please enter my order for the following: NEW USED DEMO
YEAR: 2010
MAKE: CHEVROLET
MODEL/SERIES: MALI
COLOR: RED JEWEL
VIN: 1G1ZD5E79AF [REDACTED]
STOCK #: C0038

TO THE NEGOTIATED CASH PRICE OF EACH VEHICLE, WE MAY ADD A DOCUMENTARY FEE FOR OUR COSTS AND OVERHEAD. A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATED TO CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$51.85 AND SHALL BE SUBJECT TO AN ANNUAL RATE ADJUSTMENT EQUAL TO THE PERCENTAGE OF CHANGE IN THE BUREAU OF LABOR STATISTICS CONSUMER PRICE INDEX. THE ONLY OTHER ADDITIONAL CHARGES PERMITTED ARE DEALER-ADDED OPTIONS, WARRANTY AND SERVICE CONTRACTS, INSURANCE AND THE ACTUAL COST OF LICENSE AND TITLE REGISTRATION AND TAXES. THIS NOTICE IS REQUIRED BY LAW.

DEALER INSTALLED OPTIONS OR SERVICES

[REDACTED]

TOTAL DEALER INSTALLED ITEMS:

NO STATEMENTS RELATING TO THE PRIOR USE OR CONDITION OF THE VEHICLE HAVE BEEN MADE BY ANY OF DEALER'S PERSONNEL, AND I AM NOT RELYING ON ANY STATEMENTS, EXCEPT AS FOLLOWS (attach additional sheet if needed):
N/A

I acknowledge that I have read the terms and conditions (BOTH SIDES AND ANY RIDERS) and have received [REDACTED] AND ANY RIDERS.

INITIAL: [REDACTED]

I AM AWARE OF THE ARBITRATION PROVISIONS ON THE REVERSE AND I AGREE THAT THEY ARE PART OF THIS ORDER. I HAVE READ, SIGNED AND RECEIVED COPIES, IF APPLICABLE, OF THE USED VEHICLE DISCLOSURE, IMMEDIATE DELIVERY RIDER, AND/OR [REDACTED] AGREEMENT.

INITIAL: [REDACTED]

FOR NEW VEHICLE SALES, the only warranties applying to this vehicle are those offered by the Manufacturer. MANUFACTURER AND DEALER DO NOT WARRANT NON-MANUFACTURER PARTS, ACCESSORIES, OR CONVERSIONS TO THE VEHICLE. Unless you purchase an extended warranty or service contract, WE DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY [REDACTED]

INITIAL: [REDACTED]

CASH DELIVERY PRICE OF VEHICLE BEING PURCHASED

| | |
|---|-----------|
| VEHICLE BEING PURCHASED | 36534.00 |
| PLUS ACCESSORIES / ADDITIONAL ITEMS | |
| 1. OPT ERT FEE | 25.00 |
| 2. | N/A |
| PLUS DEALER INSTALLED ITEMS | N/A |
| SELLING PRICE | 36559.00 |
| LESS GROSS TRADE ALLOWANCE | 16177.00 |
| CASH DIFFERENCE | 20382.00 |
| PLUS DOCUMENTARY FEE | 154.38 |
| TAXABLE TOTAL | 20536.38 |
| PLUS SALES TAX | 1745.58 |
| COUNTY TAX | 19.00 |
| OTHER TAX | N/A |
| PLUS LICENSE/LICENSE TRANSFER/TITLE/REGISTRATION FEES | 194.00 |
| SUBTOTAL | 22490.96 |
| LESS DEPOSIT / DOWN PAYMENT | 5600.00 |
| LESS CREDITS TO CUSTOMER FOR: | N/A |
| APPLICABLE DISCOUNTS/REBATES: | 4858.52 |
| 1. | N/A |
| 2. PLUS GAP | 300.00 |
| PLUS WARRANTY/SERVICE CONTRACT | 1084.00 |
| NET CASH DUE FROM CUSTOMER OR | |
| AMOUNT FINANCED ON DELIVERY: | 134161.44 |
| PLUS EST. AMOUNT OWED ON TRADE IN(S) | 16177.00 |
| BALANCE DUE DEALER | 295931.44 |

All dealer and manufacturer incentives, including all rebates, are included in the cash price.

FOR CREDIT SALES, THE REQUIRED INFORMATION, COST OF CREDIT, AND OTHER DISCLOSURES CONTAINED ON THE RETAIL INSTALLMENT CONTRACT ARE A PART OF THIS ORDER. I SIGNED AND RECEIVED A COPY OF THE RETAIL INSTALLMENT CONTRACT WHEN [REDACTED]

INITIAL: [REDACTED]

FOR USED VEHICLE SALES ONLY, the information you see on the window sticker on the vehicle is part of the contract. Information on the window sticker overrides any contrary provisions in the contract of sale.

ABOUT VEHICLE BEING TRADED IN ("TRADE-IN")

YEAR: 06
MAKE: CHRYSLER
MODEL/SERIES: 300
COLOR: N/A
VIN: 2C3KA43R26H108846
LIEN HOLDER: AMERICREDIT
ADDRESS:
ACCOUNT #
ESTIMATED AMOUNT OWED: 16177.00

Note: If you choose to pay off negative equity on your Trade-In as part of the financing of the Vehicle, you understand that the price of the Vehicle will be increased to account for the negative equity that you finance.

This Order is not binding until accepted by Dealer's authorized representative.

We will not extend credit to you. THIS ORDER IS BINDING ON DEALER, AND WE SHALL NOT BE OBLIGATED TO SELL, UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A FINANCING SOURCE WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS, or for a cash deal until you make full payment of the Net Cash Due shown above within 2 days of the date hereof. If this is a credit sale, you agree to provide us with a full, correct, and complete application, supporting documents, and cooperate in obtaining financing; and if we are unable to arrange financing on the terms disclosed in the retail installment contract, you may cancel this Order and receive the return of any deposit and your Trade-In (unless it has been sold, in which event you shall receive the actual cash value of the Trade-In). By

[REDACTED]
Date: [REDACTED]
Signature: [REDACTED]
Date: [REDACTED]
Signature: [REDACTED]

ACCEPTED BY: [REDACTED]
Date: 02/26/10
Signature: [REDACTED]
Date: [REDACTED]
Signature: [REDACTED]

FEDERAL TRUTH-IN-LENDING DISCLOSURE STATEMENT

| ANNUAL PERCENTAGE RATE | FINANCE CHARGE | Amount Financed | Total of Payments | Total Sale Price |
|---|---|---|--|--|
| The cost of your credit as a yearly rate. | The dollar amount the credit will cost you. | The amount of credit provided to you or on your behalf. | The amount you will have paid after you have made all payments as scheduled. | The total cost of your purchase on credit, including your downpayment of |
| 12.99 % | \$ 13390.48 | \$ 29593.44 | \$ 42973.92 | \$ 10449.52 \$ 53422.44 |

| | |
|------------------------------|-------------|
| Cash Price | \$ 36124.00 |
| Less Cash Downpayment | \$ 10449.52 |
| Value of Trade-In | |
| Trade \$ | 10177.00 |
| Lien Payoff \$ | 10177.00 |
| To AMERICAN CREDIT | |
| Net Trade \$ | N/A |
| Amounts Paid on Your Account | |
| Unpaid Balance of Cash Price | \$ 26075.48 |

Your payment schedule will be:

| Number of Payments | Amount of Payments | When Payments Are Due |
|--------------------|--------------------|------------------------------|
| 72 | \$ 596.86 | monthly beginning 04/12/2010 |
| N/A | \$ N/A | N/A |

Amount Paid to Others for You

*WE MAY BE RETAINING A PORTION OF THIS AMOUNT

| | |
|--------------------------------|---------|
| Unpaid Balance Due on Trade-In | \$ 0.00 |
| 2004 EXU | 300 |

Security: You are giving a security interest in the goods being purchased and in any moneys, credits or other property of yours in the possession of the Assignee, on deposit or otherwise.

Late Charge: If any payment is ten (10) days late, you will be charged: i) 5% of the installment if the installment is in excess of \$200.00; or ii) \$10.00 if the installment is for \$200.00 or less.

Prepayment: You have the right to prepay the unpaid balance in full or in part at anytime without penalty. See your contract terms below and on the reverse side for any additional information about nonpayment, default, any required repayment in full before the scheduled date, prepayment refunds and penalties and further information about security interests.

Year, Make, Model of Buyer's Trade-In

(Paid to) N/A

*Insurance Companies:

- * N/A \$ N/A
- * N/A \$ N/A
- * N/A \$ N/A

Public Officials (Licenses, Title & Taxes) \$ 1954.58

*Paid to ERT Service Provider for **Optional ERT Fee** \$ 25.00

To **BOCCER POSTUM** \$ 154.99

To **FOR GAP** \$ 300.00

To **DLR & AUTO GRD SRV CT FOR SERV CONT** \$ 1084.00

TO SAFEGUARD GAPDLR & AUTO GRD SRV CT FOR SERV CONT

Buyer(s) [Redacted] (Names) [Redacted] (Residence Address) [Redacted] (City) CHICAGO (State) IL (Zip) [Redacted]

Buyer(s) [Redacted] (Names) [Redacted] (Residence Address) [Redacted] (City) CHICAGO (State) IL (Zip) [Redacted]

Seller **ROGERS AUTO GROUP 2720 S MICHIGAN AVE CHICAGO, IL 60616** (Corporate Firm or Trade Name) (Business Address) (City) (State) (Zip)

Seller hereby sells and Buyer or Buyers, jointly and severally, hereby purchase the following motor vehicle with accessories and equipment thereon for the deferred payment price and on the terms set forth in this contract. Buyer acknowledges delivery and acceptance of said motor vehicle in good condition.

| New or Used | Year | Make of Vehicle | Model | Body Style | No. Cyl. | Serial Number | Body Color | Top Color | Key No. |
|-------------|------|-----------------|--------|------------|----------|------------------------|------------|-----------|---------|
| NEW | 2010 | CHEVROLET | MALIBU | | | 1G1ZD5E79AF [Redacted] | RED JEWEL | | |

Buyer Promises to pay to the order of Seller at the offices of: **SANTANDER CONSUMER USA** (Assignee) located in **LEHIGH VALLEY, PA**, Illinois

the Amount Financed shown above together with a Finance Charge on the principal balance of the Amount Financed from time to time unpaid at the rate of **12.99** % per annum from date until maturity in **71** installments of \$ **596.86** each and a final installment of \$ **596.86**, beginning on **12 APR 2010** and continuing on the same day of each successive month thereafter until fully paid. All payments shall be applied first to accrued Finance Charge and the balance to principal. The Finance Charge has been computed on the scheduled unpaid balances of the Amount Financed on the assumption that all scheduled installments will be paid when due. Guarantor, if any, guarantees collection of all amounts due under this contract upon failure of the Seller to collect from the Buyer named herein.

SECURITY INTERESTS: Seller is granted a purchase-money security interest in the motor vehicle described above and all accessions under the Illinois Uniform Commercial Code until the Total of Payments and all future indebtedness for taxes, liens, repairs and insurance premiums advanced by holder hereunder are paid in full. Buyer grants assignee the right of set-off or lien on any moneys, credits or other property of Buyer in possession of the Assignee, on deposit or otherwise, excepting IRA or similar deposits. Seller is also granted a security interest in any premium rebates for insurance or service contracts, if financed hereunder, in the proceeds of any insurance or service contract on the motor vehicle, and in the proceeds of any credit life and/or accident and health insurance financed hereunder, until all amounts due under this contract are paid in full.

ACCELERATION: Buyer agrees that (1) if Buyer shall default in the payment of any installment of the Total of Payments or any other indebtedness due hereon; or (2) Buyer shall fail to perform any agreement or warranty made by Buyer herein; or (3) if the motor vehicle shall be lost, stolen; substantially damaged, destroyed, sold, encumbered, removed, concealed, attached or levied upon; or (4) if the motor vehicle shall be seized or forfeited for violation of any law or ordinance, State, Federal or Municipal; or (5) a proceeding under any bankruptcy or insolvency statute shall be instituted by or against Buyer or Buyer's business or property, or Buyer shall make an assignment for benefit of creditors, or (6) if Buyer shall die or be adjudged incompetent; or (7) if holder shall, for reasonable cause, deem itself insecure; or (8) if Buyer shall fail to keep the motor vehicle fully insured for the entire term of this contract, the holder may declare all unpaid installments of the Total of Payments and all other indebtedness secured hereby immediately due and payable, without notice or demand.

PREPAYMENT: THE BUYER MAY PREPAY IN FULL OR IN PART THE UNPAID BALANCE OF THE CONTRACT AT ANY TIME WITHOUT PENALTY.

DELINQUENCY CHARGE: If any payment is ten (10) days late, you will be charged: i) 5% of the installment if the installment is in excess of \$200.00; or ii) \$10.00 if the installment is for \$200.00 or less. In addition, Buyer agrees to pay reasonable attorneys' fees, costs and expenses incurred in the collection or enforcement of the debt or in realizing on the collateral. Buyer agrees to pay Finance Charges after maturity of the final installment, or after acceleration upon default, at the Annual Percentage Rate stated herein so long as there exists any uncured default hereunder, all without relief from valuation or appraisal laws.

INSURANCE AGREEMENT: Motor Vehicle Damage or Loss insurance is required by Seller. (Buyer may choose the person through whom the insurance is to be obtained. If such insurance is to be obtained through Seller, the cost for a term of **N/A** months will be \$ **N/A**.)

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT

Credit Insurance is not required by Seller nor is it a factor in approval of the extension of credit. No credit insurance is to be provided unless the Buyer signs the appropriate authorization below. Group Credit Insurance is available for the term of the credit upon acceptance by insurer at the following costs:

Credit Life Insurance \$ **N/A** Credit Disability Insurance \$ **N/A**

SECURITY Mar. 2, 2012 9:13 AM money:Rodgers Auto motor vehicle described above and all accessions under the Illinois Uniform No. 1285 Code of 4 Total of Payments and all future indebtedness for taxes, liens, repairs and insurance premiums advanced by holder hereunder are paid in full. Buyer grants assignee the right of set off on any monies, credits or other property of Buyer in possession of the Assignee, on deposit or otherwise, excepting IRA or similar deposits. Seller is also granted a security interest in any premium rebates for insurance or service contracts, if financed hereunder, in the proceeds of any insurance or service contract on the motor vehicle, and in the proceeds of any credit life and/or accident and health insurance financed hereunder, until all amounts due under this contract are paid in full.

ACCELERATION: Buyer agrees that (1) if Buyer shall default in the payment of any installment of the Total of Payments or any other indebtedness due hereon; or (2) Buyer shall fail to perform any agreement or warranty made by Buyer herein; or (3) if the motor vehicle shall be lost, stolen, substantially damaged, destroyed, sold, encumbered, removed, concealed, attached or levied upon; or (4) if the motor vehicle shall be seized or forfeited for violation of any law or ordinance, State, Federal or Municipal; or (5) a proceeding under any bankruptcy or insolvency statute shall be instituted by or against Buyer or Buyer's business or property, or Buyer shall make an assignment for benefit of creditors, or (6) if Buyer shall die or be adjudged incompetent; or (7) if holder shall, for reasonable cause, deem itself insecure; or (8) if Buyer shall fail to keep the motor vehicle fully insured for the entire term of this contract, the holder may declare all unpaid installments of the Total of Payments and all other indebtedness secured hereby immediately due and payable, without notice or demand.

PREPAYMENT: THE BUYER MAY PREPAY IN FULL OR IN PART THE UNPAID BALANCE OF THE CONTRACT AT ANY TIME WITHOUT PENALTY.

DELINQUENCY CHARGE: If any payment is ten (10) days late, you will be charged: i) 5% of the installment if the installment is in excess of \$200.00; or ii) \$10.00 if the installment is for \$200.00 or less. In addition, Buyer agrees to pay reasonable attorneys' fees, costs and expenses incurred in the collection or enforcement of the debt or in realizing on the collateral. Buyer agrees to pay Finance Charges after maturity of the final installment, or after acceleration upon default, at the Annual Percentage Rate stated herein so long as there exists any uncured default hereunder, all without relief from valuation or appraisal laws.

INSURANCE AGREEMENT: Motor Vehicle Damage or Loss insurance is required by Seller. (Buyer may choose the person through whom the insurance is to be obtained. If such insurance is to be obtained through Seller, the cost for a term of N/A months will be \$ N/A.)

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT

Credit Insurance is not required by Seller nor is it a factor in approval of the extension of credit. No credit insurance is to be provided unless the Buyer signs the appropriate authorization below. Group Credit Insurance is available for the term of the credit upon acceptance by insurer at the following costs:

Credit Life Insurance \$ N/A Credit Disability Insurance \$ N/A

I desire Credit Life Insurance. I desire Credit Disability Insurance. I DO NOT want Credit Life or Disability Insurance.
N/A (Age of Insured) (Signature) 02/26/10 (Date) N/A (Age of Insured) (Signature) 02/26/10 (Date) [Redacted Signature] (Date)
N/A (Age of Insured) (Signature) (Date) N/A (Age of Insured) (Signature) (Date) [Redacted Signature] (Date)

SEE REVERSE HEREOF FOR INFORMATION ON POSSIBLE REFUND OF CREDIT LIFE OR DISABILITY INSURANCE PREMIUM.

NOTICE OF PROPOSED GROUP CREDIT LIFE INSURANCE

If a charge is made above for credit life insurance and if such insurance is to be procured by assignee, the undersigned takes notice that the decreasing term insurance written under a Group Credit Life Insurance Policy is to be purchased on the life of the Buyer or Buyers who signed above requesting it, subject to acceptance by the insurer and issuance of a certificate by N/A (Insurer) N/A (Home Office Address)

The amount of premium is shown above. The term of insurance will commence on the date of this contract and expire on the originally scheduled maturity date of the indebtedness. The initial amount of insurance will be equal to the initial indebtedness and will decrease as any payment is made on the indebtedness in an amount computed by multiplying the amount of the payment by the ratio of initial insurance over the initial indebtedness. The proceeds of any insurance paid will be applied to reduce or extinguish the indebtedness. If insurance is terminated prior to the scheduled maturity date of the indebtedness, any premium refund will be paid or credited promptly to the person entitled thereto. Refund formula is on file with the Director of Insurance and with creditor. All of the foregoing is subject to the provisions of the certificate of insurance to be issued.

Other Insurance: N/A (Type of Insurance), the cost for a term of N/A months will be \$ N/A.

BUYER AGREES THAT THE PROVISIONS ON THE REVERSE SIDE HEREOF SHALL CONSTITUTE A PART OF THIS RETAIL INSTALLMENT CONTRACT AND BE INCORPORATED HEREIN. If this contract evidences the sale of a used motor vehicle (1) Buyer acknowledges receipt of the original or a true copy of the "Buyer's Guide" form displayed by Seller on the side window of the used vehicle; and (2) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS USED VEHICLE IS A PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

DOCUMENTARY FEE: A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATED TO CLOSING OF A SALE. THE BASE DOCUMENTARY FEE BEGINNING JANUARY 1, 2008, WAS \$150. THE MAXIMUM AMOUNT THAT MAY BE CHARGED FOR A DOCUMENTARY FEE IS THE BASE DOCUMENTARY FEE OF \$150 WHICH SHALL BE SUBJECT TO AN ANNUAL RATE ADJUSTMENT EQUAL TO THE PERCENTAGE OF CHANGE IN THE BUREAU OF LABOR STATISTICS CONSUMER PRICE INDEX. THIS NOTICE IS REQUIRED BY LAW.

The Annual Percentage Rate may be negotiable with the Seller. If this Contract is assigned, Seller may retain or receive a portion of the Finance Charge.

NOTICE TO BUYER: 1. Do not sign this agreement before you read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the agreement you sign. 3. Under the law you have the right, among others, to pay in advance the full amount due and to obtain under certain conditions a partial refund of the finance charge. Buyer acknowledged receipt of a fully completed copy of this contract executed by both Seller and Buyer. Guarantor, if any, acknowledged receipt of completed copies of this contract and of Explanation of Guarantor's Obligation.

CO-BUYER: A Co-Buyer is a person who agrees to be primarily responsible for paying the entire debt and who (1) actually receives the vehicle or (2) is a parent or spouse of the Buyer, or (3) will be listed as an owner on the vehicle's title. By signing below, (1) I confirm that I will actually receive possession of the vehicle or will use it, or that I am a parent or spouse of the Buyer, or that I will be listed as an owner on the vehicle's title; (2) I agree to be primarily obligated under this contract; and (3) I consent to the Creditor having a security interest in the vehicle.

Dated: 26 FEB 2010
Seller: ROGERS/AUTO GROUP
By: [Signature] AGENT
Guarantor: N/A

Buyer(s) acknowledges receipt of a fully completed and executed copy of this Contract.
RETAIL INSTALLMENT CONTRACT
Buyer: [Redacted Signature]
Buyer: [Redacted Signature]

INSTRUCTIONS: If parent, spouse, or other person who is or will be listed as an owner on the vehicle's title is a co-buyer, sign above. Other co-signers, sign on the Guarantor line.



Illinois Department of Revenue

ST-556 Sales Tax Transaction Return

(R-7/06)

(For Vehicles, Watercraft, Aircraft, Trailers, and Mobile Homes)

Tax return no.: [REDACTED]
 IBT no.: 2360-4743
 Taxable location no.: 016-0001-1 001
 Taxable location name: CHICAGO
 Dealer's license no.: DL 89
 Rev: 04
 Form: 016

Do not write above this line.

| | | | | | | |
|----|----|----|----|----|--|--|
| NS | CA | ED | RC | TL | | |
|----|----|----|----|----|--|--|

NEW ROGERS PONTIAC INC
 2720 S MICHIGAN AVE
 CHICAGO IL 60616-2819

(312) 229-4300 EXT.# 00003

1 Write the buyer's name and address

Name(s) [REDACTED]
 Street [REDACTED] City CHICAGO State IL ZIP [REDACTED]

2 Describe the item sold

A Vehicle B Watercraft C Aircraft
 D Trailer E Mobile Home F _____
 New Used
 Identification no. 1G1ZD5E79AF [REDACTED]
 Year 2010 Make CHEVROLET
 Body style and model MALIBU

6 Write the price, and figure the tax

(Round to nearest dollar)

You must complete Lines 1 and 2 even if no tax is due.

1 Total price (include accessories, federal excise taxes, freight and labor, dealer preparation, documentary fees, and dealer-reimbursed rebates or incentives). 36713.00
 2 Total trade-in credit or value. 16177.00
 3 Amount subject to tax [Line 1 - Line 2] 20536.00
 4 Tax [Line 3 X .0725*] (If you made this sale from a temporary sales location, see the instructions.) 1746.00

*Ln 3 x .0850 if Chicago Buyer

3 Write the date of delivery

(This return is due no later than 20 days after the date of delivery.)

4 Describe the trade-in, if any

Item traded in AUTOMOBILE
 Identification no. 2C3KA43R26H [REDACTED]
 Year 06 Make LEXUS
 Body style and model SD 300

5 Exempt or sale to a nonresident

If so, check the correct box below, and see instructions for Section 6.
 A Nonresident buyer (NOT an out-of-state dealer) See instructions. drive-away permit no./lic. plate no. _____ state _____
 B Sold for resale to a DEALER _____ (Write either the Illinois dealer's IBT no. or "Out-of-state dealer")
 C Exempt organization (government, school, religious, or charitable) tax-exempt no. E- _____
 D Sold to an interstate carrier for hire for use as rolling stock Certificate of authority no. _____
 E Sold for rental use buyer's IBT no. _____
 F Other (describe) _____

5 Use tax for certain districts - (see instructions)
 Do not report home rule use tax below.
 a. County _____
 b. City _____ .00
 c. Township _____
 6 Total tax [Line 4 + Line 5] 1746.00
 7 Retailer's allowance if filed on time [Line 6 X .0175] 31.00
 8 Net tax due [Line 6 - Line 7] 1715.00
 9 Prior overpayment (see instructions)00
 10 Credit for previously paid tax (see instructions) ~~1715.00~~

On the line below, write the tax return number of the Form ST-556 on which you previously paid tax to an Illinois dealer.

Tax return no. _____
 11 Excess tax collected.00
 12 Total tax due [Line 8 - Line 9 - Line 10 + Line 11] 1715.00
 13 Credit memorandum (see instructions)00
 14 Amount due [Line 12 - Line 13]. 1715.00

Dealer's check no. _____

Do not write below this line.

Date received by Illinois state government Copy 1 - Revenue's

ATTACH PAYMENT HERE

Under penalties of perjury, we state that we have examined this return, including any schedules and statements, and to the best of our knowledge, it is true, correct, and complete. If the seller has taken a qualified trade-in, we also state that the trade-in was properly valued and the title of the trade-in was properly transferred to the buyer(s).
 Signature of buyer(s) [REDACTED] Date 2-26-10
 Signature of Seller [REDACTED] Date _____

2010 MALIBU ZLT
30U RED JEWEL TINTCOAT
19C EBONY

/V60

GENERAL MOTORS COMPANY

DRFR NO. MNGTMS/TRE STOCK NO.
VIN 1G1ZDSE79AF

C0038

RENAISSANCE CENTER
DETROIT MI 48248-1114
VEHICLE INVOICE 1ADSS412473

| MODEL & FACTORY OPTIONS | MSRP | INV AMT | RETAIL - STOCK |
|--|----------|----------|------------------|
| 1ZJ69 MALIBU ZLT | 25175.00 | 23790.38 | INVOICE 09/21/09 |
| 666 BODY COLOR BODYSIDE MOLDINGS | 130.00 | 132.00 | SHIPPED 09/21/09 |
| 3F5 SUNROOF, POWER TILT AND SLIDE | 850.00 | 748.00 | EXP 1/1 09/29/09 |
| 729 50-STATE EMISSIONS | N/C | N/C | INT COM 09/29/09 |
| 1Y7 ENGINE, 3.6L V6 DOHC | 0.00 | 0.00 | PRC EFF 09/21/09 |
| 4H2 6-SPEED AUTOMATIC TRANSMISSION | 0.00 | 0.00 | KEYS 60595 60595 |
| 30M PREMIUM MAT PACKAGE* | 185.00 | 162.80 | WFP-S QTR OPT-1 |
| *PREMIUM CARPETED FLOOR MATS, FRONT/BACK | | | BANK: GMAC - 154 |
| *TRUNK MAT | | | CHG-TO 11-118 |
| 3DQ H-V6 ENGINE PACKAGE* | 1795.00 | 1579.60 | SHIP WT: 3538 |
| *3.6L V6 DOHC ENGINE (REPLACES STD/OPT ENGINE) | | | HP: 32.9 |
| *18" BRIGHT ALUMINUM WHLs | | | GMS#: 26799.38 |
| *DUAL CHROME EXHAUST TIPS | | | SUPPLR: 27998.60 |
| *HYDRAULIC POWER STEERING ASSIST | | | MRM: 29300.00 |
| | | | MEMO 1279.00 |
| | | | DSU: 358.52 |
| 4E1 1YR ONSTAR DIRECTIONS W/ AUTOMATIC CRASH RESPONSE AND TURN-BY TURN NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC COVERAGE) | N/C | N/C | |
| JK3 FRONT LICENSE PLATE BRACKET | 0.00 | 0.00 | |
| ZFH COMPACT SPARE TIRE (REPLACES TIRE SEALANT AND INFLATOR KIT) | 100.00 | 88.00 | |
| 30U RED JEWEL TINTCOAT | 325.00 | 286.00 | |

| | | | |
|-------------------------|----------|----------|------------------|
| TOTAL MODEL & OPTIONS | 28580.00 | 26786.78 | ACT 231 26649.38 |
| DESTINATION CHARGE | 720.00 | 720.00 | H/B 261 857.40 |
| DEALER IMR CONTRIBUTION | | 285.80 | ADV 261 285.80 |
| UMA GROUP CONTRIBUTION | | 285.80 | EXP 65A 285.80 |

| | | | |
|--|----------|----------|------------------|
| TOTAL | 29300.00 | 28078.38 | PAY 310 28078.38 |
| MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT | | 26717.48 | |

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.)

