January 28, 2014



Dear

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 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.

| GENERAL MOTORS CORPORATION | SUBSIDIARIES | SUBSI

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.

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

GLENDALE PONTIAC GMC



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

To Roy Evans

CC

bcc

Subject 71-1010092257

RE: Customer Last Name: Service Request: 71-1010092257 Model Year Make 2009 Pontiac G6

Vehicle Identification Number: 1G2ZH57N094

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:

Involved Dealership: Faggart Buick, BAC 118974, Porterville CA

Dealership Contact: No dealer contact as of yet

VIN: 1G2ZH57N094

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,





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 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

Customer Information

Plan Customer: Individual
Customer Type: Owner

Warren, Michigan, United States

Sales Information

Dealer Code: 32888

Action: Add Protection Plan

Odometer: 31491

Delivery Date: 05/09/2012

Reference number: Primary Language: English

Secondary Language:

Evening Phone:

Daytime Phone:

Ext:

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: v. General Motors Service Request: 71-1034433001

2009 Chevrolet Malibu

Vehicle Identification Number: 1G1ZJ57B294

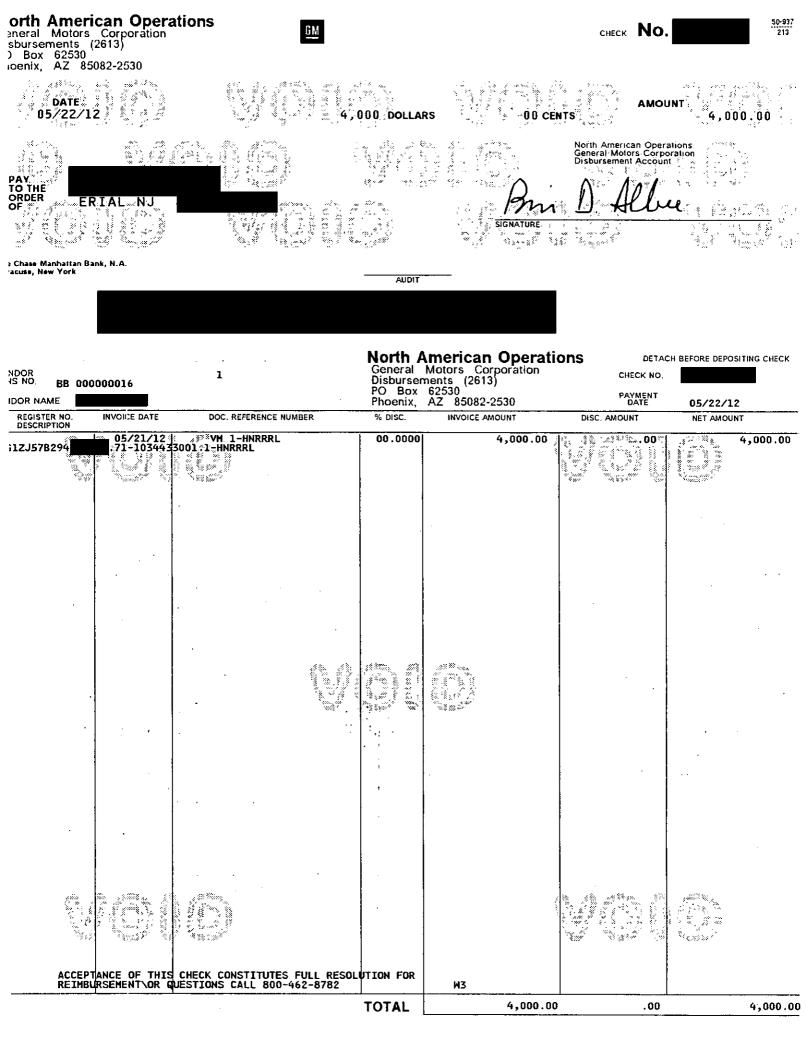
Customer Relationship Specialist: Dianna

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 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,



orth American Operations eneral Motors Corporation sbursements (2613)) Box 62530 loenix, AZ 85082-2530 CHECK NO. 1,900 DOLLARS AMOUNT: 12 To The State of the DATE 05/22/12 00 CENTS 1,900.00 North American Operations General Motors Corporation Disbursement Account PAY KIMMEL & SILVERMAN, PC TO THE 30 E. BUTLER PIKE ORDER AMBLER PA 19002 SIGNATURE r Chase Manhattan Bank, N.A. AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK **NDOR** CHECK NO. BB 000000017 PAYMENT DATE IDOR NAME KIMMEL & SILVERMAN, PC 05/22/12 REGISTER NO DESCRIPTION % DISC. INVOICE DATE DOC. REFERENCE NUMBER INVOICE AMOUNT NET AMOUNT 05/21/12 .71-1034433001:1-HNRRRM .00 00000 1,900.00 1,900.00 i1ZJ578294 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEHENT OR QUESTIONS CALL 800-462-8782 M3 TOTAL 1,900.00 .00 1,900.00



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:

Service Request: 71-1034433001 2009 Chevrolet Malibu

Vehicle Identification Number: 1G1ZJ57B294

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:

Service Request: 71-1034433001 2009 Chevrolet Malibu

Vehicle Identification Number: 1G1ZJ57B294

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

ROBERT M. SILVERMAN+® CRAIG THOR KIMMEL+

Member, PA Bar

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

Member, MD Bar Member, OH Bar

Member, MI Bar □ Member, NH Bar

Member, CT Bar

Member, TN Bar

^μ Member, WY Bar [¥] Member, DC Bar

¢ Member, CA Bar



1-800-LEMON LAW

www.lemonlaw.com

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

F (215) 540-8817 WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005 JACQUELINE C. HERRITT**8K ROBERT A. RAPKIN* ANGELA K. TROCCOLI***

AMY L. BENNECOFF*

CHRISTINA GILL ROSEMAN $^{* ullet \S}$ RICHARD A. SCHOLER*
TARA L. PATTERSON*

W. CHRISTOPHER COMPONOVO

TIMOTHY J. ABEEL, JR.

IOSEPH A GENTIL CORE

JACOB U. GINSBURG

FRED DAVIS**

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

v. General Motors, LLC

Vehicle: 2009 Chevrolet Malibu Date of Purchase: 04/01/2009

Place of Purchase: Classic Chevrolet, Mt. Laurel

VIN: 1G1ZJ57B294

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



To ekaczander@consumerlawcenter.com
cc
bcc
Subject 2009 Saturn Aura

Customer Last Name:
Service Request: 71-978721593
Vehicle: 2009 Saturn Aura
VIN: 1G8ZS57B29F

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,



VIA FAX ONLY

January 28, 2014

Eric Kaczander, Esq. KROHN & MOSS 10 N Dearborn St Fl 3 Chicago, IL 60602

RE:

Service Request: 71-978721593

2009 Saturn AURA

Vehicle Identification Number: 1G8ZS57B29F2

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 <u>separately from all other settlement documents</u>. 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 about 231-1841 Monday through Friday between 8:0	ve when contacting our Business Resource Center at 1-800-00 a.m. and 5:00 p.m., Eastern Time.
Sincerely,	
General Motors	
cc: FILE	
LG0044 V10142009	
Attach.	
Odometer	
Client's Signature	Client's Signature
 Date	 Date



bcc

Subject RE: - 2009 Saturn Aura

Customer Last Name: Service Request: 71-978721593 Vehicle: 2009 Saturn Aura VIN: 1G8ZS57B29F

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@consumerla wcenter.com> 11/16/2011 03:55 PM

To <Teresa_Gonzales@gmexpert.com>

CC

Subject RE: - 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: Kacza<u>nder. Eric</u>

Subject: - 2009 Saturn Aura

Customer Last Name:
Service Request: 71-978721593
Vehicle: 2009 Saturn Aura

VIN: 1G8ZS57B29F

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

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,



VIA FAX ONLY

January 28, 2014

Eric Kaczander, Esq. KROHN & MOSS 10 N Dearborn St Fl 3 Chicago, IL 60602

RE:

Service Request: 71-978721593

2009 Saturn AURA

Vehicle Identification Number: 1G8ZS57B29F

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 \$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 <u>separately from all other settlement documents</u>. 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 231-1841 Monday through Friday between 8:00	e when contacting our Business Resource Center at 1-800- a.m. and 5:00 p.m., Eastern Time.
Sincerely,	
General Motors	
Attach.	
Odometer	
Client's Signature	Client's Signature
Date	Date



To <Teresa_Gonzales@gmexpert.com>

CC

bcc

Subject RE: - 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: - 2009 Saturn Aura

Customer Last Name: Service Request: 71-978721593

Vehicle: 2009 Saturn Aura VIN: 1G8ZS57B29F

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 $5\cdot00$

p.m., Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

"Kaczander, Eric"

<ekaczander@consu

merlawcenter.com>

ΤО

<Teresa Gonzales@gmexpert.com>

11/16/2011 03:55

CC

PM

Subject

RE: ______ - 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

----Original Message----

From: Teresa Gonzales@gmexpert.com [mailto:Teresa Gonzales@gmexpert.com]

Sent: Tuesday, November 15, 2011 4:39 PM

To: Kaczander, Eric

Connect With Us

Subject: - 2009 Saturn Aura

Customer Last Name:
Service Request: 71-978721593
Vehicle: 2009 Saturn Aura

VIN: 1G8ZS57B29F

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,



To ekaczander@consumerlawcenter.com
cc
bcc
Subject - 2009 Saturn Aura

Customer Last Name: Service Request: 71-978721593
Vehicle: 2009 Saturn Aura

VIN: 1G8ZS57B29F

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,



VIA FAX ONLY

January 28, 2014

Eric Kaczander, Esq. KROHN & MOSS 10 N Dearborn St Fl 3 Chicago, IL 60602

RE:

Service Request: 71-978721593

2009 Saturn AURA

Vehicle Identification Number: 1G8ZS57B29F

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.

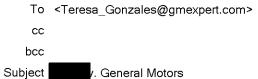
If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,



"Wallace, Brittany" <bush>bwallace@consumerlawce nter.com>

12/12/2011 05:05 PM



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

Brittany Wallace Krohn & Moss, Ltd. (312)578-9428 x 212 Voice

Email: <u>bwallace@consumerlawcenter.com</u>

Web: www.krohnandmoss.com

Connect With Us 😨 🖺 🛅







settle ltr.pdf

Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Kantucky, Minnesota, Missouri, Novada, Ohio, Wisconsin, Washington, DC).

Masin Office

10 N. Dearborn St., 3^d Floor Chicago, IL 60602 www.krohnandmoss.com

Writer's Direct Number (312) 578-9428 Ext.274 Writer's Direct Faccimile (866) 289-0898 Writer's Direct B-Mail ekaczander@consumerlawcenter.com www.krohnandmoss.com

Writer livensed to practice in Illinois, Kentucky and Minnesota

December 12, 2011

Ms. Teresa Gonzales GMBRC Teresa Gonzales@gmexpert.com

RE: 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

СС bcc

Subject

RE: Customer Last Name:

Service Request: 71-978721593

2009 Saturn Aura

Vehicle Identification Number: 1G8ZS57B29F 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 curent 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,

Marcia Fisher/Austin/GM1

12/29/2011 02:41 PM

To ekaczander@consumerlawcenter.com

СС

bcc

Subject

RE: Customer Last Name:

Service Request: 71-978721593

2009 Saturn Aura

Vehicle Identification Number: 1G8ZS57B29F

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,



To ekaczander@consumerlawcenter.com

СС

bcc

Subject Customer Last Name: 71-978721593

Service Request:

Customer Last Name: Service Request: 71-978721593
Year Make Model 2009 Saturn Aura

Vehicle Identification Number: 1G8ZS57B29F

Mediation Liaison: Dina Roberts Telephone: 866-790-5700 X 41143

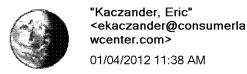
Fax: 866-775-9471

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,



To <dina_roberts@gmexpert.com>

CC

bcc

Subject RE: Customer Last Name: 71-978721593

Service Request:

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:

Service Request: 71-978721593

Customer Last Name: Service Request: 71-978721593 Year Make Model 2009 Saturn Aura

Vehicle Identification Number: 1G8ZS57B29F

Mediation Liaison: Dina Roberts Telephone: 866-790-5700 X 41143

Fax: 866-775-9471

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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,

Marcia Fisher/Austin/GM1

01/17/2012 02:41 PM

To ekaczander@consumerlawcenter.com

CC

bcc

Subject

RE: Customer Last Name:

Service Request: 71-978721593

2009 Saturn Aura

Vehicle Identification Number: 1G8ZS57B29F 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 foward 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,

ATTN: Gregory Moss

Registration

Marcia Fisher/Austin/GM1

02/07/2012 04:46 PM

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

CC

bcc

Subject

RE: Customer Last Name: Service Request: 71-978721593

2009 Saturn Aura

Vehicle Identification Number: 1G8ZS57B29F 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

RE: Customer Last Name:

Service Request: 71-978721593

2009 Saturn Aura

Vehicle Identification Number: 1G8ZS57B29F 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, (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 ("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:	
Сlāт пant's Si gnature	Claimant's Signature
Address	Address
Clinhon. IA	Murray, IA
City, State, Zip Code	City, State, Zip Code
STATE OF TOWA	
COUNTY OF Clanton	

Sworn to (or affin	rmed) and subscribed before me this 24th day of Feb. Signature of Notary Public	_, 20 <u>12</u> ,
RITHA WOLFE Commission Number 755948 Ny Commission Expires	Print, type or stamp Commissioned Name of Notary Public Personally KnownOR Produced identification Type of identification	
	My commission expires: 1/- 24-2014	

Marcia Fisher/Austin/GM1

03/05/2012 04:16 PM

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

СС

bcc

Subject Re:

RE: Customer Last Name:

Service Request: 71-978721593

2009 Saturn Aura

Vehicle Identification Number: 1G8ZS57B29F

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, Kantucky, Minnianta, Missouri, Norada, Ohio, Wisconsin, Washington, DO)

Maxim Office

10 N. Dearborn St., 3^d Floor Chicago, IL 60602 www.krohnandmoss.com

Writer's Direct Number (312) 578-9428 Ext. 274 Writer's Direct Faccimile (866) 289-0898 Writer's Direct H-Mail ekaczander @consumerlawcenter.com www.krohnandmoss.com Writer livenised to practice in Illinois, Kentucky and Minnesota

December 12, 2011

Ms. Teresa Gonzales GMBRC Teresa Gonzales@gmexpert.com

RE: 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

RE: Customer Last Name:

Service Request: 71-978721593

2009 Saturn Aura

Vehicle Identification Number: 1G8ZS57B29F 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 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

(Rev. October 2007) Department of the Treasury Internal Revenue Service

Request for Taxpaver **Identification Number and Certification**

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

***	Name (a) shows						
ge 2.	Name (as shown on your income tax return) Mulan + Moss, Ctol.						
оп раде	Business name, if different from above			menter and destination and the second			
Print or type Specific Instructions	Check appropriate box: Individual/Sole proprietor Corporation Partnership Limited liability company Enter the tax classification (Dedisregarded entity. Cecorporation. Pepartnership) Other (see instructions)						
Print or fic Instruc	Address (number, street, and apt or suite no) 10 N. Dearborn Breet, 3rd Hour	Requester's	name and ad	kdress (optional)			
	City. state, and ZIP code (MICESO, IL 606 DE	and the same of th					
လ ၈ ၈	List account number(s) here (optional)						
Par	Taxpayer Identification Number (TIN)		***************************************				
back alien.	your TIN in the appropriate box. The TIN provided must match the name given on Line 1 up withholding. For individuals, this is your social security number (SSN). However, for a resole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entemployer identification number (EIN). If you do not have a number, see How to get a TIN.	esident Ities it k	Social securi	ly number			
Note numb	. If the account is in more than one name, see the chart on page 4 for guidelines on whoser to enter		Employer ide	ntification number			
Par	Certification	**************************************	· · · · · · · · · · · · · · · · · · ·				
Unde	r penalties of perjury. I certify that;			· · · · · · · · · · · · · · · · · · ·			
1 TI	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. 1a	am not subject to backup withholding because: (a) I am exempt from backup withholding evenue Service (IRS) that I am subject to backup withholding as a result of a failure to rep otified me that I am no longer subject to backup withholding, and	or (b) I have	not been m	stiffical has the Internet			
3 18	am a U.S. citizen or other U.S. person (defined below)						
For m arrang	ilication instructions. You must cross out item 2 above if you have been notified by the illolding because you have failed to report all interest and dividends on your tax return. For cancellation of degement (IRA), and you are not required to your correct TI.	real estate tr bt, contributi	ansactions, ons to an inc	tem 2 does not apply.			

U.S. person **General Instructions**

Signature o

Section references are to the Internal Revenue Code unless otherwise noted

Purpose of Form

Sign

Here

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 US citizen or US resident alien.
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United
- An estate (other than a foreign estate), or

Date 🕨

 A domestic trust (as defined in Regulations section) 301.7701-7).

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

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:	CA		* .		
ATTN:	El	esi a			
DATE:	8.2	7:11			
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,,,,	<i>J.</i> <u>.</u> .				
.e		TO ANY	John Haley Service Manage		
-	* CHE	EVROLET *	Tel: (209) 491 - 7	813	

4742 McHenry Ave. • Modesto, CA 95356 • www.americanchevrolet.com



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



4742 McHenry Ave. MODESTO, CA 95358-9523

> (209) 575-1606 Service Direct (209) 491-7813

CVCS519382

Mr. Goodwrench

SERVIÇE HOURS: QUICK SERVICE

MON. - FPi. 7:30 A.M. to 5:30 P.M. MON. - FPi. 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.

PHOGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER	SERVICE INSTA	ILED PARTS	CROSS REFERENCE
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		F.T. E. NO.		P.O. NO.	R. O. DATE 08/10/11	
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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

CVCS519382

Mr. Goodwrench

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

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

PAGE 1 OF 2



4742 McHenry Ave. MODESTO, CA 95356-9523

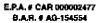
(209) 575-1606 Service Direct (209) 491-7813 CVCS519811

Wr. Goodwrench

SERVICE HOURS: MON. - FRI: 7:30 A.M. to 5:30 P.M. 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.

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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. MON. - FRI. 6:00 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.

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			LABOR RATE		MILEAGE	20,709	SILVER/GRAY	STOCK NO.	
			YEAR/MAKE/N	MODEL JRN/AURA/4DR	SDN 14 XE	`	DELIVERY DATE 11/25/09	DELIVERY MIL	ES
MODESTO, CA			VEHICLE I.D. NO				SELLING DEALER NO.	PRODUCTION	OATE
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E.R.A. # CAR 000002477 B.A.R. # AQ-154554



4742 McHenry Ave. MODESTO, CA 95356-9523

(209) 575-1606 Service Direct (209) 491-7813 CVCS520127

Wr. Goodwreuch

SERVICE HOURS: MON. - FRI, 7:30 A.M. to 5:30 P.M. GUICK 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	Э.	E.S.P. NUMBÉH	Τ.	43. /	BERVICE INSTA		Caves access	NPE
CUSTOMER NO.	95944	1		ARMSTRONG		19 TAG N	294	08/26/11	CVCS 520	0127
			LABOR RATE			MILEAGE	20,734	SILVER/GRAY	STOCK NO.	
			YEAR/MAKE/N	IODEL JRN/AURA/4DR	SDN	I4 XE		DELIVERY DATE 11/25/09	DELIVERY MILE	8
MODESTO,	CA		VEHICLE I.D. NO.	Z 5 5 7 B 2 9) F			SELLING DEALER NO.	PRODUCTION D	ATE
			F. T. E. NO.		P.O. N	10.		R.O. DATE 08/22/11		
DEPLOCATE CHOME	lauronias auron		COMMENTS				********	J	MO:	2078
	REFERENCE BRAKES ELECTRICE C/S: THE STABILITY TRACK WAS JUST HERE FOR THIS N REFER RO# 519811 CODE CO161,0561,0278 ALL POINT TO "UNLEARNED NOT BEING LEARNED WHICH TRIED SEVERAL TIMES TO F LAST TIME STORED DIFFERE ECM AND BCM COMMUNICATIO INTERNAL FAILURE AT ELEC REMOVED AND REPLACED THE CLEARED CODES AND RELEAR ROAD TESTED SEVERAL MORE ALL WORKING FINE AT THIS	C LIGHT HAS R VERIFIED BY # BRAKE PEDAL WAS PERFORME PROGRAM BUT L ENT CODES UD ON LOST : CHE CTRONIC BRAKE E EBCM ASSEME RNED E MILES	RETURNED #169 PRESSURE ED LIGHT WOUL L21,2108 ECKED HARN E CONTROL	SENSOR" LD COME ON JESS WAS GOOD	1900 CONTROL (CA)					
PARTSQ JOB # 1	TYFP-NUMBER 1 15952670	····-ÓÉSCRIPT MODULE k	(I 4.720	JOB # 1 TOTA	L PAR	T\$	WARRANTY 0.00			
M T BOTH	TIRE PRESSURE	That was		# 1 TOTAL LABOR			0.00	ſ		
	CK/ADJ >>>>>L/FR/F. SET TIRES PER FACTORY SF SET TIRES TO SPECIFICATI 4038	L/R PECIFICATIONS	R/ 5 FOR STAT	'R. E REGULATION.		***************************************	XMACO FINALES	S		
PARTSQ	TY FP - NUMBER	DESCRIPT	ΓΙΟΝ -	JOB # 2 TOTA	T PRIO	ČE - TS	0.00			
			JOB	# 2 TOTAL LABOR	& PAR	TS	0.00			
11170	DEDESCRIPTION RENTAL AMERICAN CHEV F			CONTROL NO-			WARRANTY 0.00			
CUSTOMER HERI	EBY ACKNOWLEDGES RECEIVIN GINAL ESTIMATE OF \$0.	NG.	• • • • • • • • • •							
COMMENTS	9811 TECH #169		• • • • • • • • • • • •							







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 8:00 P.M. SUN. 10:00 A.M. to 5:00 P.M.

ROGRAM CODE	AUTHORIZATION CODE	COMMITMENT NO.	E.S.P. NUMBER		SERVICE INSTA	LLED PARTS		
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	***	LABOR RATE		MILEAGE	20,734	COLOR SILVER/GRAY	втоск но.	
		YEAR/MAKE	TURN/AURA/4DR	SDN I4 XE		DELIVERY DATE 11/25/09	DELIVERY MIL	.ES
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		F.T. E. NO.		P. Q. NQ.	<u>, </u>	9. Q. DATE 08/22/11		
-144		COMMENTS					MO:	207
OTALS			••••					
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OTHER	AMOUNT	-DATEINIT	IAL					
CUSTOMER	R SIGNATURE *********** D U P	LICATE INV	01CE ****	**********	******			

October 24, 2011

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

RE: v. General Motors

Service Request: 71-984527726

2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E18BF

Customer Relationship Specialist: Sheila

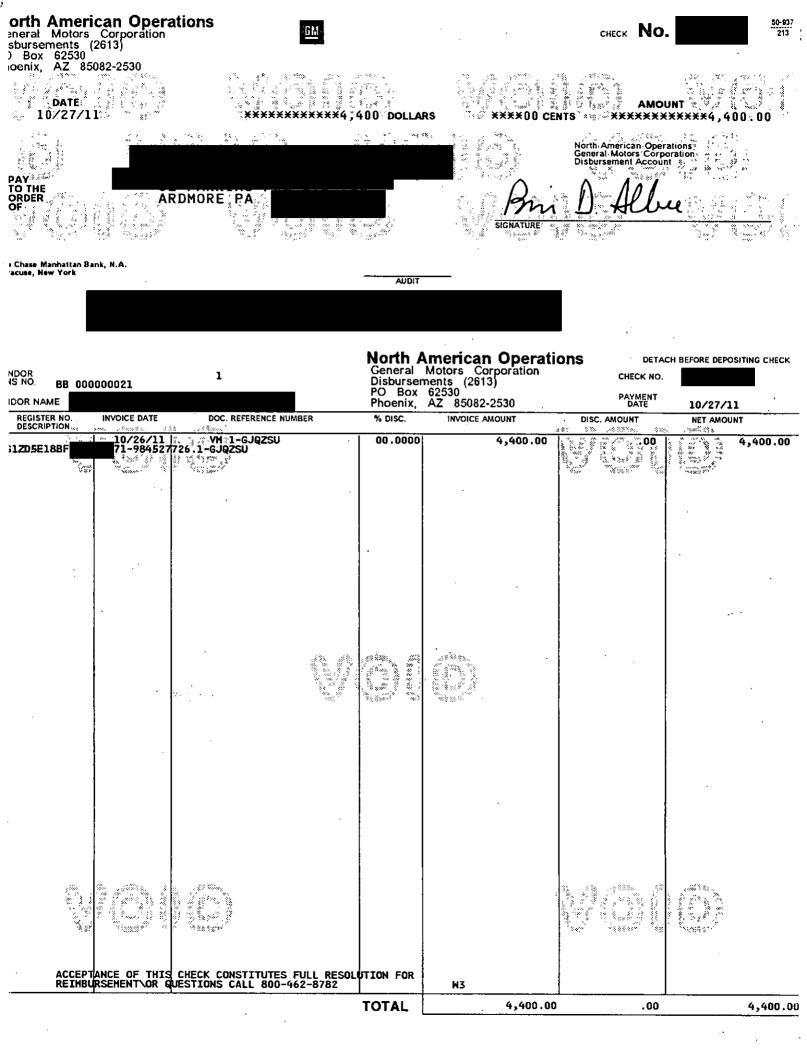
Dear Ms. Applegate:

Enclosed please find a check in the amount of \$4,400.00 made payable to & 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





VIA FAX ONLY

September 7, 2011

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

RE:

Service Request: 71-984527726 2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E18BF

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:

Service Request: 71-984527726 2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E18BF

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	
<u> </u>	(Lien holder Name)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regard	ling my loan account #(Account Number)
with	
(Lien holder Name)	
to General Motors Company, including loan payoff amount, and per diem inform	but not limited to a complete payment history of my account, a nation.
Date	
VI	EHICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature

2011 MALIBU 2LT GENERAL MOTORS LLC 98U WHITE DIAMOND TRICOAT /L4G

34C COCOA/CASHMERE

ORDER NO. PFNPGT/TDC STOCK NO. DETROIT MI 48243-1114 VEHICLE INVOICE 1AD52109427

RENAISSANCE CENTER

MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK 25235.00 23973.26 INVOICE 10/22/10 1ZJ69 MALIBU 2LT 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 N/C N/C PRC EFF 10/22/10 N/C N/C KEYS G1516 G1516 NE1 50-STATE EMISSIONS UE1 6 MTHS ONSTAR DIRECTIONS & CONNECTIONS WITH AUTOMATIC WFP-S QTR OPT-1 CRASH RESPONSE AND TURN-BY-TURN BANK: ALLY - 004 CHG-TO 13-446 NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC COVERAGE)

100.00 88.00 SHIP WT: 3363 ZFH COMPACT SPARE TIRE (REPLACES TIRE SEALANT AND HP: 19.2

PREFER: 25659.45 INFLATOR KIT)

98U WHITE DIAMOND TRICOAT 495.00 435.60 MRM: 26550.00 ALLOW: 200.15

25830.00 24496.86 ACT 231 24441.96 TOTAL MODEL & OPTIONS 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.

REMIT TO ALLY NO. 004 VIN 1G1ZD5E18BF

\$ 25346.01 INV 1AD52109427

DUE 11/01/10 DEALER 13-446

KEDDIE CHEVROLET, INC.

DAVID J. GORBERG & ASSOCIATES, P.C.

32 PARKING PLAZA

DAVID J. GORBERG† LAURA L. APPLEGATE COURTNEY L. SOFIA* EDWARD B. FEINER*

*MEMBER OF PA AND NJ BARS †MEMBER OF PA AND NY BARS Suite 700

ARDMORE, PA 19003

I-800-MY-LEMON I-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:

Vehicle: 2011 Chevrolet Malibu Vin #: 1G1ZD5E18BF

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.

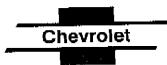
Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office.

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



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



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Labor Rate 55.00

Page 1 of 1

49259 Job 49259

I hereby authorize the respir work herein set forth to be done by you along with the necessary parts and materials to be furnished by you along with the necessary parts and materials to be furnished by you along with the necessary parts and materials for loss of the parts of th



CUSTOMER'S SIGNATURE

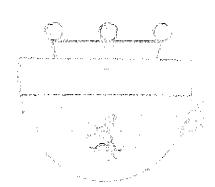
Chevrolet

7245681155

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

e 724-567-5683 SRIFT, PA 15690	
	09/06/11

2011 MLES N 5856	MARIE CHEVROLET MILES OUT 5876	MALIBU 2LT FREST USE 05/04/11	COLOR	LEECHBURG PA				09/06/11 TIME IN 08:11 CLDSED 16:10 09/08/11
ALSO				H± (W: (724) –		WRITER 5275 REITH
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(04-2	2556 TECH4-)		A	Total Repair	(Warranty)		278.86



JERVILE LOONER

Term. 00 Evnires 00/00	
DISCLA!MER OF WARRANTIES Any warranties on the product rold hereby are those made by the manufacturer. The seller hamby repressly disciblins all warranties either expressed or implied, including any implied warranty of marchantiplity of threes for a particular purpose, and neither assurins nor authorizes any person to assume for it any liability in connection with the selle of said products. Any firnitation contained form done not apply where prohibilised by law. CUSTOMER SIGNATURE	.00 011/Grease 278.88 Sub Total .00
Page 1 of 1 Reprint (1) Job 50275	278.88 -00 tax 00 total 00
50275 Warranty Copy	

Chevrolet

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

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Labor Rate 55.00

Page 1 of 1

50275 Job 50275

agree that you are not responsible for loss or damage to vehicle or articles left in the necessary parts and materials to be furnished by you and control or for any dalays caused by unavallability of parts or materials for any reason and that you neither assume nor authorize anyons to assume any liability in connection with such impair. I hereby grant you and/or your employers permission to operate the vehicle herein on the vehicle is secure that amount of repairs therefor. In the event that you, the customer, authorize commencement but do not authorize rotated to the actual amount of fabor or parts involved in the inspection, repair or service, a change will be imposed for disessembly, respection, and provide work. Such charge will be directly complicately of the repair and the level of experts required to offsection repair or service. Customer labor charges may be based on the

CUSTOMER'S SIGNATURE



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

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Labor Rate 55.00

Page 1 of 1

49554 Job 49554

hereby suthorize the repair work horein set forth to be done by 90 along with the necessary parts and materials for loss or dramage to vahicle or articles left in vehicle in case of fire, breft, or any other cause beyond your control or for any delays caused by unevaliability of parts or materials for any reason and that you neither sesume are authorize anyone to assume any liability in connection with such repair. I hereby grant you analogous permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or hapecelton. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. In the ovent that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for diseasembly, reassambly or partially completed work. Such charge will be imposed for diseasembly, reassambly or partially completed work. Such charge will be directly related to the actual amount of libbor or parts involved in the inspection, aspair or service. Customer labor charges may be based on the complexity and the lovel of expertise required to other.

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	recovery reservoi	ir		LR 🗌		within water	
	HECOARIA LESSENDI	,		 □ .		(3/82) (a) (a)	Selection.
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] Shocks	and struts - also	check operation			(M	Arman and the second se	
Inspect	t visual condition	1:		5)			
		serpentine; and/or	r V-drive	6)			
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	air filter and cabin			(a)			
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CV driv	e axle boots or dr	iveshafts and U-joi	ints		contract 197		
}	st system compone	ents		Technician:		No.:	
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KEDDIE CHEVROLET, Inc. 4/4/ 8-18-10

Chevrolet

7245681155

رير د Route 56 West, 200 Lincoln Ave.

Telephone 724-567-5683

VANDERGRIFT, PA 15690

-7	HEVROLET MILES DUT	MALIBU 2LT FRETUSE 05/04/11	PA		LEECHBURG PA			PROM. WHITER
NTRACTE	xpires: 00	/00			#: 	W: (724)	_	KEITH
Fo		<i>Lesied</i>		U 0073	© EBCM 72 C 0561 © U 2143°° U 2105°°	PSCM (W) V2100 00 V2100 00	#6	50124
	NT ROUSE		M.			(W)	ESTIMATE BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF	Original Estin
							REPAIRS OR SERVICES. INITIAL YOUR CHOICE WRITTEN	Authorized Addi
							REPAIRS OR SERVICES. INITIAL YOUR CHOICE	Authorized Add \$

Labor Rate 55.00

Page 1 of 1

50124 Job 50124 egree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other course beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize enyone 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 alsewhere for the purposor of helling and/for inspease mechanical stem is haraby seknowledged on the vehicle to secure the amount of repairs thereto. In the event that you, the oustomer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disascembly, reassembly or partielly completed work. Such charge will be directly related to the educal amount of lobor or parts involved in the inspection, repair or service. Customer labor charges may be based on the complexity of the complexity o

X

CUSTOMER'S SIGNATURE

ADDITIONAL MATERIAL	. USED	STATE INSPECTION REQUIREMENTS								
DESCRIPTION	PRICE			Α	R	EMP No.	OPER No.	COST	ELAPSEO TIME	
		Verify Legal Registration					·			OFF
		Condition of Tires, Wheels, Rims								ON
		Body Condition								OFF
		Glazing & Mirrors							.	ON
		Steering & Alignment	<u> </u>		_					OFF
		Suspension (Shocks, Ball Joints, Etc.)	_					İ		ON
		Exhaust & Fuel System			_					OFF
		Headlight Adjustment	L	_		•		:	1	<u> </u>
		Horn	Ļ							ON
		All Other Lights & Electrical	<u> </u>							OFF
		Condition of Brake System	 	L						ON
		Condition of Wheel Cylinders	-	<u> </u>	_					OFF
<u> </u>		R.F.	-							ON
·		LE L	-	_	_	<u> </u>				OFF
		R.R.	├	┞	_					ON
		L.R.	╀	-	_		 			OFF
		-	╀	_	┝	ł				ON
<u> </u>		Washers & Wipers	╁	┢	_	ļ	<u> </u>			OFF
	<u> </u>	Brake Control System	╁		_					
		Light Control System	╁	-	┢					ON
		Hitch Coupling Sth Wheel Connections	-	┢	H					OFF
		Side Markers & Clearance Lights	-	╁	┢	1		ļ		ON
		Road Test	十	-	-					OFF
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		Sticker No.								ON
		Inspected By				1	<u> </u>			OFF
		Mechanic License No.								- Con 2 (
		Remarks						<u> </u>		ON
						1 _)TALS	-		



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

VANDERGRIFT, PA 15690

(W)

R/O	VIN					08/25/11
YEAR 011 MILES IN	CHEVROLET	5 E 1 8 B F MALIBU 2LT FRETURE	WT DIAMOND N	EECHBURG PA		74:16 PROM.
Stoto C SERVICE CONTI	56955 Wexpires: 00	00,000	후 자	K:	W: (724) -	WRITEA REITH

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

CIEAN GROUNDS G203, G201

CHECK BLACK CONNECTOR AT VCIM.

CIEAR CODES TEST dRIVE

DOC Id. 2148639

#6



Originai Estimate **ESTIMATE** BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES. - GUBTONER ACCEPTANCE INITIAL YOUR CHOICE

Authorized Additions WRITTEN ESTIMATE ORAL ESTIMATE NO ESTIMATE

All parts are new or factory rebuilt unless specified otherwise. Replaced

perts will be returned unless specified DISCARD otherwise. Parts replaced under the manufacturers warranty are retained by the dealer for inspection by the manufacturer.

□ DISCARD

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				· · · · · · · · · · · · · · · · · · ·
50124C	08/18/2011	5222	06 W	CHECK WIPER OPERATION
	08/18/2011	5222	06 W	WINDNOISE AT RR DOOR
50124A	08/18/2011	5222	06 W	CHECK ESC MESSAGE , SEC
	08/01/2011	3805	06 C	LOF/TIRE ROTATION/MPVI
49554B	08/01/2011	3805	06 C	SERVICE ESC MESSAGE
C/B ??	. ,			
49554B				

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the menufacturer. The soller hereby expressly disclaims all warranties alliher expressed or implied, including any implied warrantly of merchanitability of fitness for a particular purpose, and neither assumes hor authorizes any person to assume for it any liability in connection with the sale of said products. The product is said by the saller "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.

TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work sharedness of the best one by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or dernage to vehicle or articles left in vehicle in case of five, theft, or any other course beyond your control or for any delays caused by unavailability of parts or meterials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I have by grant you and/or your employees permitsion to operfaile the vehicle hargin described on affects, highways or elsowhere 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, this externer, 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 pans involved in the inspection, repair or service. Customer labor charges may be based on the completion for any facility of promotine you will be forest the most.

of 1 Page

Labor Rate

50194 Job 50194

55.00



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	Remarks	Mechanic License No.						Road Test	Side Markers & Clearance Lights	5th Wheel Connections	Light Complete Security	Light Control Suctem	Brake Control System	Washers & Widers		LR			COMMINION OF MILES OF MINIORS	Condition of Wheel Cylinders	All Other Dights or Electrical	HOTH	Headlight Adjustment	Exhaust & Fuel System	Suspension (Shocks, Ball Joints,	Steering & Alignment	Glazing & Mirrors	Body Condition	Condition of Tires, Wheels, Rims	Verify Legal Registration		STATE INSPECTION REQUIREMENTS
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· (10-00)			
Pennsylvania DEPARTMENT OF TRANSPORTATION WWW.driv.sinte, pe.us	DEALER REGISTRATION PLATE PERMIT		
NAME			
ADDRESS Street	usa PA		
SIGNATURE	Stale 7h		
· · · - /	(Sign in Ink - DO NOT PRINT)		
Has this date Signature	been authorized to use Dealer Registration		
Plate Nth	e following vehicle:		
Make Body Typ	Mehicle Identification Number		
Insurance Company Name	Policy No. 2/01/11 2/01/12 Policy No. Effective Date Expiration Date		
Mileage at time of loan of vehicle	Mileage at time vehicle is returned		
	provisions of the Vehicle Code, the vehicle used for the following purpose(s):		
examinations for a dri	enrolled in an approved driver eduction a vehicle and for new drivers to take ver's license.		
L) For loaning to the above for a period not to exc	ve customer whose vehicle is being repaired		
exceeding five days for For loaning to the aborexceeding five days.	ve prospective purchaser for a period not or the purpose of demonstrating the vehicle. ve charitable organization for a period not		
NOTE: See reverse side	if a truck is operated with this permit. *		
- THE TRAINE TREETER	Ched Rolet Inc.		
ADDRESS 200 LINGS Street VAN decerife	IN AVENUE		
– بر در در د	State Zin (777) State		
DEALER SIGNATURE	Mananni DIN 85-1888		
See Reverse Side for	See Reverse Side for Applicable Rules and Regulations		

DUPLICATE

FAX

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

	, andergraf, PA 1569
Date September 8 2011	
Number of pages including cover sheet . 2/	
To: Sheila Kimball	From:
١٠.	- Kenth Mc Gigre
GEN. Motors Business Resource Con.	Service Mar.
Phone 866-790-5600 x 11149	Phone
CC:	Phone: 724-567-5683 Fax Phone 724-568-1155
Urgent Description	Miles Control of the
	Reply ASAR. Picase comment
Per Service Request:	7I - 984 525726
2011 Chaueralet	
VEhicle Ibout, F	ICATION NO. 16 120 E186F
•	•

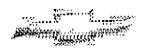
THE INFORMATION CONTAINED IN THIS TRANSMISSION IS CONFIDENTIAL, PRIVILEGED AND INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHOM IT IS ADDRESSED. IF YOU ARE NOT THE INTENDED RECIPIENT BE AWARE THAT ANY DISCLOSURE, COPYING DISTRIBUTION, OR USE OF THE CONTENTS OF THIS TRANSMISSION IS PROHIBITED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

rax 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

RE:

Service Request: 71-984527726

2011 Chevrolet Malibu

Vehicle Identification Number: IG1ZD5E18BF

Customer Relationship Specialist: Sheila

Dear Mr. McGuire:

This is a letter of notification regarding a not-in-sult-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:

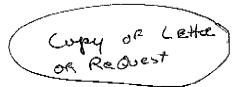
- All sales purchase and finance agreements, including a conversion involve (if any), the incentives
 acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to
 include front and back as 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



200 Lincoln Ave. Rte. 56 W.



VANDERGRIFT, PA. 15690 Telephone 724-567-5683

Telephone 7	24-567-5683 Delivered 5/4/11
THE FOLLOWING	NAME DATE
PLEASE ENTER MY ORDER FOR THE FOLLOWING PRIOR PRIOR CAR TRUCK USE:	15-2-4
MODEL TYPE	NAME
ZOU Maliby Chardet Son	STF
COLUMN ZLT	CITY
VIN C 1 2 D T F 19 R F	l'orchours (A
G / LD 3 C 19 D TO STORING ON OR AROUT	PHONE BUS. / C
1-047 /2 /2-11	
DESCRIPTION OF TRADE IN	EMAIL 24 FCD 69
TYPE MAKE TYPE	PRICE OF VEHICLE 24.550 00
TOWN MILEAGE	GM Genovement light NCC - 2500
15-04-ce	GM DEALER COR NOC - 1000
KNAGE228695	
TITLE NO. EXP. DATE [73]-()	
OWNER LOAN#	ACCESSORIES
LIENHOLDER	
ADDRESS SPOKE WITH	
AMOUNT GOOD TILL VERIFIED BY	
COLLISION COVERAGE	EXTENDED TYPE
NAME OF AGENT. PHONE	MONTHS MILES
Balle Insurance 335-6100	Cash Price of Vehicle & Accessories 23 050 00
4030 (auchbir Road War land	Sales Tax 207
POLICY NUMBER COLLISION DEDUCTIBLE	DECUMPATION TITLE TRANSFER ENGLIMBRANCE
INSURANCE SO SPOKEWITH	Documentary Fee 100 00
the losse Nancy	Notary Fee
EFFECTIVE DATE EXP. DATE VERIFIED BY	PA Tire Fee
WARRANTY INFORMATION	
EX CACTORY WARRANTY. The factory warranty constitutes all of the warranties with respect to the sale of	nis Ottosk Plate Fee
liam/items. The seller hereby expressly discisions all warranties, either expressed or implied including a implied warranty of merchantability or fitness for a particular purpose, and the seller notifier assumes the seller notifier assumes.	CHARGES CHA
authorizes any other person to assume for it any itability in connection with the sale of this from/items. USED CAR WARRANTY - Used our is coverage by a limited warranty detailed in a separate document.	ENTO WAY
AS IS - This moter vehicle is soid "AS IS" without any warranty either expressed or implied. The purchal will bear the entire	ser Total Price フス スタのうと
the vehicle. PURCHASER'S	Trade-In \$800 + 10800
SIGNATURE X USED CAR CONTRACTUAL DISCLOSURE STATEMENT	*Payoff Amount Less Payoff *
THE INFORMATION YOU SEE ON THE WINDOW FORM FOR TH	IS Subject To
VEHICLE IS PART OF THIS CONTRACT, INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
CONTRACT OF SALE. If you cancel this purchase agreement or refuse to take delivery of the vehicle.	Per Control of Control
ordered, except as permitted by law, you shall, at our option, forfeit as damag the amount of \$	es Casil on Delivery
PURCHASER'S SIGNATURE X	Trade + Deposit * Delivery
Purchaser horeby acknowledges to the above clause.	1941 1 100 CL 1914 In post Balance of Total Price 350
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 lusive 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 a	uthorized dealer representative by sking written notice of cancellation to the dealer.
	rms and conditions and has received a true-copy of this order.
PURCHASER'S SIGNATURE X DATE 5/2/	ACCEPTED BY DATE DEALERSON HIS AUTHORIZED REPRESENTATIVE
	Vanes And up we trouted decreased that is

KEDDIE CHEVROLET, Inc.



200 Lincoln Ave. Rte. 56 W.

Chevrolet

VANDERGRIFT, PA. 15690 Telephone 724-567-5683

SECON	UD TRADE		ブ <u>レ</u> T NA		DATE
PLEASE EN	NTER MY OADER FOR TH	E FOLLOWING	land.	<u> </u>	
□ NEW or □ USED	DEMO CAR L	TAUCK USE: TYPE	NAME		į.
YR. MAKE	MODEL.	1175			
COLOR	TRIM	MILEAGE	STREET		
COLON			CITY	STATE	ZIP
AW	······································			PHONE	
STOCK NO.	SALESMAN	TO BE DELIVERED ON OR ABOUT	PHÔNE RES.	PHONE BUS. / CELL	
	DESCRIPTION OF TRAI	DE IN	EMAIL		
YR.) MAKE	MODEL	March TK	PRICE OF VEHICLE	=	
Ford 1999 GOLOR	TRIM	MILEAGE		garaja da karantar da kara	
white	Y47	56092		The second of the second secon	į.
VIN	30F 6 X E	- /			
IFISX	3 0 F 6 X E	EXP. DATE			
		6-30-11		and the state of t	Ì
OWNER		LOAN #	ACCESSORIES		
		PHONE	- 		
LIENHOLDEA					
ADDRESS		SPOKE WITH			
		VERIFIED BY			
AMOUNT	(TILL	· VEHIFIED DY	est de la company	Alternative Commence of the Astron	Ì
	COLLISION COVERA	AGE	WARRANTY TYPE	<u> </u>	-
NAME OF AGENT	GOLLIO GOLLIO	PHOME:	MONTHS	MILES	
	A 71 1 1 A 1 1			Cash Price of Vehicle & Accessories	ŝ
ADDRESS				Sales Ta	
POLICY NUMBER		COLUSION DEDUCTIBLE	REGISTRATION TIT		
				production of the second section of	
INSURANCE CO.		SPOKE WITH		Documentary Fed	ė.
EFFECTIVE DATE	EXP. DATE	VERIFIED BY	- 	Notary Fe	e
EFFECTIVE DATE				PA Tire Fe	e
	WARRANTY INFORM			T Plate Fe	e
		he warranties with respect to the sale of s, althor expressed or implied including		Life/D sability Ins	<u>.</u>
to the discount of contribution	by expressiv (dapants on warrantee antability or fitness for a particular p to assume for it any hability in connec	urbase, and the sever negation accumis	nor Cartago		
LUSED CAR WARRANTY - U	Isod car is coverage by a limited warn	anty detailed in a separate document.		GAP Insurance	:0
The same with a management of the	to sold "AS IS" without pay warranty	either expressed or implied. The purch at that presently exists or that may occ	aser urin	Total Pric	e
the vehicle.	# Of repaining or correcting any owns	at the proposing them are		Trade-In	
PURCHASER'S SIGNATURE X	1 100			unt Less Payoff *	
・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・	CONTRACTUAL DISCL	WINDOW FURM FOR 18	IS IS SUBJECT TO	Title of the contract of the c	
- LUMBEROLD ID 9497	LOGITHIS CONTRACT	T. INFORMATION ON T RARY PROVISIONS IN T		Net Trade in	
LICONTRACT OF SAL!	Ē.			Deposit	
If you concol this pur	chase egreement or refus	e to take delivery of the veh at our option, forfeit as dama	icle 200 ges 200	Cash on Delivery	
the amount of \$	annition by iaw, you shall, t	at eer epasii, istroit as earna	Net Canada Ga	sen on = Total Down Paymen	nt
PURCHASER'S SIGNATURE X			Trade + Deposit + De	Unpaid Balance of Total Pric	e
	Furchaser haraby adknow	visiges to the above disure.	n both the face and reve	erse side hereof, that this order cance	
prior agreement and	as of the date hereof con-	porises the complete and ex	clusive statement of the	s terms of agreement relating to the si	ubject matters covered
baraby This order st	all not become blading us	ntil accepted by the dealer o	r his authorized represe	<u>intative. You, the buy</u> er may cancel thi	<u>is contract and receive</u>
a full refu <u>nd any time</u>	<u>before receipt of a copy of</u>	<u>i this contract signed by an a</u>	<u>authorized dealer repres</u>	<u>eutative by diving written notice of car</u>	regulation to the dealer
Purchaser by his exe	cution of this order acknow	vledges that he has read its t	erms and conditions and	i 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

<u>GM</u>				on Star
CUSTOMER NAME:	15115	131F1	and the	
	Custo	omer Incentive	Acknowledgement	
Customer Incentive I assign the total amount of customer inc (a) to the down payment of this vehi incentive, and final price with incentive is	icic (b) : 🖋 where	nermissible by it	aw, as a price reduction (B	e available customer incentive (s) be applied: ill of Sale indicates pre-incentive price, amount of amed below:
Total Incentive Amount Received	S 7500 S 7000	NOL G	M Incentive Code	
Other Program Selection (Which may I elect to receive the following in lieu of	or may not be in li	ieu of customer a	llowance programs; for ex-	ample, Division supported financing/leasing, etc.)
l clect to receive	A.	ND/OK		
Vehicle Incentive Acknowledgment. It is was sold/leased to me by the Dealer, national delivery on 2 / / I acknowledge obligation for incentive (s) on this waste Purchaser/Lessee Signature:	med below. This v ge receipt of incent	vehicle was purch	hased/leased for personal/b	ousliness use and not resale and I took ease GM from any future claim or
	Vehicle So.	ftware and C	nStar Acknowledge	ement
Vehicle Software Acknowledgement I agree not to reverse engineer, decompile attempt to defeat any security mechanism i	or copy any of the	software in my v		expressly permitted) and agree not to defeat or
OnStar Terms and Conditions Acknowledge I acknowledge that I have received the Terms dealer, as www.onstar.com or by contacting	rms and Conditions		e OnStar Services. Copies	s are available in my vehicle glove box, from my
Cancellation of OnStar Services i acknowledge that the OnStar services are understand that to request cancellation of (: provided under a OnStar services, I :	continuous servi must press the blu	ce contract that will remain ue OnStar button in my car	n in effect until cancelled by me or OnStar. 1 r or call 1,888.4ONSTAR.
file and will be automatically charged who	en payment for my r remove my credit	OnStar Plan bec t or debit card inf	omes due (at the then curre ormation will be provided	information at any time, it will be kept securely on ent rate). Notice of the payment due date, the at least 30 days prior to any charges. Current
Purchaser/Lessee Signature:			_ Date: 5/8/	<u>_</u> /
Vehicle Software: OnStar Terms and Cont purchaser/lessee who has taken delivery of forwarded to General Motors.	ditions; Cancellation	on of OnStar Sen	vices and Payment Method	te and correct and the Incentive Payments, OnStar d disclosures have been provided to the said completed accurate delivery data has been
Authorized Dealer Signature: / / /	11/1/	.vic	Date: <u>\$</u> /2	7111

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. (GM379509-10152010) Rev 10-15-2010

Select Incentives

Selection Criteria

Delivery Date: 05/04/2011 VIN #: 1G1ZD5E18BF

2011 CHEVROLET MALIBU Inventory Stauts: New

\$1,000

Customer Location: ARMSTRONG (15656)

Delivery Type: INDIVIDUAL Order Type: RETAIL - STOCK

GENERAL MOTORS DEALER CASH PROGRAM

Dealer:

Selected Incentives

Cash Total: \$3,500

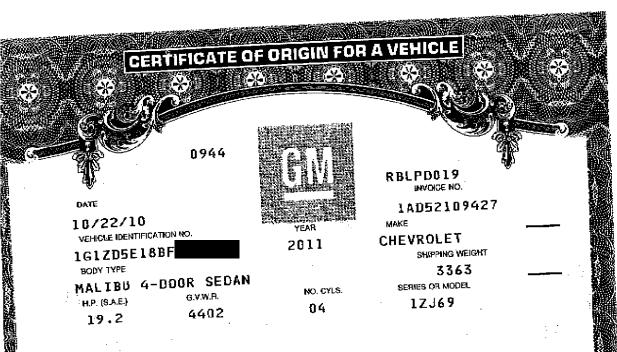
2011-05-03 2011-05-09 NDC

Term: Rate: Residual:

	Cash	Stackable Cash	Program Number	Description	Rate	Residual	Term	Fin Src	Start	End	Incentive Code
4	\$2500	\$1000	1-10A6A-004	GENERALMOTORS : - '-	0%				2011-05-03	-20 F(509	NEC
				ECONSUMER CASH PROGRAM	100013						
Additional Stackable Incentives											
	Cash		Program Number	Description			Term	Fin Src	Start	End	Incentive Code

11-40ADC-006

^{*}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.