RODGERS AUTO GROUP

REMIT TO GMAC NO. 154
VIN 1G1ZDSE79AF
\$ 28078.38 INV 1ADSS412473

CHECK CONTROL NO. 9451

ISSUED BY: JR

ROGERS AUTO GROUP
2720 S. MICHIGAN AVE.
CHICAGO, ILLINOIS 60616

PAGE 1

| INVOICE STOCK NO. | INVOICE DATE | PURCHASE ORDER NO. | COMMENT/V.I.N. | AMOUNT | DISCOUNT/ACCOUNT NO. | NET AMOUNT |
|-------------------|--------------|---|----------------|--------|----------------------|------------|
| | 031810 | PAYOFF FOR [REDACTED] /06 CHRYSLER 300/ACCT# [REDACTED] 0327/STK#C0038A | | | | 16,570.30 |
| | | | | 9451 | 2020 | -16,570.30 |
| | | | | 115288 | 3040 | 16,570.30 |
| | | | | TOTAL | 2020 | 16,570.30 |

DETACH AT PERFORATION BEFORE DEPOSITING CHECK

REMITTANCE ADVICE

Rogers Auto Group



9451 2-648
710

DATE
18MAR10

2720 S. MICHIGAN AVE.
CHICAGO, IL 60616
(312) 225-4300

PAY THIS AMOUNT
*****16,570 DOLLARS 30 CENTS

AMOUNT OF CHECK
*****16,570.30

TO THE ORDER OF

AMERICREDIT
PAYMENT PROCESSING
P.O. BOX 89605
ARLINGTON TX 76096-9605

ROGERS AUTO GROUP

*** NOT NEGOTIABLE ***

BY _____ AUTHORIZED SIGNATURE

NON-NEGOTIABLE

Brown, Sharonda

From: [REDACTED]
Sent: Wednesday, October 07, 2009 5:17 PM
To: Brown, Sharonda
Subject: GM Supplier Discount Authorization Confirmation

GM Supplier Discount Authorization Confirmation

Thank you for requesting a GM authorization number. This number can be used to purchase or lease a new GM vehicle through your GM employee discount. To receive the discount, take this number to a participating dealer.

| | |
|-----------------------|----------------------|
| Program Name: | GM Supplier Discount |
| Authorization Number: | 404473197 - GSU |
| Relationship: | SELF |
| Redeem By: | 04/05/2010 |

To view the latest regional incentives, or to build a vehicle and see the GM employee discount price, go to the <http://www.gmsupplierdiscount.com> home page and click on the "Start Shopping" tab.

We appreciate the opportunity to offer this discount.

NOTE: If you did not request this authorization number, please void it online. Go to "Your Authorization History" located under "GM Supplier Discount" and choose "Click To Void" after the authorization number.

Thank you,
GM Supplier Discount Program Headquarters



GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



SHARONDA SWEETZER BLONDRE SWEETZER

CUSTOMER NAME: D C E 7 9 A F

VIN: 1122001 / 26101 / 6264 M41 / / / / / / / / / / / /

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

| Incentive Program Reference | Amount | GM Incentive Code |
|--|------------|--------------------|
| | \$ 2000 | CAC |
| | \$ 500 | AZT |
| | \$ 1000 | AGN |
| | \$ 3585.7 | C.S.O |
| | \$ 4858.52 | 1000 Old Inventory |
| Total Incentive Amount Received | \$ | |

2. Other Program Selection (Which may or may not be in lieu of customer allowance programs; for example, Division supported financing/leasing, etc.)
 I elect to receive the following in lieu of _____ AND/OR
 I elect to receive _____

Vehicle Incentive Acknowledgment. I am the ultimate 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 from any future claim or obligation for incentive (s) on this

Purchaser/Lessee Signature: _____ Date: 02/06/10
 Authorized Dealer Signature: _____ Date: 02/05/10
 Dealership Name: _____ Dealer Code: _____

OnStar Acknowledgement

Is vehicle equipped with OnStar? Yes ___ No ___

OnStar Terms and Conditions Acknowledgement
 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 glove box, from the dealer, at www.onstar.com, or by contacting OnStar as described below.

OnStar Stolen Vehicle Slowdown Capability (Model Year 2009 or Newer)
 My OnStar-equipped vehicle may have Stolen Vehicle Slowdown capability that enables OnStar to slow down my stolen vehicle remotely to assist authorities in its recovery.

I understand I must press the blue OnStar button and request the OnStar advisor to disable this capability if I don't want the Stolen Vehicle Slowdown capability on my vehicle. This capability can only be re-enabled at a GM dealership at my expense.

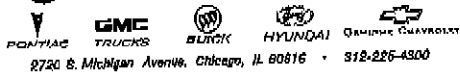
Cancellation of All OnStar Services:
 I understand that to cancel all OnStar services in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that all OnStar services be cancelled.

Purchaser/Lessee Signature: _____ Date: 02/06/2010

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive (s) described in Item #1; the OnStar Terms and Conditions; OnStar Stolen Vehicle Slowdown Capability and Cancellation of All OnStar Services 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.

Authorized Dealer Signature: _____ Date: 02/06/2010
 Dealership Name: _____ Dealer Code: _____

Rogers Auto Group



8720 S. Michigan Avenue, Chicago, IL 60616 • 312-226-4300

Telephone: (312) 225-4300 • Fax: (312) 567-9498

50536

| | | |
|--------|---------|---------|
| AMOUNT | PAID BY | COMMENT |
| 600.00 | PC | HGNG |

[REDACTED]
 CHICAGO IL [REDACTED]

115288

TOTAL RECEIVED: \$600.00

DATE-TIME: 08FEB2010 13:14

CASHIER: LINDAS

LOCATION:

CASH DRAWER:

THANK YOU!! WE APPRECIATE YOUR BUSINESS!!

ACCOUNTING DISTRIBUTION

| CO | JOURNAL | CO | ACCOUNT | AMOUNT | CONTROL | CONTROL2 |
|----|---------|----|------------|---------|---------|----------|
| 1 | 50 | 1 | [REDACTED] | 600.00 | | |
| | | 1 | [REDACTED] | -600.00 | 115288 | |

CASH RECEIPT

CUSTOMER COPY



2011 Illinois Registration Identification Card
Jesse White, Illinois Secretary of State

ERTP / / :8022406016:194.00 EFT

1C9043957

| | | | | | |
|--------------------------------------|---------------|----------------------------------|--|--------------------------------------|------------|
| Vehicle Year 2010 | | Vehicle Make CHEVROLET | | VIN 1G1ZD5E79AF | |
| Weight or CC's | | Body Style 4 DOOR | | Application Type PASSENGER | |
| Axles | Leased/Rental | Unit Number | File Number | County COOK | 103 |
| Drivers License Number(s) or FEIN(s) | | | Expiration Date March 31, 2011 | | |
| | | | Plate Number [REDACTED] | | |
| Renewal Fee Due | | | | | |

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters) _____ AGREEMENT PURCHASE DATE _____
 YEAR MAKE MODEL CURRENT ODOMETER WHEEL DRIVE
 2010 CHEVROLET MALIBU 02 / 06 / 10 4 WHEEL DRIVE

Customer

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

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
 ADDRESS CITY STATE ZIP CODE
 ROGERS AUTO GROUP CHICAGO IL 60610

Lienholder

GMAC SPP NAME
 OR OR SANTANDER CONSUMER USA
 ADDRESS CITY STATE ZIP CODE
 PO BOX 25120 LEHIGH VALLEY PA 18002

Plan Coverage and Price

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

MECHANICAL
 THE TERM OF THIS AGREEMENT MAY INCLUDE ALL OR PART OF THE TERM OF THE NEW VEHICLE LIMITED WARRANTY IF STILL IN EFFECT.
 For GMPP, MRP, MDT or Certified Out of Warranty vehicles, 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.
 * For In-Warranty Certified Vehicles, the time and mileage limits of the Plan selected start the date the vehicle was first put in-service (warranty start date) and at 0 miles.
 Customer Initials _____

| VEHICLE IN SERVICE DATE (In-Warranty vehicles) | *TERM-MO./MI. (IN 000'S) | DEDUCTIBLE (Required) | NEW | USED |
|--|------------------------------------|--|------------------|------------|
| 02 / 06 / 10 | 72 / 72 | \$0 \$50 \$100 <input checked="" type="checkbox"/> \$200 | \$ | 1004 . 0 0 |
| | BUSINESS HUMMER EMERGENCY SNOWPLOW | | \$ | . 0 0 |
| SURCHARGES (Select all that apply) | | | TAX | \$ |
| | | | MECHANICAL TOTAL | \$ 1004.00 |

MAINTENANCE

| SMART CARE | SMART CARE Div Upgrade | OLM CARE | TERM-MO./MI. (IN 000'S) | GOODWRENCH CARE | # OF SERVICES |
|------------|------------------------|----------|-------------------------|-----------------|---------------|
| | | | T1 T2 T3 / | | |
| | | | | | \$. 0 0 |

The term of your Smart Care and OLM Care will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Smart Care and OLM 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.

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
 TAX MAINTENANCE TOTAL \$ 1004.00

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



115286
115190

SAFE-GAP™

TOTAL LOSS PROTECTION PLAN

DEFICIENCY WAIVER ADDENDUM

AGREEMENT NUMBER: 174112982

CUSTOMER (BORROWER/LESSEE) INFORMATION

Last Name _____ First Name _____ Middle Initial _____
Street Address _____ Apt # _____
City CHICAGO State IL ZIP Code _____
Home Phone # _____ Bus. Phone # _____

COVERED VEHICLE INFORMATION

Manufacturer CHEVROLET Model MALIBU Year 2010
Vehicle ID # 1G1ZD5679AF _____ Date of Purchase 02/03/2010
MSRP/NADA Value \$ _____ Odometer Reading at Time of Purchase 500.00
Charge to CUSTOMER for DEFICIENCY WAIVER ADDENDUM \$ _____ APR 12.99 %

Installment Sales Balloon Amount Financed/Lease Cap \$ 29593.44 Term (in Months) 72 New Vehicle Used Vehicle

DEALER INFORMATION

Dealer # _____ Dealership Name RODGERS AUTO GROUP
Street Address CHICAGO, IL
City 2720 S. MICHIGAN AVE. State IL ZIP Code 60616

ASSIGNEE INFORMATION

Assignee SANTANDER CONSUMER USA Installation Sales Contract/Loan/Lease Acct. # _____
Street Address PO BOX 25126
City LEHIGH VALLEY State PA ZIP Code 18002

THE PURCHASE OF THE DEFICIENCY WAIVER ADDENDUM IS VOLUNTARY AND NEITHER THE EXTENSION OF CREDIT, THE TERMS OF THE CREDIT, NOR THE TERMS OF THE RELATED MOTOR VEHICLE SALE OR LEASE, MAY BE CONDITIONED UPON THE PURCHASE OF THE GAP WAIVER.

I (CUSTOMER), WHOSE SIGNATURE APPEARS BELOW, ACKNOWLEDGE THAT THE INFORMATION CONTAINED ABOVE IS, TO THE BEST OF MY KNOWLEDGE, TRUE. I HAVE READ THE FRONT AND BACK OF THIS DEFICIENCY WAIVER ADDENDUM IN ITS ENTIRETY; I UNDERSTAND THAT I AM ENTERING INTO A CONTRACTUAL AGREEMENT WITH THE DEALER/ASSIGNEE; I AGREE TO ALL OF ITS PROVISIONS, TERMS AND CONDITIONS; AND I AM REQUESTING COVERAGE. I UNDERSTAND THAT A CANCELLATION REQUESTED WITHIN SIXTY (60) DAYS OF PURCHASE IS ELIGIBLE FOR A FULL REFUND. I UNDERSTAND THAT A CANCELLATION REQUEST RECEIVED AFTER SIXTY (60) DAYS OF PURCHASE WILL BE REFUNDED PRO-RATA AND IS SUBJECT TO A CANCELLATION FEE, UNLESS OTHERWISE REQUIRED BY APPLICABLE LAW. THIS ADDENDUM DOES NOT TAKE THE PLACE OF INSURANCE ON THE VEHICLE. REFINANCING THE VEHICLE/FINANCE AGREEMENT VOIDS THIS ADDENDUM.

Customer Signature _____ Date 2-26-12 Dealer Signature _____ Date _____

COVERAGE

Customer is responsible to the named Dealer/Assignee under the terms of the described Finance Agreement for the amount of any early termination liability resulting from a Total Loss of the Vehicle. Due to this Addendum being in effect, the Dealer/Assignee agrees to cancel a portion of the Customer's indebtedness in the event of a Total Loss of the Vehicle as defined herein.

This Addendum will waive the amount equal to the Unpaid Net Balance less the Actual Cash Value of the Vehicle, both as defined herein, subject to the Actual Cash Value not having been reduced by more than \$1,000 as a result of the application of the Customer's primary insurance deductible. Any deductible amount in excess of \$1,000 remains the Customer's responsibility. There is no deductible coverage available for vehicles leased in Illinois. It is further agreed that the maximum Total Loss Waiver Benefit is limited to \$50,000. This Addendum may not waive the entire amount owed at the time of loss if the Amount Financed on the Finance Agreement exceeds 150% of the MSRP for new vehicles or 150% of the NADA retail value for used vehicles, if the term of the Finance Agreement exceeds 84 months, or if other excluded charges (as defined in this Addendum) are included in the Unpaid Net Balance. In Indiana, any complaints or requests for additional information may be directed to the Indiana Department of Financial Institutions, 30 South Meridian Street, Suite 300, Indianapolis, Indiana 46204, 800-382-4880.

DECLINATION OF DEFICIENCY WAIVER ADDENDUM

I DO NOT CHOOSE TO PURCHASE THE DEFICIENCY WAIVER ADDENDUM. I UNDERSTAND THAT BY NOT ACCEPTING THE DEFICIENCY WAIVER ADDENDUM, I AM NOT ENTITLED TO ANY OF THE BENEFITS IN THE EVENT OF A TOTAL LOSS OF THE VEHICLE.

Customer Signature _____ Date _____ Dealer Signature _____ Date _____

Administrator: SAFE-GUARD PRODUCTS INTERNATIONAL, LLC • 3500 Piedmont Road NE, Suite 400, Atlanta, Georgia 30305 • 800-742-7896
In Indiana, the Plan Administrator Is SAFE-GUARD WARRANTY CORPORATION • 3500 Piedmont Road, NE, Suite 400, Atlanta, Georgia 30305 • 866-279-5263

ROGERS

AUTO GROUP
Chicago's Auto Store

FAX COVER LETTER

Date: 3/2/12

FAX #: 866.600.7176

TO: KISKA / RE: 71-1042992800

FROM: Benn COSTER

Number of Pages to Follow: 24

(3 of 3)

ROGERS AUTO GROUP
2720 SOUTH MICHIGAN AVE
CHICAGO, IL 60616
PHONE# 312-225-4300 FAX# 312-567-9498
WWW.ROGERSAUTOGROUP.NET

Rogers Auto Group

CUSTOMER #: 115288

384113



INVOICE

Telephone: (312) 225-4300 • Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

CHICAGO, IL
 HOME
 BUS:

CONT: [REDACTED]
 CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|-------------|------------|----------------------------------|------------------------|------------|-----------------|---------|-----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF [REDACTED] | [REDACTED] | 25714/25714 | T2424 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | VAR. RATE | PAYMENT | INV. DATE |
| 06FEB10 DD | | | 17:00 16AUG11 | | 120.00 | CASH | 16AUG11 |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |

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

A CUSTOMER STATES THE SERVICE LIGHT COMES ON WHEN DRIVING ALONG, IT WILL FLASH OFF AND ON WHEN ROLLING ALONG. DOES NOT HAPPEN WHEN YOU FIRST START UP BUT HAPPENS WHEN YOUR DRIVING ALONG AFTER A FEW MINUTES OF DRIVING " SERVICE ESC & SERVICE TRACTION " ARE THE LIGHTS THAT COME ON

CAUSE: SHORTED OUT

H2642 SENSOR, BRAKE PEDAL POSITION - REPLACE

2 W

1 22666955 SENSOR KI

(N/C)
(N/C)

FC: 6579

PART#: 22666955

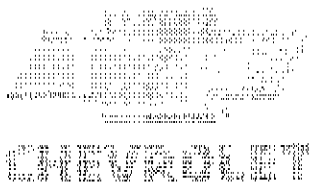
COUNT: 1

CLAIM TYPE:

AUTH CODE:

THANK YOU FOR SERVICING YOUR VEHICLE TODAY AT
 ROGERS AUTO GROUP!

OUR #1 GOAL IS TO MAKE SURE YOU ARE
 COMPLETELY SATISFIED WITH YOUR SERVICE VISIT!
 ****IF YOU ARE NOT COMPLETELY SATISFIED****
 CONTACT OUR SERVICE DIRECTOR, BRIAN COSTER AT
 312-225-4300 OR bcoster@rogersautogroup.net



This business is required to be licensed pursuant to IL. revised statuta, chapter 95 1/2 , sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) 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."

Customer's Signature: _____

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service, we will fix it free of charge. Parts and Labor.

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

CUSTOMER COPY

WORKORDER
384113

PAGE 1

APPT!!

**ROGERS
AUTO GROUP**

2720 S. MICHIGAN AVE. · CHICAGO, ILLINOIS 60616
Telephone: (312) 225-4300 · Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net

2

CHICAGO, IL

HOME:

CONT :

SERVICE ADVISOR: 28 PARKS 162, DWAYNE EXT

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-----------------|-----------|----------------------------------|---------------|---------|----------------|---------|----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 25714 | T2424 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | VAR RATE | PAYMENT | INV DATE |
| 06FEB10 D | | | 17:00 16AUG11 | | 120.00 | CASH | |
| R/O OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 16AUG2011 07:56 | | | | | | | |

A CR6 CUSTOMER STATES THE SERVICE LIGHT COMES ON WHEN DRIVING ALONG, IT WILL FLASH OFF AND ON WHEN ROLLING ALONG. DOES NOT HAPPEN WHEN YOU FIRST START UP BUT HAPPENS WHEN YOUR DRIVING ALONG AFTER A FEW MINUTES OF DRIVING " SERVICE ESC & SERVICE TRACTION " ARE THE LIGHTS THAT COME ON

179995

C0131⁰⁰

ABS system pressure circuit malfunction

#2 Replaced Brake pedal position sensor
- Brake lights stuck on - shorted.

H2642
-0.6

VIN# 1G1ZD5E79AF133796

8-16-11
22666955
switch

This business is required to be licensed pursuant to IL. revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General, DL # 89. Motor Vehicle Repair Work - City of Chicago Required under Chapter 4-204, Municipal Code

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ABOVE NAMED DEALERSHIP) HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS."

ALL REPAIR WORK AND ALL PARTS USED ARE: [] WARRANTED [] NOT WARRANTED FOR A MINIMUM OF 90 DAYS AND/OR 3,000 MILES.

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge, Parts and Labor.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customers execution hereof shall constitute acceptance of terms and conditions. All checks or drafts on bank account shall be cashed by the customer. All the requested repairs.

Customer's Signature: [Signature]

If outside additional work will have to be performed, I hereby give my consent.

Customer's Signature: _____

Technician Copy

PARTS

| LINE CODE | REPAIR CODE | QTY | PART NO. | DESCRIPTION | WARRANTY RETURN |
|-----------|-------------|-----|----------|-------------|------------------|
| | | | 2666955 | | 24 ¹⁰ |
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FOREMAN'S SIGNATURE X

MOTOR VEHICLE REPAIR WORK — Required under Chapter 4-228 - Municipal Code, City of Chicago

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE ACTUAL REPAIR PRICE MAY BE LESS THAN THE ESTIMATE. BUT WILL NOT EXCEED THE ESTIMATE BY MORE THAN 15% OR \$15.00, WHICHEVER IS LESS, WITHOUT YOUR CONSENT.

YOU MAY WAIVE YOUR RIGHT TO A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED.

YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE WHICH GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION.

- YOUR SIGNATURE WILL INDICATE YOUR SELECTION
- (a) I request an estimate in writing before you begin repairs.
SIGNATURE _____
 - (b) Proceed with repairs but call me for approval before continuing if the price exceeds \$_____
SIGNATURE _____
 - (c) I do not want an estimate and you may set the price for repairs.
SIGNATURE _____

THIS ESTIMATE PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED FOR 10 DAYS FROM THE DATE THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 10 DAYS.

- I do not want replaced parts returned to me. I request the return of parts replaced

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

- _____ I REQUEST THE RETURN OF PARTS REPLACED.
_____ I DO NOT WANT REPLACED PARTS RETURNED TO ME.

Rogers Auto Group

CUSTOMER #: 115288

385637



INVOICE

Telephone: (312) 225-4300 · Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

CHICAGO, IL

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|-----------|------|------------------|------------------------|------------|-----------------|-------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF [REDACTED] | [REDACTED] | 26438/26438 | T2661 |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | VAR. RATE | PAYMENT | INV. DATE |
|------------|------------|------------|---------------|--------|-----------|---------|-----------|
| 06FEB10 DD | | | 17:00 01SEP11 | | 120.00 | CASH | 07SEP11 |

| | | | |
|---------------|---------------|----------|-------------------------|
| R.O. OPENED | READY | OPTIONS: | STK:C0038 1)C0038 G0595 |
| 10:39 01SEP11 | 16:06 07SEP11 | | |

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

A CUSTOMER STATES THE ESC AND TRAC OFF LIGHT IS ON AGAIN 3X BACK FOR

SAME CONCERN

CAUSE: REPAIR .5 DIAG .3 VIN#2FMDK4JC8AB [REDACTED] NEW PART NUMBER CROSS
 OVER

N4800 BODY CONTROL MODULE REPLACEMENT

2 W

1 20943341 BCM

(N/C)
(N/C)

FC: 6579

PART#: 20943341

COUNT: 1

CLAIM TYPE:

AUTH CODE:

SUBL WARRANTY RENTAL

W

(N/C)

FC: 1

THANK YOU FOR SERVICING YOUR VEHICLE TODAY AT
 ROGERS AUTO GROUP!

OUR #1 GOAL IS TO MAKE SURE YOU ARE
 COMPLETELY SATISFIED WITH YOUR SERVICE VISIT!
 ****IF YOU ARE NOT COMPLETELY SATISFIED****
 CONTACT OUR SERVICE DIRECTOR, BRIAN COSTER AT
 312-225-4300 OR bcoster@rogersautogroup.net



This business is required to be licensed pursuant to IL. revised statute, chapter 95 1/2 , sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) 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."

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service, we will fix it free of charge. Parts and Labor.

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

Customer's Signature: _____

CUSTOMER COPY

**ROGERS
AUTO GROUP**

2720 S. MICHIGAN AVE. · CHICAGO, ILLINOIS 60616
Telephone: (312) 226-4300 · Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net

CHICAGO, IL

HOME:
CONT

SERVICE ADVISOR: 28 PARKS 162, DWAYNE EXT

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-----------------|------------|----------------------------------|---------------|---------|----------------|---------|-----------|
| RED_JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 26438 | T2661 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | VAR. RATE | PAYMENT | INV. DATE |
| 06FEB10 D | | | 17:00 01SEP11 | | 120.00 | CASH | |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 01SEP2011 10:39 | | | | | | | |

A CR6 CUSTOMER STATES THE ESC AND TRAC OFF LIGHT IS ON AGAIN
3X BACK FOR SAME CONCERN

#2 Replaced Body Control module

N4800 - 0.5

Diy 0.3

0.8

VIN# 1G1ZD5E79AF133796

C055:
C
C
2007H
Bem
10 31 99

0.8 5399
60

0.8

IGNORJE3SAR [REDACTED] PARTS RT.
Date 9/7/11

Sign WA

GM PN: 20866605 } Same #
Delphi PN: 28220277 }
New # - 20943341 }

2FMDK4JC8ABB [REDACTED] 2660

This business is required to be licensed pursuant to IL. revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89. Motor Vehicle Repair Work - City of Chicago Required under Chapter 4-204, Municipal Code

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ALL REPAIR WORK AND ALL PARTS USED ARE: [] WARRANTED [] NOT WARRANTED FOR A MINIMUM OF 90 DAYS AND/OR 3,000 MILES.

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge, Parts and Labor.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customers execution hereof shall grant a power of attorney to Dealer to execute any and all checks or drafts or other financial instruments for the purposes of the requested repair.

Customer's Signature: [REDACTED]
If out: ide additional work will have to be performed, I hereby give my consent.
Customer's Signature: _____

Technician Copy

PARTS

| LINE CODE | SERVICE CODE | QTY | PART NO. | DESCRIPTION | WARRANTY RETURN |
|-----------------------|--------------|-----|----------------|-------------|-----------------|
| | | | BCM - 20943341 | - 24304 | 5/10 |
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| FOREMAN'S SIGNATURE X | | | | | |

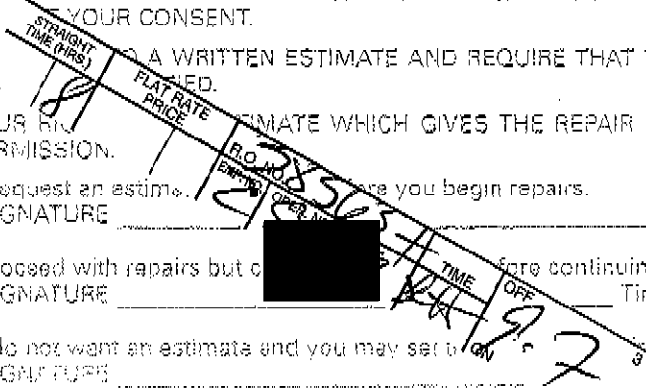
MOTOR VEHICLE REPAIR WORK --- Required under Chapter 4-228 - Municipal Code, City of Chicago

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE. BUT WILL NOT EXCEED THE ESTIMATE BY MORE THAN 10% OR \$15.00, WHICHEVER IS LESS, IN YOUR CONSENT.

YOU MAY WAIVE YOUR RIGHT TO A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU SPECIFY. YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE WHICH GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION.

YOUR SIGNATURE WILL INDICATE YOUR SELECTION

- (a) I request an estimate. SIGNATURE _____
- (b) Proceed with repairs but only if price continuing if price exceeds \$ _____ TIME OFF _____
- (c) I do not want an estimate and you may set price. SIGNATURE _____



THIS FLAT RATE PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED BY _____ MOTOR VEHICLE IS DELIVERED TO THIS SHOP WITHIN 10 DAYS

I do not want replaced parts returned to me. I request the return of parts replaced. (10/01)

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

_____ I REQUEST THE RETURN OF PARTS REPLACED.

_____ I DO NOT WANT REPLACED PARTS RETURNED TO ME.

Rogers Auto Group

CUSTOMER #: 115288

386803



INVOICE

Telephone: (312) 225-4300 · Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

CHICAGO, IL
 HOME:
 BUS:

CONT: [REDACTED]
 CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG |
|-----------|------|------------------|-------------|------------|----------------|-------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | [REDACTED] | 26726/26769 | T2820 |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | VAR. RATE | PAYMENT | INV. DATE |
|------------|------------|------------|---------------|--------|-----------|---------|-----------|
| 06FEB10 DD | | | 17:00 14SEP11 | | 120.00 | CASH | 20SEP11 |

R.O. OPENED READY OPTIONS: STK:C0038 1)C0038 G0595

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|--|--------|------|------|-------|------|-----|-------|
| A CUSTOMER STATES THE STABILITY LIGHT KEEPS COMING ON AGAIN - 3X BACK | | | | | | | |
| CAUSE: VIN#2G1WC5E35C1 [REDACTED] SPAC/CASE #71-987673054 REPROGRAMMED AND | | | | | | | |
| SYSTEMS TEST | | | | | | | |
| N4808 REPROGRAMMED BODY CONTROL MODULE WITH SPS | | | | | | | |
| UPDATE, NO FAILURES FOUND | | | | | | | |
| 2 W (N/C) | | | | | | | |

FC: 6573 PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

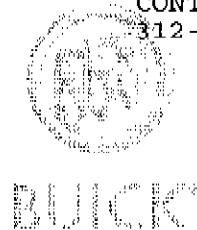
SUBL TEST DRIVE/FUEL #02676
 W (N/C)

TEST DROVE REPEATEDLY AND REMOVED HARNESS FOR INSPECTION. ONCE IT
 DUPLICATED CONCERN WITH CODE #C0131 BUT NEVER FAILED AT ALL. GM
 CASE#71-987673054

SUBL ENTERPRISE CASE#71-987673054
 W (N/C)

FC: 1

THANK YOU FOR SERVICING YOUR VEHICLE TODAY AT
 ROGERS AUTO GROUP!
 OUR #1 GOAL IS TO MAKE SURE YOU ARE
 COMPLETELY SATISFIED WITH YOUR SERVICE VISIT!
 ****IF YOU ARE NOT COMPLETELY SATISFIED****
 CONTACT OUR SERVICE DIRECTOR, BRIAN COSTER AT
 312-225-4300 OR bcoster@rogersautogroup.net



This business is required to be licensed pursuant to IL. revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) 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."

Customer's Signature: _____

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge. Parts and Labor.

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

WORKORDER
386803

PAGE 1

**ROGERS
AUTO GROUP**

2720 S. MICHIGAN AVE. · CHICAGO, ILLINOIS 60616
Telephone: (312) 225-4300 · Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net

CHICAGO, IL

HOME:
CONT:

2

SERVICE ADVISOR: 28 PARKS 162, DWAYNE EXT

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-----------------|-----------|----------------------------------|---------------|---------|----------------|---------|----------|
| RED_JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 26726 | T2820 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | VAR RATE | PAYMENT | INV DATE |
| 06FEB10 D | | | 17:00 14SEP11 | | 120.00 | CASH | |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 15SEP2011 09:39 | | | | | | | |

A 2 CR6 CUSTOMER STATES THE STABILITY LIGHT KEEPS COMING ON AGAIN - 3X BACK

VIN# 1G1ZD5E79AF133796

N4808 .4

2013 2000 gas

QC TAB
TD1 26226-26793 OK
BDV/TD2 26735-26748 OK
TUS CASH 26748-26769 -200 gas
- Can not duplicate

7-7-11

2,000 - Grant Ben repair

8-16-11

25,719 - BPP repair light work on

8-1-01-00-89-010

9-1-11

26,438 BCM

BPP repair

15910901

205157

EG1WC5E3SC

2280

This business is required to be licensed pursuant to IL, revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General, DL # 89, Motor Vehicle Repair Work - City of Chicago Required under Chapter 4-204, Municipal Code

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ALL REPAIR WORK AND ALL PARTS USED ARE: [] WARRANTED [] NOT WARRANTED FOR A MINIMUM OF 90 DAYS AND/OR 3,000 MILES.

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge, Parts and Labor.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or other cause. Execution hereof shall grant check or drafts on behalf of the requested repairs.

Customer's Signature: *[Signature]*
If outside additional work will have to be performed, I hereby give my consent.
Customer's Signature: _____

Technician Copy

PARTS

| QTY | DESCRIPTION | UNIT PRICE | TOTAL PRICE |
|-----|-------------|------------|-------------|
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FOREMAN'S SIGNATURE _____

MOTOR VEHICLE REPAIR WORK - Required under Chapter 4-228 - Municipal Code, City of Chicago

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE BY MORE THAN 10% OR \$15.00, WHICHEVER IS LESS, WITHOUT YOUR CONSENT.

YOU MAY WAIVE YOUR RIGHT TO A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED.

YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE WHICH GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION.

YOUR SIGNATURE WILL INDICATE YOUR SELECTION

- (a) I request an estimate in writing before you begin repairs.
SIGNATURE _____
- (b) Proceed with repairs but call me for approval before commencing if price exceeds \$ _____
SIGNATURE _____ Time _____
- (c) I do not want an estimate and you may set the price for repairs.
SIGNATURE _____

THIS ESTIMATE PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 10 DAYS.

I do not want replaced parts returned to me. I request the return of parts replaced. Dated _____

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

I REQUEST THE RETURN OF PARTS REPLACED.

I DO NOT WANT REPLACED PARTS RETURNED TO ME.

FORM # SUPPLIES CALL TOLL FREE 1-800-ALPHADROP TO REQUESTER CATALOG #6001571-03042

Rogers Auto Group

CUSTOMER #: 115288

390874



INVOICE

2720 S. Michigan Avenue, Chicago, IL 60616 · 312-225-4300
 Telephone: (312) 225-4300 · Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

CHICAGO, IL
 HOME:
 BUS:

CONT:
 CELL:

PAGE 1

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|-------------|------------|------------------|----------------------------------|---------|-----------------|---------|-----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 28614/28619 | T2343 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | VAR. RATE | PAYMENT | INV. DATE |
| 06FEB10 DE | | | 17:00 31OCT11 | | 120.00 | CASH | 04NOV11 |
| R.O. OPENED | | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | |

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

A CUSTOMER STATES THE TRATION CONTROL LIGHT IS BACK ON WITH BRAKE

LIGHTS NOT WORKING WHEN PRESSING PEDAL - INSPECT

CAUSE: SHORTED VIN#2G1WFP5EK5B1
 H2642 SENSOR, BRAKE PEDAL POSITION - REPLACE

| | | | | | | | |
|-----------------|---|----------|-----------|--|--|--|-------|
| 2 | W | | | | | | (N/C) |
| 1 | | 22666955 | SENSOR KI | | | | (N/C) |
| FC: 6579 | | | | | | | |
| PART#: 22666955 | | | | | | | |
| COUNT: 1 | | | | | | | |
| CLAIM TYPE: | | | | | | | |
| AUTH CODE: | | | | | | | |

B CHANGED OIL AND FILTER, TOPPED OFF ALL FLUID LEVELS, ADJUSTED TIRE PRESSURE AND ADDED WASHER SOLVENT.
 3K CHANGED OIL AND FILTER, TOPPED OFF ALL FLUID LEVELS, ADJUSTED TIRE PRESSURE AND ADDED WASHER SOLVENT.

| | | | | | | | |
|---|----------|--------|--|--|------|-------|-------|
| 7 | CR6 | | | | | 12.85 | 12.85 |
| 1 | 89017524 | FILTER | | | 9.09 | 9.09 | 9.09 |
| 5 | 12345610 | OIL | | | 1.84 | 1.84 | 9.20 |

C MULTI-POINT VEHICLE INSPECTION
 MP MULTI-POINT VEHICLE INSPECTION
 7IMISC

(N/C)

SUBL ENTERPRISE

FC: 1
 CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

(N/C)

1.96

This business is required to be licensed pursuant to IL revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89

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Customer's Signature: _____

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service, we will fix it free of charge. Parts and Labor.

| DESCRIPTION | TOTALS |
|-------------------------------|--------|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| EPA CHARGES | |
| TOTAL CHARGES | |
| LESS INSURANCE | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

Rogers Auto Group

CUSTOMER #: 115288

390874



INVOICE

2720 S. Michigan Avenue, Chicago, IL 60616 · 312-225-4300
 Telephone: (312) 225-4300 · Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

CHICAGO, IL

PAGE 2

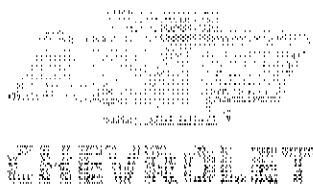
HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|---------------|---------------|----------------------------------|---------------|------------|-----------------|---------|-----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | [REDACTED] | 28614/28619 | T2343 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | VAR. RATE | PAYMENT | INV. DATE |
| 06FEB10 DD | | | 17:00 31OCT11 | | 120.00 | CASH | 04NOV11 |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 18:03 31OCT11 | 15:02 04NOV11 | | | | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

THANK YOU FOR SERVICING YOUR VEHICLE TODAY AT ROGERS AUTO GROUP!

OUR #1 GOAL IS TO MAKE SURE YOU ARE COMPLETELY SATISFIED WITH YOUR SERVICE VISIT!
 ****IF YOU ARE NOT COMPLETELY SATISFIED****
 CONTACT OUR SERVICE DIRECTOR, BRIAN COSTER AT 312-225-4300 OR bcoster@rogersautogroup.net



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Customer's Signature: _____

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service, we will fix it free of charge. Parts and Labor.

| DESCRIPTION | TOTALS |
|-------------------------------|--------------|
| LABOR AMOUNT | 12.85 |
| PARTS AMOUNT | 18.29 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| EPA CHARGES | 1.96 |
| TOTAL CHARGES | 33.10 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 1.78 |
| PLEASE PAY THIS AMOUNT | 34.88 |

CUSTOMER COPY

WORKORDER
390874

PAGE 2

No. 1286 P. 13

ROGERS
AUTO GROUP

2720 S. MICHIGAN AVE. · CHICAGO, ILLINOIS 60616
Telephone: (312) 225-4300 · Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net

SERVICE ADVISOR: 28 PARKS 162, DWAYNE EXT

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|-----------------|------------|----------------------------------|---------------|---------|-----------------|---------|-----------|
| RED_JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 28614 | T2343 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | VAR. RATE | PAYMENT | INV. DATE |
| 06FEB10 D | | | 17:00 31OCT11 | | 120.00 | CASH | |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 31OCT2011 18:03 | | | | | | | |

- # A 2 CR6 CUSTOMER STATES THE TRATION CONTROL LIGHT IS BACK ON WITH BRAKE LIGHTS NOT WORKING WHEN PRESSING PEDAL
INSPECT #2 checked circuit 5361 + 5360 between BCM + BPP under
C0561
C0277 - BPP circuit short to ground or open. circuit is OK
- # B 3K CR6 CHANGED OIL AND FILTER, TOPPED OFF ALL FLUID LEVELS, ADJUSTED TIRE PRESSURE AND ADDED WASHER SOLVENT.
- # C MP CR6 MULTI-POINT VEHICLE INSPECTION
#2 Replaced Brake Adjuster sensor - shorted

VIN# 1G1ZD5E79AF

Call 29714-8116

Rec fis + Decarb
needs Air filter

Missing 4 Lug nuts

C00

T01

T02

T03

PARTS RT.

Date 11-4-11

Sign *[Signature]*



Terminal 18 - print backed out

This business is required to be licensed pursuant to IL. revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89. Motor Vehicle Repair Work - City of Chicago Required under Chapter 4-204, Municipal Code

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ALL REPAIR WORK AND ALL PARTS USED ARE: [] WARRANTED [] NOT WARRANTED FOR A MINIMUM OF 90 DAYS AND/OR 3,000 MILES.

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge, Parts and Labor.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customers execution hereof shall grant a power of attorney to Dealer to execute any and all checks or drafts on behalf of customer by Insurance companies for purposes of the requested repairs.

Customer's Signature: _____

If outside additional work will have to be performed, I hereby give my consent.

Customer's Signature: _____

Technician Copy

1286

needs

| | | | |
|---------------------|-----------------|---------------------|----------|
| STRAIGHT TIME (HRS) | FLAT RATE PRICE | R.O. NO. / EMP. NO. | TIME OFF |
| 19 | | 390819 | ON 119 |

FOREMAN'S SIGNATURE X

MOTOR VEHICLE REPAIR WORK — Required under Chapter 4-226 - Municipal Ord

Chicago

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU WANT. THE PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE, UNLESS YOU AGREE TO IT IN WRITING.

IF THE REPAIR PRICE IS MORE THAN 10% OR \$18.00, YOU WILL BE NOTIFIED IF THE PRICE EXCEEDS THE ESTIMATE.

IF YOU AGREE TO THE PRICE ESTIMATE IN WRITING, IT GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE FOR THE REPAIRS.

IF YOU AGREE TO THE PRICE ESTIMATE IN WRITING, IT GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE FOR THE REPAIRS.

IF YOU AGREE TO THE PRICE ESTIMATE IN WRITING, IT GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE FOR THE REPAIRS.

IF YOU AGREE TO THE PRICE ESTIMATE IN WRITING, IT GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE FOR THE REPAIRS.

| | | | |
|---------------------|-----------------|---------------------|----------|
| STRAIGHT TIME (HRS) | FLAT RATE PRICE | R.O. NO. / EMP. NO. | TIME OFF |
| 16 | | 390879 | ON 11.4 |

SIGNATURE
DATE
ADDRESS

I agree to the price estimate with repairs but call me for approval before continuing if price exceeds \$ _____

MANUFACTURER

Time

I agree to the price estimate with repairs and you may set the price for repairs.

MANUFACTURER

THIS ESTIMATE PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE SERVICE CENTER IN 10 DAYS.

I agree to the price estimate with repairs and you may set the price for repairs. I request the return of parts replaced. Date: _____

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR THROUGH AN WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU MAY BE REQUIRED TO PAY FOR THE PARTS WHICH CANNOT BE RETURNED TO THE MANUFACTURER OR DISTRIBUTOR.

IF YOU AGREE TO THE RETURN OF PARTS REPLACED,

IF YOU AGREE TO THE RETURN OF PARTS REPLACED,

Rogers Auto Group

CUSTOMER #: 115288

393511



INVOICE

2720 S. Michigan Avenue, Chicago, IL 60616 · 312-225-4300
 Telephone: (312) 225-4300 · Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

CHICAGO, IL

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|-------------|------------|------------------|----------------------------------|------------|-----------------|---------|-----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF [REDACTED] | [REDACTED] | 29499/29499 | T2727 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | VAR. RATE | PAYMENT | INV. DATE |
| 06FEB10 DL | | | 17:00 29NOV11 | | 120.00 | CASH | 30NOV11 |
| R.O. OPENED | | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | |

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

A CUSTOMER STATES THE SERVICE TRACTION LIGHT COMES ON WITH STABILITRAK LIGHT AS WELL, 3X BACK FOR CONCERN - INSPECT

CAUSE: REPAIR .5 OLH .5 BROKEN WIRES
 N6656 GROUND CONNECTION REPAIR
 2 W

(N/C)

FC: 6579 PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

THANK YOU FOR SERVICING YOUR VEHICLE TODAY AT ROGERS AUTO GROUP!

OUR #1 GOAL IS TO MAKE SURE YOU ARE COMPLETELY SATISFIED WITH YOUR SERVICE VISIT!
 ****IF YOU ARE NOT COMPLETELY SATISFIED****
 CONTACT OUR SERVICE DIRECTOR, BRIAN COSTER AT 312-225-4300 OR bcoster@rogersautogroup.net



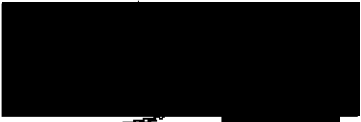
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Customer's Signature: _____

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge. Parts and Labor.

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



**ROGERS
AUTO GROUP**

2720 S. MICHIGAN AVE. · CHICAGO, ILLINOIS 60616

Telephone: (312) 225-4300 · Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net

CHICAGO, IL

HOME:
CONT

2

SERVICE ADVISOR: 28 PARKS 162, DWAYNE EXT

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-----------------|-----------|----------------------------------|---------------|---------|----------------|---------|----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 29499 | T2727 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | VAR RATE | PAYMENT | INV DATE |
| 06FEB10 D | | | 17:00 29NOV11 | | 120.00 | CASH | |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 29NOV2011 09:19 | | | | | | | |

A CR6 CUSTOMER STATES THE SERVICE TRACTION LIGHT COMES ON WITH STABILITRAK LIGHT AS WELL, 3X BACK FOR CONCERN - INSPECT

N6656

#2 Replaced Terminals 314 18 at
BPP signal 5 volt Ref

Comerica Xd at BEM - poor connection -



CO27706



5361
5359
5360

50K
ST Terminal Repair
11-30-11

VIN# 1G1ZD5E79AF133796

This business is required to be licensed pursuant to IL. revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General, DL # 89. Motor Vehicle Repair Work - City of Chicago Required under Chapter 4-204, Municipal Code

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ALL REPAIR WORK AND ALL PARTS USED ARE: () WARRANTED () NOT WARRANTED FOR A MINIMUM OF 90 DAYS AND/OR 3,000 MILES.

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge, Parts and Labor.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customers execution hereof shall grant a power of attorney to Dealer to execute any and all checks or drafts on behalf of customer by insurance companies for purposes of the requested repairs.

Customer's Signature: _____

If outside additional work will have to be performed, I hereby give my consent.

Customer's Signature: _____

Technician Copy

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1998 NOV 29 AM 12:17

FOREMAN'S SIGNATURE X

PROPOSAL - REPAIR - PPR - Request under Chapter 4-228 - Municipal Code, City of Chicago

WE ARE PROVIDING TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE BY MORE THAN 10% OR \$15.00, WHICHEVER IS LESS. WITHOUT YOUR CONSENT.

YOU HAVE YOUR RIGHT TO A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED BY US BY PHONE OR MAIL AT LEAST 10 DAYS BEFORE REPAIRS BEGIN.

YOU MAY WALK INTO OUR SHOP TO AN ESTIMATE WHICH GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE FOR THE REPAIRS.

NOTE: If you want to see this in writing before you begin repairs, please call us at 571-5700.

OPTION 1: I, the undersigned, hereby authorize you to set the price for repairs if you call me for approval before continuing if price exceeds \$ _____ Time _____

OPTION 2: I, the undersigned, hereby authorize you to set the price for repairs, and you may set the price for repairs. _____

YOUR ESTIMATE PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO US WITHIN 90 DAYS.

I do not authorize you to request for return or parts replaced Dated _____

| STRAIGHT TIME (HRS) | FLAT RATE PRICE | AS NO. _____ OPER. NO. _____ | TIME _____ | OFF _____ | ON _____ |
|---------------------|-----------------|---------------------------------|------------|-----------|----------|
| 10 | | 893511 | | 1130 | |

1998 NOV 29 AM 3:43

YOU ARE ENTITLED TO THE RETURN OF PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

EXCEPTIVE RETURN OF PARTS REPLACED.
ALL NON-EXCEPTIVE REPLACED PARTS RETURNED TO ME.

Rogers Auto Group

CUSTOMER #: 115288

396065



INVOICE

2720 S. Michigan Avenue, Chicago, IL 60616 • 312-225-4300
 Telephone: (312) 225-4300 • Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

CHICAGO, IL

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|-------------|------------|------------------|----------------------------------|------------|-----------------|---------|-----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF [REDACTED] | [REDACTED] | 30955/30978 | T0667 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | VAR. RATE | PAYMENT | INV. DATE |
| 06FEB10 DD | | | 17:00 28DEC11 | | 120.00 | CASH | 29DEC11 |
| R.O. OPENED | | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|---|--------|------|------|-------|------|-----|-------|
| A CUSTOMER STATES THE STABILITRAK LIGHT CAME ON AND SERVICE TRACTION LIGHT IS ON. WHEN THE LIGHT COMES ON WHEN DRIVING THE DRIVERS SIDE LIGHTS ARE NOT WORKING....NO TURN SIGNAL, BRAKE LIGHTS AT ALL - INSPECT | | | | | | | |

CAUSE: SHORT IN WIRE
 N6653 REAPIRED WIRE WITH NO OTHER CONCERNS FOUND
 AFTER TEST DRIVE

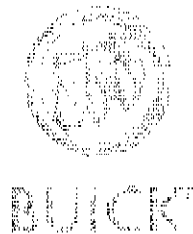
2 W

(N/C)

FC: 7077 PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

THANK YOU FOR SERVICING YOUR VEHICLE TODAY AT ROGERS AUTO GROUP!

OUR #1 GOAL IS TO MAKE SURE YOU ARE COMPLETELY SATISFIED WITH YOUR SERVICE VISIT!
 ****IF YOU ARE NOT COMPLETELY SATISFIED****
 CONTACT OUR SERVICE DIRECTOR, BRIAN COSTER AT 312-225-4300 OR bcoster@rogersautogroup.net



This business is required to be licensed pursuant to IL. revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) 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."

Customer's Signature: _____

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge. Parts and Labor.

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

WORKORDER
396065

PAGE 2

**ROGERS
AUTO GROUP**

2720 S. MICHIGAN AVE. CHICAGO, ILLINOIS 60616
Telephone: (312) 225-4300 Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net

CHICAGO, IL

2

HOME
CONT

SERVICE ADVISOR: 28 PARKS 162, DWAYNE EXT

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-----------------|-----------|----------------------------------|---------------|---------|----------------|---------|----------|
| RED_JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 30955 | T0667 | |
| DEL DATE | PRCD DATE | WARR EXP | PROMISED | PO NO | VAR RATE | PAYMENT | INV DATE |
| 06FEB10 D | | | 17:00 28DEC11 | | 120.00 | CASH | |
| R.O. OPENED | READY | OPTIONS: STK;C0038 1)C0038 G0595 | | | | | |
| 28DEC2011 08:37 | | | | | | | |

RECOMMENDED SERVICE
CURRENT MILEAGE: 30955

FIS - FUEL INJECTION SERVICE

ALCK - ALIGNMENT CHECK

>> BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, OUR DEALERSHIP RECOMMENDS <<
>> THE ABOVE SERVICE BE PERFORMED NOW <<

W - O - R - K - O - R - D - E - R

| LINE # | OP CODE | TECH... | TYPE | DESCRIPTIONS/INSTRUCTIONS |
|--------|---------|---------|------|--|
| # A | SES | | CR6 | CUSTOMER STATES THE STABILITRAK LIGHT CAME ON AND SERVICE TRACTION LIGHT IS ON. WHEN THE LIGHT COMES ON WHEN DRIVING THE DRIVERS SIDE LIGHTS ARE NOT WORKING...NO TURN SIGNAL, BRAKE LIGHTS AT ALL - INSPECT |

VIN# 1G1ZD5E79AF

U0140
U0194

QC
TAB
30955 - 30978 dk
T01
T02
T03

This business is required to be licensed pursuant to IL revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General, DL # 89. Motor Vehicle Repair Work - City of Chicago Required under Chapter 4-204, Municipal Code

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ABOVE NAMED DEALERSHIP) HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

ALL REPAIR WORK AND ALL PARTS USED ARE: [] WARRANTED [] NOT WARRANTED FOR A MINIMUM OF 90 DAYS AND/OR 3,000 MILES.

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service, we will fix it free of charge, Parts and Labor.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customers execution hereof shall grant a power of attorney to Dealer to execute any and all checks or drafts on behalf of customer by insurance companies for purposes of the requested repairs.

Customer's Signature: _____

If outside additional work will have to be performed, I hereby give my consent.

Customer's Signature: _____

Technician Copy

PARTS

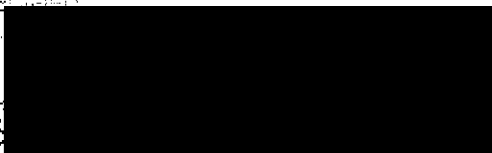
| | DESCRIPTION | WARRANTY RETURN |
|-----------------------|-------------|-----------------|
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| FOREMAN'S SIGNATURE X | | |

NOTICE: SEWER INSPECTION - Required under Chapter 4-228 - Municipal Code, City of Chicago

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE SHOULD BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE BY MORE THAN 10% OR \$15.00, UNLESS YOU HAVE GIVEN YOUR CONSENT.

YOU MAY ASK FOR A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED.

YOU MAY ASK TO STOP WORK AT ANY TIME.



SHOP THE RIGHT TO SET THE

- I AM ASKING FOR A WRITTEN ESTIMATE. I WILL ASK TO STOP WORK AT ANY TIME. I ASK TO APPROVE REPAIRS BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF PRICE EXCEEDS \$ _____ Time _____.
- I ASK TO APPROVE REPAIRS BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF PRICE EXCEEDS \$ _____ Time _____.
- I ASK TO APPROVE REPAIRS BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF PRICE EXCEEDS \$ _____ Time _____.
- I ASK TO APPROVE REPAIRS BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF PRICE EXCEEDS \$ _____ Time _____.
- I ASK TO APPROVE REPAIRS BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF PRICE EXCEEDS \$ _____ Time _____.
- I ASK TO APPROVE REPAIRS BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF PRICE EXCEEDS \$ _____ Time _____.

THIS ESTIMATE VALID FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE REPAIR SHOP WITHIN _____ DAYS.

I ASK TO APPROVE REPAIRS BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF PRICE EXCEEDS \$ _____ Time _____ I request the return of parts replaced. Dated _____

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE AGREED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR IN ACCORDANCE WITH WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO THE RETURN OF THE PARTS WHICH CANNOT BE RETURNED TO YOU.

**I REQUEST THE RETURN OF PARTS REPLACED.
I REQUEST THE REPLACED PARTS RETURNED TO ME.**

Rogers Auto Group

CUSTOMER #: 115288

397015



INVOICE

2720 S. Michigan Avenue, Chicago, IL 60616 · 312-225-4300
 Telephone: (312) 225-4300 · Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

CHICAGO, IL

PAGE 1

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

HOME: [REDACTED] CONT [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|---------------|---------------|----------------------------------|------------------------|------------|----------------|---------|-----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF [REDACTED] | [REDACTED] | 31355/31355 | T2228 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | VAR. RATE | PAYMENT | INV. DATE |
| 06FEB10 DD | | | 17:00 06JAN12 | | 120.00 | CASH | 06JAN12 |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 09:25 06JAN12 | 13:50 06JAN12 | | | | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

A CUSTOMER STATES THE TRACTION CONTROL LIGHT COMES ON WHEN DRIVING
 ALONG WITH SERVICE STABILITRAK LIGHT AS WELL
 POO THE PART (S) TO REPAIR YOUR VEHICLE HAVE BEEN
 ORDERED, YOU WILL BE NOTIFIED BY PHONE OR
 MAIL WHEN THEY ARRIVE

2IMISC

(N/C)

THANK YOU FOR SERVICING YOUR VEHICLE TODAY AT
 ROGERS AUTO GROUP!