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

15690-1248

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

***** THIS VEHICLE* HAS A 50-STATE **EMISSION** ¥ SYSTEM ***** GENERAL MOTORS LLC

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

DETROIT

MI 48243-1114

CITY - STATE

G58243256

KEDDIE CHEVROLET INC
LIUII UI IIIE
Box No. 68591
Harrisburg, PA 17106-8591

pennsylvania DEPARTMENT OF TRANSPORTATION

Application for Certification of True ATTACH PROOF OF OWNERSHIP • TYPE OR PRINT MAKE CHECK PAYABLE TO COMMONWEALTH OF PENNSYLVANIA

www.dmv.state.pa.us

o. 7	138012	· 								. TAX/FEES	
₩V-1	(8-08) E OF VEHICLE		ENTIFICATION NU TO REVERSE SID	JMBER (VIN). IF	TRACING RE	QUIRED, TAPE	BODY TYPE (BUS, ETC.)	SON, TK,	MODEL YEAR 2011	PAIRCHABE PRICE See Note on Reverse)	23:050.0
- 1	CHEVROLET	SECURELY	1 G 1 Z	DSE18	BF	UTHORIZED NO (AR MECHANIC (PRINT NA	SDN PUBLIC OR CEP IME)	CTIFIED INSPI	<u> </u>	ESS TRADE-IN	19,600.0
B PAT	NG CPF	ROPANE O OTHER	LE is I certify that	I have verified th	at a legible it	acing carnot	SIGN HERE	<u> </u>		TAXABLE AMOUNT	3,450.0
TO T/	RE USED OK WAS M VXIORAD POLIC <u>E VEHI</u> O			MIDDLE	Section F R	PA DL/PHOTO BUS. ID#	VIOH OR	<u></u> [DATE OF BIRTH	X 6% (.06) SALES TAX 7% (.07) (See Note on Reverse).	207.0
CO	PURCHASER LAST NAME	<u>.</u>	FIRST NAME	MIDDLE N	NAME	РА ОЦРНОТО) 10#		DATE OF BIRTH	LESS TAX CREDIT	N/
¥ 57	eer .			<u> </u>		DATE ACQUI	en/ 05/02/	1 →	COUNTY CODE	1. SALES TAX DUE	207.
WFORMATION 10		TATE PA	7IP COD€			DEALER ID N (IF APPLICAE	SLE)	LISTING OF		18. EXEMPTION REASON CODE	
Ni (C	OTE: If a co-purchasion death of one owne	er other than you ir, title goes to su ir, interest of dec	eased owner.) Eased owner g	oes to his/her	heirs or es	state.)	•			(mast be a number from 170-28 or 0)	1 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
N	OTE: IF THE VEHICLE IS TO REFLECTS THE AMOU	DE USED AS A DAIL	Y RENTAL OR LEAS	SED VEHICLE, CH	IECK THIS BL ACTUAL MILE DOMETER I	OCK (II. IF BLOCK IS (EAGE DISCREPANCY	\	ETE AND ATTA	Evitue	1C.PTANO.	
N-CONTROL W	ARNING: FEDERAL AND		DURE THAT YOU URE TO COMPLET	ARABOT THE MAIL	ILEAGE IN C IGAFALSES 	CONNECTION WITH STATEMENT MAY RES			—————————————————————————————————————	2. TITLE FEE	22.
IF	NO LIEN, CHECK (IXX)	IIS AN ELT? (IF YES.	YIN REQUIRED) 🗖	YES NO	IF NO 2ND I	LIEN, CHECK DAX IDLDER FINANCIAL I	SIS AN ELT? (IF YES NSTITUTION NUM	, FIN REQUIR	ED) YES NO	3, LIEN FEE	N
₿₽L	T LIENHOLDER NAME NONE				2NO LIENT	OLDER NAME				4. REGISTRATION OR PROCESSING FEE	0
	ITY	STAT	<u> </u>	ZIP CODE	CITY		STATE		ZIP CODE	PRE EXEMPT NUMBER AS ASSIGNED BY THE DEPARTMENT	
VEHICLE TRADED	AKE OF VEHICLE FORD/KIA			NTIFICATION N	c D) / Knace22869	MOOE 95		/2009	5. DUPLICATE REG. FEE NO. OF CARDS	N
	ODY TYPE (SON, BUS, T	K, ETC.) 4 1	DR/SEDAN	CONDITION OF	7000	☐ F S		POC S SEATING	OR CAPACITY	6. TRANSFER FEE	€
۲,	AXI/BUS MOTORCYCLE	CYLINDER CAPA	CITY 50CC OR LE	ss 🗍 yes	□NO		1.5 OR LESS	1.8 TO 5.0		7. INCREASE FEE	N
	MOTOR ORIVEN CYCLE MOPED	OPERABLE PED		☐ YES ☐ YES	□ио □ио	pesigned/ALTERE				8. REPLACEMENT FEE	- N
ADDTION INFOR	MOTORHOME TRAILER & VEHICLES BELOW	CHASSIS MFR: NUMBER OF AX	LES:			REQ. REGISTERED	GROSS WT. (INC	UDING LOAD))	9. TOTAL PAID (ADD 1 THRU 8)	
L	TRUČK TRUČK TRAĆ <u>TOR</u>	SUM OF GAVES	S: LED GROSS COME	INATION WT.		UNILADEN WT. (EMP				Send One Check	235
,	ORIGINAL PLATE - 0	HECK ONE D BY	OXINANSFER .			ATE			MENT OF PLATE REPLACEMENT OF	STICKER	
- 1	DEPARTMENT (PRO INSURANCE MUST I EXCHANGE PLATE ISSUED BY DEPAR	BE ATTACHED.) TO BE IMENT	PLATE NO: EXPIRES Month	1Z Year	11	# 1.0 (1.0 (1.0 (1.0 (1.0 (1.0 (1.0 (1.0	REASON FOR REA D LOST NOTE: ITT	□ DEFA		N O NEVER RECEIV	
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APPLICATION FOR REGISTRATION	TEMP PLAT	market to the contract of the	FROM WHOM PL BEING TRANSFE (IF OTHER THAN	ATE IS RRED APPLICANT)				Teau	-v ecective	1POLICY EXPIRATION	
	Erie Insurance Exchange Affact BINDER) Q0 6280798 LME 12/28							/20/11			
	ISSUING I HAVE O AGENT ISSUED INFORMATION COMPLIA	Y THAT ON MONTH :HECKED TO DETER TEMPORARY REGIS ANCE WITH ALL API	RMINE THAT THE Y STRATION TO THE PLICABLE PROVIS	/EHICLE IS INSU ABOVE APPLIC/	ANT, IN		E, GHEVR	OLET	INC.	TELEPHONE NO.	7-5683
l.	CODE AND SW	ND DEPARTMENT R ORN MONTH	O.E.	_{JAY} 02	YEAR	1.41 KEGIS	RATION(S) FOR	FAILURE TO) MAINTAIN FINAN OD OF BEGISTRATI	IR OPERATING PRIVILEG	BE(S) OR VEHI N THE CURREN SWLEDGE THAT
5	- A Brit Chick Mc		E OF PERSON ADMI			MAY BE YEARS	SUBJECT TO A F FOR ANY FALSE AVE EXAMINED AI	INE NOT EXC STATEMENT NO SIGNED T FO TAX 19 CL	EEDING 35,000 AND THAT IAVE MAKE O HIS FORM AFTER IT NIMED LAMANE ARE) (MPRISONMENT OF NOT N THIS APPLICATION, AND 'S COMPLETION; AND, THA AUTHORIZED TO CLAIM TI	MOKE THAN IWO TWE CERTIFY T AT, IF AN EXEMPT HIS EXEMPTION.
ARIZATION	s s	SISTATION		The second		DI IDTH	ER CERTIEV THAT	ALL STATEM	ENTS HERÊIN ARE VEHIÇLE DESCRIBE	TRUE AND CORRECT AND	MAKE APPLICA

home

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

VEHICLE INFORMATION
MAKE: Chevrolet
MODEL: Mailbu
YEAR: 2011
VIN: 1G1ZD5E18BF
Activation Date:
May 4, 2011



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
- OnStar Vehicle Diagnostics
- · Automatic Crash Response
- Automatic Airbag Deployment Response
- Remote Door Unlock
- Roadside Assistance
- · Crisis Assist
- Restaurant and hotel reservations via your OnStar Advisor
- Stolen Vehicle Location Assistance
- Turn-by-Turn Nevigation
- Emergency Services
- 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 onstance or 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 On Ster

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

VEHICLE INFORMATION
VIN:1G1ZD5E18BF
Customer Name:
Giaria Doshen
Activation Date:
May 4, 2011

Form: ONSYMYP01 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.

GM Exchange Reports Malloox

1-842

GENERAL MOTORS LLC 2011 MALIBU ZLT /L4G 98U WHITE DIAMOND TRICOAT RENAISSANCE CENTER 34C COCOA/CASHMERE DETROIT MI 48243-1114 STOCK NO. ORDER NO. PFNPGT/TDC VEHICLE INVOICE LADS2109427 VIN 1G1 ZD5E 18 BF いれるかれていますのようとは、「は、「ようしょう」。 MSRP INV AMT RETAIL - STOCK 25235.00 23973.26 INVOICE 10/22/10 N/C N/C SHIPPED 10/22/10 PIC 0.00 0.00 EXP 1/T 11/01/10 MODEL & FACTORY OPTIONS 1ZJ69 MALIBU 2LT LES ENGINE, 2.4L DOMC MFI MH8 TRANSMISSION, 6-SPEED AUTOMATIC INT COM 11/01/10 TAPSHIFT MANUAL SHIFT CONTROL N/C PRC EFF 10/22/10 N/C KEYS G1516 G1516 N/¢ NEL 50-STATE EMISSIONS MAG UE1 6 MTHS ONSTAR DIRECTIONS & WEP-S QTR OPT-1 BANK: ALLY - 004 CONNECTIONS WITH AUTOMATIC CRASH RESPONSE AND TURN-BY-TURN сыб-то 13-446 NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC COVERAGE) 88.00 SHIP WT: 3363 100.00 ZFH COMPACT SPARE TIRE 19.2 HP: (REPLACES TIRE SEALANT AND PREFER: 25659.45 INFLATOR KIT) 495.00 435.60 MRM: 26550.00 98U WHITE DIAMOND TRICOAT 200.15 ALLOW:

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

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.

KEDDIÉ CHEVROLET, INC.

REMIT TO ALLY NO 504 VIN 1G1ZD5E18BF \$ 25346.01 INV 1AD52109427 DUE 11/01/10 DEALER 13-446 # 4745<u>-</u>



DV02 Report a Vehicle Delivery

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

Transaction Mode:

Online

Vehicle Identifier

Division:

13446

Dealer Code: Delivery Date:

05/04/2011

Chevrolet

Delivery Type:

Retail

Purchase Type:

010 - Individual Purchase

Sales Manager:

Michael J. Keddie

Sales Person:

Patrick J. Keddie

VIN 1:

BF222014

Odometer 1:

7

Customer

FAN#:

LEECHBURG, Pennsylvania

Evening Phone:

Daytime Phone:

Ext.

Email:

Not Applicable

Primary Language:

English

Secondary Language:

Incentives

Incentive 1

Incentive Code:

NCC Dealer

2,500.00

Authorization #:

Amount:

Payee:

Notes: Date:

Incentive 2

Incentive Code:

Payee:

NDC Dealer

1,000.00

Authorization #:

Amount:

Notes:

Date:

weiv=eqtyperfob.xodlisM/xemgsmevlathers.netypermex/Mailbox.do?reqtypermers.html

GMOZAOJWAIConnect



Close Window

Transaction Details

PRINT THIS SCREEN



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

Dealer Code, 13446

Transaction Date: 05/04/2011

Transaction Type: Delivery

Delivery Type: 010 - Individual Purchase

Transaction Messages:

1096 - Incentive sent to BARS

Status: Accepted

User ID: 1w0r96

User Role: Dealer Administrator

Timestamp Date: 2011-05-10 12:45:30.742605

Print Summary Page

(10-00)	
Pennsylvania OFFANTHENT OF TRANSPORTATION WWW.dmv.sinte.pa.us	DEALER REGISTRATION PLATE PERMIT
NAME	
ADDRESS Street //	
Jec Blo	org PA- 1566 124-
SIGNATURE_	(Sign In Ink - DO NOT PRINT)
	(Olgi III IIIk - DO NOT PRINT)
Has this date Sisk	been authorized to use Dealer Registration
Plate No.	e following vehicle:
2008 Was 1 5dx	116106.008787
UNIVERSAL UNDERWRIGE	Vehicle Identification Number
Insurance Company Name	Policy No. Effective Date Expiration Date
Mileage at time of loan of vehicle	Mileage at time vehicle is returned
	provisions of the Vehicle Code, the vehicle used for the following purpose(s):
For teaching students:	enrolled in an approved driver eduction
☐ For loaning to the above	/e customer when the control of the customer when the control of the customer when t
for a period not to exce	eed 30 days.
	ve prospective purchaser for a period not r the purpose of demonstrating the vehicle. ve charitable organization for a period not
NOTE: See reverse side	if a truck is operated with this permit. *
= -('\-\-\-\-\\\\\\\\\\\\\\\\\\\\\\\\\\\\	The state of the s
ADDRESS _ 200 LINGO.	IN AVENUE
VAN DERER FE	State Zip Area Code Telephone Tetanannic DIN 95-1888
DEALER SIGNATURE	State Zip Area Code Telephone
	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:

Service Request: 71-984527726

2011 Chevrolet Malibu

Vehicle Identification Number: IG1ZD5E18BF

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.

231-1841 Monday through Friday between 8:00	0 a.m. and 5:00 p.m., Eastern Time.
Sincerely,	
General Motors	
cc: FILE	
Odometer	
Client's Signature	Client's Signature
Date	Date

Please refer to the service request number above when contacting our Business Resource Center at 1-800-

RELEASE OF CLAIM

(hereinafter referred to as "Release and executors, in consideration of \$ 2,900.00 paid by discharge(s) General Motors Corporation, Motors Litheir subsidiaries, their authorized independent deale components that are distributed by them, and their reto as "Releasees") from any and all claims, causes of fees and costs which directly or indirectly arise from purchase, repair, maintenance, operation, alteration. Vehicle Identification Number 1G1ZD5E18BF any claims based on any alleged defects in the subject construed to release any of the above named persons personal injury or products liability arising out of the date of execution of this release. Notwithstanding the the remaining term of the manufacturer's express liming Plans which accompanied the sale of the subject vehicle arbitration or other proceeding against Releasees, Rewith prejudice.	quidation Company, General Motors Company, ets, any designers and suppliers of vehicles, parts and espective agents and employees (hereinafter referred action, demands, damages, and claims for attorney's are related to, or are in any way associated with the or use of Releasor(s) 2011 Chevrolet Malibu bearing ("Subject Vehicle"), including but not limited to be twelicle. This Release of Claim shall not be or entities from any liability regarding claims of e use or operation of the Subject Vehicle after the e above, General Motors Company agrees to honor aited warranty and any applicable GM Protection icle. If Releasor(s) has/have initiated any court,
The subject vehicle's mileage isor	the date of the signing of this release.
Releasor(s) has/have carefully read and understand(s acknowledge(s) that this Release constitutes the entir and Releasor(s) is/are not relying on any representation this release.	
PLEASE READ CAREFULLY BEFORE YOU ARE SIGNIFYING THAT YOU HAVE RE ITS TERMS.	E SIGNING. BY SIGNING THIS RELEASE, AD IT, UNDERSTAND IT, AND AGREE TO
I/We agree to the terms of this Release of A	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 affi	rmed) and subscribed before me this	day of	,20
	Signature of Notary Public		
	Print, type or stamp Commissioned Nar	ne of Notary Public	
	Personally KnownOR Proc	luced 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 V General Motors

Customer Last Name: Service Request: 71-984527726 Vehicle: 2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E18BF

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.



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



То	<sheila_kimball@gmexpert.com></sheila_kimball@gmexpert.com>
СС	
bcc	
Subject	

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:

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 \$ 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 <u>separately from all other settlement documents</u>. 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.

	5 T T T T T T T T T T T T T T T T T T T
Client's Signature	Client's Signature
Odometer	
Odomotos	
cc. The	
ce: FILE	
General Motors	
Sincerely,	
Sincounty	
231-1841 Monday through Friday between 8:00 a	a.m. and 5:00 p.m., Eastern Time.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-

Sheila Kimball/Austin/GM1 09/22/2011 11:20 AM



Customer Last Name: Service Request: 71-984527726 Vehicle: 2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E18BF

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

and executors, in consideration of \$3,800.00 paid by Gendischarge(s) General Motors Corporation, Motors Liquida their subsidiaries, their authorized independent dealers, and components that are distributed by them, and their respect to as "Releasees") from any and all claims, causes of action fees and costs which directly or indirectly arise from, are repurchase, repair, maintenance, operation, alteration, or use Vehicle Identification Number 1G1ZD5E18BF ("Sany claims based on any alleged defects in the subject vehicles are release any of the above named persons or empersonal injury or products liability arising out of the user date of execution of this release. Notwithstanding the abothe remaining term of the manufacturer's express limited vehicle arbitration or other proceeding against Releasees, Releaso with prejudice.	tion Company, General Motors Company, by designers and suppliers of vehicles, parts and live agents and employees (hereinafter referred in, demands, damages, and claims for attorney's telated to, or are in any way associated with the e of Releasor(s) 2011 Chevrolet Malibu bearing Subject Vehicle"), including but not limited to licle. This Release of Claim shall not be utities from any liability regarding claims of or operation of the Subject Vehicle after the eve, General Motors Company agrees to honor warranty and any applicable GM Protection If Releasor(s) has/have initiated any court,
The subject venicle's fineage ison the c	tate of the signing of this felease.
Releasor(s) has/have carefully read and understand(s) this acknowledge(s) that this Release constitutes the entire agr and Releasor(s) is/are not relying on any representations, p in this release.	eement between Releasor(s) and Releasees,
PLEASE READ CAREFULLY BEFORE SIG YOU ARE SIGNIFYING THAT YOU HAVE READ I ITS TERMS.	•
I/We agree to the terms of this Release of All Cl	aims
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 affir	med) and subscribed before methis	day of	,20
	Signature of Notary Public		
	Print, type or stamp Commissioned Nan	me of Notary Public	
	Personally KnownOR Proc	duced 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:

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') 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.

231-1841 Monday through Friday between 8:00	0 a.m. and 5:00 p.m., Eastern Time.
Sincerely,	
General Motors	
cc: FILE	
Odometer	
Client's Signature	Client's Signature
Date	Date

Please refer to the service request number above when contacting our Business Resource Center at 1-800-



"Laura Applegate" <lapplegate@mylemon.com

09/27/2011 03:16 PM

To <sheila_kimball@gmexpert.com>
cc
bcc
Subject

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

and executors, in consideration of \$4,100.00 paid to discharge(s) General Motors Corporation, Motors I their subsidiaries, their authorized independent deal components that are distributed by them, and their to as "Releasees") from any and all claims, causes of fees and costs which directly or indirectly arise from purchase, repair, maintenance, operation, alteration Vehicle Identification Number 1G1ZD5E18BF any claims based on any alleged defects in the subject onstrued to release any of the above named person personal injury or products liability arising out of the date of execution of this release. Notwithstanding to the remaining term of the manufacturer's express li Plans which accompanied the sale of the subject ve arbitration or other proceeding against Releasees, Fewith prejudice.	Liquidation Company, General Motors Company, lers, any designers and suppliers of vehicles, parts and respective agents and employees (hereinafter referred of action, demands, damages, and claims for attorney's m, are related to, or are in any way associated with the or use of Releasor(s) 2011 Chevrolet Malibu bearing ("Subject Vehicle"), including but not limited to ect vehicle. This Release of Claim shall not be as or entities from any liability regarding claims of the use or operation of the Subject Vehicle after the the above, General Motors Company agrees to honor mited warranty and any applicable GM Protection hicle. If Releasor(s) has/have initiated any court, deleasor(s) immediately will dismiss the proceeding		
The subject vehicle's mileage is	on the date of the signing of this release.		
Releasor(s) has/have carefully read and understand acknowledge(s) that this Release constitutes the ent and Releasor(s) is/are not relying on any representating 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 affi	rmed) and subscribed before me this	day of	,20
	Signature of Notary Public		
	Print, type or stamp Commissioned Na.	me of Notary Public	
	Personally KnownOR Pro	duced 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.

231-1841 Monday through Friday between 8:00	0 a.m. and 5:00 p.m., Eastern Time.
Sincerely,	
General Motors	
cc: FILE	
Odometer	
Client's Signature	Client's Signature
Date	Date

Please refer to the service request number above when contacting our Business Resource Center at 1-800-



Customer Last Name: Service Request: 71-984527726 Vehicle: 2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E18BF 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

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

То	<sheila_kimball@gmexpert.com></sheila_kimball@gmexpert.com>
СС	
bcc	
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



RELEASE OF CLAIM

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 Address Address City, State, Zip Code City, State, Zip Code	I, (hereinafter referred to as "Release and executors, in consideration of \$ 4,400.00 paid by discharge(s) General Motors Corporation, Motors Lightheir subsidiaries, their authorized independent dealer components that are distributed by them, and their resto as "Releasees") from any and all claims, causes of fees and costs which directly or indirectly arise from, purchase, repair, maintenance, operation, alteration, of Vehicle Identification Number 1G1ZD5E18BF any claims based on any alleged defects in the subject construed to release any of the above named persons opersonal injury or products liability arising out of the date of execution of this release. Notwithstanding the the remaining term of the manufacturer's express limit Plans which accompanied the sale of the subject vehicle arbitration or other proceeding against Releasees, Relevith prejudice. The subject vehicle's mileage is	General Motors Company, hereby release(s) and quidation Company, General Motors Company, is, any designers and suppliers of vehicles, parts and spective agents and employees (hereinafter referred action, demands, damages, and claims for attorney's are related to, or are in any way associated with the or use of Releasor(s) 2011 Chevrolet Malibu bearing ("Subject Vehicle"), including but not limited to t vehicle. This Release of Claim shall not be or entities from any liability regarding claims of use or operation of the Subject Vehicle after the above, General Motors Company agrees to honor ited warranty and any applicable GM Protection cle. If Releasor(s) has/have initiated any court,		
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 Address Address Address	The shojeer vehicle's inneage ison	the tale of the signing of this felease.		
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 Address Address Address	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			
DATE SIGNED: Claimant's Signature Claimant's Signature Address Address	YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO			
Claimant's Signature Claimant's Signature Address Address	I/We agree to the terms of this Release of A	all Claims		
Address	DATE SIGNED:			
Address				
	Claimant's Signature	Claimant's Signature		
City, State, Zip Code City, State, Zip Code	Address	Address		
City, State, Zip Code City, State, Zip Code				
	City, State, Zip Code	City, State, Zip Code		

STATE OF			
COUNTY OF			
Sworn to (or affi by	rmed) and subscribed before me this	day of	,20
	Signature of Notary Public		
	Print, type or stamp Commissioned Na	me of Notary Public	
	Personally KnownOR Pro	duced 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:

Service Request: 71-984527726 2011 Chevrolet Malibu

Vehicle Identification Number: IG1ZD5E18BF

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 <u>separately from all</u>	<u>i other settlement</u>	<u>documents</u> .	The W-9	form can be	downloaded	from the ${ m IRS}$
website at www.irs.gov.	In addition, the IR	S website will	l provide	instructions	for completin	ig 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



"Laura Applegate" <lapplegate@mylemon.com

10/04/2011 08:53 AM

To <sheila_kimball@gmexpert.com>

CC

bcc

Subject RE 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: v General Motors

Customer Last Name:

Service Request: 71-984527726 Vehicle: 2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E18BF 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



To "Laura Applegate"
SITELCWEB
cc

bcc

Subject RE: v General Motors

Customer Last Name:
Service Request: 71-984527726
Vehicle: 2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E18BE

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.

CC

Sincerely,

General Motors

"Laura Applegate" lapplegate@mylemon.com



"Laura Applegate" <lapplegate@mylemon.com >

To <sheila_kimball@gmexpert.com>

10/04/2011 08:53 AM

Subject RE: 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: v General Motors

Customer Last Name:

Service Request: 71-984527726 Vehicle: 2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E18BF2 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 v General Motors

Customer Last Name: Service Request: 71-984527726 Vehicle: 2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E18BF

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:

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 \$ 4,400.00 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 <u>separately from all other settlement documents</u>. 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

ce: FILE

2438 '' Odometer

Odometei

ленс у угражите

Chent's Signature

<u>Vele 7, 201</u>
Date

Date

RELEASE OF CLAIM

(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 ("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 6938 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, 20//	<u></u>
	_
Claimant's Signatura	Claimante Dianatur
\searrow	
Address	Address
Leechburg, PA.	They Pa
City, State, Zip Code	City, State, Zip Code

STATE OF OUT	Jersey	
	irmed) and subscribed before me this 7th day of October, 20_ Signature of Notary Public	<u>J</u>
	Print, type or stamp Commissioned Name of Notary Public	
	Personally KnownOR Produced identification	
	Type of identification	
	My commission expires:	
CC: File		

KRISTY L. KING-SEHER Commission # 2384565 Notary Public, State of New Jersey My Commission Expires April 13, 2014

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

CONMINMENTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

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

PLATE:
TITLE:
VIN: 1G1ZDSE18BF
VRZHAKE: 2011 CHEVROLET
TYPE: SDN
HID: 11139 0025 002741-001 EHISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: WESTHORELAND







To <sheila_kimball@gmexpert.com>

CC

bcc

Subject RE: 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: v General Motors

Customer Last Name:

Service Request: 71-984527726 Vehicle: 2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E18BF

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</pre>

09/29/2011 12:04 PM

To <sheila_kimball@gmexpert.com>

CC

bcc

Subject RE

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:

Customer Last Name:

Service Request: 71-984527726 Vehicle: 2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E18BF 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@mylem</pre> on.com>

09/29/2011 10:58

MΑ

<sheila kimball@gmexpert.com>

То 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)



To christina.lloyd-williams@gm.com
cc
bcc
Subject V General Motors

Customer Last Name:
Service Request: 71-984527726
Vehicle: 2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E18BF

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



To <sheila_kimball@gmexpert.com>
cc
bcc

Subject RE: Gloria vs. General Motors, LLC

Hi Sheila,

signed the release, as 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: vs. General Motors, LLC

Customer Last Name:
Service Request: 71-984527726
Vehicle: 2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E18BF

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>

<sheila kimball@gmexpert.com>

To

10/17/2011 04:33

PM

Subject

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)



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

Customer Last Name: 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: vs. General Motors, LLC

Hi Sheila,

signed the release, as 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:

vs. General Motors, LLC

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

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

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)



To "Kristy King-Seher" <kristy@mylemon.com>@SITELCWEB
cc
bcc
Subject Re: vs. General Motors, LLC

Customer Last Name: Service Request: 71-984527726 Vehicle: 2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E18BF

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

Dear Kristy:

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Need this info so I can process correctly.

Thanks,

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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 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 V General Motors

Customer Last Name:
Service Request: 71-984527726
Vehicle: 2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E18BF

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

То	<sheila_kimball@gmexpert.com></sheila_kimball@gmexpert.com>
сс	
bcc	
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



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.

2	David J. Gorberg & Associates, P.C.			
on page	Business name, if different from above			
Print or type Specific Instructions o	Check appropriate box: ☐ Individual/Sole proprietor ☑ Corporation ☐ Partnership ☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=part	rtnership) 🕨	****	Exempt payee
ᇍ	Address (number, street, and apt. or suite no.)	Requester's	name and a	iddress (optional)
ᄚ	32 Parking Plaza, Suite 700			
<u></u>	City, state, and ZIP code			
Š	Ardmore, PA 19003			
Sea	List account number(s) here (optional)			
Pa	rt I Taxpayer Identification Number (TIN)			
back	r your TIN in the appropriate box. The TIN provided must match the name given on Line 1 true withholding. For individuals, this is your social security number (SSN). However, for a res	sident	Social secu	rity number
	, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities employer identification number (EIN). If you do not have a number, see How to get a TIN or			or
Note	e. If the account is in more than one name, see the chart on page 4 for guidelines on whose	. –	Employer ic	dentification number
	ber to enter.		74	3097153
Pal	rt II Certification			
Unde	er penalties of perjury, I certify that:			•
1. 7	The number shown on this form is my correct taxpayer identification number (or I am waiting	for a num	ber to be is	sued to me), and
F	am not subject to backup withholding because: (a) I am exempt from backup withholding, a Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to repo notified me that I am no longer subject to backup withholding, and			
3. 1	am a U.S. citizen or other U.S. person (defined below).			
	ification instructions. You must cross out item 2 above if you have been notified by the IR			

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

Signature of U.S. person 🟲 **General Instructions**

provide your correct TIN. See the

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

Purpose of Form

Sign

Here

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 allen), 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.

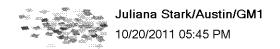
Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- 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
- 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

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,



To dan.downing@gm.com

СС

bcc

Subject Chevrolet Notification of TAC Escalation to BRC Customer Enthusiasm Team

RE: Customer Last Name:

Service Request: 71-999352853

2009 Chevrolet Malibu

Vehicle Identification Number: 1G1ZJ57B99F

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:

Involved Dealership: George Chevrolet., Bellflower, CA

Dealership Contact:Svc Mgr Bill VIN: 1G1ZJ57B99F

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

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

07/23/2 010	30747	ZREGRegular Vehicle Transaction	C2021 -	Sunshade Replacement - Left Side	10,092 MI
	20747		D470		
07/23/2 010	30747	ZREGRegular Vehicle Transaction	D1/0	3 - Windshield Wiper Blade Replacement	10,092 MI
07/06/2	24200		۳a	147 - Stabilizer Shaft Link	
01/06/2	31390	ZREGRegular			10,185
	A 40000	Vehicle Transaction		eplacement - Both Sides	MI
06/18/2 010	A48293	ZREGRegular Vehicle Transaction	220	80 - ROADSIDE SERVICE	9,000 MI
	00000		A -1 -1	(TOWING)	
06/07/2 010	99090	ZREGRegular		30 - Engine Wiring Harness	7,848 MI
	00000	Vehicle Transaction		oction Block Replacement	
06/07/2 010	99090	ZREGRegular Vehicle Transaction		30 - Engine Wiring Harness	7,848 MI
	00000			oction Block Replacement	
06/07/2	99090	ZREGRegular		30 - Engine Wiring Harness	7,848
010	00000	Vehicle Transaction		oction Block Replacement	MI
06/07/2	99090	ZREGRegular		- Molding, Front Hinge Pillar	7,848
010	00000	Vehicle Transaction		ish - Left - R&R Or Replace	MI Z 0 4 0
06/07/2	99090	ZREGRegular	N4t	Bools and Module	7,848
010	00000	Vehicle Transaction	_	Replacement	MI
06/07/2	99090	ZREGRegular	5	60011 - Replacing Keys	7,848
010	0000000	Vehicle Transaction	0004	4 B 01 B 147	MI
-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-	0000009	ZREGRegular	G031	4 - Rear Side Door Window	6,521
010	7308	Vehicle Transaction	D.4.2	Replacement	MI
02/24/2	0000009	ZREGRegular	ЫK	803 - Radiator Lower Grille	5,623
010	5549	Vehicle Transaction	5.4400	Replacement	MI
02/24/2	095549	ZREGRegular) - Remote Control Door Lock	5,623
010	000000	Vehicle Transaction		ransmitter Replacement	MI
.*	092606	ZREGRegular		42 - Radio Front Side Door	3,220
009	000000	Vehicle Transaction		Speaker Replacement	MI
12/04/2	092606	ZREGRegular	N46	Bools and Module	3,220
009	004004	Vehicle Transaction	770	Replacement	MI
	091321	ZREGRegular		00 - CORPORATE PARTS	3,115
009	004004	Vehicle Transaction		TURN REIMBURSEMENT	MI
	091321	ZREGRegular	N2145	- Switch - Door Window - Left	3,115
009	004004	Vehicle Transaction	0000	Front - Replace	MI
	091321	ZREGRegular		3 - Rear Side Door Window	3,115
009	004004	Vehicle Transaction		ator Replacement - Left Side	MI
	091321	ZREGRegular	R9756	- Reprogram (OnStar) Module	3,115
009	000000	Vehicle Transaction	5 470		MI
	090632	ZREGRegular		4 - Arm, Wiper - Windshield	3,102
009		Vehicle Transaction		One Or Both) - Replace	MI
10/12/2	090632	ZREGRegular	N211	5 - Switch - Door Lock - Left	3,102
009	000070	Vehicle Transaction		Front - Replace	MI
08/11/2	088076	ZREGRegular	D4440	- Air Conditioning Compressor	300 MI
009	0000	Vehicle Transaction		Replacement	
	086679	ZREGRegular	D44	50 - 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

SECROE CHEVROLET 17000 LAKEWCOD BLYD BELLFLOWER GA 90700-5594

RE:

Service Request: SR # 71-999352853

2009 Chevrolet Malibu

Vehicle Identification Number: 1G1ZJ57B99F

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 <u>cknowles@georgechevrolet.com</u>





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:		
□ Urge	ent 🗹 For Review 🗌 Please (Comment	☑ Please Reply	☐ Please Recycle
• Com	ments:			
	following is the requested do J57B99F	ocumentatio	on for	VIN#
_	40 0 1 - 1 - 1			

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

I KRUKI OTKOLURINI DEHI OKHIR UPHIK KINDI IK HINDOR KUNDI ITA HIDI DADA BILI HAKA ITILI 1916 1996.

			ADVISOR			TAG No.	INVOICE DATE CELL	I
	594		CARLOS R	AMOS	63,2	124 WILEAGE	10/20/11 COLOR	CVCS155039
			LABOR RATE	LICENSE No	,		WHITE/	J. 33
			YEAR / MAKE / MO				DELIVERY DATE	DELIVERY MILES
CUTU CAT	FF CA		09/CHEVR	OLET/MALI	<u> SU/MALI</u>	BU LT	08/02/09 SELLING DEALER NO.	PRODUCTION DATE
SOUTH GAT	IE, CA			<u> 57 в 9</u>	9 F			
			F. T. E. No.		P.O. No).	R.O. DATE	1
RESIDENCE PHON	NE BUSINESS	PHONE	COMMENTS		i		10/19/11	
ESIDENCE PHON	de Boantess	TIORE					<u> </u>	MO: 210
'ARTSQ'	TIRE PRESSURE CICUSTOMER MAY DEI CUSTOMER AFFIRM 30 DAYS OR WILL TIRES INFLATED RF 34 LF 34 LF 34 LR 34 LR 34 LR 34 LR 34 LR 35 LR 34 LR 3	K. & ADV VEHICLE REQUIRES ERY WILL HAVE A I T HOLD CHARGE.	SERVICE: AND INFLATE SERVICE: BEEN PERFORMED IN THE NEXT 7 DA CRIPTION JOB # S A JUMP START 1 BAD SMELL	JOB # 1 TOTAL LABOR TO ORDER # TO ORDER # TO ORDER # TO ORDER # TO	INIT PRICE ITAL PARTS DR & PARTS	0.00		
ARTSQ IOB # 2 IOB # 2	REMOVED AND REP		D CHECKED CHARG	ing system ok		Warranty		
				JOB # 2 TO				
			-	2 TOTAL LAB	OR & PARTS	0.00 0.00		
)# 3 48¢yz Parts0	CUSTOMER STATES WHILE DRIVING INSIDE REAR VIE RESECURED INSIE	INSIDE REARVIEW W MIRROR CAME LO E REAR VIEW MIRR	MIRROR IS LOOS OSE. OR	2 TOTAL LAB T(5):594 E , MOVES	OR & PARTS	0.00 0.00 WARRANTY		
	CUSTOMER STATES WHILE DRIVING INSIDE REAR VIE RESECURED INSIE	INSIDE REARVIEW W MIRROR CAME LO DE REAR VIEW MIRR	MIRROR IS LOOS OSE. OR	2 TOTAL LAB T(S):594 E , MOVES	OR & PARTS	0.00 0.00 WARRANTY		
	CUSTOMER STATES WHILE DRIVING INSIDE REAR VIE RESECURED INSIE	INSIDE REARVIEW W MIRROR CAME LO DE REAR VIEW MIRR	MIRROR IS LOOS OSE. OR CRIPTION	2 TOTAL LAB T(5):594 E , MOVES	OR & PARTS	0.00 WARRANTY 0.00		
PARTSQ	CUSTOMER STATES WHILE DRIVING INSIDE REAR VIE RESECURED INSID TY FP-NUMBER CUSTOMER STATES WHEN TURNING ST STEERING COLUMN DIAGNOSE AND RE REDUCED BY 60%, TO REPLACED STE	INSIDE REARVIEW W MIRROR CAME LO E REAR VIEW MIRR DES	MIRROR IS LOOSE OSE. OR CRIPTION JOB # IS MAKING A CLU NOISE INSIDE. COLUMN ASSY. AN #71-999166513 ULE AND PROGRAM	2 TOTAL LABOUTES MOVES JOB # 3 TOTAL LABOUNKING NOISE DIAGNOSE DICLUNK NOISE AND WAS TOLD MED MODULE	OR & PARTS UNIT PRICE DTAL PARTS OR & PARTS	0.00 0.00 WARRANTY 0.00 0.00		
PARTSQ J# 4 10CVZ∷	CUSTOMER STATES WHILE DRIVING INSIDE REAR VIE RESECURED INSID OUTY FP-NUMBER CUSTOMER STATES WHEN TURNING ST STEERING COLUMN DIAGNOSE AND RE REDUCED BY 60% TO REPLACED STE WITH TECH 2 ROA LONGER THERE.	W MIRROR CAME LO WE REAR VIEW MIRR SUSPENSION STEERING COLUMN TERING WHEEL I MAKING CLUNKING PLACED STEERING CALLED TAC CASE TERING MOTOR /MOD TESTED VEHICLE	MIRROR IS LOOSE OSE. OR CRIPTION JOB # IS MAKING A CLI NOISE INSIDE. COLUMN ASSY. AN #71-999166513. ULE AND PROGRAM AND CLUNK NOISE	2 TOTAL LAB ITS) 594 ITS) 594 JOB # 3 TO 3 TOTAL LAB H(S) 594 UNKING NOISE DIAGNOSE DIAGNOSE DIAGNOSE DIAGNOSE DIAGNOSE AND WAS TOLD MED MODULE E IS NOT	UNIT PRICEDTAL PARTS	6 0.00 6 0.00 WARRANTY 6 0.00 6 0.00 WARRANTY	· · · · · · · · · · · · · · · · · · ·	
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		LAB	OR RATE LICEN	NSE No.	NILEÄGE 21.034		
		YEA	R / MAKE / MODEL		21,034	DELIVERY DATE	DELIVERY MILES
OVERLY CATE		05	CHEVROLET/M	<u>MALIBU/MALI</u>	BU LT	08/02/09 SELLING DEALER NO.	PRODUCTION DATE
OUTH GATE,	LA	1	G 1 Z 1 5 7	B 9 9 F			
		F. T	. E. No.	P.O. No.		R.O. DATE	
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TIRE P CUSTOM CUSTOM 30 DAY TIRES RF 34 LF 34 RR 34 LR 34 ARTSQTYFF CUSTOM START RAD BA	G WHILBITIRE CHK. & RESSURE CHECK AND ER MAY DECLINE THE ER AFFIRMS THE SE S OR WILL PERFORN INFLATED TO (PSI) P-NUMBER	JOB E REQUIRES A JUMP START L HAVE A BAD SMELL	RVICE IF THE ED IN THE LAST DAYS JOB # 1 T # 1 TOTAL LAST TN ORDER4 TO	UNIT PRICE- TOTAL PARTS BOR & PARTS	0.00 00.0		
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GEORGE CHEVROLET

155039



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

Chevrolet

DEALER # 20-178

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZALUBEFI4 03CVZABELTRF14 04CVZAHOSEFI4 11CVZAALIGNF14 21CVZATUNEFI4	LUBE FWD INJ 4 CYL BELT RPL FWD INJ 4 RAD HSE RPL FWD I 4 ALIGN REAR FWD INJ 4 TUNE ENG FWD INJ 4	MI MO MI MI	0.00 0.00 72.00	04CVZAFLUSHFI4 10CVZAALIGNFI4 13CVZAROTBALFI4	OF FWD INJ 4 CYL RAD FLUSH FWD INJ 4 ALIGN SUSP FWD INJ 4 ROT&BAL FWD INJ 4 EMIS SERV FWD INJ 4	MI MO MI MI MI	30.00 156.00 65.19 75.00 65.19

SERVICE HISTORY OPERATION DESCRIPTION OPERATION MILEAGE ADVISOR TECHNICIAN DATE REPAIR ORDER 594 594 594 WHL&TIRE CHK & ADV LOCKS AND LATCHES LOCKS AND LATCHES 20106 W W 13CVZ***TIREREG 09/22/11 154038 254 64CVZ3LOCKSC/A 64CVZ2LOCKSC/A 13CVZ***TIREREG 594 594 594 WHL&TIRE CHK & ADV GM LOF/ROT SERVICE 09/07/11 153413 19683 632 68CVZ16 W 40cvz LECTRICAL SERVICE R V SALESPERSON NO. Ι PRODUCTION DATE STOCK NO □1G1ZJ57B99F 09/CHEVROLET/MALIBU/MALIBU LT 55039 CREDIT CARD SERVICE CONTRACT DELIVERY DATE DELIVERY MILES SELLING DEALER NO. IR O. DATE CUSTOMER NO. 594 08/02/09 45 10/19/11 EXPIRATION DATE 124 COLOR CONTRACT NO. OTHER □BOUTH GATE, CA WHITE/ SAVE MILEAGE 21,034 TURBO M/M CARLOS RAMOS REMOVED VZA 632 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 responsibility for loss or damage to PARTS FOR BUSINESS PHONE RESIDENCE PHONE CUSTOMER ☐ YES TIME RECEIVED 09:32am 10/19/11 testin vehicles or articles left in them in 06:00pm 2 ■ NO case of fire, theft, accident, or any APPOINTMENT cause beyond Company's control. Yes Xi No Cust. Initial _ ELL: JOB B.A.R. # ARD000091 · EPA# CAD981444995 FUEL GAUGE **PARTS** LABOR TOTAL □u∈ PRIOR BODY RF 🗆 LR REASON RR 🖵 REVISED ADDITIONAL ESTIMATE COST 1 13CVZ***TIREREG WHL&TIRE CHK & ADV TIRE PRESSURE CHECK AND INFLATE SERVICE: TIME AUTHORIZED ☐ IN PERSON □PHONE # REVISED BEASON ADDITIONAL ESTIMATE COST DATE AUTHORIZED ☐ IN PERSON TUNE CHK & ADV ☐PHONE # . W 21CVZ1TUNEC/A CUSTOMER STATES VEHICLE REQUIRES A JUMP START IN ORDER4 TO I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original START ALSO BATTERY WILL HAVE A BAD SMELL written estimated price for parts and labor me of Designee: 90-6YR J0110 Mail Address Fax Number 37091 Sustomer's Signature MIRRORS AND A SECOND 3 W 48CVZ CUSTOMER STATES INSIDE REARVIEW MIRROR IS LOOSE . MOVES FOR BODY SHOP ONLY: DUE TO THE NATURE OF BODY SHOP REPAIR, WE CANNOT WHILE DRIVING C605C 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 check 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. 0101J155039 (______ X ______X [CONTINUED ON NEXT PAGE (INSURED) 155039 PAGE 1 OF 2 HARD COPY

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Ć.	(3) A.LR. (13) SHORT LONG WESE	J2		COLUMN		Ohio
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155039



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

GEORGE CHEVROLET

DEALER # 20-178

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZALUBEFI4 03CVZABELTRFI4 04CVZAHOSEFI4 11CVZAALIGNFI4 21CVZATUNEFI4	LUBE FWD INJ 4 CYL BELT RPL FWD INJ 4 RAD HSE RPL FWD I 4 ALIGN REAR FWD INJ 4 TUNE ENG FWD INJ 4	MI MI MO MI MI	0.00 0.00 72.00	10CVZAALIGNFI4 13CVZAROTBALFI4	LOF FWD INJ 4 CYL RAD FLUSH FWD INJ 4 ALIGN SUSP FWD INJ 4 ROT&BAL FWD INJ 4 EMIS SERV FWD INJ 4	MI MO MI MI MI	30.00 156.00 65.19 75.00 65.19

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		Ĵ57B99F	YEAR/MAKE/MODE	OLET/MALI	BU/MALIBU	LT	PRODUCTION DATE			155039
CH	REDIT CARD [] IECK IOR APPROVAL)			CUSTOMER NO. 594	SERVICE CONT		08/02/09	45	SELLING DEALER	10/19/11
- [GATE, CA		WHITE/		CONT	FRACT NO.	EXPIRATION DATE	EXPIRATION MILE	TAG NO. 124
	SAVE REMOVED			TURBO M/MC CVZA	AIR COND. P.S.	TRANS	MILEAGE 21,034	632	ADVISOR CARLOS	RAMOS
- 1	PARTS FOR RESIDENCE	PHONE BUSINESS	SPHONE	end grant you a	ind/or your employ	vees perm	ong with the necess	the car or		not assume
	YES DE RECE	IVED DATE/TIME PROMISED OF	6:00pm 2	testing and/or inspe	ection. I hereby auth	iorize sublet TIONS ON TH	r elsewhere for the t repairs as you deer Æ REVERSE SIDE.	n necessary. vehicle	es or articles	s or damage to left in them in
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B.A.R. # ARD000091 • EPA# CAD981444999	W 10CVZ CUSTOMER S WHEN TURN	FR STATES STEERING C ING STEERING WHEE # フ / - イウム / し	OLUMN IS MAK EL. JUS 5/3	SION ING A CLUNI	KING NOISE	Ó	additional work	R RR D	rts not include	ADDITIONAL COST \$ TIME authorize any d in the original
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	PAGE 2 OF 2				HARD CO	OPY	. (5811)		(155039