OUR #1 GOAL IS TO MAKE SURE YOU ARE
 COMPLETELY SATISFIED WITH YOUR SERVICE VISIT!
 ****IF YOU ARE NOT COMPLETELY SATISFIED****
 CONTACT OUR SERVICE DIRECTOR, BRIAN COSTER AT
 312-225-4300 OR bcoster@rogersautogroup.net



This business is required to be licensed pursuant to IL. revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) 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."

Customer's Signature: _____

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge. Parts and Labor.

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

CUSTOMER COPY

WORKORDER
397015

PAGE 2

2

**ROGERS
AUTO GROUP**

2720 S. MICHIGAN AVE. CHICAGO, ILLINOIS 60616
Telephone: (312) 225-4300 Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net

CHICAGO, IL

HOME:
CONT:

SERVICE ADVISOR: 28 PARKS 162, DWAYNE EXT

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|-----------------|-----------|----------------------------------|---------------|---------|-----------------|---------|----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 31355 | T2228 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | VAR RATE | PAYMENT | INV DATE |
| 06FEB10 D | | | 17:00 06JAN12 | | 120.00 | CASH | |
| R.O. OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 06JAN2012 09:25 | | | | | | | |

RECOMMENDED SERVICE
CURRENT MILEAGE: 31355

FIS - FUEL INJECTION SERVICE

ALCK - ALIGNMENT CHECK

>> BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, OUR DEALERSHIP RECOMMENDS <<
>> THE ABOVE SERVICE BE PERFORMED NOW <<

W - O - R - K - O - R - D - E - R

| LINE | OP | CODE | TECH | TYPE | DESCRIPTIONS/INSTRUCTIONS |
|------|----|------|------|------|---|
| # A | | | 2 | W | CUSTOMER STATES THE TRACTION CONTROL LIGHT COMES ON WHEN DRIVING ALONG WITH SERVICE STABILITRAK LIGHT AS WELL |

~~CO276~~ N/A
CO277⁰⁷
CO277⁰⁹

Need to replace all low ref circuit
Terminals + wires between BPPJ + BIM

VIN# 1G1ZD5E79AF

This business is required to be licensed pursuant to IL revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89: Motor Vehicle Repair Work - City of Chicago Required under Chapter 4-204, Municipal Code

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ALL REPAIR WORK AND ALL PARTS USED ARE: [] WARRANTED [] NOT WARRANTED FOR A MINIMUM OF 90 DAYS AND/OR 3,000 MILES.

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge, Parts and Labor.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customers execution hereof shall grant a power of attorney to Dealer to execute any and all checks or drafts on behalf of customer by insurance companies for purposes of the requested repairs.

Customer's Signature: _____

If outside additional work will have to be performed, I hereby give my consent.

Customer's Signature: _____

Technician Copy

PARTS

| DESCRIPTION | QUANTITY REQUIRED |
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FOREMAN'S SIGNATURE X

NOTES: - Required under Chapter 4-228 - Municipal Code, City of Chicago

YOU ARE REQUESTING A WRITTEN ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE WILL BE WITHIN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE BY MORE THAN 10% OR \$15.00 PER HOUR OF YOUR OR MY TIME.

YOU ARE REQUESTING A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE OF REPAIRS WILL EXCEED THE ESTIMATE.

55-074d 5 NOV 686T

YOU ARE REQUESTING A WRITTEN ESTIMATE WHICH GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE OF REPAIRS IF THE PRICE OF REPAIRS WILL EXCEED THE ESTIMATE.

YOU ARE REQUESTING A WRITTEN ESTIMATE WHICH GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE OF REPAIRS IF THE PRICE OF REPAIRS WILL EXCEED THE ESTIMATE.

YOU ARE REQUESTING A WRITTEN ESTIMATE WHICH GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE OF REPAIRS IF THE PRICE OF REPAIRS WILL EXCEED THE ESTIMATE.

YOU ARE REQUESTING A WRITTEN ESTIMATE WHICH GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE OF REPAIRS IF THE PRICE OF REPAIRS WILL EXCEED THE ESTIMATE.

YOU ARE REQUESTING A WRITTEN ESTIMATE WHICH GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE OF REPAIRS IF THE PRICE OF REPAIRS WILL EXCEED THE ESTIMATE.

YOU ARE REQUESTING A WRITTEN ESTIMATE WHICH GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE OF REPAIRS IF THE PRICE OF REPAIRS WILL EXCEED THE ESTIMATE.

YOU ARE REQUESTING A WRITTEN ESTIMATE WHICH GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE OF REPAIRS IF THE PRICE OF REPAIRS WILL EXCEED THE ESTIMATE.

YOU ARE REQUESTING A WRITTEN ESTIMATE WHICH GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE OF REPAIRS IF THE PRICE OF REPAIRS WILL EXCEED THE ESTIMATE.

YOU ARE REQUESTING A WRITTEN ESTIMATE WHICH GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE OF REPAIRS IF THE PRICE OF REPAIRS WILL EXCEED THE ESTIMATE.

YOU ARE REQUESTING A WRITTEN ESTIMATE WHICH GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE OF REPAIRS IF THE PRICE OF REPAIRS WILL EXCEED THE ESTIMATE.

Rogers Auto Group

CUSTOMER #: 115288

400509



INVOICE

Telephone: (312) 225-4300 · Fax: (312) 567-9498
 Internet Address: www.rogersautogroup.net
 Chicago License No. 000243

CHICAGO, IL

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|---------------|---------------|------------------|----------------------------------|------------|-----------------|---------|-----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF [REDACTED] | [REDACTED] | 33310/33310 | T2674 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | VAR. RATE | PAYMENT | INV. DATE |
| 06FEB10 DE | | | 17:00 13FEB12 | | 120.00 | CASH | 13FEB12 |
| R.O. OPENED | | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | |
| 08:07 13FEB12 | 17:09 13FEB12 | | | | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

A CUSTOMER STATES THE TRACTION LIGHT CAME ON AGAIN WHEN DRIVING AND APPLYING BRAKES

CAUSE: NO CONCERNS DUPLICATED
 H9991 OLD HISTORY CODE BUT NOTHING CURRENT, TEST DROVE WITH NO FAILURES
 2 W (N/C)

FC: 6579 PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

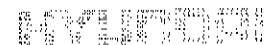
SUBL TEST DRIVE/ FUEL #002301
 W (N/C)

B YOUR VEHICLE HAS BEEN WASHED WITH A STATE OF THE ART SPOTLESS CAR WASH SYSTEM! IT'S JUST OUR WAY OF SAYING THANK YOU FOR BEING OUR CUSTOMER :)

WC YOUR VEHICLE HAS BEEN WASHED WITH A STATE OF THE ART SPOTLESS CAR WASH SYSTEM! IT'S JUST OUR WAY OF SAYING THANK YOU FOR BEING OUR CUSTOMER :)
 2IMISC (N/C)

THANK YOU FOR SERVICING YOUR VEHICLE TODAY AT ROGERS AUTO GROUP!

OUR #1 GOAL IS TO MAKE SURE YOU ARE COMPLETELY SATISFIED WITH YOUR SERVICE VISIT!
 ****IF YOU ARE NOT COMPLETELY SATISFIED****
 CONTACT OUR SERVICE DIRECTOR, BRIAN COSTER AT 312-225-4300 OR bcoster@rogersautogroup.net



CHEVROLET

BUICK

This business is required to be licensed pursuant to IL. revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) 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."

Customer's Signature: _____

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge. Parts and Labor.

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

CUSTOMER COPY

CHICAGO, IL

HOME:
CONT:

2

APPT!!

ROGERS
AUTO GROUP

2720 S. MICHIGAN AVE. - CHICAGO, ILLINOIS 60616
Telephone: (312) 225-4300 - Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net

SERVICE ADVISOR: 28 PARKS 162, DWAYNE EXT

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-----------------|-----------|----------------------------------|---------------|---------|----------------|---------|----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 33310 | T2674 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | VAR RATE | PAYMENT | INV DATE |
| 06FEB10 D | | | 17:00 13FEB12 | | 120.00 | CASH | |
| R/O OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |
| 13FEB2012 08:07 | | | | | | | |

RECOMMENDED SERVICE
CURRENT MILEAGE: 33310

FIS - FUEL INJECTION SERVICE

ALCK - ALIGNMENT CHECK

>> BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, OUR DEALERSHIP RECOMMENDS <<
>> THE ABOVE SERVICE BE PERFORMED NOW <<

W - O - R - K - O - R - D - E - R

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS
A 1199 2 W CUSTOMER STATES THE TRACTION LIGHT CAME ON AGAIN WHEN DRIVING AND APPLYING BRAKES

H9991-

B WC CR6 YOUR VEHICLE HAS BEEN WASHED WITH A STATE OF THE ART SPOTLESS CAR WASH SYSTEM! IT'S JUST OUR WAY OF SAYING THANK YOU FOR BEING OUR CUSTOMER

QC BDU

TD1 33312-33377 MPF

TD2

TD3

Needs GAS
Low Fuel Light ON.

002301 25

VIN# 1G1ZD5E79AF

This business is required to be licensed pursuant to IL revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 89, Motor Vehicle Repair Work - City of Chicago Required under Chapter 4-204, Municipal Code

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ABOVE NAMED DEALERSHIP) HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

ALL REPAIR WORK AND ALL PARTS USED ARE: [] WARRANTED [] NOT WARRANTED FOR A MINIMUM OF 90 DAYS AND/OR 3,000 MILES.

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge, Parts and Labor.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customers execution hereof shall grant a power of attorney to Dealer to execute any and all checks or drafts on behalf of customer by insurance companies for purposes of the requested repairs.

Customer's Signature: _____

If outside additional work will have to be performed, I hereby give my consent.

Customer's Signature: _____

Technician Copy

PARTS

WARRANTY RETURN

FORSEMAN'S SIGNATURE X

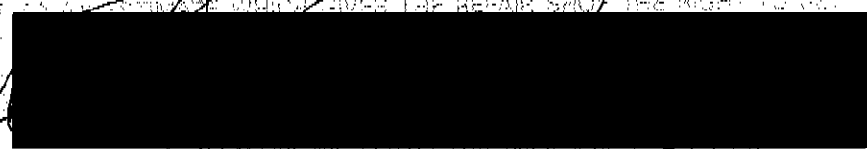
**RETURN
GM
WARRANTY**

MOTOR VEHICLE REPAIR WORK - Governed under Chapter 4-228 - Municipal Code, City of Chicago

YOU HAVE RECEIVED AN APPROXIMATE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE BUT WILL NOT EXCEED THE ESTIMATE BY MORE THAN 10% OR \$15.00 UNLESS YOU AGREE TO ANOTHER PRICE OF YOUR CONSENT.

YOU MAY HAVE YOUR VEHICLE A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED.

YOU MAY HAVE YOUR VEHICLE A WRITTEN ESTIMATE WHICH GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE FOR THE REPAIRS.



- I have selected the repairs and have not approved repairs commanding a price exceeding _____ Time _____
- I have selected an estimate and you may set the price for repairs. _____

THIS ESTIMATE PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 30 DAYS.

I have authorized repairs to be done. I reserve the right to select parts rejected. Dated _____

YOU ARE OBLIGATED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR UNDER A WARRANTY BY WORK OR AN EXCHANGE AGREEMENT. YOU ARE RESPONSIBLE TO RETURN THE PARTS WHICH CANNOT BE RETURNED TO US.

I HAVE AUTHORIZED RETURN OF PARTS REPLACED.
I HAVE AUTHORIZED PARTS REPLACED PARTS RETURNED TO ME.

Kiska Jones/Austin/GM1

03/06/2012 04:09 PM

To brent.palmer@gm.com

cc james.cocking@gm.com

bcc

Subject 71-1042992800 Sweezer

RE: Customer Last Name: [REDACTED]
Service Request: 71-1042992800
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]
Customer Relationship Specialist: Kiska Jones
Telephone: 866-790-5600 ext. 31099

Hi, my name is Kiska. This email is to follow up on my call regarding Service Request 71-1042992800 for customer [REDACTED]. The customer's vehicle is a 2010 Chevrolet Malibu with 33,310 miles. The customer has been working with Rogers Auto Group in Chicago, IL and Mike Anderson Chevrolet in Chicago, IL. Technical Assistance Center has been involved. Due to time constraints, your response to this e-mail is required within **48** hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede

the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

*If a response is not received within 48 hours the default assumption is option "B".

Please reply only by email with one of the above options within **48** hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

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

CUSTOMER #: 115280

397339

**ROGERS
AUTO GROUP**

2720 S. MICHIGAN AVE. · CHICAGO, ILLINOIS 60616
Telephone: (312) 225-4300 · Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net
Chicago License No. 000243

ACCOUNTING

PAGE 1

* PRE-INVOICE **
SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162

| | | | | | | | |
|-------------|-----------|----------------------------------|---------------|---------|----------------|---------|----------|
| CHICAGO, IL | CONT | CELL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 31480/31480 | T2270 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | VAR RATE | PAYMENT | INV DATE |
| 06FEB10 | DD | | 17:00 10JAN12 | | 120.00 | CASH | 10JAN12 |
| R/O OPENED | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | | |

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

A CUSTOMER STATES THE STABILITRAK LIGHT IS WHEN BRAKING AT ALL TIMES -
TECH#2
CAUSE: CASE #71-987673054
CONCERN CODE: 0322
N6653 REPAIRED AND REPLACED WIRING FROM BRAKE
PEDAL POSITION SENSOR TO BCM
2 W 1.00 1.00 3025 10197 101.97 101.97
FC: 6579 PART#: COUNT: 0 0 TPARTS
CLAIM TYPE:
AUTH CODE:

3025 10197 TLABOR
THANK YOU FOR SERVICING YOUR VEHICLE TODAY AT
ROGERS AUTO GROUP!
OUR #1 GOAL IS TO MAKE SURE YOU ARE
COMPLETELY SATISFIED WITH YOUR SERVICE VISIT!
****IF YOU ARE NOT COMPLETELY SATISFIED****
CONTACT OUR SERVICE DIRECTOR, BRIAN COSTER AT
312-225-4300 OR bcoster@rogersautogroup.net

| ACCOUNT | SALE | COST | CONTROL | ACCOUNT | SALE | COST | CONTROL |
|---------|-------|------|---------|---------|-------|-------|---------|
| | 10197 | 3025 | | 2630 | 10197 | ***** | |

COST, SALE, & COMP TOTALS 3025 10197 0

This business is required to be licensed pursuant to IL revised statute, chapter 95 1/2, sec. 5-301, any complaints as to the quality of service obtained here may be brought to the attention of the attorney General. DL # 99

TANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ROGERS AUTO GROUP) 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 WITH THE SALE

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge. Parts and Labor.

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

Customer's Sign

WORKORDER
397339

APPT!!

PAGE 2

**ROGERS
AUTO GROUP**

2710 S. MICHIGAN AVE. · CHICAGO, ILLINOIS 60616

Telephone: (312) 225-4300 · Fax: (312) 567-9498
Internet Address: www.rogersautogroup.net

CHICAGO, IL

HOME:
CONT:

2

SERVICE ADVISOR: 28 PARKS 162, DWAYNE EXT # 2228

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-----------------|-----------|------------------|----------------------------------|---------|----------------|---------|----------|
| RED JEWEL | 10 | CHEVROLET MALIBU | 1G1ZD5E79AF | | 31480 | T2270 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | VAR RATE | PAYMENT | INV DATE |
| 06FEB10 D | | | 17.00 10JAN12 | | 120.00 | CASH | |
| P.O. OPENED | | READY | OPTIONS: STK:C0038 1)C0038 G0595 | | | | |
| 10JAN2012 09:03 | | | | | | | |

RECOMMENDED SERVICE
CURRENT MILEAGE: 31480

FIS - FUEL INJECTION SERVICE

ALCK - ALIGNMENT CHECK

>> BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, OUR DEALERSHIP RECOMMENDS <<
>> THE ABOVE SERVICE BE PERFORMED NOW <<

W - O - R - K - O - R - D - E - R

| LINE # | CODE | TECH | TYPE | DESCRIPTIONS/INSTRUCTIONS |
|--------|------|------|------|---|
| # A | | 2 | W | CUSTOMER STATES THE STABILITRAK LIGHT IS WHEN BRAKING AT ALL TIMES - TECH#2 |

previous code - C0277⁰⁶

Current - C0277⁰⁷⁺⁰⁹

Case # 71-987673054

1.0

N6653

Per Techline #2 Replaced all Terminals + wires between Brake pressure position Sensor + BCM

3 wires - circuit 5359 - Br ref
circuit 5361 - Brake pedal position sensor
circuit 5360 - Low ref

Intermittent high resistance + intermittent
C0277⁰⁷⁺⁰⁹

VIN# 1G1ZD5E79AF133796

This business is required to be licensed pursuant to the revised statute, chapter 95.1/2, sec. 5-301; any complaints as to the quality of service obtained here may be brought to the attention of the attorney General, DL # 89, Motor Vehicle Repair Work - City of Chicago, Required under Chapter 4-204, Municipal Code.

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ALL REPAIR WORK AND ALL PARTS USED ARE: [] WARRANTED [] NOT WARRANTED FOR A MINIMUM OF 90 DAYS AND/OR 3,000 MILES.

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service, we will fix it free of charge, Parts and Labor.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Customers execution hereof shall grant a power of attorney to Dealer to execute any and all checks or drafts on behalf of customer by insurance companies for purposes of the requested repairs.

Customer's Signature: _____

If outside additional work will have to be performed, I hereby give my consent.

Customer's Signature: _____

Technician Copy

PARTS

| LINE CODE | SERVICE CODE | QTY | PART NO. | DESCRIPTION | WARRANTY RETURN |
|-----------|--------------|-----|----------|-------------|-----------------|
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1999 JAN 9 11:00

1999 JAN 10 AM 1:47

FOREMAN'S SIGNATURE X

MOTOR VEHICLE REPAIR WORK -- Required under Chapter 4-228 - Municipal Code, City of Chicago

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE. BUT WILL NOT EXCEED THE ESTIMATE BY MORE THAN 10% OR \$15.00, WHICHEVER IS LESS, WITHOUT YOUR CONSENT.

YOU MAY WAIVE YOUR RIGHT TO A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED.

YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE WHICH GIVES THE REPAIR SHOP THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION.

YOUR SIGNATURE WILL INDICATE YOUR SELECTION

- (a) I request an estimate in writing before you begin repairs.
SIGNATURE _____
- (b) Proceed with repairs but call me for approval before continuing if price exceeds \$ _____
SIGNATURE _____ Time _____
- (c) I do not want an estimate and you may set the price for repairs.
SIGNATURE _____

THIS ESTIMATE PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 10 DAYS.

I do not want replaced parts returned to me. I request the return of parts replaced. Dated _____

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED, EXCEPT LARGE, AND THOSE REQUIRING OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

I REQUEST THE RETURN OF PARTS REPLACED.
I DO NOT WANT REPLACED PARTS RETURNED TO ME.

STRAIGHT TIME (HRS.) 1.0
FLAT RATE PRICE
F.O.B. NO. 307339
OPER. NO.
TIME OFF 1.10

RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasors"), on behalf of ourselves and my assigns, heirs and executors, in consideration of \$5400.00 paid by General Motors Company, hereby releases and discharges 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 Releasors 2010 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZD5E79AF [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 Releasors have initiated any court, arbitration or other proceeding against Releasees, Releasors immediately will dismiss the proceeding with prejudice.

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

Releasors have carefully read and understands this release. Releasors agrees and acknowledges that this Release constitutes the entire agreement between Releasors and Releasees, and Releasors 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: _____

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: _____



VIA FAX ONLY

March 16, 2012

Timothy Maloney, Esq.
10 North Dearborn St, 3rd Floor
Chicago, IL 60602

RE: [REDACTED]
Service Request: 71-1042992800
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]
Customer Relationship Specialist: Kiska

Dear Mr. Maloney:

We regret that your client is dissatisfied with her 2010 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 \$ 6150.00.

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

Odometer

Client's Signature

Date

Client's Signature

Date

RELEASE OF CLAIM

I, [REDACTED], (hereinafter referred to as "Releasors"), on behalf of ourselves and my assigns, heirs and executors, in consideration of \$6150.00 paid by General Motors Company, hereby releases and discharges 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 Releasors 2010 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZD5E79AF [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 Releasors have initiated any court, arbitration or other proceeding against Releasees, Releasors immediately will dismiss the proceeding with prejudice.

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

Releasors have carefully read and understands this release. Releasors agrees and acknowledges that this Release constitutes the entire agreement between Releasors and Releasees, and Releasors 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: _____

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: _____



"Kaczander, Eric"
<ekaczander@consumerlawcenter.com>

03/15/2012 12:13 PM

To <kiska_jones@gmexpert.com>

cc

bcc

Subject [REDACTED] v. GM

Kiska,

My clients have rejected your offer of \$5,400 total. They have authorized me to make a settlement demand of \$11,000 inclusive of attorneys' fees. This demand is valid until the close of business on 3/20/12. Please 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



Kiska Jones/Austin/GM1

03/15/2012 12:13 PM

To "Kaczander, Eric"

<ekaczander@consumerlawcenter.com>@SITEWCWEB

cc

bcc

Subject Re: [REDACTED] v. GM

RE: Customer Last Name [REDACTED]

Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]

Customer Relationship Specialist: Kiska Jones

Telephone: 866-790-5700 ext. 41455

Please discuss General Motors offer with your client.



2nd offer.doc 2nd release.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



VIA FAX ONLY

March 20, 2012

Timothy Maloney, Esq.
10 North Dearborn St, 3rd Floor
Chicago, IL 60602

RE: [REDACTED]
Service Request: 71-1042992800
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]
Customer Relationship Specialist: Kiska

Dear Mr. Maloney:

We regret that your client is dissatisfied with her 2010 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 \$ 6700.00.

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

Odometer

Client's Signature

Date

Client's Signature

Date

RELEASE OF CLAIM

I, [REDACTED], (hereinafter referred to as "Releasors"), on behalf of ourselves and my assigns, heirs and executors, in consideration of \$6700.00 paid by General Motors Company, hereby releases and discharges 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 Releasors 2010 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZD5E79AF [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 Releasors have initiated any court, arbitration or other proceeding against Releasees, Releasors immediately will dismiss the proceeding with prejudice.

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

Releasors have carefully read and understands this release. Releasors agrees and acknowledges that this Release constitutes the entire agreement between Releasors and Releasees, and Releasors 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: _____

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: _____



"Kaczander, Eric"
<ekaczander@consumerlawcenter.com>
03/19/2012 10:44 AM

To <kiska_jones@gmexpert.com>
cc
bcc
Subject RE: [REDACTED] v. GM

Kiska,

My clients have rejected your offer. They have authorized me to lower their previous demand to \$10,000 inclusive of attorneys' fees. This demand is valid until the close of business on Friday. Please 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

-----Original Message-----

From: kiska_jones@gmexpert.com [mailto:kiska_jones@gmexpert.com]
Sent: Friday, March 16, 2012 4:40 PM
To: Kaczander, Eric
Subject: Re: [REDACTED] v. GM

RE: Customer Last Name: [REDACTED]
Service Request: 71-1042992800
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]
Customer Relationship Specialist: Kiska Jones
Telephone: 866-790-5700 ext. 41455

Please discuss General Motors offer with your client.

(See attached file: 2nd offer.doc)(See attached file: 2nd release.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

Kiska Jones/Austin/GM1


03/19/2012 10:44 AM

To "Kaczander, Eric"

<ekaczander@consumerlawcenter.com>@SITE LCWEB

cc

bcc

Subject RE: [REDACTED] v. GM 

RE: Customer Last Name: [REDACTED]

Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]

Customer Relationship Specialist: Kiska Jones

Telephone: 866-790-5600 ext. 31099

Mr. Kaczander,



Please remove General Motors offer with your client. 3rd offer.doc 3rd release.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

Kiska Jones/Austin/GM1

03/26/2012 01:58 PM

To "Kaczander, Eric"

<ekaczander@consumerlawcenter.com>@SITEWCWEB

cc

bcc

Subject 71-1042992800 [REDACTED]

RE: Customer Last Name: [REDACTED]

Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]

Customer Relationship Specialist: Kiska Jones

Telephone: 866-790-5600 ext. 31099

Mr. Kaczander,

I sent you an offer letter on March 20, 2012 regarding your client [REDACTED]. This email is to verify that you received that offer and have presented it to your client. Please advise at your earliest convenience.

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

March 29, 2012

Timothy Maloney, Esq.
10 North Dearborn St, 3rd Floor
Chicago, IL 60602

RE: [REDACTED]
Service Request: 71-1042992800
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]
Customer Relationship Specialist: Kiska

Dear Mr. Maloney:

We regret that your client is dissatisfied with her 2010 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 \$ 7200.00.

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

Odometer

Client's Signature

Date

Client's Signature

Date

RELEASE OF CLAIM

I, [REDACTED], (hereinafter referred to as "Releasors"), on behalf of ourselves and my assigns, heirs and executors, in consideration of \$7200.00 paid by General Motors Company, hereby releases and discharges 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 Releasors 2010 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZD5E79AF [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 Releasors have initiated any court, arbitration or other proceeding against Releasees, Releasors immediately will dismiss the proceeding with prejudice.

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

Releasors have carefully read and understands this release. Releasors agrees and acknowledges that this Release constitutes the entire agreement between Releasors and Releasees, and Releasors 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: _____

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: _____



"Kaczander, Eric"
<ekaczander@consumerlawcenter.com>

03/28/2012 05:49 PM

To <kiska_jones@gmexpert.com>
cc
bcc
Subject RE: [REDACTED] v. GM

Kiska,

My clients have rejected your offer of \$6,700 total, however we are getting fairly close to getting this case resolved. They have authorized me to lower their previous demand to \$9,000 inclusive of attorneys' fees. This demand is valid until the close of business on 4/2/12. Please 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

-----Original Message-----

From: kiska_jones@gmexpert.com [mailto:kiska_jones@gmexpert.com]
Sent: Tuesday, March 20, 2012 6:50 PM
To: Kaczander, Eric
Subject: RE: [REDACTED] v. GM

RE: Customer Last Name: [REDACTED]
Service Request: 71-1042992800
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]
Customer Relationship Specialist: Kiska Jones
Telephone: 866-790-5600 ext. 31099

Mr. Kaczander,

Please remove General Motors offer with your client. (See attached file: 3rd offer.doc) (See attached file: 3rd release.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

Kiska Jones/Austin/GM1


03/28/2012 05:49 PM

To "Kaczander, Eric"

<ekaczander@consumerlawcenter.com>@SITEWCWEB

cc

bcc

Subject RE: [REDACTED]. GM 

RE: Customer Last Name: [REDACTED]
Service Request: 71-1042992800
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]
Customer Relationship Specialist: Kiska Jones
Telephone: 866-790-5600 ext. 31099

Mr. Kaczander,

Please review General Motors offer.



4th offer.doc



4th release.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

Kiska Jones/Austin/GM1

04/04/2012 05:29 PM

To <ekaczander@consumerlawcenter.com>

cc

bcc

Subject 71-1042992800 [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-1042992800
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]
Customer Relationship Specialist: Kiska Jones
Telephone: 866-790-5600 ext. 31099

Mr. Kaczander,

I sent you an offer letter on March 29, 2012 regarding your client [REDACTED]. This email is to verify that you received that offer and have presented it to your client. Please advise at your earliest convenience.

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



"Kaczander, Eric"
<ekaczander@consumerlawcenter.com>

04/05/2012 01:58 PM

To <kiska_jones@gmexpert.com>

cc

bcc

Subject RE: [REDACTED] v. GM

Kiska,

My clients have rejected your offer. They have authorized me to lower their previous settlement demand to \$8,500 inclusive of attorneys' fees. This demand is valid until 4/12/12. Please 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

-----Original Message-----

From: kiska_jones@gmexpert.com [mailto:kiska_jones@gmexpert.com]
Sent: Thursday, March 29, 2012 5:14 PM
To: Kaczander, Eric
Subject: RE: [REDACTED] v. GM

RE: Customer Last Name: [REDACTED]
Service Request: 71-1042992800
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E79AF[REDACTED]
Customer Relationship Specialist: Kiska Jones
Telephone: 866-790-5600 ext. 31099

Mr. Kaczander,

Please review General Motors offer.

(See attached file: 4th offer.doc)(See attached file: 4th release.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



VIA FAX ONLY

April 11, 2012

Timothy Maloney, Esq.
10 North Dearborn Street, 3rd Floor
Chicago, IL 60602

RE: [REDACTED]
Service Request: 71-1042992800
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]
Customer Relationship Specialist: Kiska

Dear Mr. Maloney:

We have received your rejection of our settlement offer, dated March 29, 2012. After further review, we do not believe that additional adjustment of our settlement offer, dated March 29, 2012 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, this offer will be withdrawn; 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

Kiska Jones/Austin/GM1

04/11/2012 01:44 PM

To <ekaczander@consumerlawcenter.com>

cc

bcc

Subject 71-1042992800 [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-1042992800
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]
Customer Relationship Specialist: Kiska Jones
Telephone: 866-790-5600 ext. 31099

Mr. Kaczander,

Please review the attached letter.



NFA.doc



4th offer.doc



4th release.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



"Kaczander, Eric"
<ekaczander@consumerlawcenter.com>

04/13/2012 02:15 PM

To <kiska_jones@gmexpert.com>

cc

bcc

Subject RE: 71-1042992800 [REDACTED]

Kiska,

As my clients do not feel safe or comfortable in the vehicle, they have not agreed to your offer.

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: kiska_jones@gmexpert.com [mailto:kiska_jones@gmexpert.com]
Sent: Wednesday, April 11, 2012 12:46 PM
To: Kaczander, Eric
Subject: 71-1042992800 [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-1042992800
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]
Customer Relationship Specialist: Kiska Jones
Telephone: 866-790-5600 ext. 31099

Mr. Kaczander,

Please review the attached letter.

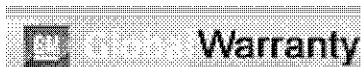
(See attached file: NFA.doc)(See attached file: 4th offer.doc)(See attached file: 4th release.doc)

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


[Logout](#)

April 26, 2012

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

**INTERFACE WITH
CUSTOMER**

View Vehicle Build

This screen allows IVH users to view the initial build information on the selected VIN including option codes with descriptions (where available).

Vehicle Information

VIN: 1G1ZD5E79AF [REDACTED] Model: 1ZJ69-2010 MALIBU 4 D LT SEDAN
 Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [0 Open](#) [REQUEST ANOTHER VIN](#)

For this vehicle:

- [View Vehicle Summary](#)
 - [Service Contract](#)
 - [Branded Title](#)
 - [Warranty Block](#)
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

Vehicle Build

Model: 1ZJ69-2010 MALIBU 4 D LT SEDAN Order Number: NNGTMS
 Gross Vehicle Weight: 2,078 Build Date: 09/21/2009
 Build Plant: F

Option Codes

*IVH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

| | |
|---|---|
| 19C - EBONY | 19I - EBONY |
| 1SZ - OPTION PACKAGE DISCOUNT | 2LT - 2LT PACKAGE |
| 6AZ - COMPONENT FRT LH COMPUTER SEL | 7AZ - COMPONENT FRT RH COMPUTER SEL |
| 80U - RED JEWEL TINTCOAT | 8AB - REAR SPRING |
| 9AB - REAR SPRING | AG1 - 6-WAY POWER DRIVER SEAT |
| AL0 - SENSOR INDICATOR | AP3 - REMOTE VEHICLE STARTER SYSTEM |
| AS5 - SEAT, FRONT BKT | AT8 - RESTRAINT, CHILD RR SEAT |
| AXG - WINDOW, POWER W/DRVR EXPRESS DOWN/ UP | AXJ - VEHICLE TYPE PASSENGER CAR |
| AY0 - SIDE IMPACT AIRBAGS, DRIVER AND FRONT PASSENGER | B36 - TRUNK MAT |
| B50 - PREMIUM FLOOR MATS, FRONT/REAR | B86 - BODY COLOR BODYSIDE MOLDINGS |
| C60 - AIR CONDITIONING | CF5 - SUNROOF, POWER TILT AND SLIDE |
| D49 - POWER OUTSIDE MIRRORS | D70 - TRANSAXLE 2.77 RATIO |
| DCP - ONSTAR DIRECTIONS & CONNECTIONS 1 YR FACTORY PACKAGE | DD7 - INSIDE REARVIEW MIRROR, AUTO- DIMMING W/COMPASS |
| EF7 - COUNTRY - USA | FAI - FAIRFAX |
| FE0 - SUSPENSION SYSTEM-ACTIVE | FE9 - 50-STATE EMISSIONS |
| HP0 - HYBRID POPULSION NOT INSTALLED | IBC - INTERIOR TRIM |
| JL9 - 4-WHEEL ANTI-LOCK DISC BRAKES W/TRACTION CONTROL | KA1 - HEATED FRONT SEATS |
| KB7 - TAPSHIFT MANUAL SHIFT CONTROL | KG7 - GENERATOR 125 AMPS |
| LY7 - ENGINE, 3.6L V6 DOHC | MH2 - 6-SPEED AUTOMATIC TRANSMISSION |
| N34 - LEATHER WRAPPED 3-SPOKE STR WHL | NBQ - EXHAUST SPORTY, CHROME |
| NT7 - EMISSION SYSTEM FEDERAL, TIER 2 | NVH - HYDRAULIC POWER STEERING ASSIST |
| NW5 - (4) 18" WHEELS, ULTRA BRIGHT ALUMINUM | PDM - PREMIUM MAT PACKAGE: *PREMIUM CARPETED FLOOR MATS, FRONT/BACK *TRUNK MAT null |
| PDQ - HFV6 ENGINE PACKAGE: *3.6L V6 DOHC ENGINE (REPLACES STD/OPT ENGINE) *18" BRIGHT ALUMINUM WHLS *DUAL CHROME EXHAUST TIPS *HYDRAULIC POWER STEERING ASSIST null | QYH - (4) TOURING TIRES P225/50R18 |

R9N - PROCESSING CODE
SRR - 2LT CONVERSION CODE

U2K - XM SATELLITE RADIO - SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUS/XM AFTER 90 DAYS

UE1 - 1YR ONSTAR DIRECTIONS W/ AUTOMATIC CRASH RESPONSE AND TURN-BY TURN NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC COVERAGE)

UJM - TIRE PRESS INDICATOR MANUAL
UPF - BLUETOOTH FOR PHONE

UW5 - 6-SPEAKER SOUND SYSTEM

VK3 - FRONT LICENSE PLATE BRACKET

XL7 - FREQUENCIES RATING 315MHZ

SLM - STOCK ORDERS

TR0 - INTERIOR DUAL READING LAMPS

U77 - ANTENNA RR WINDOW

UG1 - UNIVERSAL HOME REMOTE

UK3 - STEERING WHEEL CONTROLS

US8 - AM/FM STEREO, CD PLAYER, MP3 FORMAT, RADIO DATA SYSTEM & AUXILIARY INPUT JACK

V8D - VEHICLE STATEMENT US

VY7 - LEATHER SHIFT KNOB

ZFH - COMPACT SPARE TIRE AND JACK ASSEMBLY INFLATOR KIT)

Added Option Codes

Vehicle has no current record of SAIO codes.

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April 26, 2012

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

**INTERFACE WITH
CUSTOMER**

View Vehicle Component Summary

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

Vehicle Information

 VIN: 1G1ZD5E79AF [REDACTED] Model: 1ZJ69-2010 MALIBU 4 D LT SEDAN
 Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [0 Open](#)
For this vehicle:

- [View Vehicle Summary](#)
 - [Service Contract](#)
 - [Branded Title](#)
 - [Warranty Block](#)
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

Vehicle Component

| | |
|---|---|
| Component Code: 10-ENGINE ASSEMBLY | Traceability: 092430808 |
| Source Plant: - | Part / Number Broadcast: |
| Date Scanned: 09/18/2009 | Time Scanned: 19:12:00 Scan Station: 06 |
| Component Code: 61-TRANSMISSION | Traceability: 9252B0933 |
| Source Plant: - | Part / Number Broadcast: |
| Date Scanned: 09/18/2009 | Time Scanned: 19:18:00 Scan Station: 05 |
| Component Code: 74-ELECTRON BRAKE & TRACTION CTRL MOD ASM | Traceability: 25191089 |
| Source Plant: 1- | Part / Number Broadcast: 9990 |
| Date Scanned: 09/21/2009 | Time Scanned: 08:47:00 Scan Station: 00 |
| Component Code: 86-ELECTRONIC CONTROL MODULE (ECM) | Traceability: 2923704RE |
| Source Plant: K-DELCO ELECTRONICS KOKOMO,IN | Part / Number Broadcast: AAKD |
| Date Scanned: 09/21/2009 | Time Scanned: 08:47:00 Scan Station: 02 |
| Component Code: AB-IR-MODULE ASM-INFLATOR | Traceability: 2254G0025 |
| Source Plant: 9- | Part / Number Broadcast: 0709 |
| Date Scanned: 09/21/2009 | Time Scanned: 07:24:00 Scan Station: 08 |
| Component Code: AS-SENSING DIAGNOSTIC MODULE | Traceability: 200MP |
| Source Plant: 2- | Part / Number Broadcast: 1096 |
| Date Scanned: 09/21/2009 | Time Scanned: 08:47:00 Scan Station: 02 |
| Component Code: CC-SEQ NUM (FLEX) BODY ASM | Traceability: 0440872 |
| Source Plant: - | Part / Number Broadcast: 1CZ |
| Date Scanned: 09/09/2009 | Time Scanned: 05:01:00 Scan Station: |
| Component Code: CP-SEQ NUM (FLEX) GEN ASM | Traceability: 1207838 |
| Source Plant: - | Part / Number Broadcast: 1AG |
| Date Scanned: 09/18/2009 | Time Scanned: 09:05:00 Scan Station: |
| Component Code: DF--- | Traceability: 28YFAOD |
| Source Plant: M- | Part / Number Broadcast: 8131 |
| Date Scanned: 09/18/2009 | Time Scanned: 13:34:00 Scan Station: 02 |
| Component Code: DG--- | Traceability: 298FAAKA |
| Source Plant: M- | Part / Number Broadcast: 8130 |
| Date Scanned: 09/18/2009 | Time Scanned: 13:34:00 Scan Station: 01 |

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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April 26, 2012

 Global Warranty Management: Main > Interface With Customer > **View Vehicle Delivery Information**
**INTERFACE WITH
CUSTOMER**

View Vehicle Delivery Information

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

Vehicle Information

VIN: 1G1ZD5E79AF [REDACTED] Model: 1ZJ69-2010 MALIBU 4 D LT SEDAN
 Service Contract: **Yes** Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [0 Open](#) [REQUESTED VIN](#)

For this vehicle:

- [View Vehicle Summary](#)
 - [Service Contract](#)
 - [Branded Title](#)
 - [Warranty Block](#)
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

Invoice Information

Invoicing Service Agent: 205757 Invoice Date: 09/21/2009
 ROGERS AUTO GROUP
 2720 S MICHIGAN AVENUE
 CHICAGO IL 60616-2819 3122254300

Ship to Information

Ship to Service Agent: 205757 Ship to Date: N/A
 ROGERS AUTO GROUP
 2720 S MICHIGAN AVENUE
 CHICAGO IL 60616-2819 3122254300

Delivery Information

Delivery Service Agent: 205757 Delivery Date: 02/06/2010
 ROGERS AUTO GROUP Delivery Type: 016---GM SUPPLIER
 2720 S MICHIGAN AVENUE Delivery Odometer: 4
 CHICAGO IL 60616-2819 3122254300

In Service Information

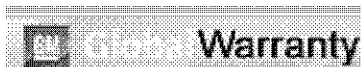
Invoicing Service Agent: In Service Date: N/A
 In Service Type: 0000
 In Service Odometer: 0

Registration Information

Registration Service Agent: N/A Registration Date: N/A
 Registration Number: N/A
 Registration Odometer: 0

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[Logout](#)

April 26, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Summary

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

Vehicle Information

VIN: 1G1ZD5E79AF

Model: 1ZJ69-2010 MALIBU 4 D LT SEDAN

Service Contract: [Yes](#)

Branded Title: No

Warranty Block: No

PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: [0](#) [Open](#)
[REQUEST ANOTHER VIN](#)

For this vehicle:

- [View Vehicle Summary](#)
 - [Service Contract](#)
 - [Branded Title](#)
 - [Warranty Block](#)
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

Required Field Actions

Open field actions are highlighted

| Type | Number | Original Nbr | Description | Release Date | Status |
|-------------------------------|---------|--------------|--|--------------|--------|
| Service Update Bulletins | N100310 | 10310 | ENGINE STALL - REPROGRAM TCM/ECM - EXPIRES WITH BASE WARRANTY | 09/17/2010 | Closed |
| Customer Satisfaction Program | N100085 | 10085 | AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIREHARNES/REPLACE | 05/13/2010 | Closed |

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: N

OnStar Status: NA

XM Equipped: Y

XM Radio ID: 01R2428A

XM Status: Active

OnStar Vehicle Diagnostics: Y

DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

| Valid | Description | Warranty Add Date | Start Date | Effective Odometer | End Date | End Odometer |
|-------|-----------------------------------|-------------------|------------|--------------------|------------|--------------|
| | Bumper to Bumper Limited Warranty | 09/29/2011 | 02/06/2010 | 4 MI | 02/06/2013 | 36,004 MI |

| | | | | | |
|-----------------------------------|------------|------------|------|------------|------------|
| Powertrain Limited Warranty | 09/29/2011 | 02/06/2010 | 4 MI | 02/06/2015 | 100,004 MI |
| Corrosion Limited Warranty | 09/29/2011 | 02/06/2010 | 4 MI | 02/06/2016 | 100,004 MI |
| Emission Select Component Ltd Wty | 09/29/2011 | 02/06/2010 | 4 MI | 02/06/2018 | 80,004 MI |

Service Contract

Policy Number: [REDACTED]

Owner: [REDACTED]

Description: GMPP 72/72 MAJOR GUARD

Deductible Amount: 100.00

Effective Date: 02/06/2010

Expiration Date: 02/06/2016

Effective Odometer: 5 MI

Expiration Odometer: 72005 MI

Daily Rental Limit: 35.00

Transaction History[View Details](#)

| Job Card Date | Job Card Number | Transaction Type | Transaction Adjustment | Labour Operation | Odometer Reading |
|---------------|-----------------|------------------------------------|------------------------|---|------------------|
| 02/13/2012 | 400509 | ZREG---Regular Vehicle Transaction | | H9991 - Customer Concern Not Duplicated (CCND) - Brakes | 33,310 MI |
| 01/10/2012 | 397339 | ZREG---Regular Vehicle Transaction | | N6656 - Ground Connection Repair | 31,480 MI |
| 12/28/2011 | 396065 | ZREG---Regular Vehicle Transaction | Add Credit | N6653 - Wire-to-Wire Repair | 30,955 MI |
| 12/28/2011 | 396065 | ZREG---Regular Vehicle Transaction | Full Debit - Reversal | N6653 - Wire-to-Wire Repair | 30,955 MI |
| 12/28/2011 | 396065 | ZREG---Regular Vehicle Transaction | | N6653 - Wire-to-Wire Repair | 30,955 MI |
| 11/29/2011 | 393511 | ZREG---Regular Vehicle Transaction | | N6656 - Ground Connection Repair | 29,499 MI |
| 10/31/2011 | 390874 | ZREG---Regular Vehicle Transaction | | H2642 - Brake Pedal Position Sensor Replacement | 28,614 MI |
| 09/15/2011 | 386803 | ZREG---Regular Vehicle Transaction | Add Credit | N4808 - Body Control Module Reprogramming with SPS | 26,726 MI |
| 09/15/2011 | 386803 | ZREG---Regular Vehicle Transaction | Full Debit - Reversal | N4808 - Body Control Module Reprogramming with SPS | 26,726 MI |
| 09/15/2011 | 386803 | ZREG---Regular Vehicle Transaction | | N4808 - Body Control Module Reprogramming with SPS | 26,726 MI |
| 09/01/2011 | 385637 | ZREG---Regular Vehicle Transaction | | N4800 - Body Control Module Replacement | 26,438 MI |
| 08/16/2011 | 384113 | ZREG---Regular Vehicle Transaction | Add Credit | H2642 - Brake Pedal Position Sensor Replacement | 25,714 MI |
| 08/16/2011 | 384113 | ZREG---Regular Vehicle Transaction | Full Debit - Reversal | H2642 - Brake Pedal Position Sensor Replacement | 25,714 MI |
| 08/16/2011 | 384113 | ZREG---Regular Vehicle Transaction | | H2642 - Brake Pedal Position Sensor Replacement | 25,714 MI |
| 07/07/2011 | 380570 | ZREG---Regular Vehicle Transaction | | H0042 - Front Disc Brake Pads Replacement | 23,785 MI |
| 07/07/2011 | 380570 | ZFAT---Field Action Recall | | V2323 - 10310 - Sequence Program TCM/ECM | 23,785 MI |
| 07/07/2011 | 380570 | ZREG---Regular Vehicle Transaction | | N6654 - Connector Reconnection | 23,785 MI |
| 05/13/2011 | 375687 | ZREG---Regular Vehicle Transaction | | C2860 - Front Floor Console Replacement | 21,312 MI |
| 04/05/2011 | 372483 | ZREG---Regular Vehicle Transaction | | L1197 - Fuel Level Sensor Replacement | 19,812 MI |
| 04/05/2011 | 372483 | ZREG---Regular Vehicle Transaction | | N2460 - Sunroof Switch Replacement | 19,812 MI |
| 06/03/2010 | 347100 | ZREG---Regular | | N9639 - Replace Airbag | 5,067 MI |

| | | | | | |
|------------|--------|--|--------------------------|---|----------|
| 03/10/2010 | 523319 | Vehicle Transaction ZREG---Regular Vehicle Transaction | Add Credit | Connectors and Reroute Harness C3540 - Rear Side Door Trim Panel Replacement - Right Side | 1,560 MI |
| 03/10/2010 | 523319 | ZREG---Regular Vehicle Transaction | Full Debit - Reversal | C3540 - Rear Side Door Trim Panel Replacement - Right Side | 1,560 MI |
| 03/10/2010 | 523319 | ZREG---Regular Vehicle Transaction | | C3540 - Rear Side Door Trim Panel Replacement - Right Side | 1,560 MI |
| 02/15/2010 | 522371 | ZREG---Regular Vehicle Transaction | | B4728 - Rear Side Door Outside Handle Rod Adjustment | 354 MI |
| 09/21/2009 | A33796 | ZPDI---Pre-Delivery Inspection | | Z7000 - Pre-Delivery Inspection - Base Time | 0 MI |

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

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Kiska Jones/Austin/GM1

04/26/2012 05:53 PM

To brent.palmer@gm.com

cc james.cocking@gm.com

bcc

Subject 71-1042992800/Legal 742143 [REDACTED]

RE: Customer Last Name: [REDACTED]

Service Request: 71-1042992800/ Legal 742143

Vehicle: 2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF [REDACTED]

Customer Relationship Specialist: Kiska

Telephone: 1-866-790-5600 x 31099

This email is to inform you that a lawsuit has been filed on behalf of customer [REDACTED] by Krohn & Moss for the customer's 2010 Chevrolet Malibu with 33,310 miles. Our records indicate that you were contacted while the case was in the Early Resolution Program. The customer has been to the following dealers for servicing thus far:

Rogers Auto Group 205757

Mike Anderson Chevrolet 255769

This matter has been referred to General Motors' Local Counsel as follows:

Firm Name: Kopka Pinkus Dolin & Eads, LLC

Contact Attorney: Gene Pinkus

Phone Number: 708-418-8913

GM Legal Assistant involved:

Pat Spacek

(512) 386-0748

Customer's Attorney: Krohn & Moss

Contact Attorney: Timothy Maloney

Phone Number: 312-578-9428 x 266

Please notify the dealership(s) listed above and any other dealers in the vicinity of the customer's address that this customer has filed a lawsuit against General Motors. Please tell the dealer(s) to make sure that any necessary, future repair work is thoroughly documented. The Field Representative(s) / dealership(s) should direct any documentation, repair orders and any other information particular

about this customer and his/her vehicle to General Motors' attorney.

Attached is a copy of the case assessment for your review.

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

Form **W-9**
(Rev. December 2011)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

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

Name (as shown on your income tax return)
Winn + Moss, Ctd.

Business name/disregarded entity name, if different from above

Check appropriate box for federal tax classification:
 Individual/sole proprietor C Corporation S Corporation Partnership Trust/estate
 Limited liability company Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ Exempt payee
 Other (see instructions) ▶

Address (number, street, and apt. or suite no.)
10 W. Dearborn

City, state, and ZIP code
Chicago, IL 60602

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 the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I Instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see how to get a TIN on page 3.

Social security number
[] [] [] - [] [] - [] [] [] []

Employer identification number
36 - 4065555

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

Part II Certification

Under penalties of perjury, I certify that:

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

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments of qualified tuition expenses, you are not required to sign the certification, but you must provide your correct TIN. See the Instructions on page 4.

Sign Here Signature of U.S. person: [Redacted] Date ▶ **5/1/12**

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.

January 28, 2014

Edward Fisher
PO Box 520
Danville, WV 25053

Dear Edward,

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2010 Chevrolet Malibu, Vehicle Identification Number 1G1ZB5EB0A4[REDACTED]. The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Chevrolet Dealership. Your complete satisfaction is very important to us at Chevrolet. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request: 71-1045301665

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



Report Vehicle GMPP: Summary

Current as of: 04/03/2012 - 1:44 PM EDT

Transaction Mode: Online
 User ID: 1w5bhn
 User Role: Central Office Administrator
 Timestamp Date: 2012-04-03 13:43:54.988
 Status: Pending

Vehicle Identifier

Vehicle Category: GM, Used
 VIN: 1G1ZB5EB0A4 [REDACTED]

Customer Information

Plan Customer: Individual
 Customer Type: Owner

Sales Information

Dealer Code: 32888
 Action: Add Protection Plan
 Odometer: 26013
 Delivery Date: 04/02/2012
 Reference number: [REDACTED]

Danville , West Virginia , United States [REDACTED]
 Evening Phone:
 Daytime Phone:
 Ext:
 Primary Language: English
 Secondary Language:

Plan Lienholder

Lienholder Type: Other
 Chevrolet
 PO Box 33170
 Detroit, Michigan 48232

Protection Plans

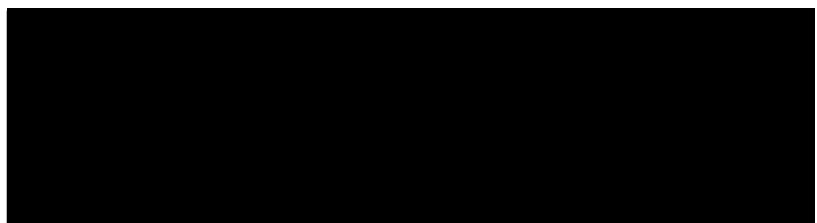
Plan Purchase Date: 04/02/2012
 In Service Date: 04/02/2012
 Schedule Type: GMPP Retail
 Promotion Code:

Plan Type: Smart Care Retail
 Term: 12
 Mileage Limit: 12000
 Deductible: 0

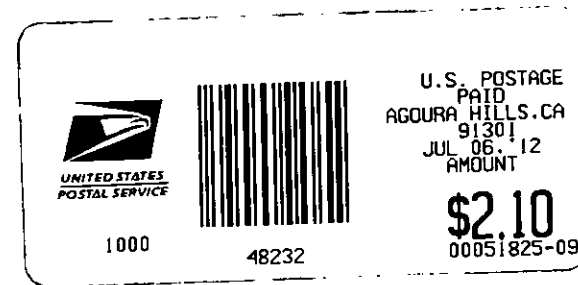
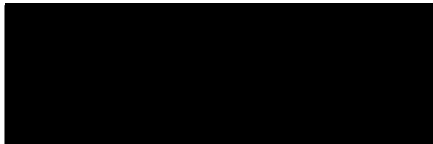


OrderWORKBENCH

| | |
|--------------|--------|
| Rental Type: | None |
| Plan Price: | \$0.00 |
| Tax: | \$0.00 |
| Total: | \$0.00 |

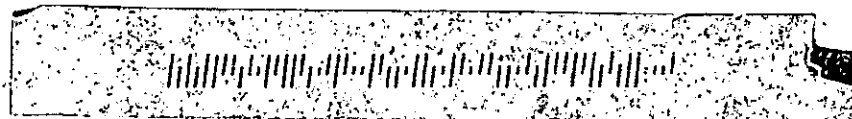


Oak PARK, Ca



07-16-12 A08:02 IN

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



LAW OFFICES OF HOWARD D. SILVER
638 LINDERO CANYON ROAD, SUITE 421
OAK PARK, CALIFORNIA 91377
TELEPHONE: (818) 597-2610
FAX: (818) 879-0862
WEB: WWW.HOWARDSILVERLAW.COM

July 3, 2012

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

Re: My Client: [REDACTED]
Vehicle: Certified Pre-Owned 2008 Chevrolet Malibu

Dear General Motors:

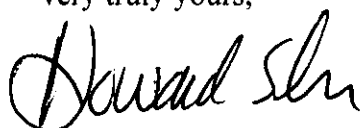
I am enclosing the repair orders, purchase agreement and certified pre-owned documents for new California lemon law clients, [REDACTED] the buyers of a 2008 Chevrolet Malibu from Santa Paula Chevrolet.

As the repair orders show, there have been multiple repair attempts for this vehicle including numerous times for a foul odor relating to the air conditioning unit.

Please consider this letter as a demand for the repurchase of the vehicle pursuant to California law.

Your prompt response to this letter is appreciated.

Very truly yours,



HOWARD D. SILVER

CERTIFIED PRE-OWNED

CHEVROLET BUICK GMC

NEW STANDARD CPO MAINTENANCE PLAN

2-Year/30,000-Mile¹

TWO WARRANTIES

**Bumper-to-Bumper
Warranty**

12-Month/12,000-Mile²

**Powertrain Limited
Warranty**

5-Year/100,000-Mile³

Roadside Assistance

**Courtesy
Transportation**

**172-point Inspection
and Reconditioning Process**

Satisfaction Guarantee
3-Day/150-Mile

**Free Vehicle History
Report**

VISIT GMCERTIFIED.COM

¹Whichever comes first. See participating dealer for details at gmc.com/certified.

²Includes 24-hour roadside assistance.

³See participating dealer for details.

⁴See participating dealer for details.