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0101ICVWS154038 INVOICE DATE CELL TAG No. CUSTOMER No. ADVISOR 4 | 5968 MILEAGE CVWS154038 STOCK No. 09/26/11 COLOR 594 CHRISTOPHER L 254 LABOR RATE 20,106 WHITE/ DELIVERY DATE DELIVERY MILES YEAR / MAKE / MODEL 08/02/09 SELLING DEALER NO 45 09/CHEVROLET/MALIBU/MALIBU LT PRODUCTION DATE VEHICLE I.D. No. SOUTH GATE, CA 1 G 1 Z F. T. E. No. RO DATE 09/22/11 COMMENTS RESIDENCE PHONE **BUSINESS PHONE** MO: 20106 LABOR & PARTS-----0.00 TECH(S):594 J# 1 13CVZ***TIREREG WHL&TIRE CHK & ADV HOURS 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 OUSTORIER AFFIRMS THE SERVICE HAS BEEN PERFORMED IN 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 DEAD 32 PSI LEFT REAR 32 PSI JOB # 1 TOTAL LABOR & PARTS 0.00 0.473 62.22 62.22 JOB # 2 COST TOTAL 62.22 87.11 87.11 LOCK 10.473 JOB # 2 20922250 87.11 JOB # 2 TOTAL PARTS JOB # 2 TOTAL LABOR & PARTS 182.71 J# 3 64CVZ2LOCKSC/A LOCKS AND LATCHES HOURS: 0.70 TECH(S):594 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 62.22 87.11 87.11 LOCK 10.473 62.22 1 20922251 JOB # 3 JOB # 3 COST TOTAL 62.22 JOB # 3 TOTAL PARTS 87.11 JOB # 3 TOTAL LABOR & PARTS 154.03 R/O TAX R/O TOTALS 0.00 336.74 WARRANTY CLAIM DETAIL TOTALS-----TOTAL.... 182.71 154.03 CLAIM TOTALS 336.74 APPROVED BY SIGNATURE

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WARRANTY COPY-W

PAGE 1 OF 3

PAGE 2 OF 3

WARRANTY COPY-W



INVOICE DATE CELL CUSTOMER No. ADVISOR TAG No. 594 CVWS154038 STOCK No. CHRISTOPHER L 254 | 5968 | MILEAGE 09/26/11 COLOR WHITE/ DELIVERY DATE 20,106 YEAR / MAKE / MODEL **DELIVERY MILES** 09/CHEVROLET/MALIBU/MALIBU LT 08/02/09 SELLING DEALER NO. 45 PRODUCTION DATE SOUTH GATE, RO DATE P.O. No. 09/22/11 **BUSINESS PHONE** COMMENTS RESIDENCE PHONE MO: 20106 DCS AUDIT SLIP-----JOB CARD 154038 VIN 1G1ZJ57B99F REPAIRING BAC 114562 JOB CARD OPEN DATE 09/22/2011 SERVICE ADVISOR GMIN 250287148 FOREIGN TOURIST 09/22/2011 ODOMETER INDICATOR ODOMETER NON-GM VEHICLE 20106 REFERENCE NUMBER FRA CLATM# JOB PAY TYPE TRANS TYPE CATEGORY OEM SAP TRAN.# VER ZREG JOB COMPLETION DATE: 09/26/2011 TECHNICIAN GMIN: 334794750 LABOR OPERATION BASE HOURS DIAGNOSIS B4660 COMPLAINT CODE: 0524 COMPLAINT DESCRIPTION: CUSTOMER REPORTS RIGHT REAR DOOR LOCK INOPERATIVE 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 62.22 TOTAL W/O TAX TAX TOTAL PARTS HANDLING 24.89 0.00 87.11 62.22 PARTS LABOR 95.60 0.00 95.50 **NET ITEMS** 0.00 0.00 0.00 PARTICIPATION AMOUNT 0.00) TRANSACTION 182.71 0.00 182.71

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02:34pm

PAGE 3 OF 3

WARRANTY COPY-W



INVOICE DATE CELL CUSTOMER No. ADVISOR 594 CHRISTOPHER L LABOR RATE JULI <u>5968</u> 09/26/11 CVWS154038 STOCK No. COLOR WHITE/ 20,106 YEAR / MAKE / MODEL DELIVERY MILES 09/CHEVROLET/MALIBU/MALIBU LT 08/02/09 SOUTH GATE, CA PRODUCTION DATE VEHICLE I.D. No. SELLING DEALER NO. 1 G 1 Z J F. T. E. No. R.O. DATE 09/22/11 RESIDENCE PHONE **BUSINESS PHONE** COMMENTS MQ: 20106 DCS AUDIT SLIP---JOB CARD 154038 VIN 1G1ZJ57B99F REPAIRING BAC 114562 JOB CARD OPEN DATE 09/22/2011 ODOMETER INDICATOR SERVICE ADVISOR GMIN 250287148 ODOMETER 20106 NON-GM VEHICLE FOREIGN TOURIST REFERENCE NUMBER PAY TYPE TRANS TYPE CATEGORY ERA CLAIM# OEM SAP TRAN.# VER **ZREG** JOB COMPLETION DATE: 09/26/2011 TECHNICIAN GMIN: 334794750 LABOR OPERATION BASE HOURS B4661 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 D OOR LOCK ACTUATOR CAUSAL PART: 20922251 PART NUMBER QTY UNIT COST REPLACEMENT SERIAL# TRADE NON-GM 20922251 62.22 TOTAL W/O TAX TAX TOTAL PARTS HANDLING 24.89 87.11 66.92 **PARTS** 62.22 0.00 LABOR 66.92 0.00 NET ITEMS 0.00 0.00 0.00 PARTICIPATION AMOUNT 0.000TRANSACTION 154.03 0.00 154.03

[END OF INVOICE] 02:34pm

CVCS154038



T 10 05/1: TO HOT TREAT OF HOT STREET HERE THE DITTORY IN 10/18 COT CION TO THE TOTAL TOTAL 100/1

JSTOMER No.	· ·	ADVISOR		AG No.	INVOICE DATE CELL	- IN
JSTOMER №. 59	14	CHRISTOPHER L JULI		5968_	09/22/11	CVC5154038
	/= T	LABOR RATE LICENSE No	MILE	AGE	COLOR	STOCK No.
		YEAR / MAKE / MÖDEL		20,106	WHITE/ DELIVERY DATE	DELIVERY MILES
		09/CHEVROLET/MALI	RU/MALIBU	LT	08/02/09	45
OUTH GATE,	CA	VEHICLE I.D. No.			SELLING DEALER NO.	PRODUCTION DATE
		1 G 1 Z J 5 7 B C) 9 F IP.O. No.		R.O. DATE	
	•	F. J. E. No.	1		09/22/11	
SIDENCE PHONE	BUSINESS PHONE	COMMENTS				MO: 2010
				· · · · · · · · · · · · · · · · · · ·		MO. 2010
TIRI CUS' CUS' 30 I TIRI RIGI RIGI	E PRESSURE CHECK AND I TOMER MAY DECLINE THE TOMER AFFIRMS THE SERV	V				
		DESCRIPTION	UNIT PRICE- OTAL PARTS	0.00		
		JOB # 1 TOTAL LAB	OR & PARTS	0.00		
		TECH(S):594			;	
000						
PER TES ARTSQTY	T AND REPLACE RIGHT RE	HT REAR DOOR ACTUATOR UIT CHECK, R AND R TRIM PANEL TO AR DOOR LOCK ASSEMBLYDESCRIPTION	UNIT PRICE-	LIADDANTV		
PER TES NRTSQTY	CTRICAL FAILURE OF RIG FORM A DIAGNOSTIC CIRC T AND REPLACE RIGHT RE	HT REAR DOOR ACTUATOR UIT CHECK, R AND R TRIM PANEL TO AR DOOR LOCK ASSEMBLYDESCRIPTION	OTAL PARTS	WARRANTY 0.00		
PER TES RTSQTY B#2 1	CTRICAL FAILURE OF RIG FORM A DIAGNOSTIC CIRC T AND REPLACE RIGHT RE -FP-NUMBER	HT REAR DOOR ACTUATOR UIT CHECK, R AND R TRIM PANEL TO AR DOOR LOCK ASSEMBLY DESCRIPTION	OTAL PARTS OR & PARTS	0.00		
PER TES ARTSQTY JB # 2 1 # 3 64CVZ2LOCKS CUS LEF R A ACT	CTRICAL FAILURE OF RIG FORM A DIAGNOSTIC CIRC T AND REPLACE RIGHT RE -FP-NUMBER	HT REAR DOOR ACTUATOR UIT CHECK, R AND R TRIM PANEL TO AR DOOR LOCK ASSEMBLY DESCRIPTION LOCK 10.473 JOB # 2 TOTAL LAB JOB # 2 TOTAL LAB JOB # 2 TOTAL LAB R DOOR LOCK INOPERATIVE ATOR FAILURE JOB REPLACE RIGHT REAR DOOR LOCK	OTAL PARTS OR & PARTS	0.00		
PER TES ARTS	CTRICAL FAILURE OF RIG FORM A DIAGNOSTIC CIRC T AND REPLACE RIGHT RE -FP-NUMBER	HT REAR DOOR ACTUATOR UIT CHECK, R AND R TRIM PANEL TO AR DOOR LOCK ASSEMBLY DESCRIPTION LOCK 10.473 JOB # 2 TOTAL LAB JOB # 2 TOTAL LAB R DOOR LOCK INOPERATIVE STAND REPLACE RIGHT REAR DOOR LOCKDESCRIPTION LOCK 10.473	OTAL PARTS OR & PARTS	0.00		
PER TES RTSQTY B # 2 1 F 3 64CVZ2LOCKS CUS LEF R A ACT RTSQTY	CTRICAL FAILURE OF RIG FORM A DIAGNOSTIC CIRC T AND REPLACE RIGHT RE -FP NUMBER	HT REAR DOOR ACTUATOR UIT CHECK, R AND R TRIM PANEL TO AR DOOR LOCK ASSEMBLY DESCRIPTION LOCK 10.473 JOB # 2 TOTAL LAB JOB # 2 TOTAL LAB R DOOR LOCK INOPERATIVE STAND REPLACE RIGHT REAR DOOR LOCKDESCRIPTION LOCK 10.473	OTAL PARTS OR & PARTS UNIT PRICE- OTAL PARTS	0.00 0.00 WARRANTY WARRANTY		
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CVCS154038



0101ICVCs154038 INVOICE DATE CELL TAG No. CUSTOMER No. ADVISOR 594 CHRISTOPHER L JULI LABOR RATE LLICENSE NO. 09/22/11 color CVCS154038 STOCK No. 254 5968 MILEAGE 20,106 WHITE/ YEAR / MAKE / MODEL DELIVERY MILES 08/02/09 SELLING DEALER NO. 09/CHEVROLET/MALIBU/MALIBU LT 45 PRODUCTION DATE SOUTH GATE, CA 1 G 1 Z F. T. E. No. P.O. No. R.O. DATE 09/22/11 RESIDENCE PHONE BUSINESS PHONE COMMENTS MO: 20106 TOTALS-----TOTAL LABOR...
TOTAL PARTS...
TOTAL SUBLET...
TOTAL G.O.G...
TOTAL MISC CHG.
TOTAL MISC DISC
TOTAL TAX.... 0.00 0.00 0.00 0.00 0.00 0.00 **TOTAL INVOICE \$** 0.00 CUSTOMER SIGNATURE PAGE 2 OF 2 SERVICE FILE COPY [END OF INVOICE] 05:35pm

GEORGE CHEVROLET

154038



17000 SOUTH LAKEWOOD BOULEVARD BELLFLOWER, CALIFORNIA 90706

Chevrolet

(562) 925-2500

DEALER # 20-178

RECOMMENDED S	ERVICES
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OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
	LUBE FWD INJ 4 CYL BELT RPL FWD INJ 4 RAD HSE RPL FWD I 4 ALIGN REAR FWD INJ 4 TUNE ENG FWD INJ 4	MI MI MO MI MI	0.00 0.00 72.00	10CVZAALIGNF14 13CVZAROTBALF14	LOF FWD INJ 4 CYL RAD FLUSH FWD INJ 4 ALIGN SUSP FWD INJ 4 ROT&BAL FWD INJ 4 EMIS SERV FWD INJ 4	MI MO MI MI MI	30.00 156.00 65.19 75.00 65.19

SE	ΗV	ICE	HIS	IOHY

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

0 5/	16/11	149042	16214	632	594 594 594	W	40cv2	3ELECC/A	ELEC CHK & ELEC CHK & VHL&TIRE CH	ADV	
SALESP	ERSON NO.			ER VS IC	<u> R</u> V	ΙC	F				
SALESIN TERMS	VEHICLE I.D. NO	D. "	YEAR/MAKE/	MODEL	₽ /\ 			PRODUCTION DATE	STOCK NO.	LICENSE NO	R.O. NO.
CASH	`□ <u> 1G1ZJ</u>	57B99F	09/CHE		/MALIBU/				DELIVERY MILES	SELLING DEALER N	154038
CREDIT CARI CHECK				CUSTOM	94	SERVICE CO	DNTHACT	08/02/09	45	SELLING DEALER N	09/22/11
(PRIOR APPROVA			<u>- 1</u>	COLOR	1		CON	TRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
OTHER	_bouth o	SATE, CA	(* ± · +	WHIT				True a	ADVISOR NO.	ADVISOR	5968
SAVE REMOVE	_{ED}		_	TURBO	CVZA AIR C	OND. P.S.	/ TRANS	MILEAGE 20,106		THRISTOPHER	L JULIS
PARTS F	OR RESIDENCE PH	IONE BUSINES	SS PHONE	Lhereby	authorize the re	pair work	to be done al	ong with the necessar	y material, This	company will	not assume
CUSTOM	i		Lan	——Itruck he	erein described :	on streets	, highways, o	nission to operate t r elsewhere for the	ourpose of <u>lespi</u>	onsibility for loss	or damage to
□ NO	n n . n c		6:00pm	- jtesting a	SUBJECT	TO THE CO	NDITIONS ON T	t repairs as you deem HE REVERSE SIDE.	751,175	des or articles le	
APPOINTME		1 ' '	LABOR PATE		CUSTOMER	ACKNOWLE	DGES RECEIPT	OF A COPY HEREOF.		of fire, theft, acc e beyond Compa	
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2 V	V 64CVZ3L	OCKSC/A LO	OCKS AND	LATCHE	S	5	19	BY	□PHONE #	named below to a	uthorize any
Cu	STOMER RE	EPORTS RIGHT RE	AR DOOR LC	OCK INOP	ERATIVE		!	additional work i	ot specified or p	arts not included i	in the original
								Name of Designee:	n estimated price	for parts and lab	
			13466	D . S	r						
			17 / -					E-Mail Address:		Fax Number:	
$ _3 _{\mathbf{V}}$	V 64CVZ2L	OCKSCIA I	OCKS AND	IATCHE	٠.	1	りし	Customer's Signature:		Date:	
	STOMER RI	EPORTS LEFT REA	R DOOR LO	CK INOPE	RATIVE	7,	1-1				
									FOR BODY S		
1			U 1 1	D				Ì	DUE TO THE NAT SHOP REPAIR, V		
			Bylle	· <i>5</i>	•				PROMISE A CON	IPLETION DATE.	
			-					The undersigned h	POWER OF A ereinafter called	"Insured", for the	consideration of
								repairs made to "Inst CHEVROLET, Insur			
								and/or drafts made settlement for Insu	payable to insu	red, and any relea	ases thereto, as
								automobile. Insured	authorizes repres	entatives of the Ins	sured's Insurance
2002								and materials used	n the repair of the	above described a	utomobile.

Source

PAGE 1 OF 1

0101J154038

HARD COPY

(INSURED) 154038

	EQUIPPED WITH: (CIR	CLE)	1.4	FLAGS	~~~~	PARTS TURNED IN	месн. #	TIME CLOCK
2005	(1) A/C	(11) AM/FM STEREO/TAPE	J1	\wedge	2	X DOOT LOCKS	ca/	ON
3 282015	(2) P/S	(12) STEPSIDE/FLEETSIDE			\	A. T. C.	594	OFF .
	(a) A.I.R.	(13) SHORT/LONG W/BSE	J2					OFF
	(4) ELEC. WDO./LK	(14) STD. TRANS.						ON
	(5) ELEC. DEFR.	(15) AUTO TRANS.	J3	<u> </u>	$\overline{}$		594	OFF
	(6) REM. CONT. MIR.	(16) SGL/D EXH.		^ \		The second secon	. 104 10. 17 104 104 . 104	ON
	(7) CRUISE CONT.	(17) ENG./TRANS. OIL COOLER		(2)				OFF
	(8) FLR/CNSL/SHFT.	(18) OTHER	J4	17				ON
	(9) CELLULAR PHONE	(10) 011 (611						OFF .
	(10) POSI TRACTION -	delem et am de mante anno anno anno anno anno anno anno ann	J5					OFF
								ON
					,			OFF
	1. Complaint Or Proble	am		Complaint Or Problem	144.	and the second s		
	MECH \$ 594			MECH.# 534	1	emplaint Or Problem H.# 559		
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Work				Tuep				
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Performing Warranty	Duck Lock	her Cel in team	14	Dow were for be Takenally.				
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riorn	3. What Was Done To t	Correct?		3. What Was Done To Correct?	3. <u>W</u>	nat Was Done To Correct?	*****************	and commenced a market when, we are commented upon with West and definition and an
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WINE	1)125	(NIPLACTO		D/4) + /4/				
Please Answer The Following Questions When		· Non Louis	4	Door LOCK SCT-ATON of		CT + A	300 -	de \
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-Jee-								
,	. Land Corn de Caracido recordo resistente a coracte Cornel (Marie Contracto) e como con col Caracido se como de Caracido se c							

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





To:	Juliana Stark	From:	Chris Knowles	
Fax:	866-255-3670	Pages:	24 + COVE	2_
Phone:	866-790-5700 x21102	Date:	10/24/2011	
Re:	Service Request: 71-999	9352853 CC :		
□ Urge	ent 🗹 For Review	☐ Please Comment	☑ Please Reply	☐ Please Recycle
• Com	ments:			
The f	ollowing is the rec	quested documentati	on for Richard	Rodriguez, VIN#
	1-11: Service Repart 12-24: Service Repart			
Additio	onal Repair Orders to	follow.		

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

Chris Knowles George Chevrolet

Best/regards,

me.

: (1934) 9310 9411 1418 14186 1719 (H 1810 ENREN DE HELD 1940 184 ENDER HELD 1960

CUSTOMER No.		ADVISOR	Ţ,	AG No.	INVOICE DATE CELL	IN
594		CARLOS RAMOS	632	521	09/13/11	CVWS153413
		LABOR RATE LICENSE N	o. MILE	AGE	COLOR	STOCK No.
		YEAR / MAKE / MODEL		19,683	WHITE/ DELIVERY DATE	DELIVERY MILES
COUTH CATE C	A	09/CHEVROLET/MAL	BU/MALIBU	LT	08/02/09	4
SOUTH GATE, C	A	VEHICLE 1.D. No. 1 G 1 Z 3 5 7 B	0 0 5		SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. No.	P.O. No.		R.O. DATE	-
RESIDENCE PHONE	1 BUSINESS PHONE	COMMENTS			09/07/11	!
23DENCE I HONE	DOSINESS FROME	COMMENT				MO: 196
TIRE F CUSTOM CUSTOM 30 DAY TIRES RF 32 LF 32 LR 32	RESSURE CHECK AND INFI	CK AND INFLATE SERVICE IF THE HAS BEEN PERFORMED IN THE LAST		: A.M.O.00 {		
RR 32		JOB # 1 TOTAL LAB	OR & PARTS	0.00		
# 2 68CV716	CM TOF /POT SERVICE	HOURS: TECH(S):594		່ ໄດ້ຄວາມ		
MAINTE PERFOR PROVIC	M LUBE,OIL,AND FILTER E 27 POINT INSPECTION WMBERDE	SERVICE.ROTATE FOUR TIRES,AND REPORT SCRIPTION		5.26 5.26		
		JOB # 2 TOTAL LAE	OR & PARTS	21.46		
CUSTON LEFT F PERFOR ARTSQTYFP-N	IER STATES LEFT FRONT (RONT DOOR LOCK ACTUATO MED DIAG, REPLACED LEF IUMBERDE	HOURS: 0.90 TECH(S):594 NOR LOCK IN-OP R INTERNAL FAILURE T FRONT DOOR LOCK ASSEMBLY SCRIPTION	STU/PRICE			
		JOB # 3 TOTAL LAB	OR & PARTS	173.05		
# 4 40CVZ2ELECC/A CUSTOM UP	ELEC CHK & ADV	HOURS: 0°20°TECH(S):594° NDLE INSIDE LIGHT WONT LIGHT		<i>.</i> 1		
LAMP S	HORTED OUT MED DIAG. REPLACED LEF	T FRONT DOOR HANDLE LAMP				
			STU/PRICE 11 43.55 11	43.55		
			OTAL PARTS	43.55		
		JOB # 4 TOTAL LAB	OR & PARTS	62.67		
CUSTON RCDLR	ELEC CHK & ADV HER STATES REMOTE IN-OF MODULE LOST PROGRAMING MED DIAG, REPROGRAMMED	HOURS: 0.30 TECH(S):594				
PAGE 1 OF 5	WARRANTY COI	DV W	ON NEXT PAGE	02:27pm		

CUSTOMER No.		ADVISOR		· · · · ·	TAG No.		INVOICE DATE CELL	1	
5	594	CARLOS LABOR RATE	RAMOS LICENS	63 E No.	2 52 MILEAGE	1	09/13/11 COLOR	CVWS1534	413
		- [., AU.		, 683	WHITE/		
		YEAR / MAKE /		LIBU/MAL]	ren i T		DELIVERY DATE	DELIVERY MILE	ES 4
OUTH GATE	, CA	VEHICLE I.D. N	lo.		LBO_LI		08/02/09 SELLING DEALER NO.	PRODUCTION D	
		1 G 1 7 F. T. E. No.	z 1 5 7 1	9 9 F P.O. N	U.	-	R.O. DATE		
		COMMENTS					09/07/11	<u> </u>	
ESIDENCE PHONE	BUSINESS PHONE	COMMENTS						MO: 1	L96
		JOB	# 5 TOTAL	LABOR & PARTS	5	28.68			
.O.G. & SUPPL	IES				• •	0.10			
DB # 2 5.0	GM 5/30 MOTOR OIL	a 1.820	/UN11	TOTAL - GOG		9.10 9.10			
				R/O TAX		0.00			
				R/O TOTALS	2	94.96			
ARRANTY CLAIM	DETAIL TOTALS		. 						
LATM#	. TOTAL					:			
	25.00								
	173.05 62.67								
	28.68								
LAIM TOTALS	289.40								
			•						
APPROVED	BY SIGNATURE								
CS AUDIT SLIP	JOB CARD :	•••••			••				
		7000	REPAIRIN	IC DAC	114562				
	VIN 1G1ZJ5 ODOMETER INDICATOR M	7B99F	JOB CARE	OPEN DATE	09/07/201	1			
	ODOMETER 19683 NON-GM VEHICLE N		FOREIGN	ADVISOR GMIN TOURIST	064202235				
	REFERENCE NUMBER								
•	JOB PAY TYPE TRANS TYPE	CATEGORY FR	A CLAIN#	OEM SAP TRA	N.# VER				
	2 W ZSSP								
,	JOB COMPLETION DATE: 09/ TECHNICIAN GMIN: 334	13/2011 794750		•			1		
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	LABOR OPERATION BASE HOURS Z2241 0.0						1		
	NET AMOUNT CODE INVOICE	NO. DISTANCE	RENTAL VII	OR INFO	DAYS REAS	ON	!		
	25.00 NIM								
	TOTAL PARTS HANDLING	. W/O TAX 0.00	TAX	TOTAL	•				
	PARTS	0.00	0.00		0.00 0.00			•	
	LABOR NET ITEMS	0.00 25.00	0.00 0.00		25.00				
				. (0.00)				
	PARTICIPATION AMOUNT						P		
	PARTICIPATION AMOUNT TRANSACTION	25.00	0.0)	25.00				
					25.00				
PAGE 2 OF 5		25.00	0.00	JED ON NEXT P		7			





)1011CVwS153413					
STOMER No.)1011C ##3133413	ADVISOR		TAG No.	INVOICE DATE CELL	T TOOL
	94	CARLOS RAMOS	632	521	09/13/11	CVWS153413
		LABOR RATE LICENSE N	o. MIL	EAGE	COLOR	STOCK No.
		YEAR / MAKE / MODEL		19,683	WHITE/ DELIVERY DATE	DELIVERY MILES
		09/CHEVROLET/MALI	BU/MALIBU	J LT	08/02/09	4
JUTH GATE,	, CA	VEHICLE I.D. No.			SELLING DEALER NO.	PRODUCTION DATE
		1 G 1 7 1 5 7 B 9	9 F P.O. No.		TR.O. DATE	
		1.1.10.			09/07/11	
SIDENCE PHONE	BUSINESS PHONE	COMMENTS				MO: 196
S AUDIT SLIP.	JOB CARD					
	VIN 1G1ZJ5 ODOMETER INDICATOR M ODOMETER 19683 NON-GM VEHICLE N	JOB CARD OF	EN DATE 09 ISOR GMIN 06	4562 /07/2011 4202235		
	REFERENCE NUMBER JOB PAY TYPE TRANS TYPE	CATEGORY <u>FRA CLAIM</u> # OF	m sap tran.#	VER		
	3 W ZREG JOB COMPLETION DATE: 09/					
	TECHNICIAN GMIN: 334 LABOR OPERATION BASE HOURS	794750				
	B4261 .6	.3				
		TOMER STATES LEFT FRONT DOOF	LOCK IN-OP			
		ONT DOOR LOCK ACTUATOR INTER				
	CORRECTION DESCRIPTION: PE BLY	RFORMED DIAG, REPLACED LEFT	FRONT DOOR L	OCK ASSEM		
	CAUSAL PART: 20922229					
	PART NUMBER QTY UN 20922229 1	IT COST REPLACEMENT SERIAL 62.15	TRADE NON	I-GM		
		. W/O_TAX TAX	TOTAL			
	PARTS HANDLING PARTS	24.86 62.15 0.00	87.	01		
	LABOR	86.04 0.00	86.	04		
	NET ITEMS PARTICIPATION AMOUNT	0.00 0.00		.00 .00)		
	PARTICIPATION AMOUNT		173			
	TRANSACTION	173.05 0.00				

PAGE 3 OF 5

WARRANTY COPY-W [CONTINUED ON NEXT PAGE] 02:27pm

PAGE 4 OF 5

WARRANTY COPY-W

5 9 5 9		4818655		TAG No.	INVOICE DATE CELL	146
	Л	ADVISOR	DAMOS			CVWS153413
	<u> </u>	CARLOS LABOR RATE	LICENSE No.	632 521 MILEAGE	09/13/11 color	STOCK No.
				19,68		DE 1 1 1 5 D 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
		YEAR / MAKE /	MODEL ROLET/MALIBU	/MALTRILLT	08/02/09	DELIVERY MILES
DUTH GATE,	CA	VEHICLE I.D. N	D.		SELLING DEALER NO.	PRODUCTION DATE
		1 G 1 7 F. T. E. No.	<u> </u>	P.O. No.	R.O. DATE	
		P. 1. E. 110.		F.O. 110.	09/07/11	
SIDENCE PHONE	BUSINESS PHONE	COMMENTS			, <u>, , , , , , , , , , , , , , , , , , </u>	NO. 106
<u></u>			<u> </u>		1	MO: 196
AUDIT SLIP						
	OB CARD 153413					
٧	'IN 161Z	J57B99F	REPAIRING BAC	114562		
	DOMETER INDICATOR M DOMETER 1968	, 		DATE 09/07/2011 R GMIN 064202235		
	NON-GM VEHICLE N	,	FOREIGN TOURIS			
R	EFERENCE NUMBER				-	
JC	B PAY TYPE TRANS TYPE	CATEGORY <u>Era</u>	CLAIM# OEM S	AP TRAN.# VER	İ	
4	W ZREG					
	JOB COMPLETION DATE: 0	9/13/2011				
	TECHNICIAN GMIN: 3	34794750				
	ABOR OPERATION BASE HOUR NO520 0.2	5				
C	OMPLAINT CODE: 0523 COMPLAINT DESCRIPTION: C IGHT UP	USTOMER STATES L	EFT DOOR HANDLE I	NSIDE LIGHT WONT L		
C	AUSE CODE: 6579 CAUSE DESCRIPTION: LAMP	SHORTED OUT				
	CORRECTION DESCRIPTION:		REPLACED LEFT FRO	NT DOOR HANDLE LAM		
C	CAUSAL PART: 20858156				Ì	
	PART NUMBER QTY 20858156 1	UNIT COST REPLA 31.11	CEMENT SERIAL# T	RADE NON-GM		
		AL W/O TAX	TAX	TOTAL		
	PARTS HANDLING PARTS	12.44 31.11	0.00	43.55		
	Labor	19.12	0.00	19.12		
	NET ITEMS	0.00	0.00	0.00 0.00)		
-	ADTICIDATION AMOUNT					
F	PARTICIPATION AMOUNT		0.00	62.67	Ì	

[CONTINUED ON NEXT PAGE] 02:27pm

INVOICE DATE CELL CUSTOMER No. ADVISOR AG No. 09/13/11 COLOR 594 CARLOS RAMOS
LABOR RATE LICENSE No. CVWS153413 STOCK No. MILEAGE 19,683 WHITE/ YEAR / MAKE / MODEL DELIVERY DATE DELIVERY MILES 08/02/09 SELLING DEALER NO. 09/CHEVROLET/MALIBU/MALIBU LT PRODUCTION DATE SOUTH GATE, CA 1 G 1 Z R.O. DATE 09/07/11 COMMENTS RESIDENCE PHONE **BUSINESS PHONE** MO: 19684 DCS AUDIT SLIP --JOB CARD 153413 1G1ZJ57B99F REPAIRING BAC 114562 JOB CARD OPEN DATE 09/07/201: SERVICE ADVISOR GMIN 064202235 09/07/2011 ODOMETER INDICATOR ODOMETER 19683 NON-GM VEHICLE FOREIGN TOURIST REFERENCE NUMBER JOB PAY TYPE TRANS TYPE CATEGORY ERA CLAIM# OEM SAP TRAN.# VER ZREG 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 0.00 **PARTS** 0.00 0.00 LABOR 28.68 0.00 28.68 NET ITEMS 0.00 0.00 0.00 PARTICIPATION AMOUNT 0.00)28.68 0.00 28.68 TRANSACTION PAGE 5 OF 5 WARRANTY COPY-W [END OF INVOICE] 02:27pm

CVCS153413

594		ADVISOR			TAG No.	INVOICE DATE CELL	INVOICE NO.
		CARLOS R	RAMOS	63,2	521	09/13/11	CVCS153413
		LABOR RATE	LICENSE No.	M	19,683	COLOR	STOCK No.
	•	YEAR / MAKE / W	MODEL		19,003	DELIVERY DATE	DELIVERY MILES
			ROLET/MALIBU/	/MALIB	U LT	08/02/09	PRODUCTION DATE
SOUTH GATE, C	4	VEHICLE I.D. No.	<u>ј 5 7 в 9 9</u>	_		SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. No.		P.O. NO.		R.O. DATE	
FOIDENIES BUOMS	TOUGHE OF BUOMS	COMMENTS				09/07/11	<u> </u>
ESIDENCE PHONE	BUSINESS PHONE	COMMENTS					MO: 196
TIRE P CUSTOM CUSTOM 30 DAY TIRES RF 32 LF 32 LF 32	RESSURE CHECK AND IN IER MAY DECLINE THE C IER AFFIRMS THE SERVI	TEC WELATE SERVICE: CHECK AND INFLATE SER ICE HAS BEEN PERFORME T WITHIN THE NEXT 7 D	VICE IF THE D IN THE LAST		·°WARRANTݰ		
RR 32 ARTSQTYFP	P-NUMBER	DESCRIPTION	<mark>UNI</mark> T	F PRICE-			
			JOB # 1 TOTAL	_ PARTS	0.00		
		JOB #	1 TOTAL LABOR 8	B PARTS	0.00		
MAINTE PERFOR PROVIC	RM LUBE,OIL,AND FILTE DE 27 POINT INSPECTIO	ER SERVICE,ROTATE FOU ON REPORT					
PARTSQTYFP 30B # 2 1	7-NUMBER 19168267	DESCRIPTION FILTER 1,836	JOB # 2 TOTAL		WARRANTY 0.00		
		J0B #	# 2 TOTAL LABOR 8	& PARTS	0.00		
CUSTON DOOR I	MER STATES LEFT FRONT LOCK ACTUATOR INTERNA	TEC T DOOR LOCK IN-OP AL FAILURE. T FRONT DOOR LOCK ACT		hzz			
DIAGNO				T DOTOE			
PARTSQTYFF	P-NUMBER 20922229	LOCK 10.470	JOB # 3 TOTAL		WARRANTY 0.00		
PARTSQTYFF	2-NUMBER 20922229	LOCK 10.470		l parts	WARRANIY		
PARTSQTYFF JOB # 3 1 J# 4 40CVZ2ELECC/A CUSTON UP INSPEC DIAGNO	ELEC CHK & ADV ELEC CHK & ADV MER STATES LEFT DOOR CTED AND FOUND LAMP S	JOB #	JOB # 3 TOTAL # 3 TOTAL LABOR & CH(S):594 30 WONT LIGHT	L PARTS & PARTS	WARRANIY 0.00 0.00		
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PARTSQTYFF JOB # 3 1 J# 4 40CVZZELECC/A CUSTON UP INSPEC DIAGNO ED OPE	ELEC CHK & ADV ELEC CHK & ADV MER STATES LEFT DOOR CTED AND FOUND LAMP S DSE AND REPLACED LEFT ERATION OK/ P-NUMBER	JOB # JOB # TEC HANDLE INSIDE LIGHT SHORTED OUT T FRONT DOOR HANDLE L DESCRIPTION LANP 14.691	JOB # 3 TOTAL # 3 TOTAL LABOR R CH(S):594 WONT LIGHT LAMP AND VERIFI	PARTS PARTS PRICE- PARTS	WARRANTY WARRANTY WARRANTY		
PARTSQTYFF JOB # 3 1 J# 4 40CVZ2ELECC/A CUSTON UP INSPEC DIAGNO ED OPE PARTSQTYFF JOB # 4 1	ELEC CHK & ADV ELEC CHK & ADV MER STATES LEFT DOOR CTED AND FOUND LAMP S DSE AND REPLACED LEF- ERATION OK/ P-NUMBER	JOB # TEC HANDLE INSIDE LIGHT SHORTED OUT T FRONT DOOR HANDLE LDESCRIPTION LANP 14.691 JOB #	JOB # 3 TOTAL # 3 TOTAL LABOR R CH(S):594 WONT LIGHT LAMP AND VERIFI	PARTS PARTS PRICE- PARTS PARTS	WARRANTY 0.00 0.00 WARRANTY WARRANTY 0.00 0.00		

CVCS153413

	/CS153413	ADMECOR		т	AG No.	TINVOICE DATE CELL	
STOMER No. 594		ADVISOR	0.1105			1	
		LABOR RATE	RAMOS LICENSE No	632 MILE	521 AGE	09/13/11 COLOR	CVCS153413
						WHITE/	
		YEAR / MAKE /	MODEL	. /		DELIVERY DATE	DELIVERY MILES
UTH GATE, CA		VEHICLE I.D. N	ROLET/MALIB	<u> NATTRÚ</u>	<u> </u>	08/02/09 SELLING DEALER NO	PRODUCTION DATE
om ware, ca			1 5 7 B 9	9 F		OLLEWO BEALER NO.	T KODOO TION DATE
		F. T. E. No.		P.O. No.		R.O. DATE	
IDENCE PHONE BU	JSINESS PHONE	COMMENTS				09/07/11	
IDENGE PRONE	JONESS PHONE	COMMENTS					MO: 196
RCDLR MOD DIAGNOSE LE OK.	ULE LOST PROGRAMING. AND REPROGRAMED RCDL	R MODULE AND REP	ROGRAMMED MODU				
TSQTYFP-NU	MBERD		JOB # 5 TOT	AL PARTS	0.00		
C 9 CUDDITES			# 5 TOTAL LABOR	& PARTS	0.00		
3 # 2 5.0 GM 5/	30 MOTOR OIL	6	/UNIT TOTAL	- GOG	WARRANTY 0.00		
ALS				ABOR	0.00		
			TOTAL S TOTAL G TOTAL M TOTAL M	ARTS UBLET .O.G ISC CHG. ISC DISC AX	0.00 0.00 0.00 0.00 0.00 0.00		
				NVOICE			
CUSTOMER SIGNAT							
					:		
					:		

GEORGE CHEVROLET

17000 SOUTH LAKEWOOD BOULEVARD **BELLFLOWER, CALIFORNIA 90706**



153413

(562) 925-2500 **DEALER #20-178** RECOMMENDED SERVICES **OPERATION DESCRIPTION** MO/MI TOTAL **OPERATION** OPERATION **OPERATION DESCRIPTION** 16.00 0.00 0.00 72.00 LUBE FWD INJ 4 CYL BELT RPL FWD INJ 4 RAD HSE RPL FWD I 4 ALIGN REAR FWD INJ TUNE ENG FWD INJ 4 2CVZALOFFI4 OF FWD INJ 4 CYL 4CVZAFLUSHFI4 RAD FLUSH FWD INJ 4 0CVZAALIGNFI4 ALIGN SUSP FWD INJ 4 3CVZAROTBALFI4 ROT&BAL FWD INJ 4 30.00 MI MI 02CVZALOFF14 MT 01CVZALUBEFI4 156.00 65.19 75.00 65.19 MO 03CVZABELTRFI4 04CVZAFLUSHFI4 MO MI 10CVZAALIGNFI4 MI MI 04CVZAHOSEFI4 11CVZAALIGNF14 21CVZATUNEF14 27CVZAEMSERVFI4 EMIS SERV FWD INJ 4 SERVICE HISTORY TECHNICIAN TYPE **OPERATION DESCRIPTION** REPAIR ORDER MILEAGE ADVISOR **OPERATION** DATE C W W 149042 16214 594 13CVZ***TIREREG WHL&TIRE CHK & ADV 05/16/11 ELECTRICAL
ELEC CHK & ADV
ELEC CHK & ADV
ELEC CHK & ADV
WHL&TIRE CHK & ADV 594 594 594 40CVZ 40CVZ1ELECC/A 40CVZZELECC/A 40CVZ3ELECC/A 13CVZ***TIREREG 594 594 W 04/27/11 148215 16001 632 SER SCE SALESPERSON NO. R T PRODUCTION DATE | STOCK NO LICENSE NO. R.O. NO. 1G1ZJ57B99F 09/CHEVROLET/MALIBU/MALIBU LT | CUSTOMER NO. | SERVICE CONTRACT CHECK DELIVERY DATE DELIVERY MILES 594 D8/<u>02/09</u> 09/07/11 COLOR EXPIRATION MILES OTHER 521 □SOUTH GATE, CA WHITE/ SAVE MILEAGE ADVISOR NO. TURBO M/MC AIR COND. LES REMOVED 19,683 632 CARLOS RAMOS CVZA Α 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 responsibility for loss or damage to truck herein described on streets, highways, or elsewhere for the purpose of responsibility for loss or damage to testing and/or inspection, hereby authorize-enter repairs as you deem necessary, we highes or articles left in them in CUSTOMER DATE/TIME PROM ☐ YES TIME RECEIVED PRIORIT phicles or articles left in them in 06:00pm □ NO 04:37pm |09/07/11 se of fire, theft, accident, or any ORIGINAL ESTIMATE APPOINTMENT use beyond Company's control. Yes CUSTOMER SIGNATURE X) No Cust. hpitial CELL: JOB B.A.R. # ARD000091 - EPA# CAD981444995 FUEL PARTS TOTAL GAUGE LABOR PRIOR BODY □ LF ве □ DAMAGE REVISED REASON ADDITIONAL ESTIMATE COST W *130VZ***TIREREG WHL&TIRE CHK & ADV \$ TIRE PRESSURE CHECK AND INFLATE SERVICE: TIME AUTHORIZED ☐:N PERSON ☐ PHONE # set 32psi REVISED REASON ADDITIONAL ESTIMATE COST DATE TIME AUTHORIZED ☐IN PERSON вч □PHONE# GM LOF/ROT SERVICE # 494 W 68CVZ16 I hereby designate the individual named below to authorize any CUSTOMER REQUEST GM LUBE AND GO SPECIAL 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. # 594 Customer's Signature Date: 3 W *40CVZ **ELECTRICAL** CUSTOMER STATES LEFT FRONT DOOR LOCK IN-OP FOR BODY SHOP ONLY: DUE TO THE NATURE OF BODY SHOP REPAIR, WE CANNOT B4261 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 repairs made to insured's autonomies, does intereby grain to said SECHALL. 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.

0101J153413

(DATE)

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(INSUBED)

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	(3) A.I.R.	(13) SHORT/LONG W/BSE	.,12			AND THE RESIDENCE OF THE PROPERTY OF THE PROPE		CEE
	(4) ELEC. WOO/LK	(14) STC. TRANS.						ON
	(5) ELEC. DEFR.	(15) AUTO TRANS	J3					OFF
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	1. Complaint Or Probl MECH# 594	⊕ IN	PPT-1997-18-18-2-7-1996-1-1-1996-1-1996-1-1996-1-1996-1-1996-1-1996-1-1996-1-1996-1-1996-1-1996-1-1996-1-1996-	1. Complaint Or Problem MECH* 594	İ	Complaint Or Problem AECH.# 594		
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form	3. What Was Done To	Correct?	#\$ vones_erra a constr. No error et vonen e	3. What Was Done To Correct?	:	What Was Done To Correct?		
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Please Answer The Following				(~/c)	:			
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ě			and the state of t	2. ** Colorado Propositivo de Salamon (Salamon Salamber no maio) (misina de mario de Commence de Colorado Commente de Colorado Co				

GEORGE CHEVROLET



GM

17000 SOUTH LAKEWOOD BOULEVARD **BELLFLOWER, CALIFORNIA 90706**

Goodwiend Service	h	(562) 925-250)0		DEA	LER # 20	ت ن 178ء
RECOMMENDE	O SERVICES					DLA	ILLII 77 ZO	
OPERATION 01CVZALUBEFI4 03CVZABELTRFI4 04CVZAHOSEFI4 11CVZAALIGNFI4 21CVZATUNEFI4	OPERATION DESCRIPTION LUBE FWD INJ 4 CYL BELT RPL FWD INJ 4 RAD HSE RPL FWD I 4 RAIGN REAR FWD INJ 4 TUNE ENG FWD INJ 4	MI MI MO	16.00 02CVZA 0.00 04CVZA 0.00 10CVZA 72.00 13CVZA	FLUSHFI4 R ALIGNFI4 A ROTBALFI4 R	OPERATION DOF FWD INJ 4 AD FLUSH FWD LIGN SUSP FWD OT&BAL FWD IN MIS SERV FWD	CYL INJ 4 INJ 4	MO/MI MI MO MI MI MI	30.00 156.00 65.19 75.00 65.19
SERVICE HISTO	PRY	<u> </u>	——————————————————————————————————————					
DATE	REPAIR ORDER	MILEAGE ADVISO	R TECHNICIAN	TYPE	OPERATION	OPERA [*]	TION DESCRIP	TION
05/16/11	149042	16214 632	594 594 594 594 594	W 40CV W 40CV W 40CV	Z Z1ELECC/A Z2ELECC/A	WHL&TIRE CH ELECTRICAL ELEC CHK & ELEC CHK & ELEC CHK &	ADV ADV	
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SALESREAS ON NO		SER VS YEAR/MAKE/MODEL	c ∉ R V I	CE	PRODUCTION DATE	STOCK NO.	LICENSE NO.	TR.O. NO.
CREDIT CARD CONTROL CHECK IPRIOR APPROVALI	GATE, CA	09/CHEVROLE	594	VICE CONTRACT	DELIVERY DATE 08/02/09 INTRACT NO.	DELIVERY MILES	SELLING DEALER N EXPIRATION MILES ADVISOR CARLOS	153413 NO. R.O. DATE 09/07/11 TAG NO. 521
PARTS FOR CUSTOMER YES TIME RECEID NO 04:37 APPOINTMENT ORIGINAL EXTENSION OF CELL:	ved DATE/TIME PROMISED OM 09/07/11 06:0	and truck	reby authorize the repair grant you and/or yot cherein described on a ng and/or inspection. I he SUBJECT TO T CUSTOMER ACK	ir employees per streets, highways, reby authorize subl HE CONDITIONS ON	mission to operate or elsewhere for the tet repairs as you deem THE REVERSE SIDE. IT OF A COPY HEREOF.	the car or purpose of responsessary. vehicl case cause	company will nsibility for loss es or articles le of fire, theft, acc beyond Compa Initial	or damage to eft in them in cident, or any
	PELECCIA ELEC STATES LEFT DOOR HA			#59Y	FUEL GAUGE E ½ PRIOR BODY DAMAGE HEVISED REASON ESTIMATE \$	RR 🗆		DIMAGED WHERE MARKED RATTLE WHERE MARKED ADDITIONAL COST \$
	BELECC/A <i>ELE</i> (STATES REMOTE IN-OF	C CHK & ADV		•	AUTHORIZED BY REVISED REASON ESTIMATE \$ AUTHORIZED	□IN PERSON □PHONE #	DATE	ADDITIONAL COST \$
ά			COCO COL	\supset	additional work	□ PHONE # ate the individual r not specified or pa an estimated price	rts not included (in the original or
07/08)			-		E-Mail Address:		Fax Number:	
		R4491.3	,.		Customer's Signature:		Date:	
					The undersigned in repairs made to "Ins CHEVROLET, Insurand/or drafts made settlement for Insi automobile, Insured company to make cand materials used	ured's" automobile, of ed's power of attome payable to insure ured's claim for de authorizes represe hances in the estime	URE OF BODY E CANNOT PLETION DATE. ITORNEY INSURED, for the does hereby grant levy to sign or end sid, and any relea arnages to the a intatives of the late. method of rep	to said GEORGI forse any check ases thereto, a above describe sured's Insuranc airs, and/or part

EQUIPPED WITH: (CIRCLE)	*p.)eon	rantina elektromik "santini mahak ilah mahak ilah mahak ilah mahak ilah ilah ilah ilah ilah ilah ilah ilah	FLAGS	PARTS TURNED IN	₩ЕСН.#	TIME CLOCK
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1. Complaint Or Problem	The state of the s		Complaint Or Froblem	1. Complaint Or Problem	a makana mana da a sa sa sa sa sa sa sa sa sa sa sa sa	
MECH. # 594		<i>;</i> _	несн. 894	MECH.#		The comment of the co
1H FUT DO	SON HAND I	LE	Remotes 1Mp			Company was
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LH PT DO	int usur	U/k 		and the control of th		
			2. What Coused The Trouble?	2. What Coused The Trouble?		
TAM ST	into out	-	RIDER Module COST			L. C. C. C. C. C. C. C. C. C. C. C. C. C.
150			programing.			Projection in the contract of
3. What Was Done To Correct		I	3. What Was Done To Correct?	3. What Was Done To Correct?	A CONTRACTOR OF THE PROPERTY O	Í
7		14	1) I man cravel			
JIM & M	uper ac		JAS 1 TYPOTO			
Diay & A FAT DOOR	handle	L15+17/	Des à répresent répen modèle d		17.0	
comp. TEST	E) OK		represent secrotes			
	C2484 .3		R4490.3			