DEALER CONTACT

Santa Paula Chevrolet

101 W. Harvard Blvd

Santa Paula CA 93060

(805) 525 - 2127

<http://www.santapaulachevrolet.com>

VEHICLE DESCRIPTION

2008 Chevrolet Malibu LS Sedan 4D



VIN: 1G1ZG57B33F196231

Trans: 4-Spd Automatic

Mileage: 37,649 miles

Drive Train: FWD

Stock: C2482

Engine: 4-Cyl, 2.4 Liter

FEATURES

Traction Control
Air Conditioning
Power Door Locks
Power Steering
AM/FM Stereo
Dual Air Bags
Power Seat

ABS (4-Wheel)
Power Windows
Cruise Control
7.8 Wheel
MP3 Single Disc
Side Air Bags

STANDARD EQUIPMENT

EXTERIOR
Door handles, body-color
Glass, Solar-Ray light-treated
Mirrors, outside, power-adjustable, Black
manual-folding
Rashas, front and rear, body-color
Wipers, front, intermittent, variable
speed-sensitive
Moldings, body-color rocker
Window trim, bright side
Grille, Black with chrome surround
Repeater lamps, side-mounted
Tail lamps, incandescent

MECHANICAL
FRONT WHEEL DRIVE
Suspension, 4-wheel independent
Battery, maintenance-free with run-down
protection
Steering, Electric Power Steering (EPS)
455 lb
Transmission, 4-speed automatic
electronically controlled with overdrive
SAFETY
Daytime running lamps
Tire pressure monitor
Brakes, 4-wheel anti-lock, 4-wheel disc
Traction control, all-speed

Selling Price: \$18,940.00

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RETAIL INSTALLMENT SALE CONTRACT – SIMPLE FINANCE CHARGE

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

| | | |
|---|--|------------------------------------|
| Buyer Name and Address (Including County and Zip Code) | Co-Buyer Name and Address (Including County and Zip Code) | Creditor-Seller (Name and Address) |
|---|--|------------------------------------|

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 |
|----------|------|----------------|----------|-------------------------------|---|
| | | | | | <input type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial |

FEDERAL TRUTH-IN-LENDING DISCLOSURES

| ANNUAL PERCENTAGE RATE <small>The cost of your credit as a yearly rate.</small> | FINANCE CHARGE <small>The dollar amount the credit will cost you.</small> | Amount Financed <small>The amount of credit provided to you or on your behalf.</small> | Total of Payments <small>The amount you will have paid after you have made all payments as scheduled.</small> | Total Sale Price <small>The total cost of your purchase on credit, including your down payment of</small> |
|--|--|---|--|--|
| _____ % | \$ _____ (e) | \$ _____ | \$ _____ (e) | \$ _____ is |

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

| Number of Payments: | Amount of Payments | When Payments Are Due: |
|-------------------------|--------------------|------------------------|
| One Payment of _____ | _____ | _____ |
| One Payment of _____ | _____ | _____ |
| _____ Payments | _____ | Monthly, Beginning |
| _____ Payments | _____ | Monthly, Beginning |
| One Final Payment _____ | _____ | _____ |

Late Charge. If payment is not received 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, and before the scheduled date of 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 \$ _____ (A)
 - 1. Cash Price Vehicle \$ _____
 - 2. Cash Price Accessories \$ _____
 - 3. Other (Nontaxable) _____
 - Describe _____ \$ _____
 - Describe _____ \$ _____
 - B. Document Preparation Fee (not a governmental fee) \$ _____ (B)
 - C. Smog Fee Paid to Seller \$ _____ (C)
 - D. (Optional) Theft Deterrent Device (to whom paid) \$ _____ (D)
 - E. (Optional) Theft Deterrent Device (to whom paid) \$ _____ (E)
 - F. (Optional) Theft Deterrent Device (to whom paid) \$ _____ (F)
 - G. (Optional) Surface Protection Product (to whom paid) \$ _____ (G)
 - H. (Optional) Surface Protection Product (to whom paid) \$ _____ (H)
 - I. Sales Tax (on taxable items in A through H) \$ _____ (I)
 - J. Optional DMV Electronic Filing Fee \$ _____ (J)
 - K. (Optional) Service Contract (to whom paid) \$ _____ (K)
 - L. (Optional) Service Contract (to whom paid) \$ _____ (L)
 - M. (Optional) Service Contract (to whom paid) \$ _____ (M)
 - N. (Optional) Service Contract (to whom paid) \$ _____ (N)
 - O. (Optional) Service Contract (to whom paid) \$ _____ (O)
 - P. Prior Credit or Lease Balance paid by Seller to _____ \$ _____ (P)
 - (see down payment and trade-in calculation)
 - Q. (Optional) Gap Contract (to whom paid) \$ _____ (Q)
 - R. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ _____ (R)
 - S. Other (to whom paid) _____ \$ _____ (S)
 - For _____
- Total Cash Price (A through S) \$ _____ (T)**

2. Amounts Paid to Public Officials

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 |
|----------------------------------|------------|--------------|
| \$ _____ Ded. Comp. Fire & Theft | _____ Mos. | \$ _____ |
| \$ _____ Ded. Collision | _____ Mos. | \$ _____ |
| Acc. Injury \$ _____ Limits | _____ Mos. | \$ _____ |
| Property Damage \$ _____ Limits | _____ Mos. | \$ _____ |
| Medical \$ _____ | _____ Mos. | \$ _____ |
| Total Vehicle Insurance Premiums | | \$ _____ (a) |

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X _____
 Co-Buyer X _____
 Seller X _____

Insurance is provided below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

Credit Life Buyer Co-Buyer Both
 Credit Disability (Buyer Only)

| | Term | Exp. | Premium |
|---------------------------------|------------|-------|--------------|
| Credit Life | _____ Mos. | _____ | \$ _____ |
| Credit Disability | _____ Mos. | _____ | \$ _____ |
| Total Credit Insurance Premiums | | | \$ _____ (b) |

Insurance Company Name _____
 Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).**

5. Subtotal _____ \$ _____ (5)

6. Total Downpayment

A. Agreed Trade-In Value: Year _____ Make _____ \$ _____ (A)
 Model _____ Odem _____
 VIN _____

B. Less Prior Credit or Lease Balance _____ B

C. Net Trade-In (A less B) (indicate if a negative number) _____

D. Deferred Downpayment _____ \$ _____ D

E. Manufacturer's Rebate _____ \$ _____ (E)

F. Other _____ \$ _____ (F)

G. Cash _____ \$ _____ G

Total Downpayment (C through G) _____ \$ _____

negative, enter zero or the appropriate number in parentheses

7. Amount Financed (5 less 6) _____ \$ _____ (7)

provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract the charge is 10% of the limit of the Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term _____ Mos _____ Name of Gap Contract _____

I want to buy a gap contract.

Buyer's 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 _____ Term _____ Mos. or _____ Miles

1L. Company _____ Term _____ Mos. or _____ Miles

1M. Company _____ Term _____ Mos. or _____ Miles

1N. Company _____ Term _____ Mos. or _____ Miles

1O. Company _____ Term _____ Mos. or _____ Miles

Buyer's Signature _____

SELLER ASSISTED LOAN
 BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND SELLER DELEGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS FINANCIAL STATEMENT SALE CONTRACT AND THE LOAN.

Source of Loan From: _____

Finance Charge \$ _____

Buyer's Signature _____

Co-Buyer's Signature _____

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: _____

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

Buyer _____ X _____
 Co-Buyer _____

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

Buyer Signs X _____
 Co-Buyer Signs X _____

OPTION: You pay no finance charge if the Amount Financed is \$ _____ or before _____ Year _____ SELLER'S INITIALS _____

Buyer's Signature _____

Co-Buyer's Signature _____

If you have a complaint concerning this sale, you should try to resolve it with the seller. If you are not satisfied, your complaint concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Consumer Affairs, or any combination thereof.

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 that is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer's 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 CANCELLATION FEE FOR THIS CONTRACT. If you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle, after you have signed this contract, you may cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does not require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain conditions. This contract contains the complete terms and conditions of the sale of the motor vehicle.

Buyer's Signature _____

Co-Buyer's Signature _____

IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN CONTRACT.

Guarantor must pay the amount of the total amount owing, or (2) reimburse the Guarantor for the amount of the total amount owing, or (3) reimburse the Guarantor for the amount of the total amount owing, or (4) reimburse the Guarantor for the amount of the total amount owing.

Guarantor's Signature _____ Date _____

Address _____ Title _____

OWNER CARE

Owner Care is a vehicle benefits package that raises our already great coverage to new heights. It's why our vehicles deliver more satisfaction and certainty than any ordinary used vehicle.

2-Year/30,000-Mile¹ Standard CPO Maintenance Plan

Starting from the delivery of your vehicle, we provide you with our exclusive 2 years or 30,000 miles of standard vehicle maintenance—including:

- Oil Changes: based on your vehicle's Oil Life Monitor system
- Tire Rotations
- Multi-Point Vehicle Inspections (MPVI)²

Two Warranties

You get a 12-Month/12,000-Mile³ Bumper-to-Bumper Warranty (that's four times better coverage than Chrysler and Ford), plus our 5-Year/100,000-Mile⁴ Powertrain Limited Warranty.

24/7 Roadside Assistance and Courtesy Transportation⁵

3-Day/150-Mile Customer Satisfaction Guarantee

3-month trials of OnStar⁶ and SiriusXM Satellite Radio⁶

All of our digitally equipped vehicles are eligible for 3-month trial⁶ of OnStar Directions & Connections² including OnStar Turn-by-Turn Navigation. With OnStar, you're never far from help.

All of our SiriusXM⁷-equipped Certified Pre-Owned Vehicles come with three trial months⁸ of "SiriusXM Everything." SiriusXM Satellite Radio brings to your vehicle radio over 170 channels of audio entertainment with coast-to-coast signal coverage.

CERTIFICATION STANDARDS

All of our Certified Pre-Owned Vehicles must:

- Be a Chevrolet, Buick, GMC, Pontiac or Saturn
- Be within current, plus 5-model years
- Be within a maximum of 75,000 miles
- Pass our 172-Point Vehicle Inspection and Reconditioning Process
- Possess all of its original equipment and be working as new
- Have a clean title
- Come with a Vehicle History Report

It all adds up to \$2,135 of Built-in Value

We did the math. All these benefits are worth \$2,135 to your wallet. \$2,135 represents the national average value you get with a Certified Pre-Owned Vehicle from Chevy, Buick and GMC as compared to a non-Certified vehicle.

Ask your Sales Consultant for more details.

**CERTIFIED
PRE-OWNED**
CHEVROLET BUICK GMC

**CERTIFIED
PRE-OWNED
CHEVROLET BUICK GMC**

**Standard Certified Pre-Owned
2-Year or 30,000¹ Mile Maintenance Plan**

Customer Acknowledgement Form

All Certified Pre-Owned Chevrolet, Buick, GMC, Pontiac and Saturn vehicles purchased on or after June 11, 2011 now come with the Standard Certified Pre-Owned 2-Year or 30,000¹ Mile Maintenance plan. It provides peace of mind by covering the following routine maintenance services:

- ✓ **Oil and Filter Change²**
- ✓ **Tire Rotation**
- ✓ **Multi Point Vehicle Inspection³**

This program is not to be combined with any other GM service offers. Customers must have their principal residence in the U.S. to participate in this program.

Fluid top offs are NOT covered.

I understand the Standard Certified Pre-Owned 2-Year or 30,000¹ Mile Maintenance plan services outlined above.

| | | |
|-----------------------------------|-----------------------------|----------------------------|
| <i>Vehicle Identification No.</i> | <i>Date of delivery</i> | <i>Mileage at delivery</i> |
| <i>Dealer Name, City, State</i> | <i>Authorized Signature</i> | <i>Date</i> |
| <i>Customer Name</i> | <i>Signature</i> | <i>Date</i> |

¹Whichever comes first. See dealer for details.

²Based on your Oil Life Monitor system or as otherwise indicated in the owner's manual

³A comprehensive vehicle inspection, performed by a qualified dealership that evaluates multiple "points" on a particular vehicle such as: the engine, transmission, safety equipment, and tires.

CERTIFIED PRE-OWNED
CHEVROLET BUICK GMC

CUSTOMER SATISFACTION GUARANTEE
3-Day/150-Mile Certified Pre-Owned vehicle Exchange Policy

Within the first 3-business days or 150 miles from date of purchase/lease (whichever comes first) the purchaser/lessee may return an eligible CERTIFIED PRE-OWNED vehicle (not including Cadillac or HUMMER) to the selling dealer for an exchange of another eligible CERTIFIED PRE-OWNED vehicle (not including Cadillac or HUMMER) or a "new" GM vehicle if not completely satisfied with the vehicle.

If, during the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy) period, the purchaser/lessee chooses to trade in the vehicle listed below to the selling dealer for another eligible CERTIFIED PRE-OWNED vehicle (not including Cadillac or HUMMER) or a "new" GM vehicle, the purchaser/lessee will receive credit for the following amounts paid toward the vehicle returned: the "down payment", the "Agreed-Upon Trade-In Value," and any amounts paid toward the principal balance/capitalized cost of the finance agreement.

If the purchase price of the vehicle being traded for is less than the purchase price of the vehicle being returned, the purchaser will receive credit for the difference. If the purchase price of the vehicle being traded for is more, the purchaser will pay the difference.

Check one of the following

Vehicle (refer to VIN below) is eligible for return under the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy)

- OR -

- Vehicle is not eligible for return under the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy). The reason(s) for the vehicle's ineligibility is (are) (please check the appropriate box below - see Exclusions on reverse for additional details):
- Vehicle is a fleet purchase or fleet lease
 - Vehicle used for livery, taxi or delivery
 - The customer listed below has previously returned a vehicle under the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy)

Trade-in Vehicle - (Original)

Model Year: 2003 Make: CHEVROLET Model: TRUCK

"Agreed-Upon Trade-in Value" (\$):

1. Actual Purchase/Trade-in Value 22000.00
2. Less Trade-in Lien 12000.00
3. "Agreed-Upon Trade-in Value" 10000.00

I have read the provisions described on the back of this form and understand the provisions of the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy). If applicable, I understand and acknowledge that the CERTIFIED PRE-OWNED vehicle I am purchasing/leasing is not eligible for return under the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy). Furthermore, I understand and acknowledge that if I have previously returned a vehicle under the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy) in the 12 calendar months immediately preceding the date of execution of this agreement, I am not eligible to participate in the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy), notwithstanding my purchase of a CERTIFIED PRE-OWNED vehicle or the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy).

Customer Name: [REDACTED] Delivery Date: 11/15/2011

Customer Signature: [REDACTED] Odometer Reading (at delivery) 57000

Make/Model Type: CHEVROLET VIN: [REDACTED]

Retail Facility: TRUCK BAC Code: _____

Sales Consultant Signature: [REDACTED]

White Copy - Customer Yellow Copy - Dealer

BUYERS GUIDE

IMPORTANT: Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

Chevrolet Malibu 2008 1G1ZG57B88F [REDACTED]
VEHICLE MAKE MODEL YEAR VIN NUMBER

C2482
DEALER STOCK NUMBER (Optional)

WARRANTIES FOR THIS VEHICLE:

AS IS - NO WARRANTY

YOU WILL PAY ALL COSTS FOR ANY REPAIRS. The dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.

WARRANTY

- FULL **LIMITED WARRANTY:** The dealer will pay 100% of the labor and 100% of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty document for a full explanation of warranty coverage, exclusions, and the dealer's repair obligations. Under state law, "implied warranties" may give you even more rights.

SYSTEMS COVERED:

MANUFACTURER'S WARRANTY APPLIES. The Manufacturer's original warranty will be reinstated on this vehicle beginning on the date of Certified purchase. Consult the manufacturer's warranty booklet for details as to warranty coverage, service location, etc. 5 yr/100,000 mile Powertrain Limited Warranty includes: Engine, Transmissions/Transaxle/Transfer Case and Drive Systems. Consult Manufacturer's 5-yr/100,000-Mile Powertrain Warranty card for details as to warranty coverage, service location, etc. Non-OEM installed features/options are NOT subject to GM Limited warranties

DURATION:

12-months or 12,000-miles from the date of Certified Pre-Owned purchase, whichever occurs first.
5-Years or 100,000-miles from the vehicle's original in-service date, whichever occurs first.

- SERVICE CONTRACT.** A service contract is available at an extra charge on this vehicle. Ask for details as to coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of the time of sale, state law "implied warranties" may give you additional rights.

PRE PURCHASE INSPECTION: ASK THE DEALER IF YOU MAY HAVE THIS VEHICLE INSPECTED BY YOUR MECHANIC EITHER ON OR OFF THE LOT.

SEE THE BACK OF THIS FORM for important additional information, including a list of some major defects that may occur in used motor vehicles.

| CUSTOMER NAME | | SERIAL NO. 1G1ZG57B88F | | | | | | |
|---------------|--------|------------------------|--------------|----------|------|---|-----------------|------------------|
| TOTAL R/O'S | 12 | TOTAL SERV. DAYS | 49 | | | | | |
| | | MAKE | CV CHEVROLET | | | | | |
| LN# | RO.NO. | RO. DATE.. | MILES. | ADV/TECH | J# | T | OPERATION CODE. | DESCRIPTION..... |
| | | | | T | 12 | 1 | C 92CVZ | *AIR CONDITIONIN |
| 5 | 247797 | 09/22/2011 | 42952 | A | 9327 | | | |
| | | | | T | 12 | 1 | C 15CVZ | 15A DEPARTMENT |
| 6 | 247386 | 09/09/2011 | 42846 | A | 9327 | | | |
| | | | | T | 122 | 1 | I 13CV5 | TIRE PRESSURE CH |
| | | | | T | 122 | 2 | W 92CVZ | *AIR CONDITIONIN |
| | | | | T | 12 | 3 | I 15CVZ | 15A DEPARTMENT |
| 7 | 246559 | 08/16/2011 | 40974 | A | 533 | | | |
| | | | | T | 122 | 1 | C 13CV5 | TIRE PRESSURE CH |
| | | | | T | 122 | 2 | W 92CVZ | *AIR CONDITIONIN |
| | | | | T | 122 | 3 | W 15CVZ4 | SEATS/SEAT TRIM |
| | | | | T | 122 | 4 | C 15CVZ2 | 15A DEPARTMENT |
| 8 | 246395 | 08/10/2011 | 40504 | A | 533 | | | |
| | | | | T | 122 | 1 | I 92CVZ01 | AIR CONDITIONING |
| | | | | T | 122 | 2 | W 20CVZ0 | ELECTRICAL |

VIEW ONLY - (E=ENTER) (F=FORWARD) (P=PAGE) (LINE#) (S=SUMMARY PRINT) (TAB)

CUSTOMER NAME

SERIAL NO. LG1EG57B88F

TOTAL R/O'S

12

TOTAL SERV. DAYS 49

MAKE CV CHEVROLET

| LN# | RO.NO. | RO. DATE. | MILES. | ADV/TECH | J# | T | OPERATION CODE. | DESCRIPTION..... | |
|-----|--------|------------|--------|----------|----|---|-----------------|------------------|------------------|
| 1 | 250589 | 12/23/2011 | 47689 | A | | | 515 | | |
| | | | | T | | | 339 | 1 W 15CVZ1 | 15A DEPARTMENT |
| | | | | T | | | 353 | 2 W 18CVZZ18 | CERTIFIED & GO |
| 2 | 249859 | 11/28/2011 | 46740 | T | | | 353 | 3 C 13CV5 | TIRE PRESSURE CH |
| | | | | A | | | 515 | | |
| | | | | T | | | 339 | 1 W 15CVZ2 | 15A DEPARTMENT |
| 3 | 249012 | 11/01/2011 | 45206 | T | | | 339 | 2 W 15CVZ1 | 15A DEPARTMENT |
| | | | | T | | | 339 | 3 C 13CV5 | TIRE PRESSURE CH |
| | | | | T | | | 339 | 4 W 50CVZ | *BRAKES |
| 4 | 248027 | 09/29/2011 | 43602 | A | | | 9327 | | |
| | | | | T | | | 339 | 1 C 13CV5 | TIRE PRESSURE CH |
| | | | | T | | | 339 | 2 W 20CVZ | *ELECTRICAL |
| | | | | T | | | 339 | 3 W 20CVZ0 | ELECTRICAL |
| | | | | T | | | 339 | 4 W 20CVZ2 | POWER DOOR LOCKS |

VIEW ONLY - (E=ENTER) (F=FORWARD) (P=PAGE) (LINE#) (S=SUMMARY PRINT) (TAB)



PARTS AND SERVICE DEPT HOURS
 MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
 SATURDAY 8:00 A.M. TO 3:00 P.M.
 SUNDAY CLOSED
 ALL TIMES SUBJECT TO CHANGE WITHOUT NOTICE



101 W. ARBARD BLVD. PO BOX 70 SANTA PAULA CA 95051 PHONES (925) 472-1311 525-2127

www.santapaulechevrolet.com

| | | | | | |
|-------------|------------------------|-----|--------|----------|------------|
| 42423 | BRIAN FOX | 533 | 4876 | 08/19/11 | CVCS246559 |
| [REDACTED] | [REDACTED] | | 40,974 | BLACK/ | C2482 |
| VENTURA, CA | 08/CHEVROLET/MALIBU/4D | | | 07/15/11 | 37,682 |
| [REDACTED] | 1 G 1 Z G 5 7 B 8 8 F | | | 08/16/11 | 01/01/08 |

LABOR & PARTS
 # 1 13CV5 TIRE PRESSURE CHECK TECH(S):122 0.00
 TIRE PRESSURE CHECK AND INFLATE SERVICE
 INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.
 TIRES INFLATED TO (PSI)
 RIGHT FRONT 30
 LEFT FRONT 30
 RIGHT REAR 30
 LEFT REAR 30

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 0.00

2 92CVZ *AIR CONDITIONING TECH(S):122 WARRANTY
 CUSTOMER REPORTS THAT AC SYSTEM STILL SMELLS MUSTY.
 RECENTLY IN FOR SAME COMPLAINT
 EVAPORATOR FAILURE
 REPLACED THE EVAPORATOR. TESTED AFTER.
 OK NOW

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 2 1 25913637 EVAPORATO 9.210 WARRANTY
 JOB # 2 1 25001 FED EX WARRANTY
 JOB # 2 1 12377951 COOLING C 8.800 WARRANTY
 JOB # 2 1 7092A A/C KIT 8.800 WARRANTY
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 15CVZ4 SEATS/SEAT TRIM TECH(S):122 WARRANTY
 CUSTOMER STATES THAT THERE IS A CLUNK HEARD FROM UNDER THE
 SEAT WHEN DRIVING
 INSPECTED SEAT RAIL MOUNTS, FOUND TO BE SECURE AND
 TIGHT. NOT ABLE TO FIND ANYTHING LOOSE. TEST DROVE BUT
 NOT ABLE TO DUPLICATE CONCERN.
 TEST DROVE 4 MILES, OUTBOUND MILES = 40978

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 3 TOTAL PARTS 0.00
 JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4-15CVZ2 15A DEPARTMENT TECH(S):122 0.00
 Added Operation (bfox1963 @ 08/17/2011 12:57)
 REAR VIEW MIRROR LOOSE CUSTOMER STATES
 SCREW LOOSE
 SECURED LOOSE MIRROR.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 4 TOTAL PARTS 0.00
 JOB # 4 TOTAL LABOR & PARTS 0.00



PARTS AND SERVICE DEPT HOURS
 MONDAY THROUGH FRIDAY 7:00 AM TO 7:00 PM
 SATURDAY 8:00 AM TO 3:00 PM
 SUNDAY 10:00 AM TO 2:00 PM
 (SANTA PAULA CHEVROLET)



101 W. HARVARD BLVD • P.O. BOX 70 SANTA PAULA, CA 93061 PHONES: (805) 647-2150 • 525-2127

www.santapaulachevrolet.com

| | | | | | |
|-------------|------------------------|-----|--------|----------|------------|
| 42423 | BRIAN FOX | 533 | 4876 | 08/19/11 | CVCS246559 |
| [REDACTED] | [REDACTED] | | 40,974 | BLACK/ | C2482 |
| VENTURA, CA | 08/CHEVROLET/MALIBU/4D | | | 07/15/11 | 37,682 |
| | 1 G 1 Z G 5 7 B 8 8 F | | | | 01/01/08 |
| | | | | 08/16/11 | |

SUBLET PO# VEND INV# INV DATE DESCRIPTION WARRANTY
 JOB # 2 86594 253377 08/19/11 RENTAL TOTAL - SUBLET 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)
 TOTALS

IN THE NEXT FEW DAYS YOU MAY BE RECEIVING A CALL OR A SURVEY REGARDING THE QUALITY OF SERVICE YOU HAVE RECEIVED. IF YOU FEEL THAT YOU CAN "NOT" RATE US "COMPLETELY SATISFIED", PLEASE CALL OUR SERVICE MANAGER FOR ASSISTANCE. WE THANK YOU FOR YOUR BUSINESS SINCERELY, BILL EDWARDS (805)525-2127 PARTS DENOTED WITH (*) CARRY LIFETIME WARRANTY!

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

* [] CASH [] CHECK CHECK# [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *
 * ACCOUNT # [] *

CUSTOMER SIGNATURE



PARTS & SERVICE DEPT. HOURS
 MONDAY THROUGH SATURDAY 7:00 AM TO 7:00 PM
 SUNDAY 10:00 AM TO 3:00 PM

SALES
 SERVICE

SALES TEL: 805/241-1000 FAX: 805/241-1001

1000 W. MAIN ST. SANTA PAULA, CA 93061 TEL: 805/241-1000 FAX: 805/241-1001

RECOMMENDED SERVICES

| MI | DESCRIPTION | MI | DESCRIPTION | MI | DESCRIPTION | MI | DESCRIPTION |
|---------|----------------------|----|-------------|---------|----------------------|----|-------------|
| 13CVZ | *TIRE ROTATION | MI | 237.98 | 18CVZ17 | *FUEL FILTER SERVICE | MI | 69.95 |
| 18CVZ01 | *VEHICLE INSPECTION | MI | 0.00 | 15CVZ27 | 6,000 MILE SERVICE | MI | 127.16 |
| 18CVZ23 | 12,000 MILE SERVICE | MI | 172.36 | 18CVZ30 | 30,000 MILE SERVICE | MI | 272.96 |
| 22CVZ17 | *FUEL FILTER SERVICE | MI | 69.95 | 18CVZ03 | *COOLING SYSTEM SVC | MO | 114.76 |
| 13CV5 | TIRE PRESSURE CHECK | MI | 0.00 | | | | |

| DATE | MI | DESCRIPTION | MI | DESCRIPTION | MI | DESCRIPTION |
|----------|--------|-------------|-----|-------------|----|---------------------------|
| 08/16/11 | 246559 | 40974 | 533 | 122 | C | 13CV5 TIRE PRESSURE CHECK |
| | | | | 122 | W | 92CVZ *AIR CONDITIONING |
| | | | | 122 | W | 15CVZ4 SEATS SEAT TRIM |
| | | | | 122 | C | 15CVZ2 15A DEPARTMENT |
| 05/10/11 | 246395 | 40504 | 533 | 122 | I | 92CVZ01 AIR CONDITIONING |
| | | | | 122 | W | 20CVZ0 ELECTRICAL |

SALESPERSON NO: 524 BRIAN SCOTT-WHITTAKER SERVICE STATE REG# AH168380

1G1ZG57B88F 08/CHEVROLET/MALIBU/4D 01/01/08 C2482 247386

42423 07/15/11 37,682 09/09/11

VENTURA, CA BLACK/ 5974

CVZZ Y Y PA 42,846 9327 RAFAEL ROMERO

ESTIMATES DO NOT INCLUDE SALES TAX. ALL CHARGES ARE BASED UPON 10% DIETAL ABOVE OPERATIONS AND INCLUDE SALES TAX. ARE NOT BASED UPON CLOCK HOURS.

05:11pm 09/09/11 07:00pm

I REFUSE ANY OF THE RECOMMENDED SERVICES LISTED ABOVE.

CUST. DATA

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

- 1 | * 13CV5 TIRE PRESSURE CHECK AND INFLATE SERVICE
- 2 | W * 92CVZ *AIR CONDITIONING
CUSTOMER REPORTS IS A BAD SMELL FROM A/C WHEN ON.
- 3 | I * 15CVZ 15A DEPARTMENT
CLEAN REAR SEAT.

SALES PERSON: [] SALES PERSON: []

RECEIVED ESTIMATE: [] ADD. COST: [] FINANCIAL AID: [] BY WHOM: []

PHONE: [] DATE: []

REASON: []

RECEIVED ESTIMATE: [] ADD. COST: [] FINANCIAL AID: [] BY WHOM: []

PHONE: [] DATE: []

REASON: []

SALES PERSON: [] SALES PERSON: []

RECEIVED ESTIMATE: [] ADD. COST: [] FINANCIAL AID: [] BY WHOM: []

PHONE: [] DATE: []

REASON: []



SALES & SERVICE DEPT. HOURS
 MONDAY - FRIDAY 9:00 AM TO 7:00 PM
 SATURDAY 9:00 AM TO 1:00 PM
 SUNDAY 10:00 AM TO 12:00 PM
 310 SANTA PAULA BLVD. SANTA PAULA, CA 93081



310 SANTA PAULA BLVD. BOX 70 SANTA PAULA, CA 93081 PHONES (805) 273-5121 • (525) 2121

www.santapaulachevrolet.com

| | | | | | |
|-------------|------------------------|------|--------|----------|------------|
| 42423 | RAFAEL ROMERO | 9327 | 5974 | 09/16/11 | CVCS247386 |
| | | | 42,846 | BLACK/ | C2482 |
| VENTURA, CA | 08/CHEVROLET/MALIBU/4D | | | 07/15/11 | 37,682 |
| | 1 G 1 Z G 5 7 B 8 8 F | | | | 01/01/08 |
| | | | | 09/09/11 | |

LABOR & PARTS
 J# 1 13CV5 TIRE PRESSURE CHECK TECH(S):122 INTERNAL
 TIRE PRESSURE CHECK AND INFLATE SERVICE
 INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.
 TIRES INFLATED TO (PSI)
 RIGHT FRONT 30
 LEFT FRONT 30
 RIGHT REAR 30
 LEFT REAR 30

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 92CVZ *AIR CONDITIONING TECH(S):122 WARRANTY
 CUSTOMER REPORTS IS A BAD SMELL FROM A/C WHEN ON.
 REPLACED HEATER CASE, TRANSFER ALL NECESSARY PARTS
 AND RE-CHECK OK.

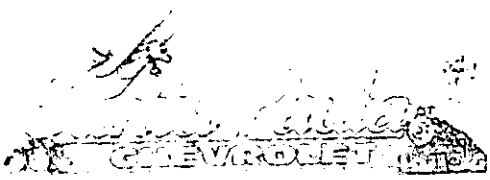
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 2 1 22737146 CASE 9.211 WARRANTY
 JOB # 2 1 15844208 VALVE 9.786 WARRANTY
 JOB # 2 1 25941318 CABLE 9.647 WARRANTY
 JOB # 2 1 20927963 PAD 9.743 WARRANTY
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 15CVZ 15A DEPARTMENT TECH(S):12 INTERNAL
 CLEAN REAR SEAT.
 JOB COMPLETED.

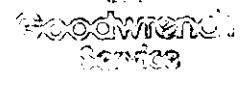
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 3 TOTAL PARTS 0.00
 JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----WARRANTY
 JOB # 2 87327 253645 09/16/11 RENTAL CAR TOTAL - SUBLET 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)



SALES SERVICE DEPT HOURS
MON-FRI 9:00-5:00
SAT 9:00-4:00
SUN 10:00-4:00



42423

RAFAEL ROMERO 9327 5974 09/16/11 CVCS247386
42,846 BLACK/ C2482
08/CHEVROLET/MALIBU/4D 07/15/11 37,682
1 G 1 Z G 5 7 B 8 8 F 01/01/08
09/09/11

[REDACTED]
VENTURA, CA [REDACTED]
[REDACTED]
[REDACTED]

TOTALS

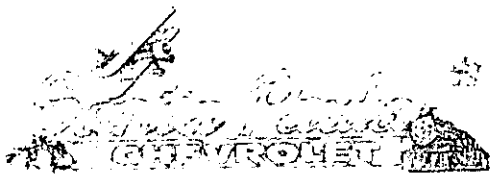
IN THE NEXT FEW DAYS YOU MAY BE RECEIVING A CALL OR A SURVEY REGARDING THE QUALITY OF SERVICE YOU HAVE RECEIVED. IF YOU FEEL THAT YOU CAN "NOT" RATE US "COMPLETELY SATISFIED", PLEASE CALL OUR SERVICE MANAGER FOR ASSISTANCE. WE THANK YOU FOR YOUR BUSINESS SINCERELY, BILL EDWARDS (805)525-2127 PARTS DENOTED WITH (*) CARRY LIFETIME WARRANTY!

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

* [] CASH [] CHECK CHECK# [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *
* ACCOUNT # [] *

CUSTOMER SIGNATURE



PARTS AND SERVICE DEPT HOURS
 MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
 SATURDAY 9:00 A.M. TO 3:00 P.M.
 SUNDAY CLOSED
 HOLIDAYS AND SPECIAL RELEASES
 MAY VARY FROM THESE HOURS



101 W. BARNARD BLVD. PO BOX 70 SANTA PAULA, CA 93061 PHONES 805/647-2756 • 525-2127

www.santapaulachevrolet.com

| | | | | | |
|-------------|------------------------|------|--------|----------|------------|
| 42423 | RAFAEL ROMERO | 9327 | 5974 | 09/22/11 | CVCS247797 |
| [REDACTED] | [REDACTED] | | 42,952 | BLACK/ | C2482 |
| VENTURA, CA | 08/CHEVROLET/MALIBU/4D | | | 07/15/11 | 37,682 |
| | 1G1ZG57B88F | | | | 01/01/08 |
| | | | | 09/22/11 | |

LABOR & PARTS
 J# 1 15CVZ 15A DEPARTMENT TECH(S):12 0.00
 CUSTOMER REPORTS THAT ONSTAR IS INOP. RECENTLY IN FOR REPAIR
 DIAGNOSED PROBLEM AND FOUND THAT TECHNICIAN FAILED TO
 PROPERLY PLUG ONSTAR CABLE BACK IN AFTER REMOVING AND
 REPLACING ENTIRE AC DISTRIBUTION SYSTEM. WE PICKED UP CUSTOMER
 VEHICLE AND RE-SECURED CABLE AND RECHECKED OPERATION OK.
 WE THEN DELIVERED IT BACK TO CUSTOMER. JOB COMPLETE.
 JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$110.00 (+TAX)
 COMMENTS

TOTALS
 IN THE NEXT FEW DAYS YOU MAY BE RECEIVING A CALL
 OR A SURVEY REGARDING THE QUALITY OF SERVICE YOU
 HAVE RECEIVED. IF YOU FEEL THAT YOU CAN "NOT" RATE
 US "COMPLETELY SATISFIED", PLEASE CALL OUR SERVICE
 MANAGER FOR ASSISTANCE. WE THANK YOU FOR YOUR BUSINESS
 SINCERELY, BILL EDWARDS (805)525-2127
 PARTS DENOTED WITH (*) CARRY LIFETIME WARRANTY!

 * [] CASH [] CHECK CHECK#[] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *
 * ACCOUNT # [] *
 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



SERVICE DEPT. HOURS
 MONDAY THRU FRIDAY: 7:00 A.M. TO 7:00 P.M.
 SATURDAY 8:00 A.M. TO 3:00 P.M.
 SUNDAY 10:00 A.M. TO 1:00 P.M.
 PLEASE CALL US AT 805-547-2127



1000 HARVARD BLVD. • PO BOX 700 • SANTA PAULA, CA 95361 PHONE: 805) 547 2127 • 325-2127

www.santapaulchevrolet.com

| | | | | | |
|-------------|------------------------|--------|----------|----------|------------|
| 42423 | RAFAEL ROMERO | 9327 | 5974 | 09/30/11 | CVCS248027 |
| [REDACTED] | [REDACTED] | 43,602 | BLACK/ | C2482 | |
| VENTURA, CA | 08/CHEVROLET/MALIBU/4D | | 07/15/11 | 37,682 | |
| [REDACTED] | 1 G 1 Z G 5 7 B 8 8 F | | | 01/01/08 | |
| [REDACTED] | | | 09/29/11 | | |

LABOR & PARTS
 # 1 92CVZ *AIR CONDITIONING TECH(S):12 0.00
 CUSTOMER REPORTS A/C STILL HAVE BAD SMELL WHEN A/C IS ON.
 LIKE VINEGAR SMELL.
 INSPECT AND DUPLICATE CUSTOMERS CONCERN. NECESSARY TO
 CALLED TAC CASE #71-992415542. THEY ADVISE TO USE
 OZONE MACHINE AND DEODORIZED. RE-CHECK OK.
 JOB # 1 TOTAL LABOR & PARTS 0.00

| SUBLET | PO# | VEND | INV# | INV. DATE | DESCRIPTION | |
|----------------|-------|--------|----------|---------------|-------------|--------|
| JOB # 1 | 87698 | 253815 | 09/30/11 | RENTAL CAR | | 25.00 |
| JOB # 1 | 87710 | 11752 | 09/30/11 | OZONE MACHINE | | 85.00 |
| TOTAL - SUBLET | | | | | | 110.00 |

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$110.00 (+TAX)

COMMENTS
 CHARGE REPAIRS TO 6/D PER BILL. E.

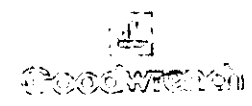
TOTALS

| | | |
|---|-------------------------|---------------|
| IN THE NEXT FEW DAYS YOU MAY BE RECEIVING A CALL OR A SURVEY REGARDING THE QUALITY OF SERVICE YOU HAVE RECEIVED. IF YOU FEEL THAT YOU CAN "NOT" RATE US "COMPLETELY SATISFIED". PLEASE CALL OUR SERVICE MANAGER FOR ASSISTANCE. WE THANK YOU FOR YOUR BUSINESS. SINCERELY, BILL EDWARDS (805)525-2127 | TOTAL LABOR.... | 0.00 |
| PARTS DENOTED WITH (*) CARRY LIFETIME WARRANTY! | TOTAL PARTS.... | 0.00 |
| ***** | TOTAL SUBLET... | 110.00 |
| * [] CASH [] CHECK CHECK# [] | TOTAL G.O.G.... | 0.00 |
| * [] VISA [] MASTERCARD [] DISCOVER | TOTAL MISC CHG. | 0.00 |
| * [] AMER XPRESS [] OTHER [] CHARGE | TOTAL MISC DISC | 0.00 |
| * ACCOUNT # [] | TOTAL TAX..... | 0.00 |
| ***** | TOTAL INVOICE \$ | 110.00 |

CUSTOMER SIGNATURE



PARTS AND SERVICE DEPT. HOURS
MON-THUR 9:00 A.M. TO 7:00 P.M.
FRIDAY 9:00 A.M. TO 3:00 P.M.



SALES & SERVICE DEPT. HOURS
MON-THUR 9:00 A.M. TO 7:00 P.M.
FRIDAY 9:00 A.M. TO 3:00 P.M.

SALES & SERVICE DEPT. HOURS MON-THUR 9:00 A.M. TO 7:00 P.M. FRIDAY 9:00 A.M. TO 3:00 P.M. PRODUCTIONS (805) 647-2756 • 329-2127 www.santapaula.com onlinet.com

RECOMMENDED SERVICES

| | | | |
|-------------|----------|------------|-------------|
| DESCRIPTION | QUANTITY | UNIT PRICE | TOTAL PRICE |
| | | | |

SERVICE HISTORY

| DATE | TIME | ODM | ODI | ODR | W | T | C | DESCRIPTION | |
|----------|--------|-------|------|-----|---|---|---|-------------|---------------------|
| 09/27/11 | 247797 | 43952 | 9327 | 12 | C | | | 15CVZ | 15A DEPARTMENT |
| 09/09/11 | 247336 | 42846 | 9327 | 122 | T | | | 13CV5 | TIRE PRESSURE CHECK |
| | | | | 122 | W | | | 92CVZ | AIR CONDITIONING |
| | | | | 12 | T | | | 15CVZ | 15A DEPARTMENT |
| 08/16/11 | 246559 | 40974 | 533 | 122 | C | | | 13CV5 | TIRE PRESSURE CHECK |
| | | | | 122 | W | | | 92CVZ | AIR CONDITIONING |

SALESPERSON NO. 524 BRIAN SCOTT-WHITTAKER SERVICE STATE REG# AH168380

1G1ZG57B88F [REDACTED] 08/CHEVROLET/MALIBU/4D 01/01/08 C2482 [REDACTED] 248027

42423 07/15/11 37,682 09/29/11

VENTURA, CA [REDACTED]

BLACK/

N CVZZ [REDACTED] Y [REDACTED] A [REDACTED] 43,602 9327 RAFAEL ROMERO

09:43am 09/29/11 07:00pm

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

W *92CVZ AIR CONDITIONING
CUSTOMER REPORTS A/C STILL HAVE BAD SMELL WHEN A/C IS ON.

IS YOUR VEHICLE ALARM ACTIVATED?

| | | | |
|------------------|--------|------------------|----------|
| REVISED ESTIMATE | AMOUNT | PERSON CONTACTED | BY WHOM? |
| \$ | \$ | | |

TYPE DATE VIA PHONE IN PERSON

PHONE REASON

REVISED ESTIMATE AMOUNT PERSON CONTACTED BY WHOM?

TYPE DATE VIA PHONE IN PERSON

PHONE REASON

TEAR DOWN ESTIMATE UNDERSTAND THAT I HAVE BEEN ADVISED THAT WITHIN _____ DAYS OF THE DATE SHOW I MUST AUTHORIZE THE SERVICE TO BE PERFORMED.

By signing this form, I authorize the service to be performed on my vehicle. I understand that I am responsible for the cost of the service and any damage to my vehicle that may occur during the service.

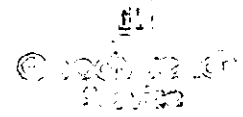
POWER OF ATTORNEY

The undersigned hereby certifies that the undersigned is the owner of the vehicle described herein and that the undersigned is the owner of the vehicle described herein and that the undersigned is the owner of the vehicle described herein.

DATE



SALES SERVICE CENTER
1100 W. 10TH ST. TORONTO, ONT. M6E 1B5
DATE: 07/15/11 12:00 PM



SALES SERVICE CENTER (800) 525-2127

www.chevrolet.com

42423

RAFAEL ROMERO 9327 7685 11/01/11 cvcs249012

[REDACTED]
VENTURA, CA [REDACTED]

45,206 BLACK/ C2482

08/CHEVROLET/MALIBU/4D 07/15/11 37,682

1 G 1 Z G 5 7 B 8 8 F [REDACTED] 01/01/08

[REDACTED]

11/01/11

TOTALS

IN THE NEXT FEW DAYS YOU MAY BE RECEIVING A CALL OR A SURVEY REGARDING THE QUALITY OF SERVICE YOU HAVE RECEIVED. IF YOU FEEL THAT YOU CAN "NOT" RATE US "COMPLETELY SATISFIED", PLEASE CALL OUR SERVICE MANAGER FOR ASSISTANCE. WE THANK YOU FOR YOUR BUSINESS. SINCERELY, BILL EDWARDS (805)525-2127. PARTS DENOTED WITH (*) CARRY LIFETIME WARRANTY!

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

* [] CASH [] CHECK CHECK# [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *
* ACCOUNT # [] *

CUSTOMER SIGNATURE

Certified Service

WALK-THROUGH
VEHICLE INSPECTION

Name: [Redacted] Year/Model: [Redacted] Date: 11-01-11
 Repair Order #: [Redacted] Mileage: 87,000 Meter: 45,206 Tag#: [Redacted] License: [Redacted]

Checked and OK May Require Attention Soon Requires Immediate Attention

CHECK BATTERY

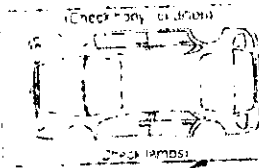
Charge: [Redacted]
 Voltage: [Redacted]
 Connections: [Redacted]

- On Star active
- E-rated in OVD
- E-rated in DMN
- Service-history Check
- Air Conditioning Performance
- Remaining engine oil: 32%
 Reservoir: N/A

| Wheel | Pressure | Rotation | Alignment | Balance |
|-------|-----------------|---------------------|-------------------|---------|
| RF | 8/32 or Greater | Alignment needed | Balance needed | |
| LF | 7/32 | Alignment performed | Balance performed | |
| RR | 6/32 | | | |
| LR | 5/32 | | | |

Lowest Tread Depth: 8/32

PSI: 32 set to 32 PSI



CHECK BRAKE MEASURE FRONT AND REAR LININGS

| Wheel | Thickness | Lowest Front Lining | Lowest Rear Lining |
|-------|-----------|---------------------|--------------------|
| RF | 8/8 | 8 | 8 |
| LF | 8/8 | | |
| RR | | | |
| LR | | | |

- REQUIRES ATTENTION**
- Engine oil
 - Brake fluid reservoir
 - Transmission (if equipped w/dipstick)
 - Coolant recovery reservoir
 - Power steering
 - Windshield washer
 - Fuel system (also including gas cap seating)
 - Engine, transmission, drive axle, transfer case
 - Engine cooling system (leak/other)
 - Shocks and struts - also check operation
 - Belts, engine, power steering and drive shaft
 - Hoses, engine, power steering and HVAC
 - Engine air filter
 - Passenger Compartment Air Filter
 - Steering components and steering linkage
 - CV drive axle boots or driveshafts and U-joints
 - Exhaust system components
 - Brake components lubrication
- Additional Recommended Services**
- Restraint system component check
 - Chassis components lubrication
 - Drive Axle (leak/other)
 - Evaporative control system

Technician: [Signature]
 Date: 11-03-11

Santa Paula
 SERVICE CENTER

13CVZ 23.98 18CVZ17
 18CVZ27 0.00 18CVZ27
 18CVZ28 .73 36 18CVZ30
 18CVZ20 69.95 18CVZ20
 0.00

| | | | | | | | |
|---------|---------------------|----|-------|---------|---------------------|----|--------|
| 13CVZ | TIRE ROTATION | MI | 23.98 | 18CVZ17 | FUEL FILTER SERVICE | MI | 69.95 |
| 18CVZ27 | VEHICLE INSPECTION | MI | 0.00 | 18CVZ27 | 6,000 MILE SERVICE | MI | 127.16 |
| 18CVZ28 | 12,000 MILE SERVICE | MI | .73 | 36 | 30,000 MILE SERVICE | MI | 272.96 |
| 18CVZ20 | FUEL FILTER SERVICE | MI | 69.95 | 18CVZ20 | COOLING SYSTEM SVC | VO | 114.76 |
| 18CVZ | TIRE PRESSURE CHECK | MI | 0.00 | | | | |

| | | | | | | | |
|----------|--------|-------|------|-----|---|--------|---------------------|
| 01-29-11 | 248027 | 43602 | 9327 | 12 | C | 192CVZ | HAIR CONDITIONING |
| 03-27-11 | 247797 | 42952 | 9327 | 12 | C | 15CVZ | 15A DEPARTMENT |
| 09-09-11 | 247366 | 42846 | 9327 | 122 | I | 13CV5 | TIRE PRESSURE CHECK |
| | | | | 122 | W | 92CVZ | HAIR CONDITIONING |
| | | | | 12 | I | 15CVZ | 15A DEPARTMENT |
| | | | | 122 | C | 13CV5 | TIRE PRESSURE CHECK |

SALESPERSON NO 524 BRIAN SCOTT WHITTAKER SERVICE STATE REG# AH168380

1G1ZG57B88F [REDACTED] 08/CHEVROLET/MALIBU/4D 01/01/08 C2482 [REDACTED] 249012

[REDACTED] 42423 07/15/11 37,682 [REDACTED] 7685

VENTURA, CA [REDACTED] BLACK/ N CVZZ [REDACTED] Y 45,206 9327 RAFAEL ROMERO

10:27am - 11:01am - 07:00pm

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

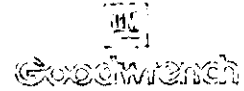
- COMMENTS:
- C * 13CV5 TIRE PRESSURE CHECK
TIRE PRESSURE CHECK AND INFLATE SERVICE
 - W * 20CVZ *ELECTRICAL
CUSTOMER REPORTS D/SIDE FRONT DOOR LOCK IS INOP; ADVISE.
 - W * 20CVZ0 ELECTRICAL
CUSTOMER REPORTS D/SIDE REAR DOOR LOCK WILL NOT UNLOCK.

| | | | |
|-----------------|-----------|---------------------------------|---------------------------------|
| ADV. ESTIMATE | ADD. COST | PERSONS TO BE SERVED | BY WHOM |
| \$ | | | |
| TIME | DATE | BY PERSON | BY PERSON |
| PHONE | PHONE | | |
| REPAIR ESTIMATE | CO. COST | PERSONS TO BE SERVED | BY WHOM |
| \$ | | | |
| TIME | DATE | <input type="checkbox"/> PERSON | <input type="checkbox"/> PERSON |
| PHONE | PHONE | | |

POWER SEAT FOR NET



PARTS AND SERVICE DEPT. HOURS
 MONDAY THROUGH FRIDAY 7:30 A.M. TO 7:00 P.M.
 SATURDAY 8:00 A.M. TO 3:00 P.M.
 SUNDAY 10:00 A.M. TO 3:00 P.M.
 1500 W. MAIN ST. SANTA PAULA, CA 93050
 TEL: (805) 882-2255 FAX: (805) 882-2256



1500 W. MAIN ST. SANTA PAULA, CA 93050 • PHONE: (805) 882-2255 • FAX: (805) 882-2256 • WWW.GOODWRENCH.COM

RECOMMENDED SERVICES

| ITEM | DESCRIPTION | UNIT | PRICE | QUANTITY | TOTAL | DESCRIPTION | UNIT | PRICE |
|---------|---------------------|------|--------|----------|--------|---------------------|------|--------|
| 13CV2 | TIRE ROTATION | MI | 23.98 | 1 | 23.98 | FUEL FILTER SERVICE | MI | 69.95 |
| 13CV201 | VEHICLE INSPECTION | MI | 0.00 | 1 | 0.00 | 6,000 MILE SERVICE | MI | 127.16 |
| 15CV228 | 12,000 MILE SERVICE | MI | 172.36 | 1 | 172.36 | 30,000 MILE SERVICE | MI | 272.96 |
| 22CV217 | FUEL FILTER SERVICE | MI | 69.95 | 1 | 69.95 | COOLING SYSTEM SVC | MO | 114.76 |
| 13CV5 | TIRE PRESSURE CHECK | MI | 0.00 | 1 | 0.00 | | | |

SERVICES

| DATE | TIME | SALES | SALES | SALES | SALES | SALES | SALES | SALES | SALES |
|----------|--------|-------|-------|-------|-------|--------|---------------------|-------|-------|
| 11/01/11 | 249012 | 45206 | 9327 | 339 | C | 13CV5 | TIRE PRESSURE CHECK | | |
| | | | | 339 | W | 20CV2 | ELECTRICAL | | |
| | | | | 339 | W | 20CV20 | ELECTRICAL | | |
| | | | | 339 | W | 20CV22 | POWER DOOR LOCKS | | |
| 09/29/11 | 248027 | 43602 | 9327 | 12 | C | 92CVZ | AIR CONDITIONING | | |
| 09/22/11 | 247797 | 42952 | 9327 | 12 | C | 15CVZ | 15A DEPARTMENT | | |

SALESPERSON NO. 524 BRIAN SCOTT WHITTAKER SERVICE STATE REG# AH162380

1G1ZG57B88F [REDACTED] 0S/CHEVROLET/MALIBU/4D 01/01/08 PC2482 [REDACTED] 249859
 [REDACTED] 42423 07/15/11 37,682 [REDACTED] 11/28/11
 VENTURA, CA [REDACTED] BLACK/ [REDACTED] [REDACTED] 8531
 [REDACTED] CVZZ Y Y A [REDACTED] 46,740 [REDACTED] 515 [REDACTED] CLIFF SHANLEY

ESTIMATES DO NOT INCLUDE CHARGES ARE BASED UPON PROVIDER LABOR OPERATIONS AND INCLUDE CALL TARIFFS ARE NOT BASED UPON CLOCK HOUR.

09:56am 11/28/11 07:00pm

REFUSE ANY OF THE RECOMMENDED SERVICES LISTED ABOVE
 CUST. INITIAL

ORIGINAL CUSTOMER ESTIMATE: TOTAL 220.00

- 1 C * 15CV22 15A DEPARTMENT C/S R/R DOOR PULL HANDLE BROKEN
- 2 C * 15CV21 15A DEPARTMENT C/S AIR VENTS DOES NOT WORK IN FLOOR MODE

RECEIVED ESTIMATE NO. [REDACTED] ESTIMATE NO. [REDACTED] BY WHOM [REDACTED]
 TIME [REDACTED] DATE [REDACTED] VIA PHONE IN PERSON
 PHONE [REDACTED] REASON [REDACTED]
 RECEIVED ESTIMATE NO. [REDACTED] ADD. COST [REDACTED] PERSON CONTACTED [REDACTED] BY WHOM [REDACTED]
 TIME [REDACTED] DATE [REDACTED] VIA PHONE IN PERSON
 PROP. [REDACTED] REASON [REDACTED]
 I HEREBY REQUEST THAT YOU CONTACT THE INSURANCE COMPANY TO OBTAIN THE NECESSARY INFORMATION TO COMPLETE THIS WORK ORDER.
 I understand that the insurance company may require that I sign and date a copy of this work order and return it to the insurance company.
 POWER OF ATTORNEY
 The undersigned hereby certifies that the person named above is the owner of the vehicle and is authorized to sign and date this work order and return it to the insurance company.
 I understand that the insurance company may require that I sign and date a copy of this work order and return it to the insurance company.
 I understand that the insurance company may require that I sign and date a copy of this work order and return it to the insurance company.
 I understand that the insurance company may require that I sign and date a copy of this work order and return it to the insurance company.
 I understand that the insurance company may require that I sign and date a copy of this work order and return it to the insurance company.