AND REFERENCE REPORTED BRANCH FOR THE STRAIGHT FRANK AND REFERENCE AND REFERENCE FRANK FRANK FRANK FRANK FRANK

USTOMER No.		ADVISOR		Ţ	ÄG No.	INVOICE DATE CELL	IN
594		CARLOS RAMO	ıs	632	5	05/26/11	CVWS149042
		LABOR RATE	LICENSE No.	MILE	AGE	COLOR	STOCK No.
					16,214	WHITE/	DELIVERY MILES
		YEAR / MAKE / MODEL 09/CHEVROLE	T/MALTOU/	— Mai teu	ı T	08/02/09	DELIVERY MILES
OUTH GATE, CA		VEHICLE I.D. No.	I/ MALIBU/	MELDU	<u></u>	SELLING DEALER NO.	PRODUCTION DATE
,		1 G 1 Z 1 '	57 в 99	F.	٠.		
		F. T. E. No.		P.O . No.		R.O. DATE	
SIDENCE PHONE BU	ISINESS PHONE	COMMENTS		l		05/16/11	
SIDENCE PRONE BL	GINESS FRONE	COMMENT					MO: 162
CUSTOMER STEERING DIAG. AND ALIGNMENT RTSQTYFP-NUMB B # 2 1 1585	8369 CORE RE	RD ON TURNS CHECK RRD TO TURN AND PERFORMED FROM E OK. TION	NT END TOE STE/COST .43 259.43 .00 -100.00		323.20		
		JOB # 2 COST 1014	0B # 2 TOTAL	PARTS	223.20		
		10D # 0 -	TOTAL LADOD P	DAPTS	357.04		
			TOTAL LABOR &				
CUSTOMER. SOP IS HE DOOR AUXI REPLACED	LEC CHK & ADV HOUT REAR POWER 110 VOLT AUX RE LIARY 110 VOLTS OUTLET (REAR AUXILIARY OUTLET 10	(LIARY COVER CAME (CAME OFF.)F+		66,92		
OK. AMINA GPYTO	ERDESCRI	PTTONU/CO:	STE/COST	U/PRICE	<u> </u>		
OB # 3 1 2585	8121 RECEPTA	ACL 9.709 26	.59 26.59	37.2	37.23		
		JOB # 3 COST TOTA	AL 26.59 DB#3TOTAL	DADTC	37.23		
4		ال	DIAL S TOTAL	PARTS	37.23		
		JOB # 3	TOTAL LABOR &	PARTS	104.15		
CUSTOMER REMOTE'S REPLACED	LEC CHK & ADV. HOU STATES REMOTE ANTENNA (ANTENNA CAME OFF ITS PL REMOTES ASSY. AND PROGR	CAME OFF <transmit ACE AMMED WITH TECH 2</transmit 	TER>		28.68		
ARTSQTYFP-NUMB	ERDESCRI	PTIONU/CO:	STE/COST .75 92.75	U/PRICI	129.85		•
OB # 4 1 1913	1603 TRANSM	ITT 10.485 92 JOB # 4 COST TOTA		123.0	123.63		
		J. 300, 101	OB # 4 TOTAL	PARTS	129.85		
	•	100 # 4 °	TOTAL LABOR &	DADTC	158.53		
		JUB # 4	IUIAL LABUK &	rani)	120.03		
CUSTOMER Steering Replaced	LEC CHK 8 ADV HOUSTATES STEERING INF. BU INFO BUTTON PEELING INFO SWITCH ON STEERING BER	TTON IS PEALING OF WHEEL	F		57.36		
	BEKBESCKI 12445 SWITCH	3.883 34	.21 34.21	47.8	47.89		
4 0 1 105		JOB # 5 COST TOT.	AL 34.21		-		
		3	0B # 5 TOTAL	PARTS	47.89		
•		JOB # 5	TOTAL LABOR &	PARTS	105.25		
			R/O TAX R/O TOT		0.00 724.97		
			1070 101		124.31		
PAGE 1 OF 6	WARRANTY COPY-W	ic	ONTINUED ON N	EXT PAGE	1 03:08pm		

CTOMED No		ADVISOR		T/	AG No.	INVOICE DATE CELL	· FINTOIGE
594			RAMOS	632	5		CVWS149042 STOCK No.
		CARLOS LABOR RATE	LICENSE No.	MILE	AGE	05/26/11 COLOR	STOCK No.
					16,214	WHITE/	DELLE DOLLAR SO
		YEAR / MAKE	/MODEL	IL MAN TOU		DELIVERY DATE	DELIVERY MILES 45
OUTH GATE, CA			VROLET/MALIB		<u> </u>	08/02/09 SELLING DEALER NO.	PRODUCTION DATE
JUIN GARE, C		1 6 1	_Z <u>ј 5 7 в 9</u>	9 F			
	•	F. T. E. No.		P.O. No.		RO. DATE	
		004445070				05/16/11	
SIDENCE PHONE	BUSINESS PHONE	COMMENTS					MO: 1621
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RRANTY CLAIM DETA	IL 101ALS					Į	
<u> AIN#</u> TO	T AL						
	357.04 1 04.1 5						
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PAGE 3 OF 6

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BUSINESS PHONE CARD 149042	YEAR / O O O VEHICLE	OS RAMOS RATE MAKE / MODEL HEVROLET / MAKE / MODEL 1 Z 3 5 7 No.	ALIBU/MALIB		05/26/11 COLOR WHITE/ DELIVERY DATE 08/02/09 SELLING DEALER NO. RO. DATE 05/16/11	CVWS149042 STOCK No. DELIVERY MILES 4 PRODUCTION DATE
BUSINESS PHONE	YEAR // 09/CI VEHICLE 1 G F.T.E.	MAKE / MODEL HEVROLET/MA E.D. No. 1 7 3 5 7 No.	ALIBU/MALIB	16,21 4	COLOR WHITE/ DELIVERY DATE 08/02/09 SELLING DEALER NO. R.O. DATE	DELIVERY MILES 4 PRODUCTION DATE
BUSINESS PHONE	09/0 VEHICLE 1 G F. T. E. I	HEVROLET/M/ E.D. No. 1 Z 3 5 7 No.	в 9 9 F		DELIVERY DATE 08/02/09 SELLING DEALER NO. R.O. DATE	PRODUCTION DATE
BUSINESS PHONE	09/0 VEHICLE 1 G F. T. E. I	HEVROLET/M/ E.D. No. 1 Z 3 5 7 No.	в 9 9 F	U LT	SELLING DEALER NO.	PRODUCTION DATE
BUSINESS PHONE	VEHICLE 1 G F. T. E. I	EI.D. No. 1 7 3 5 7 No.	в 9 9 F		R.O. DATE	PRODUCTION DATE
	F. T. E. I	√o. 	B. 9 9 F. P.O. No.			162
			F.O. No.			WO. 163
	СОММЕ	NTS				163
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					1	MO: 162
CIVID 113012						
		05047071				
	1G1ZJ57B99F	REPAIRIN		14562 5/16/2011		
METER	16214	SERVICE	ADVISOR GMIN 0	54202235		
-GM VEHICLE	N	FOREIGN	TOURIST		l l	
	VOE CATEGORY	CDA CLATME	OFM CAD TOAM	4 VED		
		ERA CLAIM#	UEM SAP TRANT	y VER		
TOR COMPLETION DAT	F · 05/23/2011					
4						
OMPLAINT DESCRIPTIO	N: CUSTOMER STA	res steering ge	rs hard on turn	s Check	İ	
SE CODE: 6063	TEERING GEAR MAI	KING NOISE AND I	HARD TO THRN	-	•	
				DOMED FOON		
ORRECTION DESCRIPTION OF SUBMENT,	on: Diag. and R AND ROAD TESTE	PLACED STEERING VEHICLE OK.	3 KACK AND PERF	URMED FROM	1	
SAL PART: 15858369						
	TY UNIT COST 1 159.43	REPLACEMENT SER	IAL# TRADE NO	N-GM		3
	TOTAL W/O TAX	TAX	TOTAL			
PARTS HANDLING		ο Λ	າ ວວວ	20	1	
NET ITEMS	0.00	0.0				
TICIPATION AMOUNT			(0	.00)		
	METER GM VEHICLE ERENCE NUMBER PAY TYPE TRANS T W ZREG JOB COMPLETION DAT TECHNICIAN GMI OR OPERATION BASE I PLAINT CODE: 0123 OMPLAINT DESCRIPTIO SE CODE: 6063 AUSE DESCRIPTION: S ORRECTION DESCRIPTI END TOE ALIGNMENT, SAL PART: 15858369 PARTS HANDLING PARTS LABOR	METER 16214 GM VEHICLE N ERENCE NUMBER PAY TYPE TRANS TYPE CATEGORY W ZREG JOB COMPLETION DATE: 05/23/2011 TECHNICIAN GMIN: 180896767 OR OPERATION BASE HOURS 740 1.4 PLAINT CODE: 0123 OMPLAINT DESCRIPTION: CUSTOMER STATE SE CODE: 6063 AUSE DESCRIPTION: STEERING GEAR MANORRECTION DESCRIPTION: DIAG. AND REEND TOE ALIGNMENT, AND ROAD TESTED SAL PART: 15858369 RT NUMBER QTY UNIT COST EB58369 RT NUMBER QTY UNIT COST EB58369 RT NUMBER QTY UNIT COST EB58369 TOTAL W/O TAX PARTS HANDLING 63.77 PARTS 159.43 LABOR 133.84 NET ITEMS 0.00	METER 16214 SERVICE GM VEHICLE N FOREIGN PAY TYPE TRANS TYPE CATEGORY ERA CLAIM# W ZREG JOB COMPLETION DATE: 05/23/2011 TECHNICIAN GMIN: 180896767 OR OPERATION BASE HOURS 740 1.4 PLAINT CODE: 0123 OMPLAINT DESCRIPTION: CUSTOMER STATES STEERING GE SE CODE: 6063 AUSE DESCRIPTION: STEERING GEAR MAKING NOISE AND REPLACED STEERING END TOE ALIGNMENT, AND ROAD TESTED VEHICLE OK. SAL PART: 15858369 RT NUMBER QTY UNIT COST REPLACEMENT SER: B58369 1 159.43 TOTAL W/O TAX TAX PARTS HANDLING 63.77 PARTS 159.43 0.00 LABOR 133.84 0.00 NET ITEMS 0.00 0.00	METER 16214 SERVICE ADVISOR GMIN OF GM VEHICLE N FOREIGN TOURIST FOREIGN TOURI	TOTAL W/O TAX PARTS HANDLING PARTS HANDLING PARTS HANDLING TOTAL W/O TAX PARTS HANDLING PARTS HANDLING PARTS HANDLING PARTS HANDLING TECHNICLE TECHNICLE TOTAL W/O TAX TOTAL PARTS HANDLING TOTAL W/O TAX TOTAL PARTS 159.43 TOTAL W/O TAX TOTAL PARTS 159.43 TOTAL W/O TAX TAX TOTAL PARTS 159.43 TOTAL PARTS 159.43 TOTAL PARTS 159.43 TOTAL PARTS 159.43 TOTAL PARTS 159.43 TOTAL PARTS 159.43 TOTAL PARTS 159.43 TOTAL POEM SAP TRAN. # VER SERVICE ADVISOR GMIN 064202235 FOREIGN TOURIST FOREIGN TOURIST FOREIGN TOURIST FOREIGN TOURIST FOREIGN TOURIST PARTS 159.43 TOTAL PARTS 159.43 TOTAL PARTS 159.43 TOTAL POEM SAP TRAN. # VER SERVICE ADVISOR GMIN 064202235 FOREIGN TOURIST FOREIGN TOURIST PARTS 159.43 TOTAL W/O TAX TAX TOTAL PARTS 159.43 TOTAL PARTS 159.43 TOTAL POEM SAP TRAN. # VER TOTAL W/O TAX TAX TOTAL PARTS 159.43 TOTAL PARTS 159.43 TOTAL POEM SAP TRAN. # VER TOTAL W/O TAX TAX TOTAL PARTS 159.43 TOTAL PARTS 159.43 TOTAL PARTS 159.43 TOTAL POEM SAP TRAN. # VER TOTAL W/O TAX TAX TOTAL PARTS 159.43 TOTAL PARTS 1	TOTAL W/O TAX TOTAL JOSE CAMER 16214 SERVICE ADVISOR GMIN 064202235 FOREIGN TOURIST SERVICE NUMBER PAY TYPE TRANS TYPE CATEGORY ERA CLAIM# OEM SAP TRAN.# VER JOB COMPLETION DATE: 05/23/2011 TECHNICIAN GMIN: 180896767 OR OPERATION BASE HOURS 740 1.4 PLAINT CODE: 0123 OMPLAINT DESCRIPTION: CUSTOMER STATES STEERING GETS HARD ON TURNS CHECK SE CODE: 6063 AUSE DESCRIPTION: STEERING GEAR MAKING NOISE AND HARD TO TURN ORRECTION DESCRIPTION: DIAG. AND REPLACED STEERING RACK AND PERFORMED FRON END TOE ALIGNMENT, AND ROAD TESTED VEHICLE OK. SAL PART: 15858369 RT NUMBER OTY UNIT COST REPLACEMENT SERIAL# TRADE NON-GM 159.43 TOTAL W/O TAX TAX TOTAL PARTS HANDLING PARTS 159.43 O.00 133.84 NET ITEMS O.00 0.00 0.00

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USTOMER No.		ADVIS	OR .			T/	NG No.	INVOICE DATE CELL	- IN
59	94	CAR	LOS RAMOS			32	5	05/26/11	CVWS149042
		LABOR	RATE	CENSE No.		MILE		COLOR WHITE/	STOCK NO.
			MAKE / MODEL CHEVROLET	/MALTI	DII/MAI	TDI		DELIVERY DATE 08/02/09	DELIVERY MILES 4
SOUTH GATE,	CA	VEHIC	Æ I.D. №.			TDU	<u>L I </u>	SELLING DEALER NO.	PRODUCTION DATE
		1 (F. T. E	<u>i 1 Z J 5</u> №.	<u>7 B 9</u>	9 F P.O.	No.		R.O. DATE	+
ESIDENCE PHONE	BUSINESS PHONE	COMM	ENITS					05/16/11	
ESIDENCE PHONE	BUSINESS PHONE	COMIN	ENIO						MO: 162
	JOB CARD 149042 VIN ODOMETER INDICATOR ODOMETER NON-GM VEHICLE REFERENCE NUMBER JOB PAY TYPE TRANS 3 W ZRE		JOB (SERV) FORE	ICE ADVI	EN DATE ISOR GMI	N 064	16/2011 202235		
н,	JOB COMPLETION DA TECHNICIAN GM LABOR OPERATION BASE N4794	TE: 05/26/2011 IN: 180896767	ıs						
	COMPLAINT CODE: 0590 COMPLAINT DESCRIPTI F SOP IS HERE CAUSE CODE: 6579		AR POWER 110 '	/OLT AU)	(ILIARY (COVER	CAME OF		:
	CAUSE DESCRIPTION:	DOOR AUXILIARY	110 VOLTS OUT	LET CAME	E OFF.				
	CORRECTION DESCRIPT , TESTED OK.	ION: REPLACED R	EAR AUXILIARY	OUTLET	100 VOL	T ACC	ESSORIE		
	CAUSAL PART: 25858121							}	
	PART NUMBER 25858121	QTY UNIT COST 1 26.59	REPLACEMENT S	SERIAL#	TRADE	NON-	GM		
	PARTS HANDLING PARTS LABOR NET ITEMS PARTICIPATION AMOUNT	TOTAL W/O TAX 10.64 26.59 66.92 0.00	(0.00 0.00 0.00	TOTA	37.2 66.9 0.0 0.0	2 0		
	TRANSACTION	104.15		0.00		104.1	5		
	. 74 4451 15 1 1511	25 10						I	

PAGE 4 OF 6

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CVWS²

INVOICE DATE CELL TAG No ADVISOR CUSTOMER No. CARLOS RAMOS CVWS149042 STOCK No. <u>632</u> <u>05/26/11</u> 594 MILEAGE COLOR WHITE/ 16,214 DELIVERY DATE DELIVERY MILES YEAR / MAKE / MODEL 08/02/09 SELLING DEALER NO. 45
PRODUCTION DATE 09/CHEVROLET/MALIBU/MALIBU LT VEHICLE I.D. No. SOUTH GATE, CA 1 G 1 Z R.O. DATE F, T. E. No. 05/16/11 COMMENTS **BUSINESS PHONE** RESIDENCE PHONE мо: <u>16216</u> DCS AUDIT SLIP--JOB CARD 149042 114562 REPAIRING BAC JOB CARD OPEN DATE 05/16/2011 SERVICE ADVISOR GMIN 064202235 FOREIGN TOURIST 1G1ZJ57B99F 05/16/2011 ODOMETER INDICATOR М 16214 ODOMETER NON-GM VEHICLE REFERENCE NUMBER DEM SAP TRAN.# VER JOB PAY TYPE TRANS TYPE CATEGORY FRA CLAIM# ZŘEG JOB COMPLETION DATE: 05/23/2011 TECHNICIAN GMIN: 180896767 LABOR OPERATION BASE HOURS 0.3 R4490 COMPLAINT CODE: 0524 COMPLAINT DESCRIPTION: CUSTOMER STATES REMOTE ANTENNA CAME OFF <TRANSMITTE 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 QTY UNIT COST REPLACEMENT SERIAL# TRADE NON-GM PART NUMBER 92.75 19131603 TOTAL TOTAL W/O TAX TAX 37.10 92.75 PARTS HANDLING 0.00 129.85 PARTS 0.00 28.68 28.68 LABOR 0.00 0.00 NET ITEMS 0.000.00)PARTICIPATION AMOUNT 0.00 158.53 TRANSACTION 158.53

PAGE 6 OF 6

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	0101ICVWS149042	ADVIS	:OB			TAG No.	INVOICE DATE CELT	- PIN
STOMER No.	94	1			632		05/26/11	CVWS149042
	94	LABO	RLOS RAMOS RRATE LIC	CENSE No.		MILEAGE	COLOR	STOCK No.
						16,214	WHITE/	DE 1 0 00 V 1411 EQ
			/MAKE/MODEL /CHEVROLET/	/MALTD	II/MAAIT	RII 1:77	08/02/09	DELIVERY MILES
UTH GATE	, CA		CHEVROLE 17	MALID	U/ INALI	BU E1	SELLING DEALER NO.	PRODUCTION DATE
				<u>7 в 9</u>	9 F P.O. No		R.O. DATE	
		F, T, I	=. NO.		F.O. NO		05/16/11	
DENCE PHONE	BUSINESS PHONE	СОМ	MENTS		l) <u>03/10/11</u>	
		<u> </u>						мо: 1 621
AUDIT SLIP	JOB CARD 149042							
		1017 157000	DEDAT	DINC DA		114562		
		161ZJ57B99F	JOB C	ring bac Ard open	I DATÉ	114562 05/16/2011		
	ODOMETER	16214	SERVI	CE ADVIS GN TOUR	SOR GMIN	064202235		
	NON-GM VEHICLE REFERENCE NUMBER	N	FUREI	CAN TOUR.	131			
			EDA CLATUIL		CAD TOAM	# NED		
	JOB PAY TYPE TRANS T 5 W ZREG		' ERA CLAIM# 149042-5	UEM	SAP TRAN	.# VEK		
	JOB COMPLETION DATE TECHNICIAN GMI	E: 05/23/2011 N: 180896767						
	,							
	LABOR OPERATION BASE 5	HOURS DIAGNOS .3				i		
								,
	COMPLAINT CODE: 0123 COMPLAINT DESCRIPTIO	N: CUSTOMER ST	TATES STEERING	INF. BU	ITON IS P	EALING OFF		
			.,,					
•	CAUSE CODE: 2039 CAUSE DESCRIPTION: S	TEERING INFO E	BUTTON PEELING					
				CTCCOTA	O LAIFE!			
	CORRECTION DESCRIPTI	ON: REPLACED I	INFO SWITCH ON	STEERIN	a WHEEL			•
	CAUSAL PART: 15942445							
			REPLACEMENT S	SERIAL#	TRADE N	ON-GM		
	15942445	1 34.21						
	·	TOTAL W/O TAX			TOTAL			
	PARTS HANDLING PARTS	13.68 34.2		0.00	4	7.89		
	LABOR NET ITEMS	57.36	5 0	0.00	5	7.36		
	NET ITEMS PARTICIPATION AMOUNT	0.00) (0.00		0.00 0.00)		
		105.25		:-::-`-				
	TRANSACTION		5 (ነ ሰበ	10	5.25		

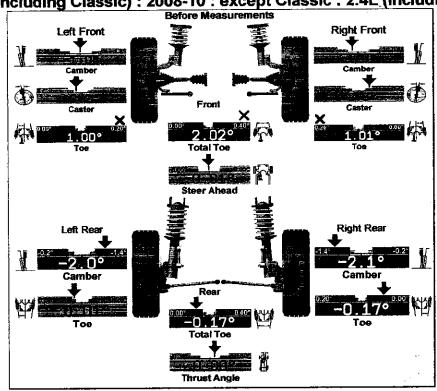
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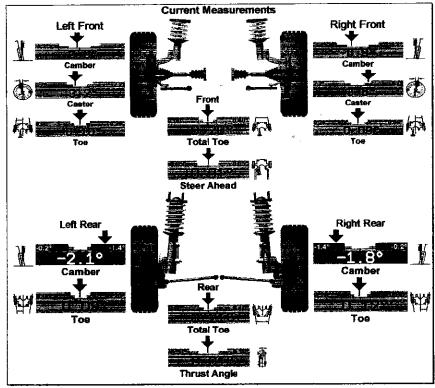
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Chevrolet: Malibu (Including Classic): 2008-10: except Classic: 2.4L (Including Hybrid) with EPS

Before Measurements





The steering wheel is currently level.

CVCS

	01011CVCS149		ADVISOR			TAG No.	INVOICE DATE CELL	INV
STOMER No.	594		CARLOS R	AMOS	. 632		05/23/11	CVCS149042
			LABOR RATE	LICENSE N	lo. M	LEAGE	COLOR	STOCK No.
			YEAR / MAKE / M	NDEI .		16,214	WHITE/ DELIVERY DATE	DELIVERY MILES
		_	09/CHEVR		EBU/MALIE	U LT	08/02/09	4
OUTH GAT	E, CA		VEHICLE I.D. No.				SELLING DEALER NO.	PRODUCTION DATE
			F. T. E. No.	J 5 7 B	9 9 F P.O. No.		R.O. DATE	
							05/16/11	<u> </u>
SIDENCE PHONE	E BUSINESS	PHONE	COMMENTS					мо: 162
RTSQT	TIREREG WHLATIR TIRE PRESSURE C CUSTOMER MAY DE CUSTOMER AFFIRM 30 DAYS OR WILL TIRES INFLATED RF 33 LF 33 RR 33 LR 33 TYFP-NUMBER CUSTOMER STATES STEFFING GEAP M	HECK AND INFLA CLINE THE CHECH S THE SERVICE PERFORM IT WI TO (PSI): CALL CALL CALL CALL CALL CALL CALL CA	C AND INFLATE SERVAS BEEN PERFORMET THIN THE NEXT 7 DA	JOB # 1 1 TOTAL LA 1 TOTAL LA 1 TOTAL LA	-UNIT PRICE- TOTAL PARTS BOR & PARTS	0.00		
RTSQT	ALIGNMENT, AND TYFP-NUMBER 1 15858369 -1 15858369		ESCRIPTION EAR 6.508 ORE RETURN	_	TOTAL PARTS	MARRANTY WARRANTY 0.00		
	CUSTOMER REAR F SOP IS HERE DOOR AUXILIARY	POWER 110 VOLT 110 VOLTS OUTL	AUXILIARY COVER C ET CAME OFF. T 100 VOLT ACCESSI	AME OFF		WARRANT		
	TYFP-NUMBER 1 25858121		ESCRIPTION ECEPTACL 9.709		-UNIT PRICE- TOTAL PARTS	WARRANTY 0.00		
			JOB #	3 TOTAL LA	BOR & PARTS	0.00		
	CUSTOMER STATES REMOTE'S ANTENN REPLACED REMOTE	S REMOTE ANTENN NA CAME OFF ITS ES ASSY. AND PR	OGRAMMED WITH TEC	SMITTER>				
ARTS01	TYFP-NUMBER- 1 19131603		ESCRIPTIONRANSMITT 10.485		-UNIT PRICE- TOTAL PARTS	WARRANTY 0.00		
			300 #	A TOTAL LA	BOR & PARTS	0.00) [
			JUB #	4 IVIAL LA	DOIL OF TAKES	0.00	1	
			JUB #	4 IOIAL LA				
			JUB #	4 101AL LA				

CVCS149042

STOMER No.		ADVISOR		1	G No.	INVOICE DATE CELL	
594	<u> </u>	CARLO	S RAMOS	632	5	05/23/11	CVC5149042
		LABOR RA	ATE LICENSE No.	MILEA	GE 16,214	COLOR'	STOCK No.
		VEAR / M/	AKE / MODEL		16, 214	DELIVERY DATE	DELIVERY MILES
		09/C	EVROLET/MALIB	J/MALIBU	LT	08/02/09	45
OUTH GATE, C	A	VEHICLE	I.D. No.			SELLING DEALER NO.	PRODUCTION DATE
		1 G F. T. E. No	<u>1 </u>	9 F P.O. No.	,	R.O. DATE	
		F. 1. E. 180	<i>.</i> .			05/16/11	
SIDENCE PHONE	BUSINESS PHONE	COMMEN	TS				1631
	<u> </u>		· · · · · · · · · · · · · · · · · · ·				MO: 1621
CUSTO	FIFC CHK & ADV	G INF. BULLON 15 PE	TECH(S) 594		WARRANTY		
RTSQTYF B # 5 1	P-NUMBER 15942445	DESCRIPTION SWITCH 3.883	JOB # 5 TO1		WARRANTY 0.00		
			JOB # 5 TOTAL LABOR	& PARTS	0.00		
TIMATESTIMATESTIMATE	KNOWLEDGES RECEIVI	NG 5.00 (+TAX)					
TALS			TOTAL 1	ABOR	0.00		
			TOTAL S TOTAL (TOTAL)	PARTS SUBLET S.O.G MISC CHG.	0.00 0.00 0.00 0.00		
			TOTAL	ISC DISC	0.00		
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				OF INVOICE]			

GEORGE CHEVROLET



17000 SOUTH LAKEWOOD BOULEVARD **BELLFLOWER, CALIFORNIA 90706**

(562) 925-2500



DEALER #20-178

	RECOMMENDE	O SERVICES				
1	OPERATION	OPERATION DESCRIPTION	MO/MF	TOTAL	OPERATION	OPERATION I

OPERATION	OPERATION DESCRIPTION	MO/Mi	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01cvzalubefi4 03cvzabeltrfi4 11cvzaalignfi4 21cvzatunefi4 26cvzainjffi4	LUBE FWD INJ 4 CYL BELT RPL FWD INJ 4 ALIGN REAR FWD INJ 4 TUNE ENG FWD INJ 4 INJ FLSH FWD INJ 4	MI MI MO MO	16.00 0.00 72.00 90.00 129.95	10CVZAALIGNFI4 13CVZAROTBALFI4 27CVZAEMSERVFI4	LOF FWD INJ 4 CYL ALIGN SUSP FWD INJ 4 ROT&BAL FWD INJ 4 EMIS SERV FWD INJ 4 BRAKE SERV FWD INJ 4	MI MI MI MI MI	30.00 65.19 75.00 65.19 65.19
SERVICE HISTO	RY						

ADVISOR TECHNICIAN TYPE OPERATION **OPERATION DESCRIPTION** DATE REPAIR ORDER MILEAGE 594 594 594 594 16001 632 13CVZ***TTRFRFG WHI &TIRE CHK & ADV 04/27/11 148215 12CVZ STEERING W W W W ELECTRICAL 40CVZ1ELECC/A 40CVZ2ELECC/A ELEC CHK & ADV 46CVZ W/S WIPERS-WASHERS SALESPERSON NO. R <u>serv</u>\$c**E** Ι C PRODUCTION DATE STOCK NO. TERMS 49042 1G1ZJ57B99F 09/CHEVROLET/MALIBU/MALIBU LT BO DATE CREDIT CARD CUSTOMER NO. 594 SERVICE CONTRACT 08/02/09 45 05/16/11 TAG NO. CONTRACT NO. YPIRATION DATE OTHER WHITE/ □|SOUTH GATE, CA 16,214 SAVE TURBO AIR COND. M/MC CVZA 632 CARLOS RAMOS REMOVED 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 heretiv authorize subjet repairs as you deem necessary. This company will not assume CUSTOMER responsibility for loss or damage to ☐ YES 05/16/11 vehicles or articles left in them in 02:50pm 06:00pm □ NO case of fire, theft, accident, or any ORIGINAL ESTIMATE APPOINTMENT cause beyond Companya control. Yes CELL: CUSTOMER SIGNATURE Cust. Initial JOB ORIGINAL CUSTOMER ESTIMATE: **PARTS** LABOR **TOTAL** 95.00 95.00 00.0 PRIOR BODY DAMAGE ☐ LF RF 🗌 REVISED REASON ADDITIONAL ESTIMATE COST C * 13CVZ***TIREREG WHL&TIRE CHK & ADV TIRE PRESSURE CHECK AND INFLATE SERVICE: TIME AUTHORIZED ☐ IN PERSON عال □PHONE # REASON BEVISED ADDITIONAL **ESTIMATE** COST TIME DATE ☐ IN PERSON AUTHORIZED W.*40CVZ ☐PHONE # BY CUSTOMER STATES STEERING GETS HARD ON TURNS CHECK 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 W*40CVZ1ELECC/A ELEC CHK & ADV Customer's Signature: Date: **CUSTOMER REAR POWER 110 VOLT AUXILIARY COVER CAME OFF** SOP IS HERE 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.

PAGE 1 OF 2

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[CONTINUED ON NEXT PAGE SURED)

EQUIPPED WITH: (CIRCLE)		FLAGS	PARTS TURNED IN	MECH.# TIME CLOCK
(1) A/C (11) AWFM STEREO/TAPE	J1		N steering Gom.	574 OFF
(2) P/S (12) STEPSIDE/FLEETSIDE		\mathcal{M}	tiev old tual t	S79 OFF
(ક) A.I.R. (13) SHORT/LONG W/BSE	J2		•	OFF
(4) ELEC. WDO./LK (14) STD. TRANS		· ·	pen re	594 OFF
(5) ELEC. DEFR. (15) AUTO TRANS.	J3		Switch Sutton	OFF
(6) REM. CONT. MIR. (16) SGL./D EXH. (17) ENG./TRANS.			M do	OFF
(7) CRUISE CONT. OIL COOLER	J4			ON
(8) FLR/CNSL/SHFT. (18) OTHER	-			594 OFF CO 77 1
(9) CELLULAR PHONE				OFF
(10) POSI TRACTION —	- J5			ON
				OFF
1. Complaint Or Problem		1. Complaint Or Problem MECH.# 5 94/	1. Complaint Or Problem	
MECH.# 594.	J	MECH.#	MECH.#	
STEEKINS JEIN IMA	, •	power Aux 110 volt come		
STEEKINS GETS hard 6		CAME OF 1.		
2. What Caused The Trouble?	15 d	2. What Caused The Trouble?	2. What Caused The Trouble?	
STEEVING GEAV MAKING NO	,,,,	BOOK AUX 110 USIT GUTET		
		anice off		
3. What Was Done To Correct?		3. What Was Done To Correct?	3. What Was Done To Correct?	
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o K. E9740 1.4)			
Answ				
<u>o</u>				

GEORGE CHEVROLET

17000 SOUTH LAKEWOOD BOULEVARD



BELLFLOWER, CALIFORNIA 90706



149042

Goodwirench (562) 925-2500 **DEALER #20-178** RECOMMENDED SERVICES OPERATION DESCRIPTION OPERATION OPERATION DESCRIPTION: MO/MI TOTAL **OPERATION** MO/MI TOTAL UZCVZALOFFI4 LOF FWD INJ 4 CYL 10CVZAALIGNFI4 ALIGN SUSP FWD INJ 4 13CVZAROTBALFI4 ROT&BAL FWD INJ 4 27CVZAEMSERVFI4 EMIS SERV FWD INJ 4 09CVZARRKSEDET4 BRAKE SERV FWD INJ 4 LUBE FWD INJ 4 CYL BELT RPL FWD INJ 4 ALIGN REAR FWD INJ 4 16.00 0.00 72.00 MI MI MI MI MI 30.00 65.19 75.00 MI MI 01CVZALUBEFT4 03CVZABELTRF14 11CVZAALIGNF14 ΜĪ TUNE ENG FWD INJ 4 INJ FLSH FWD INJ 4 21CVZATUNEFT4 MO 65.19 09CVZABRKSERFI4 BRAKE SERV FWD INJ 4 26CVZAIN1FFI4 MO 129.95 65.19 SERVICE HISTORY DATE REPAIR ORDER ADVISOR TECHNICIAN TYPE MILEAGE OPERATION **OPERATION DESCRIPTION** 13CVZ***TIREREG 12CVZ 594 594 594 594 04/27/11 148215 16001 632 WHL&TIRE CHK & ADV W W STEERING 40cvz ELECTRICAL ELEC CHK & ADV ELEC CHK & ADV W/S WIPERS-WASHERS 40CVZ1ELECC/A 594 594 W 40CVZZELECC/A 46CVZ SERV\$CERV SALESPERSON NO. Ι PRODUCTION DATE STOCK NO R.O. NO 1G1ZJ57B99F 09/CHEVROLET/MALIBU/MALIBU LT 49042 CREDIT CARD CUSTOMER NO SERVICE CONTRACT DELIVERY DATE DELIVERY MILES R.O. DATE PRIOR APPROVALI 594 08/02/09 45 5/16/11 COLOR CONTRACT NO. EXPIRATION DATE EXPIRATION MILES TAG NO. OTHER SOUTH GATE, CA WHITE/ SAVE MILEAGE 16,214 REMOVED **CVZA** Α 632 CARLOS RAMOS PARTS FOR RESIDENCE PHONE BUSINESS PHONE hereby authorize the repair work to be done along with the necessary material, This company will not assume CUSTOMER 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 responsibility for loss or damage to testing and/or inspection. I hereby authorize sublet repairs as you deem necessary vehicles or articles left in them in YES 02:50pm 05/16/11 06:00pm vehicles or articles left in them in 2 □ NO SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. case of fire, theft, accident, or any ORIGINAL ESTIMATE LABOR BATE APPOINTMENT cause beyond Company's control. Yes CELL: M) No Cust. Initial. CUSTOMER SIGNATURE JOB W *40CVZ2ELECC/A ELEC CHK & ADV GAUGE CUSTOMER STATES REMOTE ANTENNIA CAME OFF <TRANSMITTER> PRIOR BODY □ LF RF 🗀 RR 🗆 REVISED ADDITIONAL ESTIMATE COST TIME AUTHORIZED ☐IN PERSON RY ☐PHONE # W *40CVZ3ELECC/A ELEC CHK & ADV Application and applications REVISED REASON ADDITIONAL ESTIMATE COST CUSTOMER STATES STEERING INF. BUTTON IS PEALING OFF DATE TIME AUTHORIZED ☐IN PERSON 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: hone 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 CÓMPLETION 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

Total sauree

PAGE 2 OF 2

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(INSURED) 149042

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.

(DATE)

-	EQUIPPED WITH: (CIRCLE)		FLAGS	PARTS TURNED IN	МЕСН. #	TIME CLOCK
	(1) A/C (11) AM/FM STEREO/TAPE] J1				ON
	(2) P/S (12) STEPSIDE/FLEETSIDE					OFF
Ω	(3) A.I.R. (13) SHORT/LONG W/BSE	J2	· · · · · · · · · · · · · · · · · · ·			OFF
	(4) ELEC. WDO./LK (14) STD. TRANS		. •			ON
	(5) ELEC. DEFR. (15) AUTO TRANS	J3	· · · · · · · · · · · · · · · · · · ·			OFF
	(6) REM. CONT. MfR. (16) SGL./D EXH.					ON
	(7) CRUISE CONT. (17) ENG./TRANS. OIL COOLER					OFF
	(8) FLR/CNSL/SHFT. (18) OTHER	J4				OFF
	(9) CELLULAR PHONE					ON
	(10) POSI TRACTION	J5				OFF
						ON
		<u> </u>			<u> </u>	OFF
	1. Complaint Or Problem		1. Complaint Or Problem	1. Complaint Or Problem	• • • • • • • • • • • • • • • • • • • •	
	MECH.# 500 /.		MECH.# 594.	MECH.#		
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rforn	3. What Was Done To Correct?		3. What Was Done To Correct?	3. What Was Done To Correct?		
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Please Answer The Following Questions When Perl	R4490 3	>	E7012.6			
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nswe						
Se A						
Plea	-					

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





10:	Julia	ana Stark		From:	Chris Knowles	
Fax:	866	-255-3670		Pages:	12 + Cover	
Phone:	866-	-790-5700 x21102	·	Date:	10/24/2011	
Re:	Serv	vice Request: 71-99	9352853	CC:		
□ Urge	ent	☑ For Review	□ Please Co	omment	☑ Please Reply	☐ Please Recycle
• Comi	ment	s:		-		
The f			quested doc	cumentatio	on for	VIN#

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

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IOTOMES M.		ADVISOR	<u></u>			TAG No.	INVOICE D	ATE CELL	INVOICE NO:	_
594 594		CARLOS	RAMOS		632	R54	ì	3/11	CVWS1482	15
		LABOR RATE	LICEN	SF No	MILI	EAGE	COLOR		STOCK No.	
						16,001	WHITE/ DELIVERY	DATE	DELIVERY MILE	s
		YEAR/MAKE/		ALTRII/	MAI TRI	LIT		02/09	DECIVER MILES	
OUTH GATE, C	A	VEHICLE I.D. No	D.			<u> </u>		EALER NO.	PRODUCTION D	ÀΤΙ
, -		1617	<u> </u>	в 99	E BONS		R.O. DATE			
		F. T. E. No.			P.O. No.		1	27/11		
SIDENCE PHONE	BUSINESS PHONE	COMMENTS	_ 				<u> </u>			
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2 12CVZ	STEERING TUFPE TO	HOURS 0.50 TE A KNOCKING NOISE AT	STEERING C	OLUMN	HARMAINI ZAMA	sponingistra en en en en en en en en en en en en en	13	Tenous	フ	
ΔT 1711	PNC						5/13	Pend	I^S	
STEER	ING WHEEL MAKING A C	LUNK NOISE ON TURNS. FIED CONCERN AND REP	ACED STEE	RING		,	3110	•••	•	
CUAET	V22A					_	ł			
VRTSQTYFP-	NUMBER	-DESCRIPTION	-U/COST	E/COST	-U/PRIC 160.3	E 7 160.37	ĺ			
DB#2 1	20938080	SHAFT KIT 6.526 JOB # 2 COS	114.55 T TOTAL	114.55	700.3	, 100.37	1			
		230 // 2 000	JOB #	2 TOTAL	PARTS	160.37	1			
		.mr	# 2 TOTAL	LABOR &	PARTS	208.17	1			
							1			
# 3 40CVZ	WELECTRICAL	HOURS: 0.60 IE	CH(S):594	HEALT AND AND AND AND AND AND AND AND AND AND		#	ŧ			
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SOP (N ELECTRICAL 110 VO	TS DIII FT				• • • •	į			
		JOB	# 4 TOTAL	_ LABUR &	PARIS	0.00				
W F Zncv72F) Fec/4	FIFC CHK & ADV	HOURS 0.20 TI	GH(S):594			19.12				
CUSTO	IMER STATES REAR AUX	ILIARY OUTLET CAME OF	F CHECK							
DEDI /	AUXILIARY OUTLET CO CED REAR AUX OUTLET									
ARTSOTYFP	NUMBER	DESCRIPTION	U/COST	-E/COST	U/PRI	E 2 FA				
JOB # 5 1	25774623	RECEPTACL 9.709 RETAINER 9.709	2.50 2.00	2.50 2.00	3.! 2.	3.30				
OB # 5 1	20983936	JOB # 5 COS	ST TOTAL	4.50						
			JOB #	5 TOTAL	. PARTS	6.30				
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TORN	WIPER RIADES	IL LITHER DIANCE AND W	בפובובה אי	,						
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PAGE 1 OF 6	WARRANT	/ CODY-W	ICONTI	NUED ON N	NEXT PAG	iE] 02:26pm				
	AANALVINAMI		(~ ~				*			

=		ADVISOR		TAG No.	INVOICE DATE CELL	- 11
594		CARLOS RAI	MOS 63	2 R54 MILEAGE	05/03/11	CVWS148215
		LABOR RATE	LICENSE No	MILEAGE 16 001	COLOR WHITE/	STOCK No.
		YEAR / MAKE / MOD	EL .	10,001	WHITE/ DELIVERY DATE	DELIVERY MILES
SOUTH GATE, C	A	09/CHEVRO	LET/MALIBU/MALI	BU LT	08/02/09 SELLING DEALER NO.	PRODUCTION DATE
,		<u>1 G 1 Z J</u> F. T. E. No.	5 7 B 9 9 F		R.O. DATE	
		F. 1, E. NO.	P.O. N	a. !	04/27/11	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		6		мо: 1600
.O.G. & SUPPLIES						
IOB # 3 FR	REIGHT (PARTS)		TOTAL - GOG	9.62 9.62		
			R/O TAX	0.00 413.95		
			R/O TOTALS	413.95		
MARRANTY CLAIM DETA	AIL TOTALS		• • • • • • • • • • • • • • • • • • • •			
ТС	TAL					
	208.17 124.84					
	124.84 25.42 55.52					
CLAIM TOTALS	413.95					
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APPROVED BY S	DIUMATUKE					
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INVOICE DATE CELL TAG No CUSTOMER No. ADVISOR 594 05/03/11 color CVWS148215 STOCK No. CARLOS RAMOS
LABOR RATE LICENSE No. 632 R54 WHITE/ DELIVERY DATE 16,001 YEAR / MAKE / MODEL DELIVERY MILES 09/CHEVROLET/MALIBU/MALIBU LT 08/02/09 <u>45</u> PRODUCTION DATE SOUTH GATE, VEHICLE LD No. SELLING DEALER NO. G P.O. No. R.O. DATE 04/27/11 **BUSINESS PHONE** COMMENTS RESIDENCE PHONE MO: 16005 DCS AUDIT SLIP---JOB CARD 148215 VTN 1G1ZJ57B99F REPAIRING BAC 114562 JOB CARD OPEN DATE 04/27/2013 SERVICE ADVISOR GMIN 064202235 FOREIGN TOURIST 04/27/2011 ODOMETER INDICATOR М 16001 ODOMETER NON-GM VEHICLE REFERENCE NUMBER JOB PAY TYPE TRANS TYPE CATEGORY ERA CLAIM# OEM SAP TRAN.# VER ZREG 148215-2 JOB COMPLETION DATE: 05/02/2011 TECHNICIAN GMIN: 180896767 LABOR OPERATION BASE HOURS E7700 COMPLAINT CODE: 0126 COMPLAINT DESCRIPTION: CUSTOMER STATES THERE IS A KNOCKING NOISE AT STEERIN G 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 114.55 TOTAL W/O TAX TAX TOTAL PARTS HANDLING 45.82 PARTS 114.55 0.00 160.37 LAB0R 47.80 0.00 47.80 **NET ITEMS** 0.00 0.00 0.00 PARTICIPATION AMOUNT 0.00)208.17 TRANSACTION 208.17 0.00

PAGE 3 OF 6

WARRANTY COPY-W

[CONTINUED ON NEXT PAGE] 02:26pm

DELIVERY MILES

мо: 16005

CUSTOMER No.		ADVISOR		TAG No.	INVOICE DATE CELI	- 114
594			RAMOS	632 R54	05/03/11	C\ ST
		LABOR RATE	E LICENSE No.	MILEAGE 16 O	COLOR D1 WHITE/	ST
		YEAR / MAKE			DELIVERY DATE	DE
SOUTH GATE, C	Δ	09/CHE	VROLET/MALIB	U/MALIBU LT	08/02/09 SELLING DEALER NO.	PR
Joonn GATE, C		1 G 1	<i>7</i> 1 5 7 B 9			
		F. T. E. No.		P.O. No.	R.O. DATE 04/27/11	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				J
OCS AUDIT SLIP						
JU	B CARD 148215	<u></u>				
OD NO	N OMETER INDICATOR OMETER N·GM VEHICLE FERENCE NUMBER	1612J57B99F M 16001 N	REPAIRING BAC JOB CARD OPEN SERVICE ADVIS FOREIGN TOURI	I DATE 04/27/2011 FOR GMIN 064202235		
JOB 3	PAY TYPE TRANS W ZRE		RA CLATM# OEM	SAP TRAN.# VER		
	JOB COMPLETION DA TECHNICIAN GM	NTE: 05/02/2011 NIN: 180896767				
	BOR OPERATION BASE 7174	HOURS DIAGNOSIS				
	MPLAINT CODE: 0921 COMPLAINT DESCRIPTI P CHECK	ON: CUSTOMER STATES	PASSENGER HEATER	SWITCH WONT LIGHT U		
	USE CODE: 6579 CAUSE DESCRIPTION:	INSPECTED AND FOUND	SWITCH WITH INTER	NAL FAILURE.		
	CORRECTION DESCRIPT	TION: PERFORMED DIAG	, replaced seat he	ATER SWITCH		
CA	USAL PART: 2584578]					
	ART NUMBER 5845781	QTY UNIT COST REPI	LACEMENT SERIAL#	TRADE NON-GM		
N	ET AMOUNT CODE I 9.62 NIF	INVOICE NO. DISTANCE	E RENTAL VIN OR I	NFO DAYS REASON		
	PARTS HANDLING	TOTAL W/O TAX 16.53	TAX	TOTAL		
	PARTS LABOR	41.33 57.36	0.00 0.00	57.86 57.36		
DA	NET ITEMS RTICIPATION AMOUNT	9.62	0.00	9.62 0.00)		
PA	TRANSACTION	124.84	0.00	124.84		

PAGE 5 OF 6



USTOMER No.			ADVI	SOR			T	AG No.	INVOICE DATE CELI	- 'IN'
	594		CAI LABO	RLOS RAMO	S LICENSE No	63	MILE		05/03/11 COLOR	CVWS148215 STOCK No.
				/MAKE/MODEL /CHEVROLE	T/MALI	BU/MAL	IBU		WHITE/ DELIVERY DATE 08/02/09	DELIVERY MILES
SOUTH GATE	, CA		VEHI	CLE I.D. No. G 1 Z J 5	7 в 9	_			SELLING DEALER NO. R.O. DATE	PRODUCTION DATE
ESIDENCE PHONE	BUSINESS PHONE		COMI	MENTS					04/27/11	
				 						MO: 1600
S AUDIT SLIP	JOB CARD 148215	• • •				· • • • • •		••••		
	VIN	1G17	ZJ57B 9 9F	RED	AIRING BA	 kc	114	 562		
	ODOMETER INDICATOR ODOMETER NON-GM VEHICLE REFERENCE NUMBER	M 1600 N		JOB SER	CARD OPE VICE ADVI EIGN TOUR	N DATE SOR GMIN	04/	27/2011		
	JOB PAY TYPE TRANS 5 W ZR		CATEGORY	ERA CLAIM 148215-5	# OEN	I SAP TRA	N.#	VER		
	JOB COMPLETION D TECHNICIAN G	ATE: (05/03/2011 180896767					•		
	LABOR OPERATION BAS	E HOUF 0.2	RS							
	COMPLAINT CODE: 0590 COMPLAINT DESCRIPT	ION: (CUSTOMER ST	ates rear au	XILI A RY C	OUTLET CA	ME O	FF CHECK		
	CAUSE CODE: 6017 CAUSE DESCRIPTION:	REAR	AUXILIARY	OUTLET COVER	CAME OFF	.				
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	CAUSAL PART: 2577462	3								-
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WARRANTY COPY-W [CONTINUED ON NEXT PAGE] 02:26pm





INVOICE DATE CELL TAG No CUSTOMER No. ADVISOR 594 CARLOS LABOR RATE 632 R54 05/03/11 CVWS148215 STOCK No. RAMOS LICENSE No. WHITE/ DELIVERY DATE 16.001 YEAR / MAKE / MODEL DELIVERY MILES 08/02/09 SELLING DEALER NO. 09/CHEVROLET/MALIBU/MALIBU LT 45 SOUTH GATE, CA PRODUCTION DATE VEHICLE I.D. No. R.O. DATE 04/27/11 RESIDENCE PHONE **BUSINESS PHONE** COMMENTS MO: 16005 DCS AUDIT SLIP JOB CARD 148215 161ZJ57B99F VIN REPAIRING BAC 114562 JOB CARD OPEN DATE 04/27/2011 ODOMETER INDICATOR SERVICE ADVISOR GMIN 064202235 FOREIGN TOURIST 16001 ODOMETER NON-GM VEHICLE REFERENCE NUMBER JOB PAY TYPE TRANS TYPE CATEGORY ERA CLAIM# OEM SAP TRAN.# VER 6 ZREG 148215-6 JOB COMPLETION DATE: 05/02/2011 TECHNICIAN GMIN: 180896767 LABOR OPERATION BASE HOURS B1783 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 0K/... CAUSAL, PART: 22779754 PART NUMBER QTY UNIT COST REPLACEMENT SERIAL# TRADE NON-GM 13.00 13.00 22779754 22779755 TOTAL W/O TAX TAX TOTAL 10.40 26.00 PARTS HANDLING **PARTS** 0.00 LABOR 0.00 19.12 **NET ITEMS** 0.00 0.00 0.00 PARTICIPATION AMOUNT 0.00)TRANSACTION 55.52 0.00 55.52