PARTS AND SERVICE DEPT. HOURS
 MONDAY THROUGH FRIDAY 7:00 AM TO 7:00 PM
 SATURDAY 9:00 AM TO 3:00 PM
 SUNDAY CLOSED
 ALL REPAIRS WILL BE RELEASED
 AFTER SERVICE DEPT. HOURS
 101 W HARVARD BLVD SANTA PAULA, CA 92369
 PHONE (805) 647-2756 FAX (805) 647-2756



101 W HARVARD BLVD - P.O. BOX 70 SANTA PAULA, CA 92369 PHONES: (805) 647-2756 FAX: (805) 647-2756

www.santapaulchevrolet.com

42423

CLIFF SHANLEY

515

8531

12/06/11

CVCS249859

46,740 BLACK/

C2482

08/CHEVROLET/MALIBU/4D

07/15/11

37,682

1 G 1 Z G 5 7 B 8 8 F

01/01/08

11/28/11

LABOR & PARTS

J# 1 15CVZ2

15A DEPARTMENT

TECH(S):339

WARRANTY

C/S R/R DOOR PULL HANDLE BROKEN
 FOUND CLIPS ON R/R DOOR PANEL NOT HOLDING
 REPLACED R/R DOOR PANEL BEZAL
 CERTIFIED USED CAR

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
|---------|-----|-----------|--------------|------------|------------|----------|
| JOB # 1 | 1 | 25864420 | BEZEL 10.777 | | | 0.00 |

JOB # 1 TOTAL PARTS

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 15CVZ1

15A DEPARTMENT

TECH(S):339

WARRANTY

C/S AIR VENTS DOES NOT WORK IN FLOOR MODE
 TIME TO INSPECT FOUND HEATER CASE BROKEN MIDDLE VENTDOOR
 REPLACED HEATER CASE AND TRANSFER RELATED PARTS
 PART WARRANTY R/O 247386 09/09/11 MILEAGE 42,846
 FIRST HEATER CASE SHIPED WAS DAMAGED
 SIGNED BILL EDWARDS 5.3 PLUS 2.0 TOTAL HR 7.3

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
|---------|-----|-----------|--------------|------------|------------|----------|
| JOB # 2 | 1 | 25931136 | PLATE 10.252 | | | 0.00 |
| JOB # 2 | 1 | 25001 | OVN | | | 0.00 |
| JOB # 2 | 1 | 15844208 | VALVE 9.786 | | | 0.00 |
| JOB # 2 | 1 | 25001 | OVN | | | 0.00 |

JOB # 2 TOTAL PARTS

0.00

JOB # 2 TOTAL LABOR & PARTS

0.00

J# 3+13CV5

TIRE PRESSURE CHECK

TECH(S):339

0.00

Added Operation (CSHANLEY @ 12/05/2011 16:09)
 TIRE PRESSURE CHECK AND INFLATE SERVICE
 INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.
 TIRES INFLATED TO (PSI)
 RIGHT FRONT 30
 LEFT FRONT 30
 RIGHT REAR 30
 LEFT REAR 30
 AIR TIRES TO 35 PSI

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
|---------|-----|-----------|-------------|------------|------------|----------|
| JOB # 3 | | | | | | 0.00 |

JOB # 3 TOTAL PARTS

0.00

JOB # 3 TOTAL LABOR & PARTS

0.00

J# 4+50CVZ

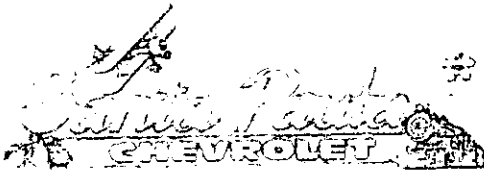
*BRAKES

TECH(S):339

WARRANTY

Added Operation (CSHANLEY @ 12/05/2011 16:10)
 C/S STOP LIGHTS IN OP SOME TIMES
 INTERNAL FAILURE BRAKE SWITCH SENSOR
 REPLACED BRAKE SENSOR . NOW WORKING
 CERTIFIED USED CAR

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
|---------|-----|-----------|-----------------|------------|------------|----------|
| JOB # 4 | 1 | 22666955 | SENSOR KI 4.625 | | | 0.00 |



11:30 AM - 7:00 PM
 MONDAY THROUGH THURSDAY 7:00 AM TO 7:00 PM
 SATURDAY 9:00 AM TO 3:00 PM
 SUNDAY 10:00 AM TO 5:00 PM
 HOURS MAY VARY BY LOCATION



1000 SANTA PAULA DRIVE • SANTA PAULA, CA 95070 • PRODUCTS (805) 525-2127

www.santapaulachevrolet.com

42423 CLIFF SHANLEY 515 8531 12/06/11 CVCS249859
 46,740 BLACK/ G2482
 08/CHEVROLET/MALIBU/4D 07/15/11 37,682
 1G1ZG57B88F 01/01/08
 11/28/11

JOB # 4 TOTAL PARTS 0.00
 JOB # 4 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----WARRANTY
 JOB # 2 89138 254452 12/06/11 ENTERPRISE 0.00
 TOTAL - SUBLET 0.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----
 1ST HEATER CASE CAME IN 11/30/211
 2ND HEATER CASE CAME IN 12/02/211
 XXX
 XXX
 ENTERPRISE RENTAL VIN 5GAKRCED2CJ [REDACTED] D NO 254452 PO 89138

TOTALS-----
 IN THE NEXT FEW DAYS YOU MAY BE RECEIVING A CALL
 OR A SURVEY REGARDING THE QUALITY OF SERVICE YOU
 HAVE RECEIVED. IF YOU FEEL THAT YOU CAN "NOT" RATE
 US "COMPLETELY SATISFIED", PLEASE CALL OUR SERVICE
 MANAGER FOR ASSISTANCE. WE THANK YOU FOR YOUR BUSINESS
 SINCERELY, BILL EDWARDS (805) 525-2127
 PARTS DENOTED WITH (*) CARRY LIFETIME WARRANTY!

 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

* [] CASH [] CHECK CHECK# [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *
 * ACCOUNT # [] *

CUSTOMER SIGNATURE

42423

CLIFF SHANLEY

515

8531

12/23/11

CVCS250589

47,689 BLACK/

C2482

08/CHEVROLET/MALIBU/4D

07/15/11

37,682

1 G 1 Z G 5 7 B 8 8 F

01/01/08

12/23/11

LABOR & PARTS

J# 1 15CVZ1

15A DEPARTMENT

TECH(S):339

WARRANTY

C/S TRACTION CONTROL SWITCH
ON INSPECTION FOUND OPEN CIRCUIT ON TRACTION CONTROL SWITCH
REPLACED TRACTION CONTROL SWITCH
CERTIFIED WARRNTY

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
JOB # 1 1 15835337 SWITCH 4.710

WARRANTY
0.00

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 18CVZZ18

CERTIFIED & GO

TECH(S):353

WARRANTY

2011 CERTIFIED & GO SERVICE.
LUBE, OIL, AND FILTER CHANGE.FOUR WHEEL TIRE ROTATION
AND MULTI POINT INSPECTION.
SERVICE COMPLETE.
CERTIFIED USED CAR MAINT PLAN

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
JOB # 2 1 12605566 FILTER 1.836

WARRANTY
0.00

JOB # 2 TOTAL PARTS

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 13CV5

TIRE PRESSURE CHECK

TECH(S):353

0.00

TIRE PRESSURE CHECK AND INFLATE SERVICE
INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.
TIRES INFLATED TO (PSI):
RIGHT FRONT 30
LEFT FRONT 30
RIGHT REAR 30
LEFT REAR 30
AIR TIRES TO 35 PSI

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES

JOB # 2

1 0 10W-30 OIL

@

/UNIT

TOTAL - GOG

WARRANTY
0.00

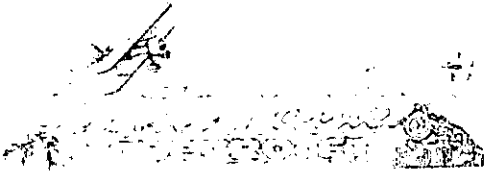
MISC---CODE-----DESCRIPTION-----CONTROL NO-----
JOB # 2 HW HAZARDOUS WASTE

TOTAL - MISC

WARRANTY
0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
RECOMMENDATIONS
REC AIR FILTER



PARTS & SERVICE DEPT. HOURS
 MON-FRI 9:00AM-7:00PM SAT 9:00AM-7:00PM
 SUNDAY 10:00AM-6:00PM



1-800-4-A-CHEVROLET (424-2372) (800) 424-2372 (805) 525-2127

www.chevrolet.com

42423

CLIFF SHANLEY 515 8531 12/23/11 CVCS250589
 47,689 BLACK/ C2482
 08/CHEVROLET/MALIBU/4D 07/15/11 37,682
 1 G 1 Z G 5 7 B 8 8 F 01/01/08
 12/23/11

VENTURA, CA

TOTALS

IN THE NEXT FEW DAYS YOU MAY BE RECEIVING A CALL
 OR A SURVEY REGARDING THE QUALITY OF SERVICE YOU
 HAVE RECEIVED. IF YOU FEEL THAT YOU CAN "NOT" RATE
 US "COMPLETELY SATISFIED", PLEASE CALL OUR SERVICE
 MANAGER FOR ASSISTANCE. WE THANK YOU FOR YOUR BUSINESS
 SINCERELY, BILL EDWARDS (805) 525-2127
 PARTS DENOTED WITH (*) CARRY LIFETIME WARRANTY!

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

* [] CASH [] CHECK CHECK# [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *
 ACCOUNT # [] *

CUSTOMER SIGNATURE



PARTS AND SERVICE DEPT. HOURS
 MONDAY THRU FRIDAY, 7:00 A.M. TO 7:00 P.M.
 SATURDAY 8:00 A.M. TO 3:00 P.M.



DATE: 04/16/08 EPA # CAD991652258

111 HARRARD BLVD PO BOX 70 SANTA PAULA CA 92351 PHONE: (805) 647-2756 • 525-2127 www.lanipulachvrolet.com

RECOMMENDED SERVICES

| DESCRIPTION | QUANTITY | UNIT PRICE | TOTAL | DESCRIPTION | QUANTITY | UNIT PRICE | TOTAL |
|------------------------------|----------|------------|--------|------------------------------|----------|------------|--------|
| 130CV210 AUTO TRANS SERVICE | MI | 109.00 | 109.00 | 130CV2 TIRE ROTATION | MI | 23.98 | 23.98 |
| 130CV217 FULL FILTER SERVICE | MI | 69.95 | 69.95 | 130CV201 VEHICLE INSPECTION | MI | 0.00 | 0.00 |
| 130CV227 6,000 MILE SERVICE | MI | 127.16 | 127.16 | 180CV228 12,000 MILE SERVICE | MI | 172.36 | 172.36 |
| 130CV230 30,000 MILE SERVICE | MI | 272.96 | 272.96 | 40CV210 AUTO TRANS SERVICE | MI | 139.95 | 139.95 |
| 220CV217 FULL FILTER SERVICE | MI | 69.95 | 69.95 | 180CV203 COOLING SYSTEM SVC | MI | 114.76 | 114.76 |

SALE HISTORY

| DATE | REGISTRATION | SALES TAX | ADDITIONAL | TOTAL | SALES TAX | ADDITIONAL | TOTAL | DESCRIPTION |
|----------|--------------|-----------|------------|-------|-----------|------------|----------|---------------------|
| 03 01 17 | 252961 | 51356 | 122 | 222 | W | 50CV210 | 50CV210 | A.B.S. ELECTRICAL |
| 12 25 11 | 250589 | 47689 | 515 | 339 | W | 50CV2 | 50CV2 | BRAKES |
| 11 28 11 | 249859 | 46740 | 515 | 339 | W | 15CV21 | 15CV21 | 15A DEPARTMENT |
| | | | | 339 | W | 180CV218 | 180CV218 | CERTIFIED & GO |
| | | | | 339 | C | 130CV5 | 130CV5 | TIRE PRESSURE CHECK |
| | | | | 339 | W | 15CV22 | 15CV22 | 15A DEPARTMENT |

SALESPERSON NO 524 BRIAN SCOTT-WHITTAKER SERVICE STATE REG# AH168380

1G1ZG57B88F 08/CHEVROLET/MALIBU/4D 01/01/08 C2482 254089

42423 07/15/11 37,682 04/05/12

VENTURA, CA BLACK/ 2848

53,898 249 OCTAVIO PEREZ

ESTIMATES DO NOT INCLUDE LABOR CHARGES ARE BASED UPON...
 INCLUDE SALES TAX ARE NOT BASED UPON...
 REFUSE ANY OF THE RECOMMENDED SERVICES LISTED ABOVE

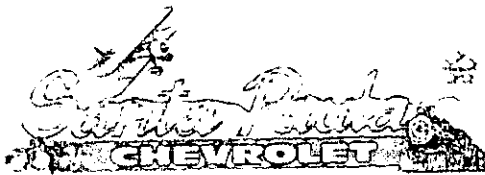
10:22am 04/05/08 07:00pm

CUST. INITIAL

ORIGINAL CUSTOMER ESTIMATE: TOTAL 90.00

- C 130CV5 TIRE PRESSURE CHECK**
TIRE PRESSURE CHECK AND INFLATE SERVICE
- C 64CV12 ALIGNMENT**
PERFORM FRONT END ALIGNMENT
SET UP MEASURE & MAKE NECESSARY ADJUSTMENTS
- C 150CV2 15A DEPARTMENT**
CUST STATES THAT CENTER LEFT A/C VENT CAME APART
- C 130CV2 TIRE ROTATION**
PERFORM TIRE ROTATION, INCLUDING BRAKE LINING INSPECTION
FRONT...% REAR...%

| REVISED ESTIMATE | ADD'L COST | PERSON CONTACTED | BY WHOM |
|------------------|------------|------------------------------------|------------------------------------|
| \$ | \$ | | |
| TIME | DATE | <input type="checkbox"/> VIA PHONE | <input type="checkbox"/> IN PERSON |
| PHONE | REASON | | |
| REVISED ESTIMATE | ADD'L COST | PERSON CONTACTED | BY WHOM |
| \$ | \$ | | |
| TIME | DATE | <input type="checkbox"/> VIA PHONE | <input type="checkbox"/> IN PERSON |
| PHONE | REASON | | |



PARTS AND SERVICE DEPT. HOURS
 MONDAY THRU FRIDAY: 7:00 A.M. TO 7:00 P.M.
 SATURDAY 8:00 A.M. TO 3:00 P.M.
 VEHICLES CANNOT BE RELEASED
 UNTIL SERVICE DEPT. HOURS
 FAX: (605) 647-2756



195460 BLYD. - P.O. BOX 70 SANTA PAULA, CA 93061 PHONES (605) 647-2756 • 525-2727

www.santapaulchevrolet.com

| | | | | |
|--|-------------------------------------|---------------------------------|--------------------------|---------------------------|
| CUSTOMER NO 42423 | TECH(S) OCTAVIO PEREZ 249 | TAG # 2848 | DATE 04/05/12 | CVCS CVCS254089 |
| LABOR RATE [REDACTED] | PRICE 53,898 | COLOR BLACK/ | STOCK NO C2482 | |
| YEAR MAKE MODEL 08/CHEVROLET/MALIBU/4D | DELIVER DATE 07/15/11 | DELIVER MILES 37,682 | | |
| VEHICLE ID NO 1G1ZG57B88F | SALE DATE 04/05/12 | PRODUCT DATE 01/01/08 | | |
| ADDRESS [REDACTED] | | | | |
| CITY VENTURA, CA | | | | |
| STATE [REDACTED] | | | | |
| ZIP [REDACTED] | | | | |

LABOR & PARTS
 J# 1 13CV5 TIRE PRESSURE CHECK TECH(S):385 0.00
 TIRE PRESSURE CHECK AND INFLATE SERVICE
 INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.
 TIRES INFLATED TO (PSI)
 RIGHT FRONT 30
 LEFT FRONT 30
 RIGHT REAR 30
 LEFT REAR 30

PARTS QTY FP-NUMBER DESCRIPTION LIST PRICE UNIT PRICE
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 64CV12 ALIGNMENT TECH(S):385 69.95
 PERFORM FRONT END ALIGNMENT
 SET UP, MEASURE & MAKE NECESSARY ADJUSTMENTS
 Align Front Wheels All

PARTS QTY FP-NUMBER DESCRIPTION LIST PRICE UNIT PRICE
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 69.95

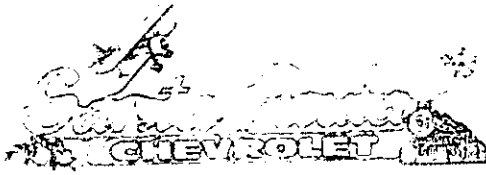
J# 3 15CVZ 15A DEPARTMENT TECH(S):12 0.00
 CUST STATES THAT CENTER LEFT A/C VENT CAME APART
 SPECIAL ORDERED VENT

PARTS QTY FP-NUMBER DESCRIPTION LIST PRICE UNIT PRICE
 JOB # 3 0 25910448 OUTLET 9.262 60.70 60.70 0.00
 PART ON SPECIAL ORDER
 ** QUANTITY 1 IS SPECIAL ORDERED **
 JOB # 3 TOTAL PARTS 0.00
 JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 13CVZ TIRE ROTATION TECH(S):385 19.95
 PERFORM TIRE ROTATION, INCLUDING BRAKE LINING INSPECTION
 FRONT.....% REAR.....%
 Rotate Tires 02/12

PARTS QTY FP-NUMBER DESCRIPTION LIST PRICE UNIT PRICE
 JOB # 4 TOTAL PARTS 0.00
 JOB # 4 TOTAL LABOR & PARTS 19.95

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$90.00 (+TAX)
 RECOMMENDATIONS
 REPLACE REAR TIRES



PARTS AND SERVICE DEPT. HOURS
 MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
 SATURDAY 8:00 A.M. TO 3:00 P.M.
 SUNDAY 10:00 A.M. TO 1:00 P.M.



101 W. HARVARD BLVD. SANTA PAULA, CA 93061 PHONES: (805) 647-2753 • 525 2127

www.santapaulchevrolet.com

42423 OCTAVIO PEREZ 249 2848 04705712 CVCS254089
 53,898 BLACK7 G2462
 08/CHEVROLET/MALIBU 4D 07/15/11 37,052
 INVENTORY # 5788 SF 01/01/08
 04/05/12

TOTALS

| | |
|--|-------------------------------|
| IN THE NEXT FEW DAYS YOU MAY BE RECEIVING A CALL OR A SURVEY REGARDING THE QUALITY OF SERVICE YOU HAVE RECEIVED. IF YOU FEEL THAT YOU CAN "NOT" RATE US "COMPLETELY SATISFIED". PLEASE CALL OUR SERVICE MANAGER FOR ASSISTANCE. WE THANK YOU FOR YOUR BUSINESS SINCERELY, RAFAEL ROMERO (805) 525-2127 PARTS DENOTED WITH (*) CARRY LIFETIME WARRANTY! | TOTAL LABOR... 69.90 |
| ***** | TOTAL PARTS... 0.00 |
| * [] CASH [] CHECK CHECK# [] * | TOTAL SUBLET... 0.00 |
| * [] VISA [] MASTERCARD [] DISCOVER * | TOTAL G.O.G... 0.00 |
| * [] AMER XPRESS [] OTHER [] CHARGE * | TOTAL MISC CHG... 0.00 |
| * ACCOUNT # [] * | TOTAL MISC DISC... 0.00 |
| ***** | TOTAL TAX... 0.00 |
| | TOTAL INVOICE \$ 89.90 |

CUSTOMER SIGNATURE _____

SANTA PAULA CHEVROLET
 101 W. HARVARD BLVD
 SANTA PAULA, CA 93061
 (805) 647-2753

SALE

Sale

LEBI
 Exp. 03-14
 Entry Method: Scraped
 Approved: Online Batch#: 000003
 04/05/12 12:01:46
 Invt#: 00000002 Appr Code: 020315
 Total: \$ 89.90

FACE OF

CUSTOMER COPY

[END OF INVOICE]

ELDA M VALDIVIA

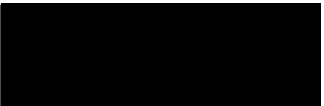
ELDA M VALDIVIA

ELDA M VALDIVIA

Certified Service

MULTI-POINT VEHICLE INSPECTION

Name



Year/Model:

08 Malibu

Date:

4/1/10

Repair Order #

294689

VIN



Odometer:

53246

Tag#:

Licenses#



Checked and OK

May Require Attention Soon

Requires Immediate Attention

WHEELS/TIRES

RF

LF

Rear suspension

Windshield condition

Cracks _____ Chips _____

OnStar active

Enrolled in OVD

Enrolled in DMN

Service History Check

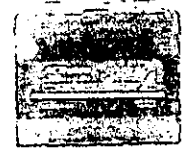
Air Conditioning Performance

Remaining engine oil life

Reset N/A

89

CHECK BATTERY



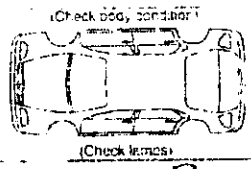
Battery health

Battery cables and connections

CHECK FRONT AND REAR WHEELS

Rotation needed Alignment needed Balance needed

Rotation performed Alignment performed Balance performed



| Position | 8/32 or Greater | 7/32 | 6/32 | 5/32 | 4/32 | 3/32 or Less |
|----------|-------------------------------------|------|------|------|------|--------------|
| RF | <input checked="" type="checkbox"/> | | | | | |
| LF | <input checked="" type="checkbox"/> | | | | | |
| RR | <input type="checkbox"/> | | | | | |
| LR | <input type="checkbox"/> | | | | | |

Lowest Tread Depth: 3 /32

PSI @ 30 set to 30 PSI PSI @ 30 set to 30 PSI PSI @ 30 set to 30 PSI

OK FILLED REQUIRES ATTENTION

Engine oil

Brake fluid reservoir

Transmission (if equipped w/d stick)

Coolant recovery reservoir

Power steering

Windshield washer

ACTUAL 7 mm greater

6 mm

5 mm

4 mm

3 mm/less

2 mm/less

1 mm/less

Lowest Front Lining 6mm Lowest Rear Lining 6mm

- Fuel system (also including gas cap seating)
- Engine, transmission, drive axle, transfer case
- Engine cooling system (leak/other)
- Shocks and struts (also check operation)
- Belts, engine, power steering and/or drive
- Hoses, engine, power steering and HVAC
- Engine air filter
- Passenger Compartment Air Filter
- Steering components and steering linkage
- CV drive axle boots or driveshafts and U-joints
- Exhaust system components
- Body components lubrication
- Restraint system component check
- Chassis components lubrication
- Drive Axle (leak/other)
- Evaporative control system



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



PHONE 805-344-1277 FAX 805-344-1278

10177 PARKWAY, SUITE 3070, SANTA PAULA, CA 93070 PHONE 805-344-1277 www.santapaulacars.com

RECOMMENDED SERVICES

| ITEM | DESCRIPTION | UNIT | PRICE | ITEM | DESCRIPTION | UNIT | PRICE |
|---------|---------------------|------|--------|---------|---------------------|------|--------|
| 18CV210 | AUTO TRANS SERVICE | MI | 109.00 | 18CV217 | FUEL FILTER SERVICE | MI | 69.95 |
| 18CV211 | VEHICLE INSPECTION | MI | 0.00 | 18CV227 | 6,000 MILE SERVICE | MI | 127.16 |
| 18CV212 | 30,000 MILE SERVICE | MI | 173.36 | 18CV230 | 30,000 MILE SERVICE | MI | 272.96 |
| 18CV213 | AUTO TRANS SERVICE | MI | 139.93 | 22CV217 | FUEL FILTER SERVICE | MI | 69.95 |
| 18CV214 | COOLING SYSTEM SVC | VO | 114.76 | 18CV111 | WIPER BLADES | MI | 29.95 |

| RECOMMENDATIONS FROM ROW# | REPLACE REAR TIRES | DESCRIPTION | PRICE |
|---------------------------|--------------------|-------------|---------------------|
| 254089 | 385 | 13CV5 | TIRE PRESSURE CHECK |
| 53893 | 335 | 54CV12 | ALIGNMENT |
| 249 | 12 | 15CV2 | 15A DEPARTMENT |
| | 335 | 13CVZ | TIRE ROTATION |
| 352861 | 222 | 50CV210 | A.S.S. ELECTRICAL |
| 51856 | 222 | 50CVZ | BRAKES |

SALESPERSON NO. 524

S E R V I C E

STATE REG# AH165380

1G1ZG57B88F [REDACTED] 08/CHEVROLET/MALIBU/4D 01/01/08 C2482 [REDACTED] 254886

42423 07/13/11 37.682 [REDACTED] 05/01/12

VENTURA, CA [REDACTED] BLACK/ [REDACTED] 3642

VALD56@YAHOO.COM

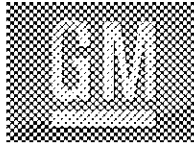
ESTIMATES DO NOT INCLUDE SALES TAX LABOR CHARGES ARE BASED UPON INDIVIDUAL LABOR OPERATIONS AND ARE NOT BASED UPON CLOCK HOURS

09:15am 05/01/12 07:00pm

REPAIR ANY OF THE RECOMMENDED SERVICES SPECIFIED

- C* 13CV5 TIRE PRESSURE CHECK
TIRE PRESSURE CHECK AND INFLATE SERVICE
- W* 15CVZ 15A DEPARTMENT
CUST STATES THAT CENTER LEFT A/C VENT CAME APART
- W* 15CVZ1 15A DEPARTMENT
CUST STATES THAT CENTER DASH VENT HAS EXCESSIVE MILDEW SMELL
- W 18CVZ18 CERTIFIED & GO
2011 CERTIFIED & GO SERVICE.
LUBE, OIL, AND FILTER CHANGE, FOUR WHEEL TIRE ROTATION AND MULTI POINT INSPECTION.

| REPAIR ESTIMATE | APPROVAL | ESTIMATED DATE OF COMPLETION | BY WHOM |
|------------------|------------|------------------------------|-----------|
| | | | |
| REVISED ESTIMATE | ADDITIONAL | PERSON TREATED | BY WHOM |
| \$ | \$ | | |
| TIME | DATE | BY PHONE | BY PERSON |
| | | | |
| PHONE | REMARKS | | |
| | | | |



VIA FAX ONLY

July 17, 2012

Howard Silver, Esq.
Law Offices of Howard D. Silver
513 Water Oak Lane, No. A
Oak Park, CA 91377

RE: [REDACTED]
Service Request: 71-1087364661
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZG57B88F [REDACTED]
Customer Relationship Specialist: Patricia

Dear Mr. Silver:

This is to advise that General Motors is in receipt of the above referenced case dated July 3, 2012. 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 checked="" 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.

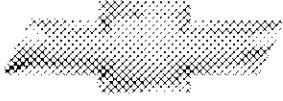
Date _____.

VEHICLE INFORMATION

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

Signature

Signature



Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

July 17, 2012

Rafael Romero
Santa Paula Chevrolet
101 Harvard
Santa Paula, CA 93060-3221

RE: [REDACTED]
Service Request: 71-1087364661
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZG57B88F [REDACTED]
Customer Relationship Specialist: Patricia

Dear Mr. Romero:

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:

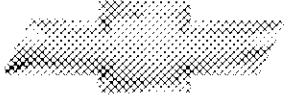
- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well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

Chevrolet



Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

July 17, 2012

Mike Itow
Clippinger Chevrolet
1932 East Garvey Avenue South
West Covina, CA 91791-1910

RE: [REDACTED]
Service Request: 71-1087364661
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZG57B88F [REDACTED]
Customer Relationship Specialist: Patricia

Dear Mr. Itow:

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

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

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact 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