PAGE 6 OF 6

WARRANTY COPY-W

[END OF INVOICE] 02:26pm

CVCS148215

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CUSTOMER No.		ADVISOR		ļ	TAG No.	INVOICE DATE CELL	T .
594		CARLOS RAMOS	5	632	R54	05/02/11	CVCS148215
		LABOR RATE	LICENSE No.	MIL	16.001	COLOR	STOCK No.
		YEAR / MAKE / MODEL			TO ' OOT:	DELIVERY DATE	DELIVERY MILES
		09/CHEVROLE	T/MALIBU/	MALIBU	J LT	08/02/09	4
SOUTH GATE, CA		VEHICLE I.D. No. 1 G 1 Z J 5	7 P O O	-		SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. No.		P.O. No.		R.O. DATE	
					<u> </u>	04/27/11	<u> </u>
RESIDENCE PHONE BUS	SINESS PHONE	COMMENTS			;		MO:_160
TIRE PRESS CUSTOMER M CUSTOMER A 30 DAYS OR ALL TIRES	LEATIRE CHK & ADV URE CHECK AND INFLATE SI IAY DECLINE THE CHECK AN IFFIRMS THE SERVICE HAS I WILL PERFORM IT WITHIN SET TO 35 PSI FRONT AND	ERVICE: D INFLATE SERVICE BEEN PERFORMED IN THE NEXT 7 DAYS REAR TIRES.	IF THE THE LAST		0.00		
'ARTSQTYFP-NUM	IBERDESCR	JOI	B # 1 TOTAL	PARTS	0.00		
		JOB # 1 To	OTAL LABOR &	PARTS	0.00		
CUSTOMER S AT TURNS STEERING W	EERING THE LEGAL KNOCKI TATES THERE IS A KNOCKI HEEL MAKING A CLUNK NOI VEHICLE TO VERIFIED CON	NG NOISE AT STEERI SE ON TURNS.	NG COLUMN	£77	WARRANTY		
	 1BERDESCR	KIT 6.526	UNIT B # 2 TOTAL		WARRANTY 0.00		
		JOB # 2 T	OTAL LABOR &	PARTS	0.00		
CUSTOMER S INSPECTED DIAGNOSE A	ECTRICAL STATES PASSENGER HEATER AND FOUND SWITCH WITH I AND REPALCED SEAT HEATER	TECH(S). SWITCH WONT LIGHT NTERNAL FAILURE. SWITCH.	594 UP CHECK		WARRANTY		
PARTSQTYFP-NUN DOB # 3 1 258	4BERDESCR 345781 SWITC	Н 11.500	B#3 TOTAL	PRICE - PARTS	WARRANTY 0.00		
		JOB # 3 T	OTAL LABOR &	PARTS	0.00		
3# 4 40CVZ1ELECC/AEL CUSTOMER S SOP ON ELE	EC CHK & ADV STATES ELECTRICAL OUTLET ECTRICAL 110 VOLTS OULET	DOOR CAME OFF	594	6	WARRANTY		
JOB # 4 1 257		TACL 9.709 NER 9.709	B # 4 TOTAL	PRICE- PARTS	WARRANTY WARRANTY 0.00		
CUSTOMER S REAR AUXII	EC CHK & ADV STATES REAR AUXILIARY OU LIARY OUTLET COVER CAME ND REPALCEDF REAR AUXILI LEMENT	TECH(S): TLET CAME OFF CHEC OFF	W	PARTS O O	0.00		

CVCS148215

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		/HEIS RI I II II				
JSTOMER No.		ADVISOR		TAG No.	INVOICE DATE CELL	
594	<u> </u>	CARLOS RAM LABOR RATE	OS 632 LICENSE No. M	ILEAGE	05/02/11 COLOR	CVCS148215 STOCK No.
		YEAR / MAKE / MODE	L	16,001	WHITE/ DELIVERY DATE	DELIVERY MILES
OUTH CATE (<u>ET/MALIBU/MALIE</u>	U LT	08/02/09 SELLING DEALER NO.	PRODUCTION DATE
OUTH GATE, (А	VEHICLE I.D. No.	57 B 9 9 F			PRODUCTION DATE
		F. T. E. No.	P.O. No.		R.O. DATE 04/27/11	
SIDENCE PHONE	BUSINESS PHONE	COMMENTS			04/21/11	160
PTSPTYF	P-NIIMRER	DESCRIPTION	····			MO: 160
			008 # 5 TOTAL PARTS	0.00		
			TOTAL LABOR & PARTS	0.00		
CUSTO LOUD TORN	MER STATES WIPER WO! WHEN OPERATING. WIPER BLADES	RS TEGH(S). NT WIPE AND THEY WILL SQUE H WIPER BLADES AND VERIFIE	EEK TOO	WRRANTY.		
R T SQT Y F	P·NUMBER	DESCRIPTION	UNIT PRICE-			
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1 0 4 0	22775751		JOB # 6 TOTAL PARTS	0.00		
		·	TOTAL LABOR & PARTS	0.00		
. 0.G. & SUPPLIES OB # 3 F			TOTAL - GOG	WARRANTY 0.00		
STIMATESTIMATESTOMER HEREBY AC ORIGINAL OTALS	CKNOWLEDGES RECEIVING ESTIMATE OF \$0.5	G 95 (+TAX)				
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			TOTAL SUBLET TOTAL G.O.G	0.00 0.00		
			TOTAL MISC CHG.	0.00		
			TOTAL MISC DISC	0.00 0.00		
			TOTAL INVOICE			
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CUSTOMER S.	GNATURE					
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			[END OF INVOICE			

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PAGE 1 OF 2

GEORGE CHEVROLET



17000 SOUTH LAKEWOOD BOULEVARD BELLFLOWER, CALIFORNIA 90706



[CONTINUED ON NEXT PAGE] 148215

(562) 925-2500

Service		(oc)	2) 923	-2500			חרי	ALER # 20	170
RECOMMENDE	D SERVICES						DEA	1LEN # 20	-170
OPERATION	OPERATION DESCRIPTION	ON MO/MI	TOTAL	OPERATION	1	OPERATION D	ESCRIPTION	MO/MI	TOTAL
01CVZALUBEF14 03CVZABELTRF14	LUBE FWD INJ 4 CYL BELT RPL FWD INJ 4	MI MI	16.00 0.00	02CVZALOFFI		OF FWD IND 4 LIGN SUSP FW		MI MI	30.00 65.19
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SALESPERSON NO.	O.	SERV	,S _C E R	VIC	E				
TERMS VEHICLE ID	'Ŭ57B99F	YEAR/MAKE/MODEL		BU/MALIBU	L.T	PRODUCTION DATE	STOCK NO.	LICENSE NO	148215
CREDIT CARD			USTOMER NO.	SERVICE CONTR		DELIVERY DATE	DELIVERY MÍLÉS	SELLING DEALER N	VO. R.O. DATE
PRIOR APPROVACILL		Ö	594		CONT	08/02/09 RACT NO.	45 EXPIRATION DATE	EXPIRATION MILES	
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PARTS FOR RESIDENCE	PHONE BUSINESS PH		hereby authorize	the repair work to be	e done aic	ong with the necessar	y material, This	company will	not assume
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APPOINTMENT ORIGINALE		ILABOR RATE		BJECT TO THE CONDITI OMER ACKNOWLEDGES				of fire, theft, acc	
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JOB CELL:		Α.		CUSTOMER	RSIGNATURE		Cust.	Initial	
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						Customer's Signature:		Date:	
3 W 40CVZ	智可以於實際數學 ELE	CTRICAL	kretalygu			,			
CUSTOMER	STATES PASSENGER I	HEATER SWITC	H WONT LI	GHT UP CHE	CK 🎸		FOR BODY SI		
#594	.1	s i a				;	SHOP REPAIR, WI	E CANNOT	
*1 "	N2410	Ψ					POWER OF AT	TORNEY	concideration -4
	,					The undersigned he repairs made to "Insu CHEVROLET, Insure	red's" automobile, d	ioes hereby grant t	o said GEORGE
						and/or drafts made settlement for Insur	payable to insure	d, and any relea	ises thereto, as
33/						automobile. Insured a company to make cha	authorizes represe	ntatives of the Insi	ured's Insurance
	I ISTII NEEDS AIDDE DI GE DI GE DI GENT DIENTI NEEDS EMBLE SEDEN DIE	i first				and materials used in			

HARD COPY

GEORGE CHEVROLET



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

Chevrolet

DEALER # 20-178

RECOMMENDED SERVICES

OPERATION OPERATION DESCRIPTION MO/MI TOTAL OPERATION OPERATION DESCRIPTION MO/MI TOTAL O1CVZALUBEF14 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 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 27CVZAEMSERVF14 EMIS SERV FWD INJ 4 MI 65.19 MO 129.95 09CVZABRKSERF14 BRAKE SERV FWD INJ 4 MI 65.19

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	DATE	REPAIR ORDER	MILEAGE	ADVIS	OR TECHN	IICIAN TYPE		OPERATION	OPERA	ATION DESCRIE	PTION
	·										-
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TI GASH	ERMS VEHICLE I	∬57B99F	VEAR/MAKE/	KODEL EVRO	LET/MALI	BU/MALIBU	LT	PRODUCTION DATE	STOCK NO.	LIGGING NO	148215
	T CARD				STOMER NO. 594	SERVICE CONTR.		08/02/09	DELIVERY MILES	SELLING DEALER I	
OTHER	SOUTH	GATE, CA		cc	HITE/	<u> </u>	CON	NTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	
	BAVE	date, ca		1	RBO MANC CVZA	AIR COND. P.S.	TRANS	MILEAGE 001	ADVISOR NO.	ADVISOR	i
	MOVED TS FOR RESIDENCE	PHONE I BUSI	IESS PHONE			YY	A	MILEAGE , 001		CARLOS	
cus E	YES US RECEI	am 04/27/11		an tru	d grant you ar ick herein descri sting and/or inspe SUB	id/or your employe bed on streets, high	ees peri hways, (rize subli ONS ON T RECEIP	TOF A COPY HEREOF.	the car or purpose of necessary. vehic case	company will company will consibility for loss cles or articles lost of fire, theft, acceptode company and company com	or damage to eft in them in cident, or any
JOB						COSTOMET	SIGNATOR				, .
4		1ELECCIA STATES ELECTRIC						PUEL GAUGE E ¼ PRIOR BODY LE DAMAGE LE REVISED REASON ESTIMATE \$			DANAGED WHERE MARKED PRATTLE WHERE MARKED ADDITIONAL COST \$
								AUTHORIZED	☐ IN PERSON	DATE	TIME
5		2ELECC/A STATES REAR AU					, filozofa (†), 1 1g. n. na filozofa (†), generalija i grafija (†	BY REVISED REASON ESTIMATE \$	PHONE #		ADDITIONAL COST \$
	Jan Charles	N4010 .2						AUTHORIZED BY	☐ IN PERSON	DATE	TIME
								I hereby designa	te the individual	named below to a	
										for parts and lab	or
6	CUSTOMER	STATES WIPER W						Name of Designee:		Phone Number	.
	LOUD WHEN	OPERATING.	Ar		W S	well		E-IVIAII ADDITESS:		rax ivumber.	
		B1783 .2	O		_	1		Customer's Signature:		Date:	
		01.01.714.8215	1114 111 124						ired's" automobile, ed's power of attor payable to insur- red's claim for di authorizes represe anges in the estim	URE OF BODY E CANNOT PLETION DATE. TTORNEY Insured", for the does hereby grant i ney to sign or end ed, and any relea amages to the a mitatives of the Ins ate, method of repr	to said GEORGE lorse any checks ases thereto, as above described cured's Insurance airs, and/or parts
	PAGE 2 OF 2					HARD CO)PY	X(DATE)	x	(INSURED)	148215

	EQUIPPED WITH: (CIR	CLE)		FLAGS	PARTS TURNED IN	MECH. #	TIME CLOCK
99	·	(11) AM/FM STEREO/TAPE	J1				ON
)510325	(1) A/C (2) P/S	(12) STEPSIDE/FLEETSIDE					OFF
ò	(3) A.I.R.	(13) SHORT/LONG W/BSE	J2				OFF
	(4) ELEC. WDO./LK	(14) STD. TRANS					ON
	(5) ELEC. DEFR.	(15) AUTO TRANS.	J3				OFF
	(6) REM. CONT. MIR.	(16) SGL./D EXH.					ON
	(7) CRUISE CONT.	(17) ENG./TRANS. OIL COOLER					OFF
	(8) FLR/CNSL/SHFT.	(18) OTHER	J4				OFF
	(9) CELLULAR PHONE						ON
	(10) POSI TRACTION -		J5				OFF
							ON
		· · · · · · · · · · · · · · · · · · ·				<u> </u>	OFF
	1. Complaint Or Probl	em	······································	1. Complaint Or Problem	1. Complaint Or Problem		
	MECH.# 594.			MECH.# 544.	MECH.# 594		
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ning				closer & riskrer.			
roz	3. What Was Done To	Correct?		3. What Was Done To Correct?	3. What Was Done To Correct?	1./	
en Pe	C50	020		pepcacul rear AVX	replaced b.	>14	wipe
ns Wh	Sop.	r		percacus rear AVX	beades verie	7 (DE.
Please Answer The Following Questions When Performing Warranty Work.	E	LET MEAL 110 V	10)+	ETEMENT: PESTED OK.			
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VIA FAX ONLY

October 31, 2011

Gary Takamine, Svc Mgr CAMINO REAL CHEVROLET 2401 S ATLANTIC BLVD MONTEREY PARK CA 91754-6807

RE:

Service Request: SR # 71-999352853

2009 Chevrolet Malibu

Vehicle Identification Number: 1G1ZJ57B99F

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

ATTN. JULIAUX SPARKS (866) 235-3670

(323) 26	14-3030				<u></u> .			DATE IN	
[®] 36809		ZJ57B99		-				TIMEN IN	12/13/10
		MALIBU 2LT	WHITE	SOUTH	GATE C	Α		CLOSED	14:05
MLES IN 12125		08/02/09	tin					12/	30/10 06:19
ARR				(323) -		(323) -		WRITER	GRISELDA
SE C1-18 V#1 RE⊐	WHEN TURNING ECKED AND FOL THINTERNAL N) Indint Steeri Voise Vediate Steeri	IM MAKES CLUNK NO NG SHAFT NG SHAFT AND	E7700 (F) 259 Tot al Tot al	962603 Labor Parts	(SHAFT I	6 [15] 5 Ю) 1	12.00	134.89
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, ,	5-0883 RICHAI	•	Α		repari	() WI I ZIIL Y	· · · · · · · · · · · · · · · · · · ·		
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SE IN RE	:VIHEN ITS ON TERNAL MIC F	A CALL AILURE HONE PER DOC 1	AKES A BUZZING NO #2538357. A	F5114 (F) 20 Tot al Tot al	Parts		00 [15] 5 7HO) 1		35. 07
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(1	5-0883 FICHA	RD-)	A	Tot al	Repair	(Warranty	<i>(</i>)		35. 53
_	e 1 of 2	Pr	irie(s)			WH:	INT		CUSTOMER
368	809 J	6b3562 ————	VIEW	7 R/O					

Monterey Park, CA 91754

(323)	264-3050

3680 2009 12125	OHEVRO MESSOUT	DLET	Z J 5 MALIB		COLOR WHITE	so	UTH GATE CA	\	_	12/13/10 TIME IN 14:05 0.0400 12/30/10 06:19
12 (20 <u></u>						(323)	(323) -	·	GRISELDA
					c/ P	W/C	Int	-Total-	Gross	
		J	Labor	Time	0	27	0	27	5.4.00	
		-	Total	Labor	.00	251.10	.00	251.10	74.2%	
		7	Total	Parts	.00	226.14	,00	226.14	(N/A)	
				G/O/G	.00	.00	.00	.00	.0%	
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		W/C	INT		CUSTOMER
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Page 2 of 2		.00	.00	Tax	.00
_	Printed 1 time(s)	.00	.00	Tax2	.00
36809 Job 3582		.00	.00	Tire Tax	.00
	VIEW R/O	477.24	.00	TOTAL (CHRG)	.00

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ື 336	95	1 G 1		7 B 9 9	F							09/27/10
009	маки СН	EVROLET	MALIE	BU 2LT	WHITE		COUTH	GATE C	٨			08:51
G3 IN		MLRS GUT	PRIST USE		Lig.	<u> </u>	300 In	GAIE	^			09/28/10 13:1
1200	0	11200	08/02/	109		市門名			RUS.			мтее
							23) -		(323) -			GRISELDA
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		438.31	.00	Total	.00
Page 1 of 1		.00	.00	Tax	.00
_	Printed 1 time(s)	.00	.00	Tax2	.00
33413 Jbb 5772		.00	.00	Tire Tax	.00
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Page 1 of 1		.00	.00	Tax	.00
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00/348	VIEW R/O	126.84	.00	TOTAL (CHRG)	.00

30747	[™] 1G1	ZJ57B99	F		07/23/10
2009 CH	IEVROLET	MALIBU 2LT	WHITE	SOUTH GATE CA	11:30
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				vwc. Inf	CUSTOMER
Page 3074	1 of 2	Pri to 3255	nded 1 time(s)		

30747	1 G 1	ZJ57B99	F					07/23/10
MARE	HEVROLET	MALIBU 2LT	WHITE	SOU	TH GATE CA			11:30
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Page 3074	2 of 2	Prin	ited 1 time	(s)	1 3	48.80 53.34 .00 .00 .00	.00 Labor .00 Parts .00 Sublet Warr De .00 Waste D: .00 Oil/Gree .00 Less Dis	duct (ase (ase (



dan.downing@chevrolet.co

m

11/04/2011 02:03 PM

To juliana_stark@gmexpert.com

CC

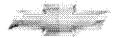
bcc

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:

Service Request: 71-999352853

2009 Chevrolet Malibu

Vehicle Identification Number: 1G1ZJ57B99F

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:

Involved Dealership: George Chevrolet., Bellflower, CA

Dealership Contact:Svc Mgr Bill

VIN: 1G1ZJ57B99F

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.

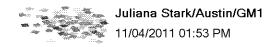
Sincerely,

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.



To dan.downing@gm.com

CC

bcc

Subject Chevrolet Voluntary Repurchase Request

RE: Customer Last Name:

Service Request: 71-999352853

2009 Chevrolet Malibu

Vehicle Identification Number: 1G1ZJ57B99F

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CA Case Assessment doc

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Sincerely,

General Motors

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 06/12/10 10:28:08

PROCESSING SOURCE: CHEVROLET
PAGE:

VIN: 1G1ZJ57B2 94 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:

NJ 08081

CANC DOE:
TRADE: DLVY TO: L NEAL
TRD DOE: 1 KEARSLEY COURT
SRVC IN: ERIAL
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

 CODE
 PAY
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 DATE
 AMOUNT
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 STAT

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 05/12/09
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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

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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
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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 RCMPR028

VEHICLE EVENT SELECTION

06/12/10 PROCESSING SOURCE: CHEVROLET 10:27:38 PAGE:

VIN: 1G1ZJ57B2 94 SELLG SCE: 13 MDL YR: 09 ORD NO: NCRPJV

	SS	/	DOCUMENT	I		INC	
EVENT DESC	SI	ΓE CD	NUMBER	S	EVENT DT	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		15920	00035814996		05/12/09	FFC	21.40
INCENTIVE MEMO	13	15920	230025		05/06/09	XMJ	3,004.82
INCTV PAYMENT		15920	230025		05/06/09		•
INCTV APPLICATN		15920	230025		05/06/09		•
INCENTIVE MEMO		57113	00035795610		05/06/09		470.00
INCTV PAYMENT		57113	00035795610		05/06/09		
INCTV APPLICATN			00035795610		05/06/09		
INCTV APPLICATN		15920	00035814996		04/28/09	FFC	21.40
DELIVERY D.O.E.		15920			04/27/09		0.00
DELIVERY TO CUS		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		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		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			OTORS COR	PORATION
58U BLACK GRANITE METALLIC	/L4G	& SUBSIDI	ARIES	
19C EBONY		RENAISSAN	ICE CENTER	
ORDER NO. NCRPJV/TRE STOC	K NO.			8243-1114
VIN 1G1 ZJ57 B2 94		VEHICLE I	INVOICE 1A	D30671779

MODEL & FACTORY OPTIONS 1ZH69 MALIBU 2LT	MSRP	INV AMT	RETAIL -	STOCK
1ZH69 MALIBU 2LT	24705.00	23346.23	INVOICE	11/13/08
CF5 SUNROOF, POWER TILT AND SL	TDE 800.00	664.00	SHIPPED	11/13/08
	N/C		EXP I/T	
MH8 TRANSMISSION, 6-SPEED AUTO	MATIC N/C	N/C	INT COM	
TAPSHIFT MANUAL SHIFT CONT	ROL N/C		PRC EFF	
NE1 50-STATE EMISSIONS	N/C	N/C	KEYS G22	
PDM PREMIUM MAT PACKAGE:	185.00	153.55	WFP-S QT	
*PREMIUM CARPETED FLOOR MA	TS,		BANK: GM	
FRONT/BACK			CHG-TO	15-920
*TRUNK MAT				
*CARGO NET			SHIP WT:	
			HP:	
R6M NEW JERSEY SURCHARGE		78.00		
UE1 1YR ONSTAR DIRECTIONS W/TU		N/C		
BY-TURN NAVIGATION(ASK DEA	LER			26455.00
ABOUT GEOGRAPHIC COVERAGE)				1139.25
VK3 FRONT LICENSE PLATE BRACKE			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.

REMIT TO GMAC NO. 020 VIN 1G1ZJ57B294 \$ 25506.33 INV 1AD30671779 DUE 11/20/08 DEALER 15-920

CLASSIC CHEVROLET



VIA FAX ONLY

January 31, 2012

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

RE:

Service Request: 71-1034433001

2009 Chevrolet Malibu

Vehicle Identification Number: 1G1ZJ57B294

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.

 ∑ Copy of owner's current title and/or registration
 ∑ 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 reg	garding my loan account #(Account Number)
with(Lien holder Name)	
to General Motors Company, includi- loan payoff amount, and per diem inf	ng but not limited to a complete payment history of my account, a formation.
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 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

Dear Mr. Silverman:



This case has been assigned to me. | client's repair history.

Ack Ltr.pdf I will contact your office when I have reviewed your

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

1/31/2012 4:13:45 PM

Fax Server

PAGE 01/13



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

January 31, 2012

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

RE:

Service Request: 71-1034433001

2009 Chevrolet Malibu

Vehicle Identification Number: 1G1ZJ57B294 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

All N: Lynn Weal

CVCS76039

CHEVROLET HUMMER CADILLAC OF TURNERSVILLE

TOYOTA A A ALURA A

STOMER NO. 2	9760	STEVEN	STEPP	2636 TAG	No. 695	CELI 10/09/09	INVOICE NO.
Fm.11.		LARON NATE	LICENSE NO.	MILEAG	E	COLOR	CVCS76039
		YEAR / MAKE /	MODEL	1/455 ===		DK GRAY/	DELIVERY MILES
RIAL, NJ		VEHICLE LD. NO	ROLET/MALIB		l LT	SELLING DEALER NO.	PRODUCTION DATE
		1 G 1	Z J 5 7 B 2	9 4 R.O.NO.	_		- TOOGETION DATE
	BUSINESS PHONE			F. O. NO.		10/09/09	
		GOMMENTS			"		MO: 143
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30R 1 51CVZ C/5	BODY ELECTRICAL S 1 REMOTE DOES NOT WORK	HOURS: 0.30 TE	CH(S):29091		WARRANTY		!
RE	E REMOTE IS SHORTED OUT PLACE ONE REMOTE AND PROGI						
<u>.</u>		TRANSMITT 10.485	TOTAL	T PRICE- - PARTS	WARRANTY 0.00		
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[] VISA [[] MASTERCARD [] DISC	OVER *	TOTAL MI TOTAL MI	SC CMG.	0.00 0.00		
[]] AMER XPRE	SS []OTHER []CH	ARGE *	TOTAL TA	X	0.00		
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CVCS80576 CHEVROLET HUMMER CADILLAC OF TURNERSVILLE

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(S) Califfac HEIMMER MONDIN HYUNDRI AUGI

3400 Route 42 • P.O. Box 9070 • Turnersville, NJ 08012 (856) 629-8700 • Fax (856) 629-3235 www.turnersvilleauto.com

297	60	ADVISOR BRUNO CORTE	SE 9	99991 TAG	9196	CEL 02/03/10	CVCS80	1576
100			LIGENSE NO.	MILEAGE		COLOR DK GRAY/	STOCK NO.	,,,,
		YEAR/MAKE/MODEL 09/CHEVROLE	T/MALTRU/	ADR SON		DELIVERY DATE	DELIVERY MILE	9
ERIAL, NJ		VEHICLE IO NO. 1 G 1 Z J 5			<u> </u>	SELLING DEALER NO.	PRODUCTION	DATE
•		ET.E.NO.	/ 13 6 3	P.O.NO.		R, O, DATE		
ROIDENICE BUONE	BUSINESS PHONE	COMMENTS	,			02/03/10	<u> </u>	
OB# 1 CHARGES						T	MO:	21229
FOB AND BROKEN	KEY FOB INOP HOUR R STATES LOW BATTERY MESSA TAB IS BROKEN OFF OF CIRC TAB INTERNAL D AND PROGRAMMED	SE ON DASH FOR FOR	426 OPENED U		WARRANTY		i	
:	NUMBERDESCR. 22733524 TRANSI		TOTAL	PRICE- PARTS	WARRANTY 0.00			
*	JOB# 1	JOURNAL PREFIX CV	/CS JOB# 1	TOTAL	0.00			
OMMENTS	~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~							
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CVCS89559 CHEVROLET HUMMER CADILLAC OF TURNERSVILLE

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(8) Cattliac HUMMER WOODD HYUNDAI AUG

3400 Route 42 • P.O. Box 9070 • Turnersville, NJ 08012 (856) 629-8700 • Fax (856) 629-3235 www.turnersvilleauto.com

701868	BRUNO CORTESE 99991	No. 533	09/14/10	INVOICE NO.
TURNERSVILLE COLLISION CENTER	WILE/GE		COLOR DK GRAY/	втоск мо.
PO BOX 9070 TURNERSVILLE, NJ 08012	VEAR/MAKE/MODEL 09/CHEVROLET/MALIBU/4DR SDN		DELIVERY DATE	DELIVERY MILES
	1 G 1 Z J 5 7 B 2 9 4		SELLING DEALER NO.	PRODUCTION DATE
DNH@A . COM	INTERCOMPANY 51360		09/13/10	
RERIDENCE PHONE 856-728-6500	COMMENTS		,,	MO: 35431
JOB# 1 CHARGES LABOR LABOR CUSTOMER STATES WAS IN AN ACCIDENT WAS REPLACED. THE TRACTION CONTROL FIND DTC C0131 BRAKE SYS PRESSURE OPERATE. BRAKE PRESSURE IN EBCM DAT WHEN THE PEDAL IS RELEASED. WHEN DE RELEASED AND BACK TO APPLIED. REPLACE BRAKE PEDAL POSITION SENSON TEST DRIVE 23 MILES-OK PARTS	TECH(S):230 AND THE REAR D/S DOOR .IGHT NOW COMES ON AT TIME CIRCUIT.BRAKE LIGHTS A SHOWS BRAKE ARE APPLIED PRESS PEDAL IT GOES TO R/SWITCH PTIONLIST PRICE-UNIT PRICE- KI 4.625 TOTAL - PARTS OURNAL PREFIX CVCS JOB# 1 TOTAL TOTAL LABOR TOTAL SUBLET TOTAL SUBLET	INTERNAL 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.		MO: 33431
[] VISA [] MASTERCARD [] DISCOVER A [] AMER XPRESS [] OTHER [] CHARGE A ***********************************	TOTAL MISC DISC TOTAL TAX TOTAL INVOICE \$	0.00 0.00 0.00 0.00		,
CUSTOMER SIGNATURE ***********************************		******************		
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CHEVROLET HUMMER CADILLAC OF TURNERSVILLE

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(S) Cadillac Hummer DOGOA HYUNDRI AUG

3400 Route 42 • RO. Box 9070 • Turnersville, NJ 08012 (856) 629-8700 • Fax (858) 629-3235 www.turnersvilleauto.com

297	60	BRUNO (CORTESE	99991	582	INVOICE DATE	LINV
1-00		LABOR RATE	LICENSE NO.	MILEA	GE	09/24/10	CVCS8971
		YEAR / MAKE / M	MODEL			DK GRAY/	DELIVERY MILES
RIAL, NJ		VEHICLE LD. NO	ROLET/MALI		N LT		1
		1 G 1 ;	Z J 5 7 B 2			BELLING DEALER NO,	PRODU CT ION DATE
	BUSINESS PHONE			F. O. NO.	""	09/15/10	
		COMMENTS	110	"			MO: 35
							MO: 3,
FIND D REFER REPLAC TEST D	BRAKE CONCERN ER STATES THE TRACTION OF CO131 ABS/TCS SYSTEM TO DOC 1985308 AND FLOW E EBCM AND PROGRAM.LEAR RIVE 3 TIMES TOTAL 27 M	PRESSURE CIRCUI CHART SHOWS EBC N BRAKE SENSOR ILES	T MALFUNCTION, M FAULT,		WARRANTY		İ
*		DDULE KI 4.720	TOTA	L - PARTS	WARRANTY 0.00		
off I TOTALS							
8# 2 CHARGES	J08 /	# 1 JOURNAL PREI	FIX CVCS JOB#	1 TOTAL	0.00		
EXTENDE	AVIS RENTAL ER R REQUEST RENTAL D RENTAL DUE TO BACKORD	DERED PART			WARRANTY	;	:
45796 45796	VEND INV#-INV.DATE-DE 8153 09/24/10 RE 8153 09/24/10 SU	INTAL-NEAL IRCHARGE	TOTA	SUBLET	WARRANTY INTERNAL 0.00		
j		2 JOURNAL PREF		0 TOTAL			
	500 1 /	· Z JOURNAL PREP	TY CACS DORE	Z TOTAL	0.00		
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(8) Callifac, Hummer Words Hydrori Augr

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/ PUSTOMER NO.					_	CELI	_:
297	760	BRUNO CORT	ESE	99991 TAG N	582	09/24/10	INVOICE NO. CVCS89716
	- 1	LABOR RATE	I'IOENSE NO	MILEAGE		DK GRAY/	STOCK NO.
PTAL NO		YEAR / MAKE / MODEL 09/CHEVROL	ET/MALIB	U/4DR SDN	"	DELIVERY DATE	DELIVERY MILES
RIAL, NJ		VEHICLE I.D. No.				RELLING DEALER NO.	PRODUCTION DATE
		F. T. E, NO.		P. O. NO.		R. O. DATE	"
	USINESS PHONE	соммента	,			09/15/10	
TALS							MO: 354
***	***************	**	TOTAL, I	ABOR	0.00		
[] CASH []	CHECK CK NO. []	*	TOTAL P TOTAL S	ARTS UBLET	0.00		
[] VISA []	MASTERCARD [] DISCOVER	*	TOTAL G	.O.G ISC CHG.	0.00 0.00		
[] AMER XPRESS	[]OTHER []CHARGE	*	TOTAL M	ISC DISC AX	0.00 0.00		
*******	 **************	* **		INVOICE \$	0.00		
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ANK YOU FOR ALLOW	VING US TO EARN YOUR BUSINES COMPLETELY SATISFIED.	5. IT IS OUR					
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CHEVROLET HUMMER CADILLAC OF TURNERSVILLE

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(S) Cathing HUMMER WOMEN HYUNDHI AUG!

3400 Route 42 • P.O. Box 9070 • Turnersville, NJ 08012 (856) 629-6700 • Fax (856) 629-3235 www.turnersvilleauto.com

29760	, -	BRUNO CORTI	ESE	99991	TAQ NO	114	CEL 09/30/10	IN
1700	, , ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	LABOR PATE	LIGENSE NO.	MI	LEAGE		COLOR	CVCS90183
7.T.A.I. M.T.	1	YEAR/MAKE/MODEL 09/CHEVROLI	T/MALTRU	/4np 4	EDM		DK GRAY/	DELIVERY MILES
RIAL, NJ	<u></u>	VEHICLE I.D. NO.			אוטכ		BELLING DEALER NO.	PRODUCTION DATE
		F.T.E.No.	- 1 D Z 3	P. O. NO,			R.O. DATE 09/25/10	
·	BUBINESS PHONE	COMMENTS					09/23/10	
# 1 CHARGES		••••						MO: 355
TS ON DASH TRACTION CONT DTC C0131,FOL OPERATING COR RELEASED.REPL BRAKES THE BL PRESSURE BLEE SPONGY.PERFOR PRESSURE BLEE TEST DRIVE 5 41M1LES.DROVE THEN 10 MILES	ROL AND SERVICE ESC M LOW DIAGNOSTICS FOR D RECTLY AND EBCM BPP S ACE BRAKE PRESSURE MO EEDER ON LF CALIPER B D BRAKES AFTER REPLAC M AUTOMATED BLEED TES D AGAIN AND TEST DRIV MILES. THEN ANOTHER 5 5 MILES ON 9/30 THEN	SG NOT CURRENTLY TC DOC. 1985308.E IGNAL CHANGES FRO DULATOR VALVE.WHE ROKE. E LF CALIPER.PEDA E WITH EBCM.PERFO E WITH EBCM.PERFO MILES, THEN ANOTHE 5 MORE MILES AND	ON.FIND SRAKE LMAP OM APPLY/ EN BLEED AL FEELS SRM			WARRANTY		
2 123779	16 VALVE A 67 FLUID 8	1.730 3.800	TOTAL ~			VARRANTY VARRANTY 0.00		
LÈTPO#VEND 46128 3240 46128 3240 # _h 1 TOTALS	10/02/10 \$URCHAF	·NEAL RGE	TOTAL -		3	VARRANTY INTERNAL 0.00		
# 2 CHARGES	10P# 1	IOUDNAL DOCKTY C		TOTAL		0.00		
BROKE OFF TRY DRILLING / REMOVE BLEEDEF REPLACE LEFT F PRESSURE BLEED	ND EXTRACTING BLEEDER ROUT CALIPER BRAKES.	S FRI BLEEDER FI ON CALIPER.UNAB	TING LE TO			JARRANITY :		
TSQTYFP-NUMBER- 2270531 # 2 TOTALS	.3 CALIPER	TIONLIS 4.665	T PRICE-UNIT		W	ARRANTY 0.00		
<u> </u>	JOB# 2 J	OURNAL PREFIX C	VCS JOB# 2	TOTAL		0.00		
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CVCS90183

CHEVROLET HUMMER CADILLAG OF TURNERSVILLE



(a) Cadillac HUMMER MODEL HYUNDRI AUGI

3400 Route 42 • P.O. Box 9070 • Turnersville, NJ 08012 (856) 629-8700 • Fax (856) 629-3235 www.turnersvilleauto.com

29760	ADVISOR BRUNO C	ORTESE 9999)1 TAG NO. 114	09/30/10	CVCS90183
	LABOR BATE	LICENSE NO.	[MILEAGE	COLOR DK GRAY/	STOCK NO.
	YEAR/MAKE/N	ROLET/MALIBU/4DR		DELIVERY DATE	DELIVERY MILES
RIAL, NJ	VEHICLE I.D. NO.	z ј 5 7 в 2 9 4		SELLING DEALER NO.	PRODUCTION DATE
	#: 1: E. NO.	RO.N	О.	09/25/10	
BUSINESS	PHONE COMMENTS				MO: 3556
TALS		********			1.0. 333
L. CASH [] CHECK CK NO [] VISA [] MASTERCARD [] AMER XPRESS [] OTHER ***********************************	. [] *	TOTAL LABOR TOTAL PARTS TOTAL SUBLET. TOTAL G.O.G TOTAL MISC CHI TOTAL MISC DISTOTAL TAX TOTAL INVOICE	0.00 0.00 0.00 0.00 3. 0.00 5C 0.00		:
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CHEVROLET HUMMER CADILLAG OF TURNERSVILLE

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(aditta: HUMMER WONDA HYUNDA AUG)

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						CEL	. L. :	
29760	BRUNO C	CORTESE	99991	TAO NO	309	10/08/10	CVC5904	46
	LABOR RATE	LICENSE NO.	M	HLEAGE	35,567	OOLOR DK GRAY/	STOCK NO.	
	YEAR/MAKE/N	MODEL VROLET/MALIE	U/4DR	SDN		DELIVERY DATE	DELIVERY MILES	
ERIAL, NJ	VEHICLE I.D. NO			5511		SELLING DEALER NO.	PRODUCTION DAT	E
	F. T. E. NO.	~ 1 7 7 6 ~	P.O.NO.			R. O. DATE		
RESIDENCE PHONE RUSINESS PHONE	COMMENTS					10/01/10		T COO
JOB# 1 CHARGES						<u> </u>	MO: 3	3699
I AROR				_				
LABOR J# 1 10CVZ CUSTOMER STATES ESC AND TRACTION (CAR WAS RETURNED TO CUSTOMER ON 10 AND ADJUSTED THE MIRRORS DROVE THI LOT AND THE MESSAGES SHOWED UP. FIND DTC C0131.FIND DOCUMENT 25350 TERMINAL FRETTING AT BCM. CALL TECH ASSIST 71-876 467 424 AI WHAT IS OCCURING AND HAS OCCURED. IS THE BCM. FOLLOW DOCUMENT AND INSPECT TERMIN ON ALL TERMINALS TO REDUCE HIGH RI REPLACE BCM AND PERFORM BCM SETUP SEAT ALL THE WAY FORWARD 5 MILES A CONTINUED SEVERAL TEST DRIVES TOTA PARTS	CONTROL MESS D/1.SHE MOVE E CAR OUT OF D89 DATED SE SUGGESTED MC NALS.PUT DIE ESISTANCE OF .TEST DRIVE AND NO MSG S ALING 132MIL IPTION L-NEAL	SAGES COME ON. ED TEH SEATS F THE PARKING EPT 30 FOR LANATION OF OST LIKELY CAUSE F TERMINALS VEHICLE WITH SETTING. LES. TOTA	NIT PRICE L - PARTS		WARRANTY 0.00 WARRANTY INTERNAL 0.00			
JOB#: 1 TOTALS								
JOB# 1	JOURNAL PRI	EFIX CVCS JOB#	1 TOTAL	-	0.00			
TOTALS						ļ		
**************************************	* * * * * *	TÖTAL TOTAL TOTAL TÖTAL TOTAL TÖTAL	LABOR PARTS SUBLET G.O.G MISC CHG MISC DISC TAX		0.00 0.00 0.00 0.00 0.00 0.00			
THANK YOU FOR ALLOWING US TO EARN YOUR BUSINES. BOAL FOR YOU TO BE COMPLETELY SATISFIED.	S. IT IS OUI	R						
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CUSTOMER SIGNATURE ***********************************	E INV	O I C E ****	K K K K K K K K K	*****	*****			
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(8) Culting Hummer EDEDE Hydrori Auði

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29	760	BRUNO CORT	'ESE	99991	276	INVOIGE DATE	IN COLUMN
		LABOR PATE	LICENSE NO.	MILEAG		06/23/11	CVCS102966 STOCK NO.
		YEAR / MAKE / MODEL				DK GRAY/	DELIVERY MILES
ERIAL, NO		09/CHEVROL			N LT		
,	<u> </u>	1 G 1 Z J	5 7 B 2			SELLING DEALER NO.	PRODUCTION DATE
		F. 1, 15, 146X		P. O. NO.		06/23/11	
FIE	BUSINESS PHONE	COMMENTS					MO: 5551
JOB# J. CHARGES							MO. 33310
INCO INFL REC	WHEEL/TIRE CONCERN HOUR OMER STATES LOW TIRE PRESSURE RRECT POSITION READING LEFT F ATED TIRES TO CORRECT PRESSUR 3 - 4 TIRES. 1 TIRE BRAND NEW	RONT LOW BUT IS I E. RELEARNED TPMS COTHERS ARE DEM	: KMADING NOT. : CVCTEM		UNTERNAL!!!		i
JOB# 1 TOTALS	J0B# 1	JOURNAL PREFIX	CVCS JOB#	1 TOTAL	0.00		
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CF O VISA []	MASTERCARD [] DISCOVER	*	TOTAL G. TOTAL MI	SC CHG.	0.00		
t [:] AMER XPRESS	S [] OTHER [] CHARGE	* *	TOTAL MI TOTAL TA	SC DISC	ŏ.ŏŏ ŏ.ŏŏ		
•	**********	* **	TOTAL IN		0.00		
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CHEVROLET HUMMER CADILLAG OF TURNERSVILLE

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(S) Cathlac HUMMER WONDS HYUNDRI AUGI

3400 Route 42 • P.O. Box 9070 • Turnersville, NJ 08012 (856) 629-8700 • Fax (858) 629-3235 www.turnersvilleauto.com

	ROHNO C	ORTESE	99991 "	* NO. 677	INVOIOTE DATE	CVCs11112
29760	LABOR RATE	LICENSE NO.	AAAAT		12/16/11	STOOK NO.
_	YEAR / MAKE / MC	DDEL			DK GRAY/	DELIVERY MILES
RÍAL, NJ	09/CHEVI	ROLET/MALIE	u/4DR SD	N LT	·	
	1 G 1 Z	<u> Ј 5 7 в 2</u>			RELLING DEALER NO.	PRODUCTION DATE
	F.T. g. No.		P. O. NO.		1.2/07/11	
IDRNOE BHONE BUSINESS PHONE	COMMENTS					MO: 713
# 1 CHARGES						
CUSTOMER STATES TRACTION CONT COMES ON AT TIMES.NOT ON TODA ON A FEW DAYS AGO. FIND DTC P0106 00,P0107 00.CO 2714823 FOR DTC C0561. CLEAR DTC'S INSTALL NEW TRACTION CONTROL TEST DRIVE 12 MILES NO PROBLE TEST DRIVE ANOTHER 81 MILES-OF FROM GM AND CHEVY OF TURNERSY HISTORY TS	NY BUT WAS DEGI 71,CO460 OO.F SWITCH AS PER DOC MS OCCURING AT TH MK.THIS IS A GOODW VILLE DESCRIPTION WITCH 4.710	UMENT 2714823 IS TIME. ILL REPAIRLIST PRICE-UN	- PARTS	WARRANTY 0.00 WARRANTY 0.00		
1. TOTALS		~ • • • • • · · · · · · · · · · · · · ·				
JOB	# 1 JOURNAL PREF	IX CVCS JOB#	1 TOTAL	0.00		
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[] VISA [] MASTERCARD [] DISCO	VER *	TOTAL M	ISC CHG.	0.00		
] AMER XPRESS [] OTHER [] CHA	RGE 🍨	TOTAL M	ISC DISC	0.00		
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R VALUED CUSTOMER. NK YOU FOR ALLOWING US TO EARN YOUR BUS FOR YOU TO BE COMPLETELY SATISFIED.	INESS. IT IS OUR					
<u>\$</u> , 1000 k						
CUSTOMER SIGNATURE)
	ATE INVOI	CE ****	************	*****		
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CHEVROLET HUMMER CADILLAC OF TURNERSVILLE

TOYOTA TOYOTA TOYOT

(S) Cathlac Hummer Woods Hyundri Audi

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CUSTOMER NO.							
	29760	BRUNO CORTESE	99991	990	CEL INVOICE DATE	IN	
	<u> </u>	LABOR BATE LICENSE NO.	MIL		01/20/12 color	CVCS112662	<u>'</u>
		YEAR / MAKE / MODEL		/3,381	DK GRAY/		
ERIAL, NJ		09/CHEVROLET/MALTE		DN LT		DRUVERY MILES	
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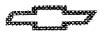
CHEVROLET HUMMER CADILLAC OF TURNERSVILLE

® ACURA ALIMA

(S) Catillac HUMMER EDINDN HYUNDRI AUGI

3400 Route 42 • P.O. Box 9070 • Turnersville, NJ 08012 (856) 629-8700 • Fax (856) 629-3235 www.turnersvilleauto.com

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CMC

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 - PAPEN WORK
WILL COME FROM A Nother
ONE OF OUR DEALERShips!

Thanks, Je We Fax Server

1/31/2012 4:10:37 PM PAGE

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Fax Server



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

CHEVROLET

January 31, 2012

209196

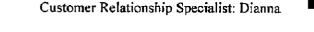
John Milne or Eric Minghetti CLASSIC CHEVROLET RTE 38 & LENOLA RD MOORESTOWN, NJ 08057-0722

RE:

Service Request: 71-1034433001

2009 Chevrolet Malibu

Vehicle Identification Number: 1G1ZJ57B294



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

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ddin ddia .

LESS INSURANCE

SALES TAX

PLEASE PAY

THIS AMOUNT

CUSTOMER #: 7846729

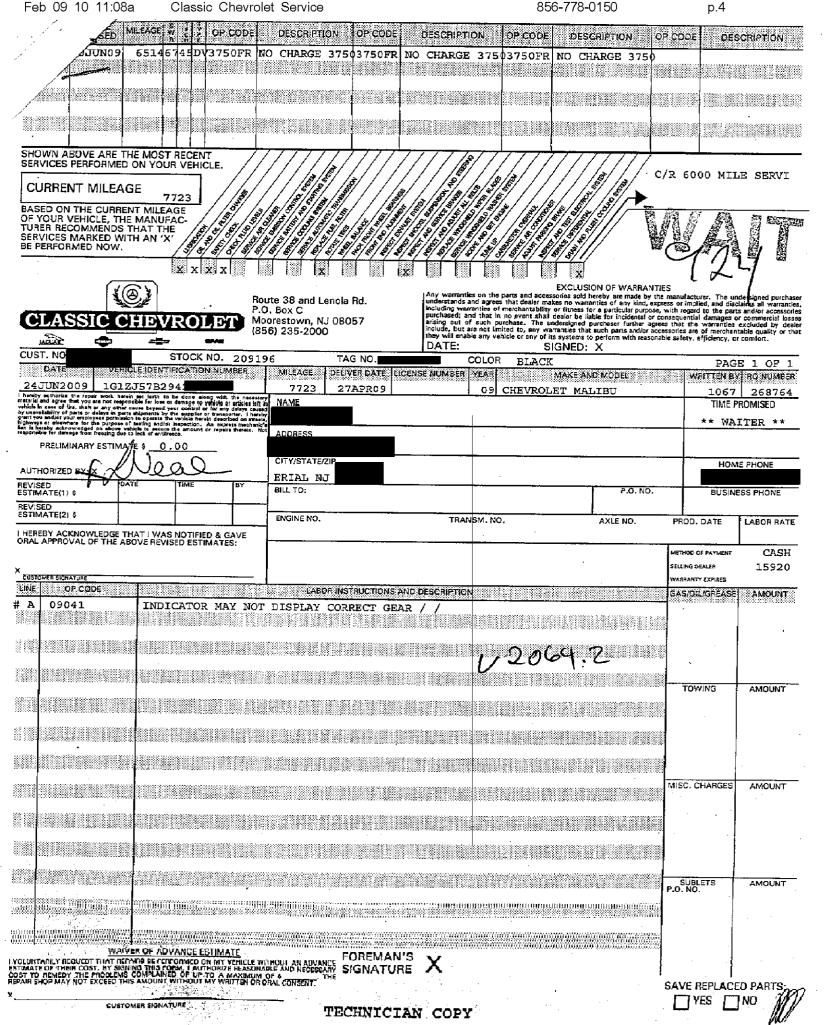
268764

CLASSIC CHEVROLET

ACCOUNTING BODY SHOP

Route 38 and Lenola Rd. P.O. Box C Moorestown, NJ 08057 ERIAL, NJ PAGE 1 (856) 235-2000 HOME CONT: N/A CELL: SERVICE ADVISOR: 1067 DAVE GELFAND COLOR YEAR MAKE/MODE VIN LICENSE MILEAGE IN/ OUT BLACK CHEVROLET 7<u>723/7723</u> DEL DATE PROD DATE WARR, EXP. PROMISED PO No. RATE | PAYMENT | INV. DATE 27APR09 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 / / FACTORY RECALL V2064 INSPECTABNSURE ENGAGEMENT OF TRANSMISSION SHIFT CABLE 924 WA 0.20 6.20 569 1789 17.89 FC: 96 PART#: COUNT: CLAIM TYPE: AUTH CODE: MA 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 1789 569 1789 ****** COST & COMP TOTALS SALE COST, SAIE, & COMP TOTALS 569 1789 0

The repair facility guarantees the jabor used in performing the repairs listed on the front of this Repair Order for a period of 12 months or 12,000 miles divinichever comes linst if from the date such repairs were completed. The Limited Warranty specifically excludes: from and digramments, electrical wining and shorts, and fuel system - when due to contamination. This Limited Warranty specifically excludes: from and digramments, electrical wining and shorts, and fuel system - when due to contamination. This Limited Warranty is extended to the vehicle coveration and line labor, and the state of the contamination of the limited Warranty is extended to the vehicle coveration and line labor, and the state of the labor performed white completing the repairs listed on the front of this Repair Order. To obtain repairs under this Limited Warranty, customer must the hadrest shown on the front of this Repair Order within five (5) days of notice of such defect in labor performed white completing the repairs labor, must be given to the Repair Eaclify to forist the end of the duration period of this Limited Warranty, as specified above; (10) deliver the vehicle to the Repair Facility to the state of the Repair Reality of the period of the limited Warranty, as specified above; (10) deliver the vehicle to the Repair Facility to the state of the Repair Reality of the state of 1789 0 DESCRIPTION TOTALS LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0 00 MISC. CHARGES 0.00 **TOTAL CHARGES**



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CLASSIC CHEVROLET

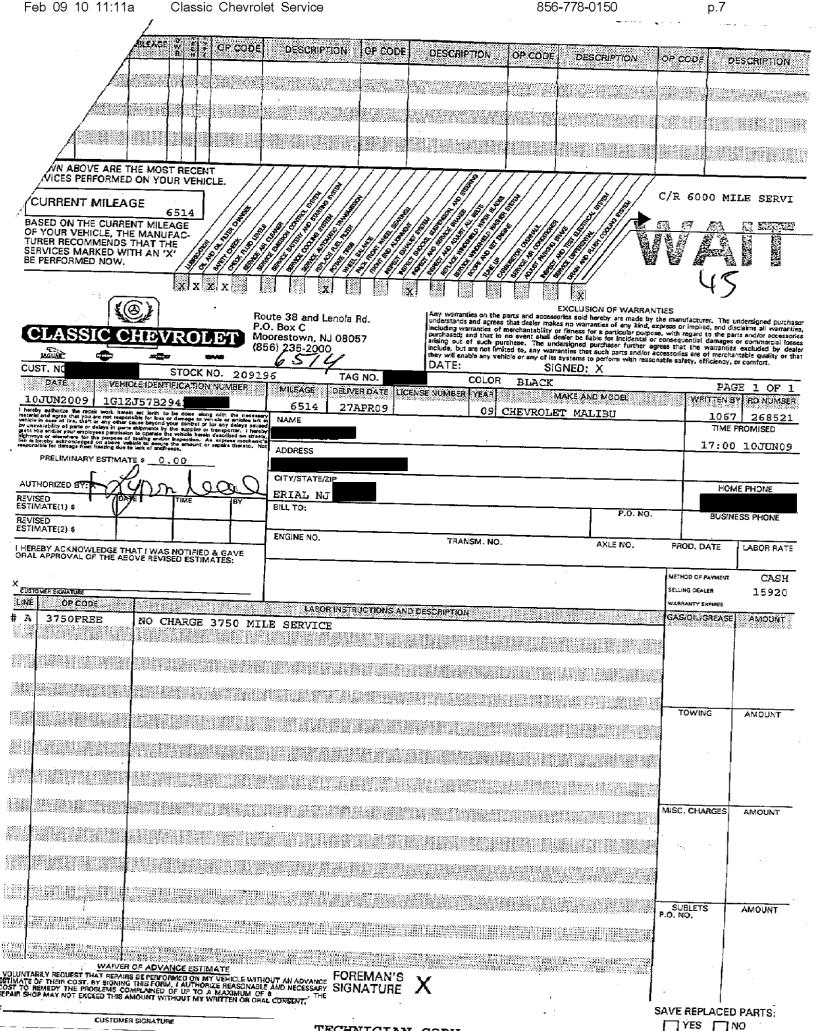
ACCOUNTING **BODY SHOP** Route 38 and Lenola Rd. P.O. Box C ERIAL, NJ Moorestown, NJ 08057 PAGE 1 (856) 235-2000 HOME BUS: SERVICE ADVISOR: 1067 DAVE COLOR YEAR MAKE/MODEL GELFAND VIN LICENSE MILEAGE IN/ OUT TAG BLACK CHEVROLET MALIBU G1ZJ57B294 DEL DATE PROD. DATE WARR, EXP. 6514/6514 PROMISED PO Non RATE PAYMENT INV. DATE <u>27A</u>PR09 7:00 10JUN09 R.O. OPENED CASH READY 10JUN09 OPTIONS: STK:209196 DLR:15920 10JUN09 10JUN09 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP A NO CHARGE 3750 MILE SERVICE NET. TOTAL 3750FREE NO CHARGE 3750 MILE SERVICE 45 IADV 0.30 0.30 281 478 4.78 4.78 45IADVN 0.30 0.30 281 45TADVP 0.30 0.30 478 4.78 4.78 290 493 12605566 FILTER 4.93 4.93 IADV 172 172 2.30 1.72 1.72 IADVN 172 172 0 2.30 1.72 IADVP 1.72 177 177 0 2.37 1.77 1 OIL FILL TO SPECS 1.77 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 GREASE GREASE IADV 15 15 0 0,17 0.15 0.15 IADVN 15 15 0 0.17 0.15 IADVP 0.1515 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. FOR ANY REASON YOU WERE NOT COMPLETELY SATISFIED WITH OUR SERVICE DEPARTMENT PLEASE CALL MIKE FLAHERTY AT 856-235-2000 EXTENSION 230. THANK YOU

COST, SALE, & COMP TOTALS

2012

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 firely from the date such repairs were completed. The Limited Warranty specifically excludes: front end alignments, electrical wiring and enforceable by any other person. During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expanse to Repair force. To obtain repairs under that are necessitated as a result of any defect in labor period and while completing the repairs under this Limited Warranty, the Repair Facility will provide additional labor, at no expanse to Repair of the Order. To obtain repairs under that are necessitated as a result of any defect in labor within a reasonable time after customer discovers or should have discovered any such defects. Such notice, however, must be given to shown on the front of this Repair Order within five [5] days of notice of such defect in below; (b) deliver the vehicle to the Repair Facility to make the repairs required, and warranties of macropass for any additional peater success of notice of such defect in below; (b) deliver the vehicle to the Repair Facility to make the repairs required, and warranties of macropass for any additional peater required together with sales tax upon completion repoir. All implied warranties, including the implied Repair Facility to make the repairs required together with sales tax upon completion in repoir. All implied warranties, including the implied Repair Facility to make the repairs required together with sales tax upon completion in repoir. All implied warranties, including the implied Repair Facility to make the repairs required together with sales tax upon completion in repoir. All implied warranties, including the implied Repair Facility to make the repairs required and repoirs. The control macro macro macro of the repoirs for the price warranty of macro macro and the repo

DESCRIPTION TOTALS LABOR AMOUNT 00 PARTS AMOUNT 0. 0.0 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 0.00 LESS INSURANCE 0 0.0 SALES TAX 0 .00 PLEASE PAY THIS AMOUNT 0.00





Levetta Sheppard/Austin/GM1 02/03/2012 12:54 PM To rsilverman@lemonlaw.com

СС

bcc

Subject Fw: Offer

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

Dear Mr. Silverman:

Please review our attached offer with your client and let me know her decision. 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 02/03/2012 12:54 PM -----



Levetta Sheppard/Austin/GM1

To rsilverman@lemonlaw.com

01/31/2012 03:33 PM

CC Subject

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

Dear Mr. Silverman:

This case has been assigned to me. 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:

Service Request: 71-1034433001

2009 Chevrolet Malibu

Vehicle Identification Number: 1G1ZJ57B294

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 <u>separately from all other settlement documents</u>. 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 231-1841 Monday through Friday between 8:00	when contacting our Business Resource Center at 1-800-a.m. and 5:00 p.m., Eastern Time.
Sincerely,	
General Motors	
cc: FILE	
Attach.	
Odometer	
Client's Signature	Client's Signature
Date	Date

70: Dianna Barber

From: Whery 1 Ziegler

a classic chevrolet

Ref.

INFO. you requested

(8 Pages dotal

2-2-12

Bearder From: ED CCCR' Services, Inc. (609) 103-5056 465080 (2008)

Retail Order ☑ New	CHER	ASSIC CARS GUAR/SAAB RY HILL, N.J. 856-424-5300		C CARS NISSA HAINESPORT, N. 609-267-286	.J. 🖾	SSIC CHEVROLET MOORESTOWN, N.J. 856-235-2000
□ Demo □ —		WWW.1888	BCLASSI			DEAL #: 73299
CUSTOMER				DATE04/27/	2005 NO.	209196
ADDRESS			ERIAL		NJ	08081
HOME PHONE		WORK PHONE	City	D.O.B	Siate	710
CELL PHONE			E-MAIL			
ENTER ORDER FO	5 L	CHEVROLET	MALIBU		SALES REP.	QUATTRONE, FRANK
BODY TYPESEDAN	YEAR BLACK	MAKE 4111	MODEL SERIAL NO	1 G 1 Z J	5 7 B 2	9 4
INTERIOR TRIM COLOR	the vehicle listed above, o			VEHICLE SALE OR		e are those offered by the
* 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 * Finance Purchase * Lease						
Additional Equipment	(ontions)	24795_00	This v	ehicle is sold/leased	t "as is" and	d dealer hereby expressly or implied, including any
			implied working pose. Any this vehicle performandealer's customer The original management of the performandealer's customer	arranties of merchan liability of dealer witcle including, withouse or safety, (whether negligence, or oth hereby assumes any only dealer warranty chis issued with and LUSED VEHICLE S	ntability and fith respect to ut limitation, or by way of 'erwise), is such risks. OR on this vehicd made a par	itness for a particular pur- defects or malfunctions of those which pertain to "strict liability," based upon expressly excluded and cle is the limited warranty rt of this order form.
			a sale) to	the customer in the	event a used	the full purchase price (if vehicle sold and intended
	ASE, THE FOLLOWING		for the iss	uance of a certificate	of approval	State Inspection Standards due to a defect that is not
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	AR		agrees to	have the used veh	icle inspected	d within 14 days from the
	LIVERY \$		issuance o	of the permanent regis		
	HASE, THE FOLLOWING			Ante	Cumo	mrer's Signature
TOTAL PRICE OF		24795 00	The under	VER OF DEALER'S O signed, has read and (BLIGATION (U u nd erstood the	JSED VEHICLE SALE) e above Dealer's Obligation.
Less Trade-in		M/A	and does	hereby WAIVE AND F	RELEASE the	DEALER'S OBLIGATION to urchase price (if a sale) if the
			vehicle fai	is to meet State Insp	pection Standa	ards for the issuance of a
TOTAL TAXABLE	AMOUNT	24799.00		of approval, unless the covered" by New Jerse	cause for the ey's Used Car	vehicle's rejection is an item : r Lemon/Warranty Law (P.L.
State Sales Tax	AMOUNT	1739.65	1995, Chg	t, 373).	-	,
	Fee - \$1.50 per New Tire	4.50	AFR/	27/09 X	Custo	mor's Signature
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Registration/Title	-		Year	Make		Model
_	5 On Reverse Side)	44.50	Serial No.	<u> </u>	V-1848.	. Mileage Date of <u>04727709</u>
Documentary Fee			I rade-in V	alue <u>*/ A</u> nce Owed	4 / Δ	Date of <u>9*7 4.77 17</u>
~				DOT CARROLL	* 5 * 1	

02/02/2012 16:04 85623527	69		CLASSIC		PAGE 03/18				
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Registration/Title Fee (Estimated)	•		Serial No		Mileage				
(See Paragraph 15 On Reverse Side)	47	.50	Trade in Value	N/A	Mileage Date of 04/27/09				
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Delivery Services	\$57	(1		ance					
(See Paragraph 16 On Reverse Side)	,		i i		3				
NET PAY-OFF ON TRADE-IN		NZA							
TOTAL	26750		Info Erom	Good	That				
Deposit		NZΑ	Customer certifies the	at the trade-in vehicle has	Thrunever sustained any damage				
REBATE	1500	.00	or been repaired. All I	airbags are of original equ se vehicle has never been i	in a flood or had the emission I				
BALANCE IN CASH, CERTIFIED CHECK OR			control system tampe	red with or altered. Custom	ner certifies the above mileage				
I OTHER ACCEPTABLE FORM OF PAYMENT			of trade-in vehicle is a	curate.					
TO BE PAID TO DEALER ON DELIVERY	25250			tomer's Signature	Date Date				
BALANCE DUE ON DELIVERY	23230	1-92 <u>1</u>	Cus	omer's Signature	SION CAPELLLY IT				
AGREEMENT TO ARBITRATE ANY CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY, IT LIMITS YOUR RIGHTS, INCLUDING THE RIGHT TO MAINTAIN A COURT ACTION.									
l'Tha native to this agreement agree to affilts	ite anv ciaim.	HISTRU	ie, or controversy, inci	MOUNTS WIT STRUCTURED A CHARLE	its arm arry state or recreating				
latering that may price out of at relating to the	e sale ot lease	identi	itied in this agreement	. By agreeing to aroturat	gon, the parties understand (
and areas that they are waiving their rights to	a maintain oth	et ava	ailable resolution proce	esses, such as a court ac	tion of administrative pro-				
ceeding, 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									
ous types of claims subject to arbitration under this agreement including statutory, state	ner unis agreen	nent. Jme s	rne parties also agree es a class action arbitra	to (1) waive any right to tion or (ii) to have an a	rbitration under this agree-				
ment consolidated with any other arbitration of	w proceeding i	The a	rbitration shall be cond	lucted in accordance wit	n the rules of the American :				
l Aubitration Apposintion before a single arbitr	stor who chall	hea	refired judge or an afti	ornev. Dealership spail a	advance both party's thing,				
leastice administration arbitrator bearing or	Other tees Still	MECT M	o reimbursement by de	ecision of the arbitratur	nacij party snah odal nis or :				
l becown attorney expert, and other fees and :	costs, except v	vhen :	awarded by the arbitra	tot under applicable law	7. Inc arbutation shall take .				
place in New Jersey at a mutually convenien shall be binding upon the parties. Any further	t place agreed	upon	by the parties of select	ted by the ammunion of the a	rebitrator If any part of this				
arbitration clause, other than waivers of class	e action rights	is fo	ound to be unenforces	ble for any reason, the	remaining provisions shall				
l compin enforceable. If a waiver of class action	and consolid	ation i	rights is found unenfor	ceable in any action in v	which class action remedies				
have been cought this entire orbitration clause	schall be deem	രവ് വന	ienforceable, it being th	ie intention and agreeme	int of the parties not to ardi-				
tests class actions or in consolidated proceed	ings In the ex	ent th	hat any subsequent leas	se, finance, or other agre	eement between the parties				
Leaguesian a provinción for arbitration of claims:	which contlict	c with	i or is inconsistent with	i inis ardiffation drovisio	on, the terms of such subse-				
quent arbitration provision shall govern and c LIMITS YOUR RIGHTS, INCLUDING Y	COURTON TO THE	exioni P TY	MAINTAIN A CO	onsistency, 1 this AKD	TRATION TROVISION				
PRIOR TO SIGNING.	OUR RIGHT								
1 111			04 /27/2069	Customer's Signa	dum				
Accepted By 4/27/2003 Doc Color Author	zed Representativa		Date	Customer's Signa	nture				
Customer agrees that this Order on the face a	nd on the rever	rse sid	ic and any attachments	to it includes all the ten	ms and conditions, if a sale.				
1 Customer further agrees this Order cancels a	nd supersedes	any c	prior agreements and a	s of the date signed by .	Dealer of authorized agent,				
Learnerises the complete and exclusive statems	ent of the term	s of th	ie agreement between (Customer and Dealer, II	Customer, prior to achivery.				
elects to lease the vehicle described above, C lease information. THIS ORDER SHALL N	ustomer and L	caler.	agree to execute a tea:	CONTRCT WATCH SHALL C	HIS ATTEMORIZED REP-				
RESENTATIVE, Customer by execution of t	his Order ackr	owiec Selwor	dges that they have rea	d the terms and condition	ons and have received a truc				
I come of the order VOII HAVE A RIGHT TO) A WRITTE	NITE	MIZED PRICE FOR	CEACH SPECIFIC PR	GE-DRUIARKX SEKATOR				
LWAITCH IS TO BE PERFORMED. THE A	IITOMOTIV	E DE.	ALER MAY NOT CH	IARGE FOR PRE-DEI	LIVERY SERVICES FOR				
WHICH THE AUTOMOTIVE DEALER I	S REIMBUR	SED I	BY THE MANUSAC	THE VITTERANC A	DICHTTOAWRUTEN				
ITEMIZED PRICE FOR EACH SPECIF	ic bocume	NIA			am 18 years of age				
or older and of full legal capacity a enter int	o ans contract	-	04/27 42005	Customer's Signa	ature				
Accepted By 72742005 x Dealer of His Author			X	/ Customer's Sland	ahura				
The Date of Mic Author	THE HUDINGSONS IN		LIBRE	Ansional si oldu	at the time				

Date Customer's Signature

a) cor Services, Inc. 65088 (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.

The Description Doublet and "Dealer" mean the authoritied Dealer to whom this Order is addressed and who shall become a party on its acceptance. "Customer" means the party executing this Order as such on the face nereat. "Manufactured the vehicle or chassis, it being understood by "Manufactured the vehicle or chassis, it being understood by Castomer that Doeler is in no respect the agent of Manufacturer.

THE BELOW Year	NAMED TR	ANSFEROR/ CHEVROLET	SELLER OF	quires the ement ment ment ment ment ment ment me	city nat you si nay result — MALIB	tate the n	STATE. Dileage up and/or imp	₩Ĵ ZIP	
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□thereby C WARNING	ERTIFY: TH	AT THE ODOI	METER REA	ADING IS I	NOT THE	ACTUALI	MILEAGE.		
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Dealership(Transferor)		CHEVROLET (PAIN OLA RD	TO LEC di	oa CLASS	fare hatter CU	E 7/	·		
City HOORES] Transferor's Signature_ (For Dealerships)	(receipt	of copyathologogad	Zíp	08057 ———	Co Buyer (T (PAINTED) Co-Buyer's (TRANSES	NAME)			

ODOMETER STATEMENT

POWER OF ATTORNEY/PHYSICAL DAMAGE COVERAGE DELIVERY RECEIPT/REGISTRATION INFORMATION FORM

Page 1 of 2

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: 12H69 Inventory Status: New

Delivery Type: 010 - Individuel Desier Code: 15920

Delivery Destination

Region: NORTHEAST State; NEW JERSEY OMA: PHILADELPHIA, PA

Postal Code: 08057 County: BURLINGTON

Report Generaled On: 04/27/2009 15:42:24 EDT

	Program Name	Start Date	End Date	Option Condition	Program #	Term (M¢s.)	Rate	Cash	Incentive Code
0	GM NORTHEAST REGION 2009 RETAIL CONSUMER CASH/AP	04/01/2009	D4/30/2009	&LE5/LZE/LZ4	09-34A-18	12-36	4,90		XMC
O	R/DEALER CASH INCENTIVES GM NORTHEAST REGION 2009 RETAIL CONSUMER CASH/AP	04/01/2009	04/30/2009	&LE5/LZE/LZ4	09-34A-16	37-48	4.90		XMC
O	R/DEALER CASH INCENTIVES GM NORTHEAST REGION 2009 RETAIL CONSUMER CASH/AP	04/01/2009	04/30/2009	&LE5/LZE/LZ4	09-34A-16	49-60	4.90		XMC
O	R/DEALER CASH INCENTIVES 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
\circ	200B/2009 GMAC ALTERNATE APR INCENTIVE	04/01/2009	04/30/2008		09-40AAE-6	12-38	0.00		KW7
\circ	2008/2009 GMAC ALTERNATE APR INCENTIVE	04/01/2009	04/30/2009		09-40AAE-6	37-48	00,00		XMJ
Œ	2008/2009 GMAC ALTERNATE	04/01/2009	04/30/2008		09-40AAE-8	49-80	0.00		LMX
Ç	APR INCENTIVE 2008/2009 GMAC ALTERNATE APR INCENTIVE	04/01/2009	04/30/2009		09-40AAE-6	61-72	2,90		XMJ
F #82	GM NEW YORK AUTO SHOW B ONUS CASH PROGRAM	04/17/2009	04/30/2009		09-34AX			500	LYC
1/60	GM BONUS CASH PROGRAM	04/01/2009	04/30/2009		09-40AAH-8			1500	LEK
□	2008 Q4 GM (NVENTORY DEAL ER BONUS CERTIFICATE PRO GRAM	04/01/2009	06/01/2009		09-40AG-7			o	KXA/KXB/KX Ç/KXD/LBAV LBB/LBC/LB D
Ø	TARGETED LESSEES BONUS PROGRAM	04/11/2009	04/30/2009		09-40AJ-8			1500	YYC
Г	GM/GMAC/SFS 2009 Q2 PULL A HEAD PROGRAM	04/24/2009	05/30/2 009		09-02-6			O	<i>222</i>
r	2009 MODEL YEAR GM CUSTO MER ASSISTANCE CENTER G CODWILL CERTIFICATE PROC ESS	11/18/2008	09/30/2009		09-03-1		•	O	LC₽
Ē	2009 MODEL YEAR GM COLLE GE DISCOUNT PRICING PROG RAM	04/01/2009	09/30/2009		09-04-7			O	606
\Box	2009 MODEL YEAR GM CARD (BLUE/GOLD) PROGRAM	01/06/2009	09/30/2009		09-05-2			G	UDE
Ð	2009 MODEL YEAR GM CARDS WITH REDEMPTION LIMITS CO PPER/ PLATINUM AND FLEXIB LE EARNINGS PROGRAMS	02/16/2009	08/30/5008		09-05A-3			O	UDP
Ð	2009 MODEL YEAR GM BUSINE SS CARD PROGRAM	02/27/2009	09/30/2009		09-05B-2			0	900
1	2009 MODEL YEAR GM EXTEN DED FAMILY CARD PROGRAM	11/18/2008	09/30/2009		09-05C-1			0	UDF
E	2009 MODEL YEAR GM MOBILI TY ADAPTIVE EQUIPMENT PR OGRAM	11/01/2008	09/30/2009		09-07-1			O	МОВ/МОС
Ü	2009 MODEL YEAR GM DRIVE R EDUCATION PURCHASE/LEA SE PROGRAM	11/18/2008	09/30/2009		09-08-1			750	U4C
	2008 MODEL YEAR GM CREDIT UNION MEMBER DISCOUNT P RICING PROGRAM	04/01/2009	12/31/2009		09-17-8			o	GNI
संह	2000 GM CUSTOMER APPRECI ATION CERTIFICATE PROGRA M	11/18/2008	09/30/2009		09-14-1			600	VHC
<u>L.</u>	2009 MODEL YEAR GM MILITA RY DISCOUNT PRICING PROG	04/01/2009	09/30/2009	,	09-16-8			. 0	GMM

8562352769

CLASSIC

PAGE 06/18

Incentive Management - VIN Incentive Look-Up: Results

Page 2 of 2

	RAM							HRC
[]	2009 MODEL YEAR GM RETIRE E VOUCHER PROGRAM	11/18/2008	09/30/2009		Q\$-2₽-1		0	
Rep.	GM SELECT FARM BUREAU P RIVATE OFFER	01/03/2009	01/04/2010	-LZE	09-40AAB		500	PAC
rail	GM SELECT BUSINESS/TRADE ASSOCIATION PRIVATE OFFE R	01/03/2009	01/04/2010		09-40AAC		<i>\$00</i>	PAD
W#	GENERAL MOTORS SPRING C AR CARE DIRECT MAIL	04/01/2009	06/30/2009		<i>09-40</i> C		500	WWA
#1.78	CHEVROLET SILVERADO/GMC SIERRA GMT800 HYBRID OWN ER LOYALTY/TRADE-IN ASSIS TANCE PROGRAM	04/02/2009	06/30/2009		09-40CB-1		3000	WIJ
<u> 1763</u>	GENERAL MOTORS CREDIT U NION PRIVATE OFFER	04/01/2009	05/31/2009		09-40CE		500	YYA
						Term (Mos.) Rate* 49-60 0,00	Cash ; 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.

(856) 235-2000

Spot Form

It is my understanding that I am taking delivery of this vehicle:

2009	Chevrolet	Malibu	1G1ZJ57B294
Year	Make	Model	VIN Number
Prior to havir	ng my credit approved	t .	
any reason, hold Classic C responsibility is in my pos	I will immediately rechevolet harr for any damage that seession. I also und	turn the vehicle to Cl nless for any and all t occurs to the above lerstand that it is m	disqualified or rejected for lassic Chevrolet and claims. I agree to accept all e-mentioned vehicle while it by responsibility to get the nin 24 hours of this date.
<u> </u>	707		11 11 11 11 11
Date '		Purcha	aser
		Signat	úre
Year	Make	Model	VIN Number
Date		Purch	aser
		Signa	ture
	understand that I am of title covering the v		o Classic Chevrolet ove within 48 hours of this
Date		Purch	aser
Classic Chevr Rt. 38 and S. L Moorestown, i	enola Rd.	Signa	ture

02/02/2012 16:04 8562352769 CLASSIC PAGE 08/18

DISCLOSURE NOTICE

Date: <u>4/</u>	27/2009			
Buyer/Lo	essee:			
Co.Buye	er/Lessee:		1001811	
Street A	ddress:			
City: <u>Sic</u>	klerville	, State <u>:NJ</u> Z	ip:	
<u>2009</u> Үеаг	<u>Chevrolet</u> Make	<u>Malibu</u> Model	<u>1G1ZJ57B294</u> VIN	
Because	e delivery is being n	nade before the dealershi	p has received final credit a	pproval, it is
necessa	ry, pursuant to Nev	v Jersey State law, to acq	uaint you with the following	condition:
NOTIC		CUD IFOT TO ODED!	T ADDDOVAL JE VOU	ID COCNIT
' Y(T APPROVAL. IF YOU T RETURN THE VEHIC	
Y [BJECT TO CREDIT AP ROVED.) YOU MUST R	
(INITIA	CUSTOMER		TRADE PAYOFF MONTHLY PAYME AND LENDER'S APPR TERMS.	
By your	signature you ackn	owledge receipt of this no	otice.	
$(\ \ \ \ \ \ \ \)$	essee signature:﴿		- 11 11 11 11 11 11 11 11 11 11 11 11 11	
Co: Bu √e	er/Lessee signature	:		

Classic Chevrolet Rt. 38 and S. Lenola Rd. Moorestown, NJ 08057 (856) 235-2000

CLASSIC

GM Exchange Reports Mailbox

BY-TURN NAVIGATION (ASK DEALER

ABOUT GEOGRAPHIC COVERAGE)

VK3 FRONT LICENSE PLATE BRACKET

58U BLACK GRANITE METALLIC

GENERAL MOTORS CORPORATION 2009 ALIBU 2LT 58U BLACK GRANITE METALLIC /L4G & SUBSIDIARIES 19C EBONY RENAISSANCE CENTER STOCK NO. ORDER NO. NCRXDB/TRE VIN 1G1 ZJ57 B3 94 DETROIT MI 48243-1114 VEHICLE INVOICE 1AD30817992 ********************* MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK 24705.00 23346.23 INVOICE 11/18/08

664_00 SHIPPED 11/18/08 N/C EXP I/T 11/25/08 CFS SUNROOF, POWER TILT AND SLIDE 800.00 LE5 ENGINE, 2.4L DOHC MFI N/C M/C N/C INT COM 11/25/08 MH8 TRANSMISSION, 6-SPEED AUTOMATIC TAPSHIFT MANUAL SHIFT CONTROL PRC EFF 11/18/08 NEI 50-STATE EMISSIONS N/C N/C KEYS G0269 G0269 PDM PREMIUM MAT PACKAGE: 185.00 153.55 WFP-S QTR OPT-1 BANK: GMAC - 020 *PREMIUM CARPETED FLOOR MATS, FRONT/BACK CHG-TO 15-920 *TRUNK MAT *CARGO NET SHIP WT: 3387 19.3 HP: 78.00 GMS: R6M NEW JERSEY SURCHARGE 0.00 24367.08 N/C UE1 1YR ONSTAR DIRECTIONS W/TURN-N/C SUPPLR: 25456.85

0.00

95.00

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

MRM:

MEMO

0.00 GSU:

78.B5

26455.00

1139.25

311.06

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

7,

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 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
YRMAKEMODELMALIBU	
CUSTOMER ACKNOWLEDGEMENT	DATE04/27/09
DEALER REPRESENTATIVE	DATE 04/27/09
FORM #150B (8/96) REORDER FROM IN CHIP SERVICES, INC. (609)-883-5056	

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT









HUMMER







CUSTOMER NAME: VIN: / /G// /Z/J/5/7/8/3/9/7	

1. Customer Incentive	ted to the declar named b	alow and ecquest that the evoilable custom	er incentive(s) he applied:
I assign the total amount of customer incentive(s) list (a) to the down payment of this vehicle, (b)	ted to the dealer named b where permissible by tow	erow and request that the available custom , as a price reduction (Bill of Sale indicate)	s 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:	
- Albania Committee and Manager A Albania Manager			
Incentive Program Reference	Amount	GM Incentive Code	
09-4045-8	\$ 1500		
	\$, <u>.</u>		
	\$ \$		Adi
	\$	· · · · · · · · · · · · · · · · · · ·	m
Total Incentive Amount Received	\$		
2. Other Program Selection (Which may or may not b	be in lieu of customer allo	owance programs; for example, Division se	apported financing/leasing, etc.)
I cleet to receive the following in lieu of	<u>ΑΝΠΥ/ΟΡ</u>		
I elect to receive			
Vehicle Incentive Acknowledgment, I am the ultimate	te purchaser or lessee of t	the vehicle bearing this vehicle identificati	on number, which
was sold/leased to me by the Dealer, named below. T	This vehicle was purchase	ed/leased for personal/business use and not	resale and 1 took
delivery on I acknowledge receipt of inc	entive(s) as described in .	nem and release GIVI Envision from a	my radio ciami ot
obligation for incentive(s) on this		-4	
The second second			
Dealership Name: 455	to an experience of the state of the state of	Dealer Code: 5	
	OnStar Acknow	wledgement	
Is vehicle equipped with OnStar? Yes	No		
Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Convehicle glovebox, from the dealer, at www.onstar.cg	nditions under which the Com, or by contacting OnS	OnStar service in my vehicle is provided star as described below).	(copies are available in the
OnStar Stolen Vehicle Slowdown Capability (Mo My OnStar-equipped vehicle may have Stolen Vehic authorities in its recovery.	<u>odel Year 2009 or Newe</u> ; ele Slowdown capability i	r) that enables OnStar to slow down by stoles	n vehicle remotely to assist
I understand I must press the blue OnStar button and capability on my vehicle. This capability can only be	d request the OnStar advi e re-enable at a GM deale	sor to disable this capability if $f 1$ don't wan arship at my expense.	t the Stolen vehicle Slowdown
Cancellation of All OnStat Services: I understand that to cancel all the OnStar service in (1.888.466.7827) or TTY 1.877.248 2080 and reque	my vehicle, I must press er that my Services be ca	the blue OnStar button in my vehicle or ca ncelled.	ıll 1.888.4OnStar
Purchaser/Lessee Signature:		Date:/	
The undersigned person, as Dealer representative, or Item #1; the Onstar Terms and Conditions; OnStar Sprovided to the said purchaser/lessee who has taken delivery data has been forwarded to General Motors	ertifies that the informati- Stulen Vehicle Slowdown delivery of referenced up	on on this application is true and correct, a Capability and Cancellation of All OnSta	r Services have been
Purchaser/Lessee Signature		Date: /.	
Dealership Name: 455		Dealer Code: 5 5 5 2	

BUYERS GUIDE

IMPORTANT: Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

Cheure let Walks 2009 (G123571329)

VEHICLE MAKE MODEL YEAR VIN NUMBER

DEALER STOCK NUMBER (Optional)

WARRANTIES FOR THIS VEHICLE:

L 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.



FULL LIMITED WARRANTY. The dealer will pay 100 % of the labor and 500 % 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.

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.
- OAYS OR 1,000 MILES THE WARRANTY IS 30 DAYS OR 1,000 MILES, WHICHEVER COMES FIRST.
 - * \$50.00 DEDUCTIBLE PER REPAIR.
 - ALL REPAIRS MUST BE PREFORMED 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.

SERVICE CONTRACT: A service contract is available at an extra charge on this vehicle. Ask for details as to coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of the time of sale, state law "implied warranties" may give you additional rights.

PRE PURCHASE INSPECTION: ASK THE DEALER IF YOU MAY HAVE THIS VEHICLE INSPECTED BY YOUR MECHANIC EITHER ON OR OFF THE LOT.

SEE THE BACK OF THIS FORM for important additional information, including a list of some major defects that may occur in used motor vehicles.

Below is a list of some major defects that may occur in used motor vehicles.

Frame & Body

Frame-cracks, corrective welds, or rusted through 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 fiuld 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

Coaling 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 fuld 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)

ng of this sale.

New 2009 CHEVROLET MALIBU, 1036

Miles

Agreed price: \$24,795.00

Cash down: \$0.00 Trade: \$0.00

Lien pavoff: \$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

General Motors Protection Plan Mechanical renair protection for the covered components of your vehicle. May also include added benefits such as Renfal Coverage, roadside assistance, and towing. Major Guard 60/60000 Deductible:\$0 Deductible

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

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

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

Dent Restore Plus A paintless dent repair process that repairs minor dents and dings that do not compromise the vehicle's paint. 5 year

60 / 55 (BW).

72 / 66 (BW)

Option B

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

GAP Care

Covers most or all of the difference between the net balance of your retail linstallment sales contract and the insurance settlement value if your vehicle is declared a total loss. 0-60 months

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

Option C

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

GAP Care

Covers most or all of the difference between the net balance of your retail linstallment sales contract and the linsurance settlement value if your vehicle is declared a total loss. 0-60 months

Option D

General Motors Protection Plan Mechanical repair protection for the covered components of your vehicle. May also include added benefits such as Řental Coverage, roadside assistance, and towing. Major Guard 60/60000 Deductible:\$0 Deductible

72 / 66 (BW) 60 / 55 (BW)

60 / 55 (BW)

72 / 66 (BW)

60 / 55 (BW)

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 Billey 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.

4/27/2009 3:48:59 PM EDT

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Prepared by Jeremy Fisher

Classic Chevrolet (NJ) State Hwy No 38 & Lenola Rd Moorestown, NJ 08057

Customer: Prepared By: Jeremy Fisher APR: 0
Vehicle: 2009 CHEVROLET MALIBU
VIN: 1G1ZJ57B294 Amount Financed:
Sell Price: \$24,795.00 Base Pmt. \$420.84

Lien Holder: GMAC

Term: 60 APR: 0

Amount Financed: \$25,250.65

Base Pmt. \$420.84

Optional Products and Services Disclosure

CUSTOMER ACCEPTS COVERAGE	I CUSTOMER	R DECLINES COVERAGE
confirms that the following products were presented as below	confirm declined.	is that the following products were presented as below and
and accepted.	\$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
·	\$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
	\$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
	\$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
	\$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
Amount Financed INCLUDING listed items: \$25,250.65 Installment Payment INCLUDING listed items: \$420.84		
Customer Signature: _		Date: 4/27/09
CoBuyer Signature:		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.

Disability

RETA

AIL INSTALMENT SALE CONTRACT	CPP485-23
MAC FLEXIBLE FINANCE PLAN	

	Dealer	Nun	nber
uver (and Co-Buyer) - Name and address (include o	county (and :	zip co

Contract Number

zip code)

TJH CHEVROLET CO. LLC dba CLASSIC CHEVROLET RT. 38 & LENGLA RD.

Other Optional Insurance.

Creditor (Seller name and address)

ERIAL NJ	RT. 38 & L MOORESTOWN	ENOLA RD. 1, NJ 08057
ou, the Buyer (and Co-Buyer, if any), may buy the vehicle describ nder the agreements on the front and back of this contract. You ayment schedule shown below. We will figure the Finance Charge	u agree to pay us, the Creditor, the	ning this contract, you choose to buy the vehicle on credit Amount Financed and Finance Charge according to the
lew or Used Year Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW 2009 MALIBU	1G1ZJ578294	
our trade-in is a: Year M/A Make	Model N/A	
FEDERAL TRUTH-IN-LENDING DISCLO		Insurance. You may buy the physical damage Insurance
ANNUAL PERCENTAGE HATE The cost of your credit as a yearly rate. The cost of your credit will cost you or on your pay the cost of you, behalf. Total of The amount of credit provided to you or on your pay the cost of you.	of Payments amount you ve paid after ave made all ments as heduled. Total Sale Price The total cost of your purchase on credit, including your downpayment of \$ 1500 00	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.
0.00 % \$ 0.00 \$ 25250.65 \$ 25	250 <u>65 s 26757 65</u>	Check the insurance you want and sign below:
Your Payment Schedule Will Be:		Optional Credit Insurance
L PAYMENT OF 421.03 DUF ON OS/11/	Follows 2009 2014	□ Credit Life: □ Buyer □ Co-Buyer □ Both □ Credit Disability (Buyer Only) Premium: Credit Life \$
Late Charge. If a payment is not received in full within 10 days charge of 5% of the part of the payment that is late, unless the 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 Security Interest. You are giving a security interest in the vehicle Additional information: See this contract for information and required received the rest in the late.	e vehicle is primarily for personal, o pay a penalty, s being purchased, nation including information about	(Insurance Company) (Home Office Address) Credit life Insurance and credit disability insurance are not required to obtain credit. Your decision to
nonpayment, default, any required repayment in full before the sch	neculed date, and security interest.	buy or not buy credit life insurance and credit
ITEMIZATION OF AMOUNT FINANCED		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
1 Cash price (including \$ 1735.65sales tax)	\$ 26530.65 (1)	financed if you die. This insurance pays only the
2 Total downpayment =		amount you would owe if you paid all your payments on time. Credit disability insurance pays the
Gross trade-in \$ N/A —payoff by seller \$ N/A		scheduled payments due under this contract while you are disabled. This insurance does not cover
net trade-in \$ N/A + cash \$ N/A		any increase in your payment or in the number of
+ other (describe) REBATE \$ 1500.		payments. The policies or certificates issued by the named insurance companies may further limit the
3 Unpaid balance of cash price (1 minus 2)	\$ 25030.65 ⁽³⁾	coverage that Credit Life or Credit Disability insurance provides. See the policies or certificates
 4 Other charges including amounts paid to others on your behalf keep part of these amounts.); A Cost of optional credit insurance paid to the insurance company or companies 	(Seller may	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.
Life S N/A		Other Optional Insurance.

- wompany	\$	N/A		11	1
C Official fees paid to government agencies	\$	N/A	-	Premium \$ N/A	
D Government taxes not included in cash price	\$	N/A		N/A (Ins	urance Company)
E Government license and/or registration fees			_	_N/A	diance company)
	\$	47.50		(Hon	ne Office Address)
F Government certificate of title fees		·.		Other optional insu	rance is not required to obtain
(includes \$ N/A security interest recording fee	≥) \$	N/A	<u>_</u> ·	credit. Your decisio	n to buy or not buy other optional
G Other charges (Seller must identify who is paid and	t				e a factor in the credit approval be provided unless you sign and
describe purpose.)				agree to pay the ext	
to TJH CHEVROLET for DOC FEE	\$	165-00	_	I want the insurance	checked above.
to for	\$	N/A	_	x	
to for	\$	N/A		Buyer Signature	Date
to for	\$	Ŋ/A	_	<u>x</u>	
to NJ STATE for VEH TIRE FE	EE s	7.50	.	Co-Buyer Signature	Date
to for	\$	N/A		THIS BOSE NOT	INCLUDE INCUDANCE ON
Total other charges and amounts paid to others on yo			\$220.00 (4)		INCLUDE INSURANCE ON FOR BODILY INJURY OR
Amount financed (3 + 4)			\$ 25250.65 (5)	1 1	MAGE. WITHOUT SUCH
11 11 11 11				I I	U MAY NOT OPERATE THIS
			., , ,	VEHICLE ON PUB	LIC HIGHWAYS.
W THIS CONTRACT CAN BE CHANGED. This con	ntract		ire agreement betweer	n you and us relating to	this contract. Any change to the
ntract must b yer Signs X -		nding.	Co-Buyer Signs X		
	alie	a Mariana	· •		
ny part of this contract is not valle, all other parts stay example, we may extend the time for making some pe	y valic	a, vve may delay o nts without extend	or retrain from entorcing ing the time for making	g any of our rights unde others.	ir this contract without losing them.
e back for other important agreements.	•		- "	7. **	
ou have a right to a written itemized p itomotive dealer may not charge for p anufacturer. ou have a right to a written itemized price	re-a	elivery servi	ces for which the	e automotive dea	lier is reimbursed by the
ne Annual Percentage Rate may be nego receive a part of the Finance Charge.		_	_		•
		NOTICE TO	RETAIL BUYER		
Do not sign this co	ntra				
You are entitled to	a co	py of the con	tract at the time y	ou sign.	
Keep it to protect y					
ou agree to the terms of this contract. \ ere free t	You irm t	confirm that that you recei	before you signe ved a completely	ed this contract, w filled-in copy whe	ve gave it to you, and you n you signed it.
yer Signs X	<u> </u>	4/27/2009	Co-Buyer Signs X		Date
Buyers and Other Owners — A co-buyer is a person, who is have to pay the debt. The other owner agrees to the security i	respor interes	nsible for paying the st in the vehicle give	e entire debt. An other ow n to us in this contract.	ner is a person whose nam	ne is on the title to the vehicle but does
ner owner signs here X Da	ate		Address		
_{aditor Signs} TJH CHEVROLET (1). LLC db _{®e}	are lo	4927926 U 5∨R	COBYEN		
					Title
	AC	🗀 Nuvell N	ational Auto Finance	☐ GMACAB	Title Nuvell Credit Company,
	AC	□ Nuvell N	Assign	ned without recourse or v	□ Nuvell Credit Company, with limited recourse
nder the terms of Seller's agreement(s) with assignee.	AC	□ Nuvell N	Assign	ned without recourse or v	□ Nuvell Credit Company, with limited recourse
nder the terms of Seller's agreement(s) with assignee.		Title	Assign	ned without recourse or v	□ Nuvell Credit Company,

CLASSIC

PAGE 17/18

02/02/2012 16:04

8562352769

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):

Decision: Appro

Approved 04/27/2009 - 03:37 PM

process and the second	~	T	
Finance Source App #:	Tier: A	Analyst/Analyst Phone: *** /	
485230025	indiv w	Alialysuralialyst r none: /	i
1400Z3VUZ3	(<i>j</i>
·	A	<u> </u>	

V	Decision	Application	
Transaction Type	Retail	Retail	
Vehicle	2009 Chevrolet Malibu	2009 Chevrolet Malîbu	
Financed Amt	\$26831	\$26831	
Total Down		. \$0	
Total Monthly Payment	\$0	\$406	Δ
Term	72	72	
Wholesale/Invoice		\$25506	
Customer Rate		2.9	

R	ea	S	o	П	S	
---	----	---	---	---	---	--

Comments:

PDN: 43672; GMAC;

Stipulations:

-	<u> </u>			
	R	 land.	~	



Levetta Sheppard/Austin/GM1 02/08/2012 08:16 AM To rsilverman@lemonlaw.com

CC

bcc

Subject Fw: Offer

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

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

To rsilverman@lemonlaw.com

02/03/2012 12:56 PM

Subject Fw: Offer

CC

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

Dear Mr. Silverman:

Please review our attached offer with your client and let me know her decision. Thank you.



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 01/31/2012 03:33 PM

To rsilverman@lemonlaw.com

CC

Subject

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

Dear Mr. Silverman:

This case has been assigned to me. 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

02/13/2012 08:16 AM

To rsilverman@lemonlaw.com

CC

bcc

Subject Fw Offer

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

Dear Mr. Silverman:

Has your client made a decision on our offer? Please let me know at your earliest convenience. Thank



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 02/13/2012 08:16 AM -----



Levetta Sheppard/Austin/GM1

To rsilverman@lemonlaw.com

02/08/2012 08:20 AM

Subject Fw: Offer

CC

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

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

To rsilverman@lemonlaw.com

02/03/2012 12:56 PM

Subject Fw: Offe

CC

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

Dear Mr. Silverman:

Please review our attached offer with your client and let me know her decision. 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 02/03/2012 12:54 PM -----



Levetta Sheppard/Austin/GM1

To rsilverman@lemonlaw.com

01/31/2012 03:33 PM

cc

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

Dear Mr. Silverman:



client's repair history.

This case has been assigned to me. Ack Lin.pdf I will contact your office when I have reviewed your

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 abové.

Sincerely,

General Motors



VIA FAX ONLY

April 13, 2012

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

RE:

Service Request: 71-1034433001

2009 Chevrolet Malibu

Vehicle Identification Number: 1G1ZJ57B294

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 <u>separately from all other settlement documents</u>. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800 231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.		
Sincerely,		
General Motors		
cc: FILE		
Attach.		
Odometer		
Client's Signature	Client's Signature	
Date	 Date	



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: Offer

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

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.co m>

04/12/2012 04:12 PM

To <levetta_sheppard@gmexpert.com>

cc <bri>cc <bri>con.stevens@gm.com>

Subject RE: 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 then 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: Offer

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

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

То

rsilverman@lemonlaw.com

01/31/2012 03:33

CC

PM

Subject



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

Dear Mr. Silverman:

This case has been assigned to me. (See attached file: 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

RELEASE OF CLAIM

assigns, heirs and executors, in consideration of \$5, release(s) and discharge(s) General Motors Corpora Company, their subsidiaries, their authorized indep vehicles, parts and components that are distributed (hereinafter referred to as "Releasees") from any an claims for attorney's fees and costs which directly of way associated with the purchaser, repair, maintena Chevrolet Malibu bearing Vehicle Identification Not including but not limited to any claims based on any of Claim shall not be construed to release any of the regarding claims of personal injury or products liab Vehicle after the date of execution of this release. It agrees to honor the remaining term of the manufact GM Protection Plans which accompanied the sale of any court, arbitration or other proceeding against Reproceeding with prejudice.	ation, Motors Liquidation Company, General Motors bendent dealers, any designers and suppliers of by them, and their respective agents and employees at all claims, causes of action, demands, damages, and or indirectly arise from, are related to, or are in any ance, operation, alteration, or use of Releasor(s) 2009 amber 1G1ZJ57B294 ("Subject Vehicle"), y alleged defects in the subject vehicle. This Release e above named persons or entities from any liability arising out of the use or operation of the Subject Notwithstanding the above, General Motors Company urer's express limited warranty and any applicable of the subject vehicle. If Releasor(s) has/have initiated eleasees, Releasor(s) immediately will dismiss the			
As consideration for the payment described above to the amount of \$4,000.00, made payable to Lynn Ne payable to Kimmel & Silverman, P.C.	o be tendered in the form of two checks: the first, in al; the second in the amount of \$1,900.00, made			
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 Releases, 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 aff	firmed) and subscribed before me this	day of	, 20
	Signature of Notary Public		
	Print, type or stamp Commissioned Nam	ne of Notary Public	
	Personally KnownOR Prod	uced 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: Offer

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

Dear Gracie:

I wanted to follow up on the settlement documents for 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 <bri>cc <bri>gm.com>, "Gracianne Klein" <gklein@lemonlaw.com>

Subject RE: 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: Offer

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

Dear Mr. Silverman:

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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"

<rsilverman@lemo

То

nlaw.com> <levetta_sheppard@gmexpert.com>

CC

04/12/2012 04:12

 <

PM

Subject

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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: Offer RE: Customer Last Name: Service Request: 71-1034 2009 Chevrolet Malibu Vehicle Identification Number: 1G1ZJ57B294 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: 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 То rsilverman@lemonlaw.com 01/31/2012 03:33 CC PM Subject

Acknowledgement

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Levetta Sheppard/Austin/GM1 04/30/2012 01:22 PM To gklein@lemonlaw.com

cc bcc

Subject Fw: Offer

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Vehicle Identification Number: 1G1ZJ57B294
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Levetta Sheppard/Austin/GM1 05/03/2012 02:49 PM To gklein@lemonlaw.com

CC

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04/30/2012 01:25 PM

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Levetta

Sheppard/Austin/

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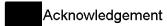
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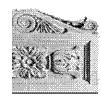
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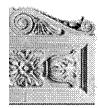
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Telephone: (866) 790-5600 ext 11456 Fax: (866) 554-4011

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.co m>

To <levetta_sheppard@gmexpert.com>

cc

05/11/2012 01:14 PM

Subject RE: 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/

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-----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: Offer

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

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" <gklein@lemonlaw То <levetta_sheppard@gmexpert.com> .com> CC 05/07/2012 01:34 PM Subject RE: 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/

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----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: Offer

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

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 05/07/2012 01:26 PM

Levetta
Sheppard/Austin/
GM1

To
gklein@lemonlaw.com

05/03/2012 02:50

CC
PM

Subject

Fw: Offer

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

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/
GM1

To
gklein@lemonlaw.com

04/30/2012 01:25

cc
PM

Subject

Fw: Offer

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 Good Day Gracie: I wanted to follow up with you on the settlement documents for Neal. 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/ GM1 То gklein@lemonlaw.co 04/17/2012 10:34 CC AM

Offer

Subject

	Request: 71-10344 nevrolet Malibu	133001						
Vehicle Speciali	Identification Numl st: Dianna Barber	<u> </u>						
Telepho	ne: (866) 790-5600	ext 11456 Fax: (866) 554-4011						
Dear Gr	acie:							
know wi	hen she indicates s hat a current regist	Let me will be returning the documents. Please tration as well as a W9 for the client and g with the signed settlement documents.						
Speciali Busines 8:00 a.n	st at the telephone s Resource Center	ns, please contact the Customer Relationship number and extension above or contact The at 1-800-231-1841 Monday through Friday between Eastern Time. Please refer to the service						
Sincere	ly,							
General For 		Sheppard/Austin/GM1 on 04/17/2012 10:31 AM						
	"Robert M.							
	Silverman"							
- -	<rsilverman@lemo< td=""></rsilverman@lemo<>							
То	nlaw.com>	<levetta_sheppard@gmexpert.com></levetta_sheppard@gmexpert.com>						
СС								
	04/13/2012 10:51	<pre><bri><bri>description </bri></bri></pre> <pre> <br <="" td=""/></pre>						
	AM	Klein" <gklein@lemonlaw.com></gklein@lemonlaw.com>						

RE: Offer

RE: Customer Last Name:

Subject

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: Offer

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

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: 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.							
Sincerel	y,							
General	Motors							
	IID also and MA							
	"Robert M.							
	Silverman"							
То	<rsilverman@lemo< td=""></rsilverman@lemo<>							
10	nlaw.com>	<pre><levetta_sheppard@gmexpert.com></levetta_sheppard@gmexpert.com></pre>						
cc	04/12/2012 04:12	 <bri> on.stevens@gm.com></bri>						
Cubicot	РМ							
Subject	DE:	Offor						

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 then 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: Offer

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

Dear Mr. Silverman:

Please review our attached offer with your client and let me know her decision. Thank you.(See attached file: 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 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

Dear Mr. Silverman:

This case has been assigned to me. (See attached file: 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 05/10/2012 07:46 AM To gklein@lemonlaw.com

СС

bcc

Subject Fw: Offer

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

Good Day Gracie:

Anyword on 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"
<gklein@lemonlaw.com>
05/07/2012 01:34 PM

To <levetta_sheppard@gmexpert.com>

cc

Subject RE: 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

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Thank you.

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

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----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: Offer

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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Sincerely,

General Motors

---- Forwarded by Levetta Sheppard/Austin/GM1 on 05/07/2012 01:26 PM

Levetta

Sheppard/Austin/

GM1

То

gklein@lemonlaw.com

05/03/2012 02:50

CC

PM

Subject

Fw: Offer

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

Good Day Gracie:

Anyword on Neal's settlement documents? Just wanted to follow up with you.
Thanks

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Sincerely,

General Motors

---- Forwarded by Levetta Sheppard/Austin/GM1 on 05/03/2012 02:49 PM ----

Levetta

Sheppard/Austin/

GM1

То

gklein@lemonlaw.com

04/30/2012 01:25

CC

PM

Subject

Fw: Offer

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

Good Day Gracie:

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Sincerely,

General Motors

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Levetta

Sheppard/Austin/

GM1

То

gklein@lemonlaw.co

04/17/2012 10:34

CC

AM

Subject

Fw: Offer

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

Dear Gracie:

I wanted to follow up on the settlement documents for 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@lemo

То

<levetta sheppard@gmexpert.com> nlaw.com>

CC

04/13/2012 10:51 <brion.stevens@qm.com>, "Gracianne

Klein" < gklein@lemonlaw.com> AM

Subject

Offer RE:

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: Offer

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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(See attached file: Offer letter.doc) (See attached file: Release of

Claim 04132012.doc)

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Sincerely,

General Motors

"Robert M.

Silverman"

<rsilverman@lemo

То

nlaw.com> <levetta_sheppard@gmexpert.com>

CC

04/12/2012 04:12 <bri>on.stevens@gm.com>

PM

Subject

RE: 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 then 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: Offer

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

Dear Mr. Silverman:

Please review our attached offer with your client and let me know her decision. Thank you. (See attached file: 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

То

rsilverman@lemonlaw.com

01/31/2012 03:33

CC

PM

Subject



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

Dear Mr. Silverman:

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Sincerely,

General Motors



Levetta Sheppard/Austin/GM1 05/16/2012 10:06 AM To karen.c.calhoun@gm.com
cc
bcc
Subject Resolution Email

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

Dear DDMA Calhoun:

This email is to follow up on Service Request 71-1034433001 for customer 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 Ambier, PA 19002

RE:

Service Request: 71-1034433001

2009 Chevrolet Malibu

Vehicle Identification Number: 1G1ZJ57B294

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 corrent 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.

	·FY
	- 3
. who also have been been	-Ann

Please refer to the service request number above w	hen contacting our Business R	esource Center at 1-800-
231-1841 Monday through Friday between 8:00 a.	n. and 5:00 p.m Eastern Time	ð.

Sincerely,

General Motors

cc: FILE

Attach

Ódometer

Client's Signature

Date

Client's Signature

Date

RELEASE OF CLAIM

(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 1G1Z357B294 ("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 7930 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.

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

DATE SIGNED: 5/1//2	Jack Stranger
Claimant's Signature	Claimant's Signature
Address	Address
ELIAC XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	City, State, Zip Code

STATE OF NEW JEYSEY COUNTY OF GILOUCESIEY

by Lyn	Sworn to (or affirmed) and subscribed before me this MHY day of 1140 , 2012 in Neal.	
	Signature of tyotal state of the James of Notary Public Print, type of the James of Notary Public Name of Notary Public	
	Personally Known OR Produced identification	
	Type of identification NEW LEYSEY DL.	
	My commission expires: 1000 17, 2015	

CC: File

LYNNY INFAL

Form W-9

Request for Taxpayer

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Form W-9

(Rov. Occumber 2011)
Department of the Treasure
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

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

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General instructions

Section references are to the internal Revenue Code unless otherwise

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct texpayer transification number (TIN) to report, for example, income paid to you, roal 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 TEN to this 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),
- 2. Certify that you are not subject to backup withholding, or
- 3. Claim exemption from backup withholding if you are a U.S. exempt payon. If applicable, you are elso certifying that as a U.S. parson, your attembte share of any partnership income from a U.S. trade or business is not outsjoet to the withholding tax on foreign partners' share of attentively connected income.

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

Dofinition of a U.S. person. For federal (ax 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 cooding a vector.

Special rules for partnerships. Perinerships that conduct a trade or business in the United States are generally required to pay a withholding text 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 to 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.

(Roy, Occumber 2011)

Department of the Emass.

Request for Taxpayer Identification Number and Certification

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

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Form W-9 (Rev. 12-2011)

July 12, 2012

Aimee A. Schatz, Esq. Kopka Pinkus Dolin & Eads, LLC 9801 Connecticut Drive Crown Point, IN 46307

RE: v. General Motors

Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF

Customer Relationship Specialist: Rachal

Dear Ms. Schatz:

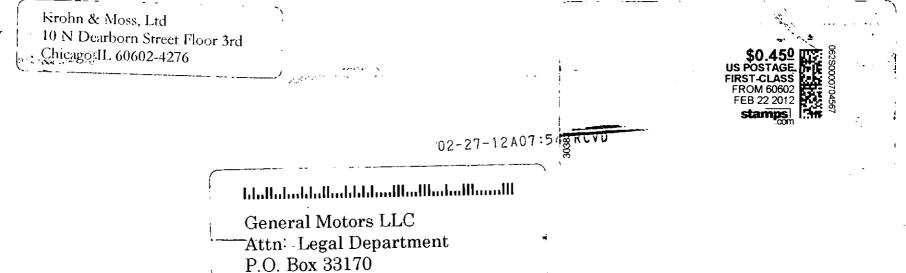
Enclosed please find a check in the amount of \$11,000.00 made payable to and Krohn & Moss, Ltd., to settle the above-referenced case.

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. DATE **AMOUNT** 07/18/12 11,000 DOLLARS 00 CENTS 11,000.00 North American Operations General Motors Corporation Disbursement Account ZER AND KROHN & MOSS CHICAGO IL The Chase Manhattan Bank, N.A. Syracuse, New York ALIDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK ENDOR 1 CHECK NO. BB 000000123 PAYMENT DATE ENDOR NAME 07/18/12 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 07/17/12 .71-1042992800 1-HYW05D 00.0000 11,000.00 11,000.00 .00 1G1ZD5E79AF ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEHENT\OR QUESTIONS CALL 800-462-8782 **W3 TOTAL** 11,000.00 .00 11,000.00



Detroit MI 48232-5170

Krohn & Moss, Ltd.

(Arisona, California, Florida, Illinois, Indiana, Kontucky, Minnasota, Missouri, Novada, Ohio, Tomas, Wisconsin, Washington, DC)

Main Office 10 N. Dearborn St., 3^d Floor Chicago, IL 60602

www.krohnandmoss.com

Writer's Direct Number
(312) 578-9428 Bxt. 266
Writer's Direct Facsimile
(866) 289-0898
Writer's Direct B-Mail
tmaloney@consumerlawcenter.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:

v. General Motors LLC

Vehicle:

2010 Chevrolet Malibu

VIN:

1G1ZD5E79AF

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. <u>Kure v. Chevrolet Motor Division</u>, 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

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



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

Service Request: 71-1042992800 2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF

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 alternarket 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., Bastern Time.

Sincerely.

Chevrolet



Chevralet Division
Consol Material I C
P O Rox 33170
Defroit, MI 48232-5170

CHEVROLET

February 27, 2012

Mike Collins, Service Manager Mike Anderson Chevrolet 5333 W. Irving Park Rd. Chicago, IL 60641

R10:

Service Request: 71-1042992800 2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF

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- 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.

Sincerefy.

Chevrolet

	MALIBU 2LT		GENERAL M	OTORS COMPANY
19C ORDE VIN	RED JEWEL TINTCOAT EBONY OR NO. NNGTMS/TRE STOCK NO 1G1 ZD5E 79 AF		DETROIT VEHICLE I	NVOICE 1AD38412473
MODE 1ZJ6 B86 CF5 FE9 LY7 MH2	**************************************	MSRP 25175.00 150.00 850.00 N/C 0.00 0.00	INV AMT 23790.38 132.00 748.00 N/C 0.00 0.00	RETAIL - STOCK INVOICE 09/21/09 SHIPPED 09/21/09 EXP I/T 09/29/09
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
	1YR ONSTAR DIRECTIONS W/ AUTOMATIC CRASH RESPONSE AND TURN-BY TURN NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC COVERAGE)	N/C	N/C	
	FRONT LICENSE PLATE BRACKET COMPACT SPARE TIRE (REPLACES TIRE SEALANT AND INFLATOR KIT)		0.00 88.00	
80U	RED JEWEL TINTCOAT	325.00	286.00	
DEST DEAL	AL MODEL & OPTIONS FINATION CHARGE LER IMR CONTRIBUTION GROUP CONTRIBUTION		720.00 285.80	ACT 231 26649.38 H/B 261 857.40 ADV 261 285.80 EXP 65A 285.80
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ROGE	RS AUTO GROUP	VIN	IIT TO GMAC I 1G1ZD5E79 28078.38 I	

\$ 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

СС

bcc

Subject 71-1042992800

RE: Customer Last Name:

Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF 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

To james.cocking@gm.com

02/29/2012 05:05 PM

cc bcc

Subject Sweezer 71-1042992800

RE: Customer Last Name: Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF Customer Relationship Specialist: Kiska Jones

Telephone: 866-790-5700 ext. 41455

Mr. Cocking,

I'm needing your assitance 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



james.cocking@chevrolet.c om

03/01/2012 10:04 AM

To kiska_jones@gmexpert.com

CC

bcc

Subject Re: 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: 71-1042992800

RE: Customer Last Name: Service Request: 71-1042992800 2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF

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,

james.cocking@ch
evrolet.com

02/29/2012 05:23

PM

kiska_jones@gmexpert.com

CC

То

Subject

Re: 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: 71-1042992800

RE: Customer Last Name: Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF

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

RE: Customer Last Name:

Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF 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

3) ₂ / ₁₂ Date:
FAX #: 866.607176
TO: KISKA RE: 71-1042992800
FROM: Bersy Costre
Number of Pages to Follow: 26

ROGERS AUTO GROUP

2720 SOUTH MICHIGAN AVE CHICAGO, IL 60616 PHONE# 312-225-4300 FAX# 312-567-9498 WWW.ROGERSAUTOGROUP.NET

Krohn & Moss, Ltd.

Chrisma, California, Florida, Illinois, Indiana, Emtucky, Minnesota, Missouri, Novada, Chio, Tame, Wisconsin, Washington, DC)
Maxin Office

10 N. Doerhorn St., 3⁻¹ Floor Chroago, IL 60602 www.krohuendmoss.com

Writer's Direct Number (312) 578-9428 Brt 266 Writer's Direct Feosimile (866) 289-0898 Writer's Direct B-Mail tundoncy@consumcelswventer.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:

General Motors LLC

Vehicle:

. .

2010 Chevrolet Malibu

VIN:

1G1ZD5E79AF

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

327951

Rogers Auto Group

INVOICE

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 LICENSE PIUNTI 138 MILEAGE IN/OUT CÖLÖR YEAR MAKE/MODEL TAG RED JEWEL 10 5 CHEVROLET MALIBU 1G1ZD5E79AF DEL DATE PROD, DATE WARR, EXP. PROMISED PO N VAR. RATE PAYMENT INV. DATE 00 060CT09 120.00 060CT09 R.O. OPENED READY OPTIONS: STK:C0038 1)C0038 G0595 10:04 060CT09 16:04 060CT09 LINE OPCODE TECH TYPE HOURS LIST NETTOTAL A SERVICE FOR DELIVERY Z7000 PRE DELIVERY INSPECTION BASE TIME $(\bar{N} \setminus G)$ 2 INVI 1 1051515 OPTIKLEEN (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 AGAIN THANK YOU FOR YOUR VALUED BUSINESS. 84.....B



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 attermey General. DL # 89

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBYARE 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 LABOR AMOUNT <u>0.0</u>0 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 EPA CHARGES 0.00 TOTAL CHARGES 0.00 LESS INSURANÇE 0.00 SALES TAX 0.00 PLEASE PAY THIS AMOUNT 0.00 CTISTOMER #:

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

SERVICE ADVISOR: 75 PTIMTT 139 CTMDT V

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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 Reapir 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 FINESS 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. Any 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 dainage to vehicle or articles left in vehicle in case of fire, theft, accident or any other osuse beyond your control. Customers execution hereof shall grant a power of attorney to Dealer to execute any and all checks or drafts on/b checks or drafts on/by ce companies for purposes of the requested repair's.

Customer's Signature;

If outside additional work will have to be performed, I hereby give my consent.

Customer's Signature:

VIN# 1G1ZD5E79AF

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Rogers Auto Group

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Rogers Auto Group

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THE OPPORTUNITY TO MAKE IT RIGHT.

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 HEREBYARE 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 PLĒASE PAY THIS AMOUNT 0.00

APPROVED BY

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Rogers Auto Group

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Rocers Auto Group

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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 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 (WOORK 9

2720 S. MICHIGAN AVE. . CHICAGO, ILLINOIS 60616 Telephone: (312) 225-4300 · Fax: (312) 567-9498

Internet Address: www.rogersautogroup.net

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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 grants power of attorney to Dealer to execute any and all phases are designed to the second of checks or drafts on behalf_of the requested repairs.

Customer's Signature:

If outside additional work will have to be performed. Largeby give my consent.

Customer's Signature:

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Rogers	Auto	Group
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Rogers Auto Group

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WORKORDER 372483

PAGE 1



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Telephone: (312) 225-4300 · Fax: (312) 567-9498 Internet Address: www.rogersautogroup.net

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Customer's Signature

If outside additional work will have to be performed. I hereby give my consent.

Customer's Signature:_____

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Rogers Auto Group

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WORKORDER 375687

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

SERVICE ADVISORS DARRO TO BURGO

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Customer's Signature:_

If outside additional work will have to be performed, I hereby give my consent.

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Rogers Auto Group

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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



will fix it free of

charge. Parts and

Labor.



This business is required to be Ilcensed 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 We guarantee our LABOR AMOUNT service work for 12 PARTS AMOUNT "ANY WARRANTIES ON THE PRODUCTS SOLD HEREBYARE 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 SALD PRODUCTS." months or 12,000 GAS, OIL, LUBE miles, whichever SUBLET AMOUNT comes first. If our EPA CHARGES repair or replacement falls in TOTAL CHARGES normal service, we

WITH THE SALE OF SAID PRODUCTS," Customer's Signature:

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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 Reapir Work - City of Chicago Required under Chapter 4-204, Municipal Code

"ANY WARRANTIES ON THE PRODUCTS SOLO HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ABOVE NAMED DEALERSHIP) HEREBY EXPRESSLY DISCLAIMS ALL WARRANTES, 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

TERMS: \$TRICTLY 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 automey to Datier to execute any and all checks or drafts on behalf checks or drafts on behalf the requested repairs.

Customer's Signature:

If outside additional work will have to be performed, Thereby give my consent.

Customer's Signature:

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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 atterney General. DL # 89

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBYARE 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 INSURANÇE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Rogers Cashier

WORKORDER 383804

PAGE 1

ROGERS AUTO GROUP

2720 \$. MICHIGAN AVE. . CHICAGO, ILLINOIS 60616

Telephone: (312) 225-4300 · Fax: (312) 567-9498 Internet Address: www.rogersautogroup.net

SERVICE ADVISOR: 28 PARKS 162 DWAYNE EX

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CUSTOMER STATES THE CAR IS JERKING WHEN SHIFTING INTO NEXT GEAR WHEN DRIVING ALONG - INSPECT

> TD1 22541-12566NPF OK TD2

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 Reapir 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 \$,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 if the of change floating the control of the contro

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;

VIN# 1G1ZD5E79AF133796

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Chevrolet Division
Consol Matter 11 C
P O Rox 38170
Detroit, WII 48232-5170

CHEVROLET

February 27, 2012

Mike Collins, Service Manager Mike Anderson Chevrolet 5333 W. Irving Park Rd. Chicago, IL 60641

RL:

Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF

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 attermarket 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.

Sincerefy.

Chevrolet

523041 CUSTOMER #:120907 WORKORDER CHICAGO, LLC. 5301 W. IRVING PARK RD. Chicago, IL 60641 Telephone: (773) 465-2000 PAGE 1 CHICAGO, IL Service Direct Line: (773) 508-4110 www.mikeandersonchevy.com CONT: N/A HOME: SERVICE ADVISOR: 4001 CORIA-HUERTA, GRACIEL CE**LL:** Make/Model BUS: EIGENSE MILEAGE IN/OUT TAG COLOR YEAR 1222 T3851G1ZD5E79AF CHEVROLET MALIBU MAROON 10 PAYMENT INV. DATE RALE PO NO: PROD. DATE | WARR. EXP. | PROMISED DEL DATE <u>06</u>FEB10 DD 15:00 03MAR<u>10</u> OPTIONS: ENG:3.6 Liter R.O. OPENED READY 03MAR2010 09:20 DESCRIPTIONS/INSTRUCTIONS TYPE TECH LINE OP CODE CUSTOMER STATES THAT INSIDE HANDLE IS COMING OFF 953 CGC # A 22 (ADVISE MHIFT POINT INSPECTION # B MULTI CGC HIVACOPHINE CONTRACTOR You are entitled by law to the return CLE SEPAIR WORK WHECH CHAP, 4-226 MUM, GOOK CITY MIKE ANDERSON CHÉVROLET OF CHICAGO, LLC. YOUR NUNATURE X all parts replaced, except those which large, and those are too heavy or WILL r. Y wanné tour right to an sythmate, which cives the repar Englit to set the frich without four peraission. side the Addit to get this race without your equalities, and the parts on the parts on the parts on the parts on the parts on the parts on the parts on the parts on the parts on the parts of the parts INDICATE rec CHEVROLET YOUR má 5301 W. IRVING PARK RE SELECTION 701 W. IAVING PARK AS Chicago, IL 60841 SERVICE DIRECT UNE (772) 508-4110 Wá ag th Vď AUTHORIZED BY MECKINITOTANI CODV

Page:3

03/03/10 09:20AM

History Report for Vehicle: AF133796

MIKE ANDERSON CHEVROLET

Customer#: 120907

Customer Name:

RO Number: 522371

Open Date: 02/15/10 Mileage: 354 Service Logon: MAC-S Close Date: 02/17/10 SA Number: 3097 Cashier: randyz Cashier: randyz

Comeback: N Line Code: A 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

Labors: 47.78 Failed Part Number: 20760509

Parts\$: 0.00 Miscellaneous\$: 0.00 Failed Code: 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 0.00 0.00 Parts\$: Miscellaneouss:

> Comeback: N Line Code: B 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\$: Miscellaneous\$: 0.00

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

Page 1 of 2

Connect

Grace Huerta March 3, 2010 D Update My Profile **茲 Logout**

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

INTERFACE WITH CUSTOMER

ΔΝΔΙ ΥΖΕ WARRANTY MANAGEMENT PLANNING

PREPARE PARTS RETURN

USER OPTIONS

View Vehicle Summary

 $(\overline{})$

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).

Vehicle Information

VIN: 1G1ZD5E79AF

Model: 1ZJ69-2010 MALIBU 4 D LT SEDAN

Warranty Block: No

PDI Status: Yes

--- View Vehicle Build

View Vehicle

For this vehicle:

→ View Vehicle Summary

Service [→] Contract

--- Branded Title

→ Warrenty Block

Component Summary View Vehicle

Transaction History <u>Detail</u>

View Vehicle Delivery <u>Information</u>

Investigate Major Assembly History

Service Contract: No

Branded Title: No

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
EΙ	PIE 0029	TRANSMISSION CONTROL MODULE (TCM) DTCS P0716/P0717/P0722/P0723	2009-12-07
El	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

XM Equipped: Y

XM Radio ID: 01R2428A

OnStar Status: Active

XM Status: Active

OnStar Vehicle Diagnostics: Y

Applicable Warranties

Valid warranties are highlighted

Page 2 of 2

Global Warranty Management

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	02/08/2010	4 MI	02/06/2015	100,004 Mi

Service Contract

Vehicle has no current record of service contracts.

Transactio	on History				View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/15/2010	522371	ZREGRegular Vehicle Transaction		B4728 - Rear Side Door Outside Handle Rod Adjustment	354 MI
09/21/2009	A33796	ZPDIPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

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MULTI-POINT VEHICLE INSPECTION

	_	ear/Model:		Date:	
Name:		`			1909
	1-71-	Ode	meter:	MI: MII:	142
Repair Order #:	VIIV (lat			Fraginis Indianicalists Alic	
(C) in	entrae and OX	ๆ (13-15)จริงเล Xiyee-146A	914-2156KM	Paradian (2) Thursant general consi	Situational Section 1995
		INTÉR	IOR		
		DMM Corollmont	Remainir	ng engine oil life:	% Reset: N/A:
	n activated 🔳 🔲 OpStar	r Divin Ellicillien	Air Cond	itioning Performance	
by [M]		CHECK TIRES AN			CHECK BATTERY
WIPER BLADES		(Check body			
	8/32 or Greater	<u> </u>		8/32 or Greater	
[LF 7/32 to 4/32			7/32 to 4/32 RF 3/32 or Less	
	3/32 or Less			PSI@: set to:PSI	AEOsto :
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Rear (if applicable)		Lowest Tread Do	=	□ Dalama anadod	Battery condition
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			CHECKS	BRAKES/MEASURE FRONT	AND REAR LININGS
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OK FILLED			LF	6 mm (8/32) to 45mm	RF
Engine oil				3/mm*(4/32);0h.le	
Brake fluid reservoir	•	=	-		
Transmission (if equ	inned w/dipstick)			4 mm (6/32)) or gas	
			LR	(4/88)	_ RR
Coolant recovery re	servoir				88
Power steering			Lowest Front Lining	·	west Rear Lining
Windshield washer			Brake sy	stem (also including lines, he	ises and parking brake)
Δ.	DDITIONAL CHECKS		Additio	nal Recommended Serv	rices
Inspect for visible			1)	. 	
	ncluding gas cap seating)		2)		
	n, drive axle, transfer case		3)		(RECA)
Engine cooling system			4)		STORIE
Shocks and struts -	also check operation				20 MERG
Inspect visual con			5)		— was
	ssory, serpentine, and/or V-driv	<u></u>	6)		
	er steering and HVAC		7)	<u>. </u>	
Engine air filter and			8)		
	ts and steering linkage		Service Consultant:		
Exhaust system cor	or driveshafts and U-joints		Technician:	No.	
Excitation system con					
	SIME	PLIFIED M	AINTENA	ANCE	
			MII	☐ Required	☐ Performed
MI Re	equired Perfo		I IVILL		04/11/0

523041





ACCOUNTING 5301 W. IRVING PARK RD. Chicago, IL 60641 Telephone: (773) 465-2000 CHICA<u>GO</u> PAGE 1 Service Direct Line: (773) 508-4110 HOME: CONT:N/A ** PRE-INVOICE www.mikeandersonchevy.com BUS: CELL: SERVICE ADVISOR: GRACIELA CORIA-HUERT 4001 COLOR MAKE/MODEL LICENSE MILEAGE IN / OUT TAG * * VIN <u>1</u>.0 CHEVROLET MALIBU MARQON 1G1ZD5E79AF 1222/1222 T385 DEL DATE PROD DATE WARR EXP PROMISED PON BATE PAYMENT INV. DATE 06FEB10 DD 5:00 03MAR10 CASH 03MAR10 R.O. OPENED READY OPTIONS: ENG:3.6 Liter 09:20 03MAR10 09:45 03MAR10 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 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 a dystolysta wyd 0.00 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 **************** * CHARGE [] WISA [] MASTER [] AMEX [] * DISCOVER [] CARTE BLANCE [] DINERS [* CHECK# [] CASH [] CAR CARE [] ***************** *** no ro punch fimes on file *** ACCOUNT SALE COST CONTROL ACCOUNT SALE COST CONTROL 4600 Ø Q 2250 Ó ***** COST, & COMP TOTALS SALE, 0 0 ON BEHALF OF SERVICING DEALER, I MEREBY 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. OESCRIPTION TOTALS STATEMENT OF DISCLAIMER The factory warranty constitutes all LABOR AMOUNT The factory warranty constitutes all of the warranties with respect to the sale of this itemlitems. The Selfer hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Selfer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. 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 DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (SIGNED) CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT 0.00

523041



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Global Warranty Management

Page 2 of 2

Start Date	Effective Odometer	End Date	End Odometer	
	4 MI	02/06/2013	36,004 MI	
02/06/2010	4 MI	02/06/2016	100,004 MI	
02/06/2010	4 MI	02/06/2018	80,004 MI	
02/06/2010	4 MI	02/06/2015	100,004 MI	
	02/06/2010 02/06/2010 02/06/2010	02/06/2010 4 MI 02/06/2010 4 MI 02/06/2010 4 MI	02/06/2010 4 MI 02/06/2013 02/06/2010 4 MI 02/06/2016 02/06/2010 4 MI 02/06/2018	02/06/2010 4 MI 02/06/2013 36,004 MI 02/06/2010 4 MI 02/06/2016 100,004 MI 02/06/2010 4 MI 02/06/2018 80,004 MI

Service Contract

Vehicle has no current record of service contracts.

Transactio	on History			,	View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/15/2010	522371	ZREGRegular Vehicle Transaction		84728 - Rear Side Door Outside Handle Rod Adjustment	354 MI
09/21/2009	A33796	ZPDIPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	o MI

Global Warranty Management: Site Map

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Global Warranty Management

Page 1 of 2

Connect

Jesus Torres March 10, 2010 Update My Profile Logout 1

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

(7)

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).

Vehicle Information

VIN: 1G1ZD5E79AF Service Contract: No

Branded Title: No

Model: 1ZJ69-2010 MALIBU 4 D LT SEDAN Warranty Block: No

PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: <u>0 Open</u>

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

<u>Investigate Major</u> Assembly History

<u>Information</u>

For this vehicle:

→ View Vehicle Summary Service Contract

→ View Vehicle Build

<u>View Vehicle</u>

<u>Detail</u>

Branded Title

Component Summary View Vehicle <u> Transaction History</u>

View Vehicle Delivery

→ Warranty Block

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

Туре	Number	Description	Posted Date
٤١	PIE 0029	TRANSMISSION CONTROL MODULE (TCM) DTCS P0716/P0717/P0722/P0723	2009-12-07
E	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

			elerator sm								version 1.0
Repair Order Number: Customer Name:	[^]	Advisor			— Mileage	Tag #:	VIN	_Tele #: l:			 _
Related Repairs											
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Related Repair				<u> </u>	333333			22 100 10 22 25 25			<u> </u>
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MULTI-POINT VEHICLE INSPECTION

Name:Y	ear/Model:_ \ M	1aliba	Date:3 - 10	10
Repair Order #: 490 VIN (last 8 digits)#F	O c	lometer: 15%	₫ MI: MII:	
			ikkepulitas ummustlette Asi	
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Star Subscription activated		l	ing engine oil life: 75	_% Heset; N/A;
THE STATE OF THE S	7 <u>50</u>	_	ditioning Performance	
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■ 3/32 or Less PSI@: set to: PSI			3/32 or Less PSI@: PSI@: PSI	
■ 8/32 or Greater			8/32 or Greater	AGGeloe
LF RF 1/32 to 4/32			7/32 to 4/32 RR	2501679
3/32 of Less			3/32 or Less 🎆	
PSI@;set to:PSI	(Check		් P\$I@;set to;PSi	
Rear (if applicable)	Lowest Tread D	•	□n-!	Battery condition
Rotation needed Windshield condition Rotation performed	☐ Alignmer	it needed it performed	Balance needed Balance performed	Battery cables and
CracksChipsLFLR	Wear Patter		RF 🗀 RR 🗀	connections
CHECK FLUID LEVELS		CHECK E	RAKES/MEASURE FRONT	AND REAR LININGS
	IRES ATTENTION		7 mm (9/32) o gre	
Engine oil		LF	6 mm (8/3 2) 16 4 mm	(音) 養水園
Brake fluid reservoir			3/mm (4/32) or le	₩ 7.41 2.27
Transmission (if equipped w/dipstick)			4 mm (5/32) or g	
Coolant recovery reservoir		LR _	8 min (4/8/	RR
Power steering		Lowest Front Lining	2-mm (3/32) bris	west Roos Lining
Windshield washer			stem (also including lines, ho	west Rear Liningses and parking brake)

ADDITIONAL CHECKS Inspect for visible leaks:			nal Recommended Serv	ices ASSA
Fuel system (also including gas cap seating)		1)		SUDDIE
Engine, transmission, drive axle, transfer case		2)		——————————————————————————————————————
Engine cooling system		3)		
Shocks and struts – also check operation	1	4)	***	
Inspect visual condition:		5)		
Belts: engine, accessory, serpentine, and/or V-drive		6)		
Hoses: engine, power steering and HVAC		7}		बिटिट
Engine air filter and cabin air filters		8)		श्चितिहा
Steering components and steering linkage		Service Consultant:		
CV drive axle boots or driveshafts and U-joints Exhaust system components		Technician:	No.:	U-11
LAHAdat ayatem Components	<u>_</u>	- Annal Control of the	NO.	
SIMPL	IFIED M	AINTENA	NCE	
MI ☐ Required ☐ Perform	ned	МП	☐ Required	Performed
GM-FM-0280-08 @2007. Copyright; all rights reserved.	CUSTOME			04/11/0

CUSTOMER COPY

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WARRANTY CHICAGO, LLC. 5301 W. IRVING PARK RD. · Chicago, IL 60641 DUPLICATE 2 Telephone: (773) 465-2000 CHICAGO PAGE 1 Service Direct Line: (773) 508-4110 HOME: CONT: N/A www.mikeandersonchevy.com CELL: BUS: SERVICE ADVISOR: 3097 NIR JESUS TORRES COLOR YEAR MAKE/MODEL Sign VIN MILEAGE IN / OUT TAG LICENSE CHEVROLET MALIBU MAROON 10 1G1ZD5E79AF T933 354/354 PROD DATE WARR EXP PROMISED OFFE DATES PO Nu PAYMENT NV DATE 06FEB10 DD WAIT 15FEB10 CASH 16FEB10 R.O. OPENED READY OPTIONS: ENG:3.6 Liter 09:15 15FEB10 115:28 16FEB10 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A CUSTOMER STAES 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 OUH EXTRA TIME TO REPAIR VEHICLE 0.50 953 ₩G 59.72 59.72 FC: PART#: 20760509 GOUNT 0 CLAIM TYPE: AUTH CODE 10750 TLABOR 2628 TECH: ACTUAL HRS : 953 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 FTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 26,28 354 LOOSE NECESCARY EXTRA TIME TO BREAK INTO LFT 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 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. MEGINGE OR MISSING RECORDS SUPPORTION. STATEMENT OF DISCLAIMER DESCRIPTION TOTALS STATEMENT OF DISCLAIMER
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Seller hereby expressly disclaims all
warranties either express or
implied, including any implied
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fitness for a perticular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
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item/items. LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBÉ ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTHICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

(DATE)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(SIGNED)

522371



WARRANTY

DUPLICATE 2 CHICAGO, PAGE 2 HOME CONT:N/A BUS CELL: SERVICE ADVISOR: YEAR

5301 W. IRVING PARK RD. - Chicago, IL 60641 Telephone: (773) 465-2000 Service Direct Line: (773) 508-4110

NET

TOTAL

www.mikeandersonchevy.com 3097 NIR JESUS TORRES

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COLOR MAKE/MODEL VIN MILEAGE IN TOUT LICENSE TAG MAROON 10 CHEVROLET MALIBU 1G1ZD5E79AF <u> 17933</u> PROD. DATE WARR, EXP PROMISED DEL DATE PO NO. HATE PAYMENT INV. DATE 06FEB10 DD WAIT 15FEB10 16FEB10 CASH

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09:15 15FEB10 15:28 16FEB10 LINE OPCODE TECH TYPE HOURS

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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

CUSTOMER SIGNATURE

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

GAS, OIL, LUBE

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

MADDAMMY GODS

KAND 2000 ADP INC. SERVICE INVOICE #7, YELD

CUSTOMER #:120907 CHICAGO, LLC. PREWORKORDER 5301 W. IRVING PARK RD. Chicago, IL 60641 PAGE 1 Telephone: (773) 465-2000 Service Direct Line: (773) 508-4110 CHICAGO, $I\Gamma$ www.mikeandersonchevy.com HOME: CONT:N/A SERVICE ADVISOR: 3097 TORRES, NIR JESUS CELL:N/A BUS : N/A MILEAGE IN/ OUT TAG LICENSE COLOR YEAR MAKE/MODEL 09 CHEVROLET MALIBU RATE PAYMENT INV. DATE PROD DATE WARR EXP. DELIDATE 7:00 15FEB10 R.O. OPENED 15FEB10 09:00 DESCRIPTIONS/INSTRUCTIONS LINE OP CODE TECH. TYPE CGC CUSTOMER STAES THAT DRIVER SIDE REAR DOOR WONT OPEN FROM OUTSIDE ADVISE # B MULTI MIKE ANDERSON You are entitled by law to the return of CHEVROLET OF CHICAGO, LLC. all parts replaced, except those which SIGNATURE are too heavy or large, and those required to be sent back to the WILL MAYE YOUR RICHT TO AN ESTIMATE WISCH GIVES THE BEP ONY TO BET THE PRICE WITHOUT YOUR REMAISSION. INDICATE CHEVROLET YOUR m 5301 W. IRVING PARK RD W a th ΨΕΡΕΙΝΙΤΡΈΝΙ

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You Are Entitled To?

NO 🗀

YES 🗔

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Global Warranty Management

Page 1 of 2



Grace Huerta

February 15, 2010

Update My Profile Logout

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

3

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).

Vehicle Information

VIN: 1G1ZD5E79AF Service Contract: No

Branded Title: No

Model: 1ZJ69-2010 MALIBU 4 D LT SEDAN

Warranty Block: No

PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: <u>0_Open</u>

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Investigate Major Assembly History

Information

For this vehicle:

→ View Vehicle Summary Service Contract

→ View Vehicle Build

View Vehicle

Detail

→ Branded Title

Component Summary View Vehicle Transaction History

View Vehicle Delivery

→ Warranty Block

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

Number Type 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

XM Equipped: Y

XM Radio ID: 01R2428A

OnStar Status: Active XM Status: Active

OnStar Vehicle Diagnostics: Y

Applicable Warranties

Valid warranties are highlighted

Description Valid

Start Date Effective Odometer

End Date End Odometer

Global Warranty Management

Page 2 of 2

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Е	mission Select Component Ltd Wty		4 MI	02/06/2018	80,004 MI
· -	Corrosion Limited Warranty	02/06/2010	4 MI	02/06/2016	100,004 MI
. В	umper to Bumper Limited Warranty		4 MI	02/06/2013	36,004 MI

Transactio	n History				View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
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Global Warranty Management: Site Map

Privacy Policy | Terms of Use

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MULTI-POINT VEHICLE INSPECTION

Name:		Year/Model:		Date:		
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GM-FM-0280-08 @2007. Copyright;	all rights reserved.	CUSTOMER	COPY			04/11/09

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CUSTOMER #: 120907 522371 *ACCOUNTING* CHICAGO, LLC. 5301 W. IRVING PARK RD. · Chicago, IL 60641 DUPLICATE 2 Telephone: (773) 465-2000 CHICAGO. TT. PAGE 2 Service Direct Line: (773) 508-4110 HOME: CONT: N/A PRE-INVOICE www.mikeandersonchevy.com BUS: CELL: SERVICE ADVISOR: 3097 NIR JESUS TORRES COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT TAG MAROON 10 CHEVROLET MALIBU 1G1ZD5E79AF; T933 DEL DATE PROD DATE! WARR EXP | PROMISED PO NO RATE PAYMENT INV. DATE 06FEB10 DD 80 OPENED WAIT 15FEB10 CASH 16FEB10 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 SALC COST CONTROL 10750 2628 4600 0 10750 ***** 2250 0 *****

COST, SALE, & COMP TOTALS 10750 2628 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 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 marchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to authorize any other person to connection with the sale of this item/items. LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00MISC, CHARGES Ō. 0.0 TOTAL CHARGES $\overline{0}$ 00 LESS INSURANCE 0.00 SALES TAX 0.00 (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (/)ATE CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT 0.00

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WARRANTY

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Service Direct Line; (773) 508-4110 www.mikeandersonchevy.com

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The factory warranty constitutes all of the warranties with respect to the sale of this item\intens. The Seller hereby expressly dicalaims 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. 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 BEIN 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. GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX (DATE)

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523319 CUSTOMER #: 120907 *ACCOUNTING* 5301 W. IRVING PARK RD. . Chicago, IL 60641 Telephone: (773) 465-2000 CHICAGO, PAGE 1 Service Direct Line: (773) 508-4110 ** PRE-INVOICE ** HOME: CONT:N/A www.mikeandersonchevv.com SERVICE ADVISOR: 4001 GRACIELA CORIA-HUERT BUS: CELL: VIN LICENSE MILEAGE IN / OUT TAG COLOR MAKE/MODEL 1G1ZD5E79AF1 T490MAROON 10 CHEVROLET MALIBU PAYMENT INV DATE PROD DATE WARR EXP. PROMISED POINO HATE DEL DATE 06FEB10 DD WAIT 10MAR10 CASH 1.0MAR10 R.C. OPENED READY OPTIONS: ENG:3.6 Liter 09:24 10MAR10 | 14:13 10MAR10 SALE LIST NET TOTAL LINE OPCODE TECH TYPE A/HRS S/HRS COST COMP 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 11.94 11 94 3.97 3.28 3.28 328 1 20872379 F-CAP 226 0 FC: PART#: 208723.79 COUNT: 1 CLAIM TYPE: AUTH CODE: 292 1194 TLABOR 0.00 TOTAL LINE A: 15 22 PARTS 3.28 LABOR: 11.94 CTHER: 1560 LOOSE / CRACKED INSTALL LFT REAR INSIDE DOOR HANDLE COVER TAB BROKE B PERFORM FREE MULTI POINT INSPECTION MULTI PERFORM FREE MULTI POINT INSPECTION 0 0 0 0 0 0 0 0 953 CGC 0.00 0.00 0.00 0.00 PARTS: 0.00 LABOR: 0.00 0.00 TOTAL LINE B: 0.00 OTHER: 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 CARTE BLANCE DINERS DISCOVER CAR CARE CASH [ CHECK# *** NO RO PUNCH TIMES ON FILE DESCRIPTION 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 ACCURENT MEGICIER OF MIGUISE RECORDS SUPPORTING THIS STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this itemlitems. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE 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. SUBLET AMOUNT MISC, CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX CUSTOMER SIGNATURE (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON PLEASE PAY

THIS AMOUNT

523319

*ACCOUNTING*



5301 W. IRVING PARK RD. . Chicago, IL 60641 Telephone: (773) 465-2000 PAGE 2 CHICAGO Service Direct Line: (773) 508-4110 HOME: CONT:N/A** PRE-INVOICE ** www.mikeandersonchevy.com SERVICE ADVISOR: 4001 GRACIELA CORIA-HUERT BUS: CELL: VIN LICENSE MILEAGE IN / OUT TAG COLOR YEAR MAKE/MODEL 1560/1560 IT4.90 MAROON CHEVROLET MALIBU 1G1ZD5E79AF 10 RATE PAYMENT INV⊥DATE PROD DATE WARR EXP PROMISED PO NO DEL DATE 10MAR10 WAIT 10MAR10 CASH 06FEB10 DI R.O. OPENED READY OPTIONS: ENG:3.6 Liter 14:13 10MAR10 09:24 10MAR10 NET TOTALLINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST CONTROL ACCOUNT SALE COST ACCOUNT SALE ÇOST CONTROL 328 226 1194 292 1522 ***** 0 0 **** 00° 

COST, SALB, & COMP TOTALS 51			
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE	The factory warranty constitutes all	LABOR AMOUNT	0.00
SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	of the warranties with respect to the sale of this itemlitems. The	PARTS AMOUNT	0.00
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED	Seller hereby expressly disclaims all warranties either express or	GAS, OIL, LUBE	0.00
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS	implied, including any implied warranty of merchantability or	SUBLET AMOUNT	0.00
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT	fitness for a particular purpose. Seller neither assumes nor	MISC. CHARGES	0.00
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	authorizes any other person to assume for it any liability in	TOTAL CHARGES	0.00
	connection with the sale of this	LESS INSURANCE	0.00
	item/items.	SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

523319 CUSTOMER #: 120907 *WARRANTY* ,5301 W. IRVING PARK RD. - Chicago, IL 60641 Telephona: (773) 465 1000 PAGE I Service Direct Line: (773) 1:08-4110 CHICACO www.mikeandersoncheviz.com HOME: CONT: N/A SERVICE ADVISOR: 4001 GRACIELA CORTA-HUERT CELL: BUS: MILEAGE IN / OUT MAKE/MODEL LICENSE TAG YEAR COLOR <u> 1560/1560</u> 7490 1G1ZD5E79AF 10 CHEVROLET MALIBU MAROON INV. DATE PROMISED PO NO. DATE DAYMENT PROD, DATE WARR EXP. DEL. DATE <u>0655В</u>10 од WAIT 10MAR10 CASH<u>1.0MAR 1.0</u> R.O. OPENED READY OPTIONS: ENG: 3.6 bilet 09:24 10MAR10 LIST MET. TATOT LINE OPCODE TECH TYPE HOURS A CUSTOMER STATES THAT INSIDE HANDLE IS COMING OFF, SOP IS IN CAUSE: LOOSE / CRACKED C3540 REAR SIDE DOOR TRIM PANEL REPLACEMENT RIGHT 953 WG 0.10 20872379 F-CAP 11,94 11.94 3.28 3.28 3.97 FC: PART#: 20872379 COUNT: 1 226 328 TPARTS CLAIM TYPE: AUTH CODE: 292 1194 TLABOR TECH: 953 ACTUAL HRS.: 0.30 SOLD HRS.: 0.100.00 LUB: 0.00 SUB: 0.00 TOTAL **ほち . 222** SALE-LBR: 11.94 PTS: 3.28 MSC: O.OO TOTAL 2.92 PTS: 2.26 MSC: 0.00 LUB: 0.00 SUB: 5.18 COST-LBR: 1560 LOOSE / CRACKED INSTALL LFT REAR INSIDE DOOR HANDLE COVER TAB BROKE ********* EST: 0.00 10MAR10 09:24 SA: 4001 ********** CHARGE | ] VISA [ | MASTER [ ) AMEX [ ATTACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH TRACH * DISCOVER ( ] CARTE DEAMOR | | DIMERS | | CHECK# [ ] CASH [ ] CAR CARE [ SOLD HRS.: 0.1S 0.00 SUB: 0.00 TOTAL 15.22 0.00 LUB:  $\mathcal{Q}^{t}$ 0.00 LUB: 0.00 SUB: 0.00 5.18 DESCRIPTION TOTALS T THE STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER IT the factory warranty constitutes of the warranties with respect to the sate of this itemitients. The Seller hereby expressly disclaims all warranties einher express or implied, including any implied warranty of merchantability or filness 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 ≀GE TO PARTS AMOUNT OF THE GAS, OIL, LUBE H ANY G THIS SUBLET AMOUNT

WARRANTY COPY

CUSTOMER SIGNATURE

MISC, CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX

PLEASE PAY THIS AMOUNT

YMENT

(DATE)

Copyrigen 2000 ACP Inc. SERIMICE INMOJOE #2 X816C.





### 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

### Labour Operation:

C3540 - Rear Side Door Trim Panel Replacement - Right Side

### Complaint,

0890 - Interior - Other issues

2017 - Surface (interior) - Broken

### Correction:

INSTALL LET REAR INSIDE DOOR HANDLE COVER TAB BROKE

### Special Instructions:

Replacement Parts:

. copiazoni		*		
Quantity	Causal Part	Part Number	Description	Hazardous
1	Х	000000000020872379	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 cutside of the package



2557690010597108352413.0410101

Mike Anderson Chevrolet Of Chicago, From Contact, Wally 7734652000 5333 W Irving Park Road Chicago, IL 60641-2529

> Warranty Parts Ctr Attention, Grebe, Sam - 248-371-9900 45 Northpointe Dr. Orion, MI 48359 USA

Page 1 of 1



## FOLD HERE

## UPS ICVS: View/Print Label

- Print the label(s): browser does not support this Select the Print button on the print dialog port this function select Print from the File box that appears. menu to print the . Note: If your e label.
- Ņ have Fold the printed label at the dotted line. ø pouch, affix the folded label using clear plastic shipping tape over the entire label Place the label in a UPS Shipping Pouch. If you do not

## ω GETTING YOUR SHIPMENT TO UPS Customers without a Daily Pickup

O

- Schedule a same day or future day Pickup to have a Shipping packages. UPS driver pickup all of your Internet
- Hand the package to any UPS driver in your area.

0 0 0

- Take your package to The UPS StoreTM, 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**

O Your driver will pickup your shipment(s) as usual.

### ROGERS

## AUTO GROUP Chicago's Auto Store

### **FAX COVER LETTER**

Date:
FAX #: 866.600.7176
TO: KISKA / RE: 71-1042992800
FROM: Benn Costre
Number of Pages to Follow: 12 (10F3 packers)

### ROGERS AUTO GROUP

2720 SOUTH MICHIGAN AVE CHICAGO, IL 60616 PHONE# 312-225-4300 FAX# 312-567-9498 WWW.ROGERSAUTOGROUP.NET

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ADDRESS. CITY, STATE, ZIP: CHICAGO, COOK, TL 60639  ABOUT VEHICLE DEING PURCHASED ("VEHICLE") PROBRES refer my order for the followings/RS/DRW   URSD   DIAMO VF.AT   2010 MAKE CHEVROLET   MODELSFRIES, MALT   COOK   MAY   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK   COOK		CALEGREDSON JOHNSON, BON
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LICENSE AND TITLE REGISTRATION AND TAXES, THIS NOTICE IS  DEALER INSTALLED OPTIONS OR SERVICES  DEALER INSTALLED OPTIONS OR SERVICES  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 A S FOLLOWS (attach additional sheet if needed):  EXCEPT AS FOLLOWS (attach additional sheet if needed):  EXAMINATION FROM STATEMENTS, INSTALLMENT CONTRACT ARE A PART OF THIS ORDER, I MINITIAL:  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, INMEDIATE DELIVERY RIDER, AND/OR  DEMENT.  FOR NEW VEHICLE SALES, the only warranties applying to this vehicle are those offered by the Manufacturer. MANUFACTURER AND DEALER ON ON'T WARRANT NON-MANUFACTURER PARTS, ACCESSORIES, OR CONVERSIONS TO THE VEHICLE. Unless you purchase an extended warranty or service contract, WE DISCLAIM ALL WARRANTES, EXPRESS OR IMPLIED, HICLUBING, BUT NOT LIMITED TO, WARRANTES OF MERCHANTABILITY OR FITNESS  FOR ANY WENT OF THE VEHICLE Unless you purchase an extended warranty or service contract, WE DISCLAIM ALL WARRANTES, EXPRESS OR IMPLIED, HICLUBING, BUT NOT LIMITED TO, WARRANTES OF MERCHANTABILITY OR FITNESS  FOR ANY WENT OF THE VEHICLE Unless you purchase an extended warranty or service contract, WE DISCLAIM ALL WARRANTES, EXPRESS OR IMPLIED, HICLUBING, BUT NOT LIMITED TO, WARRANT ON-MADUFACTURER PARTS, ACCESSORIES, ACCOUNT # ETHINGS OF THE VEHICLE WIRDS.  BITTIAL WARRANTES OF MERCHANTABILITY OR FITNESS  FOR ANY WENT OF THE PRIOR OR SERVICES OF THE PRIOR OF THE VEHICLE WARRANTES OF MERCHANTABILITY OR FITNESS  TOTAL YOUR AND STATEMENTS.  1. PLUS GAP 2000 CHORDS TO MET CAND THE CONTRACT TO THE CAMPON OF THE CAMPON OF THE CAMPON OF THE CAMPON OF THE CAMPON OF THE CAMPON OF THE CAMPON OF THE CAMPON OF THE CAMPON OF THE CAMPON OF THE CAMPON OF THE CAMPON OF THE CAMPON OF THE CAMPON OF THE	ABOUT VEHICLE DEING PURCHASED ("VEHICLE")  Please enter my order for the following New USED DEMO  YEAR 2010  YEAR CHEVROLET  MAKE CHEVROLET  MODEL/SERIES: MALI  RED JEWEL  VIN 161ZDSE79AF  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 \$1.65AND 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 ARF DEALER-ADDED OPTIONS, WARRANTY AND	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         365591.00           LESS GROSS TRADE ALLOWANCE         161771.00           CASH DIFFERENCE         20382.00           PLUS DOCUMENTARY FEE         1541.38           TAXABLE TOTAL         20536.38           PLUS SALES TAX         17.451.58           COUNTY TAX         15.00           OTHER TAX         N/A           PLUS LICENSE/LICENSE THANSFER/ TITLE/REGISTRATION FEES         194,00           SUBTOTAL         22490.96           LESS DEPOSIT / DOWN PAYMENT         5600.00           LESS CREDITS TO GUSTOMER FOR:         N/A
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):  EXCEPT AS FOLLOWS (attach additional sheet if needed):  I acknowledge that I have read the terms and conditions (BOTH SIDES AND ANY RIDERS) and have read  ES AND ANY RIDERS).  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  INITIAL:  INITIAL:  INITIAL:  FOR NEW VEHICLE SALES, the only warranties applying to this vehicle are those offered by the Manufacturer. MANUFACTURER AND DEALER ON 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 POR ANY DISCLAIM ALL WARRANTIES OF MERCHANTABILITY OR FITNESS POR ANY DISCLAIM ALL WARRANTIES OF MERCHANTABILITY OR FITNESS POR ANY DISCLAIM ALL WARRANTIES OF MERCHANTABILITY OR FITNESS POR ANY DISCLAIM ALL WARRANTIES OF MERCHANTABILITY OR FITNESS POR ANY DISCLAIM ALL WARRANTIES OF MERCHANTABILITY OR FITNESS POR ANY DISCLAIM ALL WARRANTIES OF MERCHANTABILITY OR FITNESS POR ANY DISCLAIM ALL WARRANTIES OF MERCHANTABILITY OR FITNESS POR ANY DISCLAIM ALL WARRANTIES OF MERCHANTABILITY OR FITNESS POR ANY DISCLAIM ALL WARRANTIES OF MERCHANTABILITY OR FITNESS POR ANY DISCLAIM ALL WARRANTIES OF MERCHANTABILITY OR FITNESS POR ANY DISCLAIM ALL WARRANTIES OF MERCHANTABILITY OR FITNESS POR ANY DISCLAIM ALL WARRANTIES OF MERCHANTABILITY OR FITNESS POR ANY DISCLAIM ALL WARRANTIES OF MERCHANTABILITY OR FITNESS POR ANY DISCLAIM ALL WARRANTIES OF MERCHANTABILITY OR FITNESS POR ANY DISCLAIM ALL WARRANTIES OF MERCHANTABILITY OR FITNESS POR ANY DISCLAIM ALL WARRANTIES OF MERCHANTABILITY	LICENSE AND TITLE REGISTRATION AND TAXES. THIS NOTICE IS REQUIRED BY LAW.	1. 2. PLUS GAP 3001.00 PLUS WARRANTY/SERVICE CONTRACT 1084100
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	INITIAL:	the financing of the Vehicle, you understand that the price of the Vehicle

This Order is not binding until accepted by Dealor'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 figure 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

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no alrove-listed telephone number(s) during business bours even if you have y request at any time to be placed on our "no but Call" (ist.

ACCEPTED BY: Date Dealer's Authorized Representative

Outry 26

Date

Signature

Customer's Signature

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	te Firm or Trade Name)	<u>さんかり きょうかいか</u> (Bysiness Addre		(City)	(State)	(Zip)	
eller herehy sells and	1 Buver or Buvers, injutty an	d severally hereby nurchase	the following motor vehicle wi	th accessories and equipment t	thereon for the deferred paym	ent price and on th	e terms set for
this contract. Buyer	acknowledges delivery and	acceptance of said motor ve	chicle in good condition.			<u> </u>	
New or Used	Year Make of Vehicl	e Model	Body Slyle No. Cyl.	Serial Number	Body Color	Top Calar	Key No.
NEW	201 DICHEVROLE	f waribh		161ZD5E79AF	REPLANT	H()	
yer Promises to SANTANDER	pay to the order of Selle	or at the offices of:		(Assignee	) located in	H VALLEY	, Illinoi
			e principal balance of the Am	ount Financed from time to t	ime unpaid at the rate of _	12.99	
accrued Finance Cl stallments will be p CURITY INTERESTS d all future indebted operty of Buyer in po financed hereunder, amounts due under	harge and the balance to a laid when due. Guarantor, 3: Seller is granted a purcha inses for taxes, liens, repair, passion of the Assignee, o , in the proceeds of any ins this contract are paid in ful	zincipal. The Finance Char if any, guarantees collection is and insurance premiums a no deposit or otherwise, excelurance or service contract i.	ints of \$ 596.86 and continuing on the same dige has been computed on the proof all amounts due under to the motor vehicle described a dvanced by holder hereunder a oting IRA or similar deposits. So on the motor vehicle, and in the motor vehicle, and in the motor vehicle.	ay of each successive month i scheduled unpaid balances his contract upon failure of th bove and all accessions under re paid in full. Buyer grants as eller is also granled a security in he proceeds of any crédit life	thereafter until fully paid. And the Amount Financed on the Seller to collect from the the Illinois Uniform Commercians the the Illinois Uniform Commercians the the the the the the the the the the	the assumption the Buyer named here bial Code until the Tollien on any moneys, as for insurance or a naurance dimanced	at an schedule iin. olal of Paymen , credits or oth ervice contract hereunder, un
eled, attached or I inkruptcy or insoli all die or be adjuc rm of this contri ile, without notice	fevied upon; or (4) if the vency statute shall be in dged incompetent; or (7) act, the holder may do or demand.	motor vehicle shall be se stituted by or against Bu if holder shall, for reaso eclare all unpaid install	yment of any installment o if the motor vehicle shall l ized or forfeited for violatio yer or Buyer's business or nable cause, deem itself in ments of the Total of Pa	n or any law or ordinance, a property, or Buyer shall ma secure; or (8) if Buyer shal lyments and all other inc	state, Federal of Municipal ike an assignment for ben I fail to keep the motor ve lebtedness secured here	i; or (5) a proceet nefit of creditors, chicle fully insured	or (6) if Buy d for the enti
			JNPAID BALANCE OF THE			_b ()) @40.00 (645	s installerer
' \$200.00 or less. al. Buyer agrees to y uncured default	In addition, Buyer agree o pay Finance Charges af hereunder, all without re	s to pay reasonable attor ter maturity of the final in Hief from valuation or ap	ll be charged: i) 5% of the in neys' fees, costs and expen istallment, or after acceleral praisement laws. nce is required by Seller. (	ses incurred in the collection upon default, at the Ani	on or emorcement of the c nual Percentage Rate state	aeut of in readzing ad herein so long	as there exis
Such insurance is	s to be obtained through	Seller, the cost for a te	rm of <u>PLAN</u> mani	hs will be \$ R / A			J = 32.21110\
edit Insurance Is	not required by Seller.	ner is it a factor in aud	URY AND PROPERTY DAN roval of the extension of s of the credit upon accepta	redit. No credit insurance	is to be provided unless t	IIS CONTRACT the Buyer signs t	he appropria
	Credit Life Insurance			redit Disability Insurance \$		Λ	

SECURITY Mair. 2. 2012nt 9:13 AM-money: Roldigers Autoptor vehicle described above and all accessions under the illinois Unifort No. 1285 Code up 4 Total of Payments and all future indebtedness for taxes, liens, repairs and insurance premiums auvanced by holder hereunder are paid in full. Buyer grants assignee the right of account non-on-amy incomes, 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 office indebtedness secured hereby immediately due and payable without notice or demand. able, 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 colleteral. 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 appraisement 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 _ NZA months will be \$ _ 地方在 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: N/ACredit Disability Insurance \$1 Credit Life Insurance \$ LDO NOT want Credit Life or Disability Insurance. I desire Credit Disability Insurance. I desire Credit Life Insurance. ₩/A R/A(Age of Insured) (Signature) (Date) (Date) (Age of Insured) 性/不 (Date) (Signature) (Date) (Age of Insured) (Signature) (Age of Insurad) 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 (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 tile 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. , the cost for a term of  $\underline{n/a}$  months will be \$ Other insurance: BUYER AGREES THAT THE PROVISIONS ON THE REVERSE SIDE HEREOF SHALL CONSTITUTE A PART OF THIS RETAIL INSTALLMENT CONTRACT AND BE INCORPO-RATED 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 coples 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. Buyer(s) acknowledges receipt of a fully completed and executed copy of this Contract. 26 FEB 2010 Dated:

AUTO GROUP -Seller: AGENT TITLE  $\mathbb{N}/\mathbb{A}$ Guarantor

I hereby guarantee the collection of the above described amount upon failure of the seller named herein to collect said amount from the buyer named herein.

## RETAIL INSTALLMENT CONTRACT

INSTRUCTIONS; If parent, spouse, or other person who is or will be listed as an owner on the vahicle's tille is a co-buyer, sign above.

Other co-signers, sign on the Guaranter line.

### Illinois Department of Revenue

(R-7/06)

ST-556 Sales Tax Transaction Return (For Vehicles, Watercraft, Alrcraft, Trailers,

and Mobile Homes)

Tax return no.:

IBT no.: Taxable location no.: 2360-4743

016-0001-1 001

Taxable location name: Dealer's license no.:

CHICAGO Dr 88

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) 225-4300 EXT-# 00003

1	Write	the	buyer's	name	and	address
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	Name(s)		<u> </u>	
	Street City_	CHICAGO	StateIL	ZiP
2		6 Write the price, You must comple 1 Total price (inclu	and figure the tax (R te Lines 1 and 2 even if no t ide accessories, federal excise tax	ound to nearest dollar)  ax is due.  kes,
	Used  Identification no. 161ZD5E79AF	and dealer-reimbu 2 Total trade-in cr 3 Amount subject	dealer preparation, documentary fursed rebates or incentives)	36/13.00 16177.00 20536.00
	Year 2010 Make CHEVROLET  Body style and model MALIBU	from a temporary <b>*i.</b> m 3 x ≈085	のアンジ* ] (If you made this sal sales location, see the instruction の if Chicago Buy ain districts - (see instructions	s.) er
3	Write the date of delivery	Do not report h	nome rule use tax below.	,
	(This return is due no later than 20 days after the date of delivery.)	<b>b</b> . City		.00
4	Describe the trade-in, if any	c. Township 6 Total tax (Line 4	+ Line 5]	1746-00
1	Item traded in AUTOMOBILE	7 Retailer's allowa	ance if filed on time	31.00
ı	Identification no. 2C3KA43R26H			1715.00
; i	Year 06 Make LEXU	9 Prior overpayme	e 6 - Line 7]	<u>. 00</u>
-	Body style and model SD 300	10 Credit for previo	ously paid tax (see instructions	) <del></del>
5		of the line belo of the Form ST- paid tax to an III	w, write the tax return number 556 on which you previously inois dealer.	
5	A Nonresident buyer (NOT an out-of-state dealer)See Instructions.	Tax return no	<u></u>	
Ţ	drive-away permit no./lic. plate nostate  B Sold for resale to a DEALER  (Write either the Illinois dealer's IBT no. or "Out-of-state dealer")	11 Excess tax colle	ected	
	C Exempt organization (government, school, religious, or charitable) tax-exempt no. E	12 Total tax due [Line 8 - Line 9	- Line 10 + Line 11]	1715.00
	D Sold to an interstate carrier for hire for use as rolling stock     Certificate of authority no.	13 Credit memorar	ndum (see instructions)	.00
	buyer's IBT no.	14 Amount due [Lir	ne 12 - Line 13]	
Üng ing is f	der penalties of perjury, we state that we have examined this return, juding any schedules and statements, and to the best of our knowledge, it	Do not write below this I		4 D
Sicon Sicon	nature  pate 2-26-10  inature	Date received by Himo	ois state government Copy	1 - Kevenue's
Ti	Follor Date  Date  Its form is approved by the Illinor Lax Aves and the Hilling Yerride Gode, Disclosure this Information is Rectulated. This form its Information is Rectulated. This form is periodically the provide information could result in penallias. This form is been approved by the Forms Management Center.	<b></b>		

2010 MALIBU ZUT	# 16 C	GENERAL M	IOTONS COMPANY
90U RED JEWFL TINTODAT 190 EBONY	7V6G	RENAISSAN	ICE CENTER
DRUFR NO. MNGTMS/TRE STOCK NO VIN 161 ZDSE 79 AF	C 00 388		NYOICE LADSS412473
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	25175.00		INVOICE 09/21/09
884 DODY COLOR BODYSIDE MOLDINGS OF5 SUNROOF, POWER TILT AND SLIDE	150,00 850,00		SHIPPED 09/21/09 FXP 1/1 09/29/09
PE9 BO-BTATÉ EMISSIONS	NZC	NVC	INT COM 09/29/09
. 17 ENGIN: , 3.6L V6 DOMC MB2 6-SFEED AUTODATIC TRANSMISSION	0.00 0.00		PRC EFF 09/21/09 KEYS 80595 80595
FOR PREMIUM MAY PACKAGE 4	185.00	162,80	WELS GODED GODED WELL
*PREMIUM CARPETED FLOOR MAIS, FRONT/BACK *IRUNK MAI			BANK: BMAC - 134 CMG-TO 11-118
			SHIP WITE 3530
PDQ BEV6 ENGINE PACKAGE:	1795.00	1579.60	Hara Section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the section of the s
*3.6L V6 DOHC ENGINE (REPLACES STD/GPT ENGINE)			GMS: 26799.38 SUPPLR: 27998.60
*18" BRIGHT ALUMINUM WHLS			MRM: 29300.00
*DUAL CHROME EXHAUST TIPS *HYDRAULIC POWER STEERING	•		MEMO 1279.00 DSU: 356.52
ASSIST			(States in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the state in the sta
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TOO NED DEWAL TINICUAT	320.00	254,00	
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ı			
FOTAL MODEL & OPTIONS	28586.00	26796.78	ACT 231 26649.38
DESTINATION CHARGE	720.00	720.00	H/B 261 857.40
DEALER IMR CONTRIBUTION	•	285,80	ADV 241 285.80
LMA GROUP CONTRIBUTION		285.80	EXP 45A 295.80
FOTAL.	29300.00	28078.38	PAY 310 28078.38
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THIS MOTOR VEHICLE IS SUBJECT TO A	ameurally.	and respectively for the	TRADE OF CHAPTER

REMIT TO GMAC NO. 154 VIN 101ZDT07966 \$ 28078.38 INV 1AD38412479

No. 1285

CHECK CONTROL NO.

9451

ISSUED BY: JR

ROGERS AUTO GROUP 2720 S. MICHIGAN AVE. CHICAGO, ILLINOIS 60816

PAGE 1

00.11.1102.1107				CHICAGO, ILLINOIS 60616			
INVOICE STOCK NO	DATE DATE	PURCHASE ORDER NO	DOMMENT/V:I.N.	AMOUNT	DISCOUNT/ ACCOUNT NO.	NET AMOUNT	
	031810	PAYOFF FOR CHRYSLER 300	/ACCT#			16,570.30	
		0327/STK#C00	38A				
				9451 115288	2020 3040	-16,570.30 16,570.30	
				:			
			·				
-							
				TOTAL	2020	16,570.30	

DETACH AT PERFORATION BEFORE DEPOSITING CHECK

REMITTANCE ADVICE

### Rogers Auto Group











**DOLLARS** CENTS 9451

AMOUNT OF CHECK

*****16,570.30

DATE 18MAR10 2720 S. MICHIGAN AVE. CHICAGO, IL 60616 (312) 225-4300

PAY THIS AMOUNT ******16,570

ROGERS AUTO GROUP

TO THE ORDER ŌЕ

AMERICREDIT PAYMENT PROCESSING P.O. BOX 99605 ARLINGTON TX 76096-9605

NOT NEGOTIABLE

THE PRIVATE BANK

AUTHORIZED SIGNATURE

#### Brown, Sharonda

From: Sent:

Wednesday, October 07, 2009 5:17 PM

To: Bro

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 <a href="http://www.gmsupplierdiscount.com">http://www.gmsupplierdiscount.com</a> 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

Purchaser/Lessee Signatur

GM CUSTOMI	ER INCENT	IVE AND	ONSTAR ACK	NOWL	EDE	GME	NT
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<u></u>	<u> </u>		CALLIA NO		AAB	<u> </u>	
CUSTOMER(NAME;0_				<del></del> _		<u></u>	
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<ol> <li>Customer Incentive         I assign the total amount of custom         (a) to the down payment of the         incentive, and final price with incentive.     </li> </ol>	us vehicle. (b) was	ere permissible by lav	w, as a price reduction (Bil	i of gare marci	omer ince ates pre-ir	ntive (s) be icentive pri	applied: ce, amount of
Incentive Program Reference	Amount	e al A	I Incentive Code				
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Authorized Dealer Signature:	R <del>S AUTO GROUP</del>		Date://_	<u>—</u>			
Dealership Name:			Dealer Code: _	<u></u>			
		OnStar Ackn	<u>owledgement</u>				
Is vehicle equipped with OnStar	?Yes	_No					
OnStar Terms and Conditions I acknowledge that I have received vehicle glove box, from the dealer	ed the Terms and Condi	itions under which th or by contacting On	ne OnStar service in my ve Star as described below.	hicle is provid	ed. Copie	5 are availa	ble in the
OnStar Stolen Vehicle Slowdov My OnStar-equipped vehicle ma authorities in its recovery.	wn Capahility (Model y have Stolen Vehicle S	Year 2009 or News Slowdown capability	e <u>r)</u> v that enables OnStar to sio	w down my st	olen vehic	cle remotel;	y to assist
I understand I must press the blu- capability on my vehicle. This c	e OnStar button and rec apability can only be re	quest the OnStar adv e-enabled at a GM de	isor to disable this capabil calership at my expense.	ity if I don't w	ant the St	olen Vehic	le Słowdown
Cancellation of All OnStar Ser I understand that to cancel all On	Vices:	hiola I must arese th	e blue OnStar button in my	vehicle or ca	ll 1.888.4	OnStar	
(1.888.466.7827) or TTY 1.822	248.2080 and realiest t	that all OnStar service	es be cancelled.				

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. 02/06/2010 Date: ___/___/___ Authorized Dealer Signature From AUTO Dealer Code: ___ Dealership Name:

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

Date: ___/___/___

1

# Rogers Auto Group

2720 S. Michigan Avenue, Chicego, IL 80816 • 312-225-4300

Telephone: (312) 225-4300 · Fax: (312) 567-9498

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THANK YOU!! WE APPRECIATE YOUR BUSINESS!!

ACCOUNTING DISTRIBUTION

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CUSTOMER COPY





#### 2011 Illinois Registration Identification Card Jesse White, Illinois Secretary of State

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If not submitted by GM Access (OWB), mail to North American Mechanical Service Center, P.O. Box 8855, Chicago, IL 60680-6855. In Arlzone, the service company is GMAC Service Agreement Corp. Box 8655, Chicago, IL 60680-6855, 1-800-631-5590. In Florida, the Insurer is MIC Property and Casualty Insurence Corporation, P.O. Box 5074, Southfield, MI 48086. FL Ltc. #9299.

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CAUSE: SHORTED OUT

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2 W (N/C)(N/C)

1 22666955 SENSOR KI

FC: 6579

PART#: 22666955

COUNT: 1 CLAIM TYPE: AUTH CODE:

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"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBYARE 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 of 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
GA\$, 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

CHICAGO,

HOME:

CONT

# A

WORKORDER 384113

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

SERVICE ADVISOR: 28 PARKS 162, DWAYNE EXT

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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 Reapir 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 LABOVE 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 danage to vehicle or articles left in vehicle in case of fire, theft, accidexecution hereof shall g of

checks or drafts on belt the requested repairs. Customer's Signature

If outside additional work will have to be performed, I hereby give my consent.

Customer's Signature:

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Customer's Signature:

# Rogers Auto Group

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PLEASE PAY THIS AMOUNT

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Rodgers Auto WORKORDER 385637

PAGE 1

ROGERS **AUTO GROUP** 

No. 1286

2720 S. MICHIGAN AVE. · CHICAGO, ILLINOIS 60616

Telephone: (312) 225-4300 · Fax: (312) 567-9498 Internet Address: www.rogersautogroup.net

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CUSTOMER STATES THE ESC AND TRAC OFF LIGHT IS ON AGAIN

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This business is required to be licensed pursuant to IL, revised statute,

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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. I hereby authorize the above repair work to be done along with the pecessary materials. You and your employees may operate above vehicle for purposes of testir j, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs therety. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in DL # 89. Motor Vehicle Reapir 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." case of fire, theft, accident or any other cause peyond your control. Customers execution hereof shall grams a

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.

If out ide additional work will have to be performed, I hereby give my consent.

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## Rogers Auto Group

CUSTOMER #: 115288

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386803

*INVOICE*

CHEVROLET 2720 S. Michigan Ave.

BUICK venue, Chicago, IL 80819 312-225-4300

Telephone: (312) 225-4300 · Fax: (312) 567-9498 Internet Address: www.rogersautogroup.net Chicago License No. 000243

PAGE 1

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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

(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 🕦 12-225-4300 OR booster@rogersautogroup.net

geranggagaanis. Section 11





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 HEREBYARE 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."

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.

We guarantee our şervice work lor 12

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:

Rodgers Auto

WORKORDER 386803

PAGE 1

No. 1286 P. 9

#### ROGERS AUTO GROUP

2720 S. MICHIGAN AVE. - CHICAGO, ILLINOIS 60616 Telephone: (312) 225-4300 · Fax: (312) 567-9498

CONT :						Internet Add	lress: www.roge	ersautogroup	o.net
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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 Reapir Work - City of Chicago Required under Chapter 4-204, Municipal Code

"ANY WARAANTIES 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: [ [ ] NOT WARRANTED FOR A MINIMUM OF 90 WARRANTED 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.

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 folloss or damage to vehicle or articles left in vehicle in case of fire, theft, accident execution hereof shall gran checks or drafts on behalf the requested repairs. Customer's Signatur

If outside additional work will have to be performed. I hereby give my consent.

Customer's Signature:

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I REQUEST THE RETURN OF PARTS REPLACED.

YOU.

Customer's Signature:

## Rogers Auto Group

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CUSTOMER #: 115288

CHICAGO, IL

COLOR

HOME:

BUS:

## Rogers Auto Group

390874

CHEVROLET HYVIOLET BUICK HYVIOL 2720 S. Michigan Avenue, Chicago, H. 60818 · 212-225-4200

TAG

*INVOICE*

PAGE 2

Telephone: (312) 225-4300 · Fax: (312) 567-9498 Internet Address: www.rogersautogroup.net Chicago License No. 000243

SERVICE ADVISOR: 28 DWAYNE EXT PARKS 162 VIN LICENSE MILEAGE IN/ OUT

RED JEWEL 10 CHEVROLET MALIBU 1G1ZD5E79AF 28614/28619 T2343DEL DATE PROD. DATE WARR, EXP. PROMISED PO NO. VAR. RATE PAYMENT INV. DATE 17:00 31OCT11 06FEB10 DD 120,00 04NOV11 R.O. OPENED READY OPTIONS: STK: C0038 1) C0038 G0595

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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 attention of the attention.

"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBYARE 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 CALL OF AND RESOURCE FOR 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 12.85 PARTS AMOUNT 18.29 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 EPA CHARGES 1.96 TOTAL CHARGES 33,10 LESS INSURANÇE 0.00 SALES TAX 1.78 PLEASE PAY THIS AMOUNT 34.88

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## Rogers Auto Group

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N6656 GROUND CONNECTION REPAIR

(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











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
GA\$, 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

CHIERGO, HOME: CONT

WORKORDER 393511

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

SERVICE ADVISOR: 28 PARKS 162, DWAYNE EXT

CUSTOMER STATES THE SERVICE TRACTION LIGHT COMES ON

COLOR	T. MAKEMODEL		ha kar mi	He WING BUTTON SHOW	LICENSE	MILEAGE IN/OU	T TAG
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WITH STABILITRAK LIGHT AS WELL, 3X BACK FOR CONCERN -2 Replaced Terminals 314 18 at Ret Connector XX at BEM - poor connection-INSPECT N6656

# A

50tz med Rapair

CR6

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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 Reapir 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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No. 1286 P. 17

Mar. 2. 2012 9:22AM Rodgers Auto

## Rogers Auto Group

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CAUSE: SHORT IN WIRE

N6653 REAPIRED WIRE WITH NO OTHER CONCERNS FOUND

AFTER TEST DRIVE

(N/C)

FC: 7077 PART#: COUNT:

CLAIM TYPE: AUTH CODE:

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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.

	<u> </u>
DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0 <u>.00</u>
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.rogerssutogroup.net

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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 falls in normal service, we will fix it free of charge, Parts and Labor.

#### TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I heraby 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 recuested repairs.

Cust riner's Signature:

If outside additional work will have to be performed, I hereby give my consent.

Customer's Signature:

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## Rogers Auto Group

CUSTOMER #: 115288

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*INVOICE*

CHEVROLET HEVROLET BUICK*
2720 S. Michigan Avanua, Chicago, IL 80818 · 312-225-4304

LIST

Telephone: (312) 225-4300 · Fax: (312) 567-9498 Internet Address: www.rogersautogroup.net

PAGE 1 CHICAGO. Chicago License No. 000243 CONT HOME: SERVICE ADVISOR: 28 DWAYNE EXT PARKS CELL: BUS: MILEAGE IN/ OUT TAG LICENSE MAKE/MODEL VIN YEAR COLOR 31355 /31355 T2228 CHEVROLET MALIBU 1G1ZD5E79AF RED JEWEL INV. DATË **PAYMENT** PROD. DATE WARR, EXP. PROMISED VAR. RATE DEL DATE 06JAN12 17:00 06JAN12 06FEB10 DI R.O. OPENED OPTIONS: STK: C0038 1) C0038 G0595 READY

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MAIL WHEN THEY ARRIVE 2IMISC

(N/C)

TOTAL

************** THANK YOU FOR SERVICING YOUR VEHICLE TODAY AT ROGERS AUTO GROUP!

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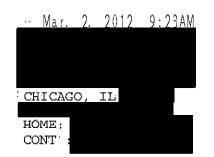
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Rodgers Auto WORKORDER 397015

397015 PAGE 2

# ROGERS AUTO GROUP

2720 \$. 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

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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 OF CODE TECH... TYPE # A 2 W

DESCRIPTIONS/INSTRUCTIONS
CUSTOMER STATES THE TRACTION CONTROL LIGHT COMES ON

WHEN DRIVING ALONG WITH SERVICE STABILITRAK LIGHT AS

WELL

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No. 1 To replace oil lower for Ciguit

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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.

#### 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 articlas 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 other causes 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.

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# Rogers Auto Group

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may be brought to the attention of the attorney General. DL # 89	service work for 12	PARTS AMOUNT	0.00
"ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY	months or 12,000	GAS, OIL, LUBE	0.00
THE MANIFACTURER. THE SELLER (ROGERS AUTO GROUP) HEREDII	miles, whichever comes first. If our	SUBLEY AMOUNT	0.00
- EVODERRI VIDIRCI AIMS ALL WARRANTIES. EITHER EXPRESSION IMPUIDAT		EPA CHARGES	0.00
INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES		TOTAL CHARGES	0.00
ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION		LESS INSURANCE	0.00
WITH THE SALE OF SAID PRODUCTS."	will fix it free of charge, Parts and	SALES TAX	_ 0.00
Customer's Signature:	Labor.	PLEASE PAY THIS AMOUNT	0.00

Rodgers Auto

WORKORDER 400509

PAGE 2

Appr!!

· No. 1286 P. 2!

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

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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

DS <<

W - O - R - K - O - R - D - E - R

CR6

LINE OP CODE # A 1199

TECH... TYPE

DESCRIPTIONS/INSTRUCTIONS

CUSTOMER STATES THE TRACTION LIGHT CAME ON AGAIN WHEN

DRIVING AND APPLYING BRAKES

# B 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 1/2

00 bDV

COW FUEL LIGHT

703

1 Mar 201 2

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. Dt. # 89. Motor Vehicle Reapir. 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.

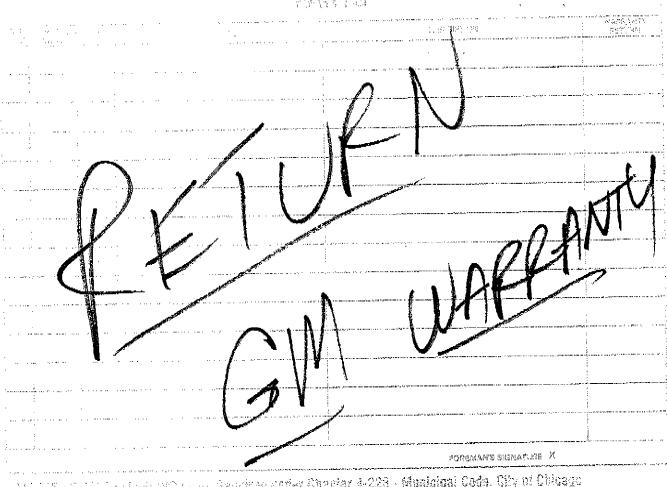
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If outside additional work will have to be performed, I hereby give my consent.

Customer's Signature:

Technician Copy

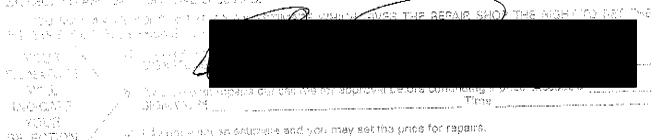
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To brent.palmer@gm.com cc james.cocking@gm.com

bcc

Subject 71-1042992800 Sweezer

RE: Customer Last Name: Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF

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 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

	TO MACH CALIBOTAL COMP. 101A50.	19 <u>/                                     </u>	DESCRIPTION	TOTALS
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. '	This business is required to be licensed pursuant to the assistance obtained here	We guarantee our	LABOR AMOUNT	0.00
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		Labor.	PLEASE PAY THIS AMOUNT	0.00
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Customer's Sign

Mar. 7. 2012 11:07AM (187) Rodgers Auto	WORKORDER No. 1303 P. 2/3	
· ·	PAGE 2 ROGERS	
CHICAGO II.	AUTO GROUP	
CHTCAGO, IL	2710 S. MICHIGAN AVE. CHICAGO, ILLINOI	
HOME:	internet Address; www.rogersautogroup.r	
	SERVICE ADVISOR: 28 PARKS 162, DWAYNE EXT	22/8
COLOR YEAR MAKE/MODEL	VIN LICENSE MILEAGE IN/ OUT	TAG
RED JEWEL 10 CHEVROLET MALISU	1G1ZD5E79AF 31480	T2270
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This business is required to be licensed pursuant to licensed statut chapter 95,1/2, sec. 5-301, any complaints as to the quality of service	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE	
chapter 35, 172, ass. 3301, any compensation of the attorney General obtained here may be brought to the attention of the attorney General DL # 89. Motor Vehicle Reapir Work. City of Chicago. Required und	materials. You and your apployees may operate above vehicle for purit	10 89809
Chapter 4-204, Municipal Code	acknowledged on above velocie to secure the amount of repairs thereto.	YOU WIII
MANUFACTURER: THE SELLER (ABOVE NAMED DEALERSHIP) HEREBY IX A SESSLY DISCLAIF ALL WARRANTIES FITHER EXPRESS OF IMPLIED, INCLUDING ANY IN A CONTROL WARRANTY	case of fire, theft, accident or any other cause beyond your control. Cu	stomers.
MERCHANTABILITY OF FITNISS FOR A PARTICULAR PURPOSE, AND N THE A SSUMES N AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN . C. NECTION WITH T SALE OF SAID PRODUCTS."	checks or drafts on behalf of customer by insurance companies for purp the requested repairs.	oses of
ALL REPAIR WORK AND ALL PARTS USED ARE: [ WARRANTED [ ] NOT WARRANTED FOR A MINIMUM OF 9	1	
DAYS AND/OR 3,000 MILES:	If outside additional work will have to be performed, I hereby give my cons	sent.
We guarantee our service work for 12 months or 12,000 miles whichever comes first. If our repair or replacement fails in norm	<b>,</b>	
	hniciun Copy	

DOX FORMS + SUPPLIES CALL TOLL FREE 1-(800) ADP-ADP ADP TO HEORDER CATALOG #8001971-03342

# RELEASE OF CLAIM

my assigns, heirs and executors, in consideration of releases and discharges General Motors Corporation Company, their subsidiaries, their authorized indevehicles, parts and components that are distributed (hereinafter referred to as "Releasees") from any a claims for attorney's fees and costs which directly way associated with the purchase, repair, maintena Chevrolet Malibu bearing Vehicle Identification Nincluding but not limited to any claims based on an of Claim shall not be construed to release any of the regarding claims of personal injury or products lial Vehicle after the date of execution of this release, agrees to honor the remaining term of the manufacture.	pendent dealers, any designers and suppliers of by them, and their respective agents and employees and all claims, causes of action, demands, damages, and or indirectly arise from, are related to, or are in any ance, operation, alteration, or use of Releasors 2010 number 1G1ZD5E79AF ("Subject Vehicle"), my alleged defects in the subject vehicle. This Release me above named persons or entities from any liability bility arising out of the use or operation of the Subject Notwithstanding the above, General Motors Company sturer's express limited warranty and any applicable of the subject vehicle. If Releasors have initiated any		
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			
City, State, Zip Code	City, State, Zip Code		
STATE OF			
COUNTY OF			

by	Sworn to (or affirmed) and subscribed before me this day of	,20,
	Signature of Notary Public	
	Print, type or stamp Commissioned Name of Notary Public	
	Personally KnownOR 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:

Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF

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 <u>separately from all other settlement documents</u>. 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 abov 231-1841 Monday through Friday between 8:0	we when contacting our Business Resource Center at 1-800-0 a.m. and 5:00 p.m., Eastern Time.
Sincerely,	
General Motors	
Odometer	
Client's Signature	Client's Signature
Date	Date

# **RELEASE OF CLAIM**

	erred 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 ar	nd 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				
	umber 1G1ZD5E79AF ("Subject Vehicle"),			
· · · · · · · · · · · · · · · · · · ·	y alleged defects in the subject vehicle. This Release			
· · · · · · · · · · · · · · · · · · ·	e above named persons or entities from any liability			
	pility arising out of the use or operation of the Subject			
agrees to honor the remaining term of the manufact	Notwithstanding the above, General Motors Company			
-	of the subject vehicle. If Releasors have initiated any			
court, arbitration or other proceeding against Relea	·			
proceeding with prejudice.	sees, releasors immediately will distins the			
The subject vehicle's mileage is	on the date of the signing of this release.			
Release constitutes the entire agreement between R on any representations, promises or inducements of				
PLEASE READ CAREFULLY BEFORE YOU ARE SIGNIFYING THAT YOU HAVE R ITS TERMS.	RE SIGNING. BY SIGNING THIS RELEASE, EAD IT, UNDERSTAND IT, AND AGREE TO			
We agree to the terms of this Release of A	We agree to the terms of this Release of All Claims			
DATE SIGNED.				
DATE SIGNED:				
Claimant's Signature	Claimant's Signature			
Address	Address			
City, State, Zip Code	City, State, Zip Code			
STATE OF				
COUNTY OF				

by	Sworn to (or affirmed) and subscribed before me this day of	, 20
	Signature of Notary Public	
	Print, type or stamp Commissioned Name of Notary Public	
	Personally KnownOR Produced identification	
	Type of identification	
	My commission expires:	



"Kaczander, Eric" <ekaczander@consumerla wcenter.com> 03/15/2012 12:13 PM

СС bcc

To <kiska_jones@gmexpert.com>

Subject 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: <u>ekaczander@consumerlawcenter.com</u>

web: www.krohnandmoss.com

*Licensed to practice in Illinois, Kentucky and Minnesota

Connect With Us







03/15/2012 12:13 PM

To "Kaczander, Eric"

<ekaczander@consumerlawcenter.com>@SITELCWEB
cc

bcc

Subject Re: v. GM

RE: Customer Last Name Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF 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,



## VIA FAX ONLY

March 20, 2012

Timothy Maloney, Esq. 10 North Dearborn St, 3rd Floor Chicago, IL 60602

RE:

Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF

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.

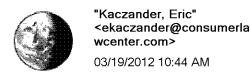
Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately 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 abov 231-1841 Monday through Friday between 8:0	we when contacting our Business Resource Center at 1-800-0 a.m. and 5:00 p.m., Eastern Time.
Sincerely,	
General Motors	
Odometer	
Client's Signature	Client's Signature
Date	Date

# **RELEASE OF CLAIM**

	erred 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	• • • • • • • • • • • • • • • • • • • •		
	d all claims, causes of action, demands, damages, and		
claims for attorney's fees and costs which directly			
way associated with the purchase, repair, maintenant			
Chevrolet Malibu bearing Vehicle Identification Nu			
	y alleged defects in the subject vehicle. This Release		
· · · · · · · · · · · · · · · · · · ·	e above named persons or entities from any liability		
·	ility arising out of the use or operation of the Subject		
	Notwithstanding the above, General Motors Company		
agrees to honor the remaining term of the manufact			
	of the subject vehicle. If Releasors have initiated any		
court, arbitration or other proceeding against Release	sees, Releasors immediately will dismiss the		
proceeding with prejudice.			
The subject vehicle's mileage is	on the date of the signing of this release		
The subject vehicle is limiting is	of the date of the signing of this felcuse.		
Releasors have carefully read and understands this	release. Releasors agrees and acknowledges that this		
· · · · · · · · · · · · · · · · · · ·	eleasors and Releasees, and Releasors are not relying		
on any representations, promises or inducements ot	her than those stated in this release.		
D. D. G. D. L. D. G. D. D. L. L. D. D. D. L. D. D. D. D. D. D. D. D. D. D. D. D. D.			
	RE SIGNING. BY SIGNING THIS RELEASE,		
YOU ARE SIGNIFYING THAT YOU HAVE R	EAD IT, UNDERSTAND IT, AND AGREE TO		
ITS TERMS.			
We agree to the terms of this Release of A	All Claims		
DATE SIGNED:			
Claimant's Signature	Claimant's Signature		
	erminin a zagamure		
Address	Address		
City, State, Zip Code	City, State, Zip Code		
CTATE OF			
STATE OF			

	(or affirmed) and subscribed before me this day of	, 20,
٥,	·	
	Signature of Notary Public	
	Print, type or stamp Commissioned Name of Notary Public	;
	Personally KnownOR Produced identification	·
	Type of identification	
	My commission expires:	



To <kiska_jones@gmexpert.com>
cc
bcc
Subject RE: 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

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----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: v. GM

RE: Customer Last Name:
Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF 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,

03/19/2012 10:44 AM

To "Kaczander, Eric" 
<ekaczander@consumerlawcenter.com>@SITELCWEB
cc

bcc Subject RE: v. GM

RE: Customer Last Name: Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF 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,

03/26/2012 01:58 PM

bcc

Subject 71-1042992800

RE: Customer Last Name: Service Request: 71-1042992800 2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF

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 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,



## VIA FAX ONLY

March 29, 2012

Timothy Maloney, Esq. 10 North Dearborn St, 3rd Floor Chicago, IL 60602

RE:

Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF

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 <u>separately from all other settlement documents</u>. 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 abov 231-1841 Monday through Friday between 8:0	we when contacting our Business Resource Center at 1-800-0 a.m. and 5:00 p.m., Eastern Time.
Sincerely,	
General Motors	
Odometer	
Client's Signature	Client's Signature
Date	Date

# **RELEASE OF CLAIM**

	rred to as "Releasors"), on behalf of ourselves and		
my assigns, heirs and executors, in consideration of			
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			
	d all claims, causes of action, demands, damages, and		
claims for attorney's fees and costs which directly o			
way associated with the purchase, repair, maintenan	· · · · · · · · · · · · · · · · · · ·		
Chevrolet Malibu bearing Vehicle Identification Nu			
	alleged defects in the subject vehicle. This Release		
of Claim shall not be construed to release any of the			
•	lity arising out of the use or operation of the Subject		
	Notwithstanding the above, General Motors Company		
agrees to honor the remaining term of the manufactu	rer's express limited warranty and any applicable		
GM Protection Plans which accompanied the sale of	f the subject vehicle. If Releasors have initiated any		
court, arbitration or other proceeding against Releas	ees, Releasors immediately will dismiss the		
proceeding with prejudice.			
The subject vehicle's mileage iso	n the date of the signing of this release.		
Delegans have constally used and understands this	along Dalangous agrees and calmoveled as that this		
· · · · · · · · · · · · · · · · · · ·	elease. Releasors agrees and acknowledges that this eleasors and Releasees, and Releasors are not relying		
on any representations, promises or inducements oth			
on any representations, promises of inducements of	for than those stated in this release.		
PLEASE READ CAREFULLY BEFOR	E SIGNING. BY SIGNING THIS RELEASE,		
YOU ARE SIGNIFYING THAT YOU HAVE RE	EAD IT, UNDERSTAND IT, AND AGREE TO		
ITS TERMS.			
We agree to the terms of this Release of A	Il Claims		
we agree to the terms of this release of the			
DAME GAGNED			
DATE SIGNED:			
Claimant's Signature	Claimant's Signature		
Address	Address		
City, State, Zip Code	City, State, Zip Code		
	V		
STATE OF			
COUNTY OF			

	(or affirmed) and subscribed before me this day of	, 20,
٥,	·	
	Signature of Notary Public	
	Print, type or stamp Commissioned Name of Notary Public	;
	Personally KnownOR Produced identification	·
	Type of identification	
	My commission expires:	



To <kiska_jones@gmexpert.com>
cc
bcc

Subject RE: 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

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----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: v. GM

RE: Customer Last Name: Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF 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,

03/28/2012 05:49 PM

To "Kaczander, Eric"
<ekaczander@consumerlawcenter.com>@SITELCWEB
cc
bcc

Subject RE:

RE: Customer Last Name: Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF 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,

04/04/2012 05:29 PM

To <ekaczander@consumerlawcenter.com>

СС

bcc

Subject 71-1042992800

Gubject 71-1042992800

RE: Customer Last Name:
Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF 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. 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,



To <kiska_jones@gmexpert.com>
cc
bcc
Subject RE: 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: v. GM

RE: Customer Last Name:
Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF 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,



## VIA FAX ONLY

April 11, 2012

Timothy Maloney, Esq. 10 North Dearborn Street, 3rd Floor Chicago, IL 60602

RE:

Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF

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,

04/11/2012 01:44 PM

To <ekaczander@consumerlawcenter.com>

СС

bcc

Subject 71-1042992800

RE: Customer Last Name: Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF 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,



"Kaczander, Eric" <ekaczander@consumerla

04/13/2012 02:15 PM

To <kiska_jones@gmexpert.com>

CC bcc

Subject RE: 71-1042992800

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

RE: Customer Last Name: Service Request: 71-1042992800

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF

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,

■ Logout



April 26, 2012

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

CUSTOMER

## View Vehicle Build

**(B)** 

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 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

### Vehicle Build

Model: 1ZJ69-2010 MALIBU 4 D LT SEDAN

Gross Vehicle Weight: 2,078

Order Number: NNGTMS 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

1SZ - OPTION PACKAGE DISCOUNT

6AZ - COMPONENT FRT LH COMPUTER SEL

80U - RED JEWEL TINTCOAT 9AB - REAR SPRING AL0 - SENSOR INDICATOR

AS5 - SEAT, FRONT BKT

AXG - WINDOW, POWER W/DRVR EXPRESS DOWN/ UP

AYO - SIDE IMPACT AIRBAGS, DRIVER AND FRONT PASSENGER B36 - TRUNK MAT

B50 - PREMIUM FLOOR MATS, FRONT/REAR

C60 - AIR CONDITIONING

D49 - POWER OUTSIDE MIRRORS

DCP - ONSTAR DIRECTIONS & CONNECTIONS 1 YR FACTORY

**PACKAGE** 

EF7 - COUNTRY - USA

FEO - SUSPENSION SYSTEM-ACTIVE HPO - HYBRID POPULSION NOT INSTALLED

JL9 - 4-WHEEL ANTI-LOCK DISC BRAKES W/TRACTION

CONTROL

KB7 - TAPSHIFT MANUAL SHIFT CONTROL

LY7 - ENGINE, 3.6L V6 DOHC

N34 - LEATHER WRAPPED 3-SPOKE STR WHL NT7 - EMISSION SYSTEM FEDERAL, TIER 2

NW5 - (4) 18" WHEELS, ULTRA BRIGHT ALUMINUM

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

19I - EBONY

2LT - 2LT PACKAGE

7AZ - COMPONENT FRT RH COMPUTER SEL

8AB - REAR SPRING

AG1 - 6-WAY POWER DRIVER SEAT

AP3 - REMOTE VEHICLE STARTER

SYSTEM

AT8 - RESTRAINT, CHILD RR SEAT

AXJ - VEHICLE TYPE PASSENGER CAR

**B86 - BODY COLOR BODYSIDE** 

MOLDINGS

CF5 - SUNROOF, POWER TILT AND

SLIDE

D70 - TRANSAXLE 2.77 RATIO

DD7 - INSIDE REARVIEW MIRROR, AUTO- DIMMING W/COMPASS

FAI - FAIRFAX

FE9 - 50-STATE EMISSIONS

**IBC - INTERIOR TRIM** 

KA1 - HEATED FRONT SEATS

KG7 - GENERATOR 125 AMPS

MH2 - 6-SPEED AUTOMATIC

TRANSMISSION

NBQ - EXHAUST SPORTY, CHROME NVH - HYDRAULIC POWER STEERING

ASSIST

PDM - PREMIUM MAT PACKAGE: *PREMIUM CARPETED FLOOR MATS, FRONT/BACK *TRUNK MAT null

QYH - (4) TOURING TIRES P225/50R18

For this vehicle:

→ View Vehicle Summary

→ Service Contract

→ Branded Title

 $\to \text{Warranty Block}$ 

→ View Vehicle Build

View Vehicle

Component Summary View Vehicle

Transaction History Detail

View Vehicle Delivery Information

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 TRO - 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.

Global Warranty Management: Site Map

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■ Logout



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 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

Traceability: 2923704RE

Traceability: 2254G0025

Traceability: 200MP

Traceability: 0440872

Traceability: 1207838

Part / Number Broadcast: 1CZ

Part / Number Broadcast: 1AG

### 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 Traceability: 25191089

MOD ASM

Source Plant: 1- Part / Number Broadcast: 9990

Date Scanned: 09/21/2009 Time Scanned: 08:47:00 Scan Station:

Component Code: 86-ELECTRONIC CONTROL MODULE

ECM)

Source Plant: K-DELCO ELECTRONICS KOKOMO,IN Part / Number Broadcast:
AAKD

Date Scanned: 09/21/2009 Time Scanned: 08:47:00 Scan Station:

Component Code: AB-IR-MODULE ASM-INFLATOR

Source Plant: 9- Part / Number Broadcast: 0709

Source Plant: 9- Part / Number Broadcast: 070

Date Scanned: 09/21/2009 Time Scanned: 07:24:00 Scan Station: 08

Component Code: AS-SENSING DIAGNOSTIC MODULE

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

Source Plant: -

Date Scanned: 09/09/2009 Time Scanned: 05:01:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM

Source Plant: -

Date Scanned: 09/18/2009 Time Scanned: 09:05:00 Scan Station:

Component Code: DF---- Traceability: 28YFAAOD

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

#### For this vehicle:

**(B)** 

- → View Vehicle Summary
  - $\to \underline{\text{Service Contract}}$
  - $\rightarrow \text{ Branded Title}$
  - $\to \text{Warranty Block}$
- → View Vehicle Build
- <u>View Vehicle</u>
- Component Summary
  View Vehicle
- → Transaction History Detail
- → View Vehicle Delivery Information

https://gmvis2.gotd.gm.com/gmvis2/showVehicleComponent.do?_SEC_TOKEN_=75432f646a4936584c78707... 4/26/2012

Service Agent Installed Component	
Vehicle has no current record of vehicle component.	
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April 26, 2012

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

CUSTOMER

# View Vehicle Delivery Information

(8)

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 Service Contract: Yes

Branded Title: No

Model: 1ZJ69-2010 MALIBU 4 D LT SEDAN Warranty Block: No PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

#### **Invoice Information**

Invoicing Service Agent: 205757 ROGERS AUTO GROUP 2720 S MICHIGAN AVENUE CHICAGO IL 60616-2819 3122254300 Invoice Date: 09/21/2009

#### Ship to Information

Ship to Service Agent: 205757 ROGERS AUTO GROUP 2720 S MICHIGAN AVENUE CHICAGO IL 60616-2819 3122254300 Ship to Date: N/A

### **Delivery Information**

Delivery Service Agent: 205757 ROGERS AUTO GROUP 2720 S MICHIGAN AVENUE CHICAGO IL 60616-2819 3122254300

Delivery Date: 02/06/2010 Delivery Type: 016---GM SUPPLIER Delivery Odometer: 4

### 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

For this vehicle:

→ View Vehicle Summary

→ Service Contract

 $\rightarrow$  Branded Title

→ Warranty Block

→ View Vehicle Build

View Vehicle Component Summary View Vehicle

Transaction History Detail

View Vehicle Delivery Information

■ Logout



April 26, 2012

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

INTERFACE WITH CUSTOMER

#### View Vehicle Summary

(3)

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

60-22-51-2-60 MX74-2-60 61 (B)

#### Required Field Actions

Open field actions are highlighted

Туре	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 WIREHARNESS/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

#### For this vehicle:

- → View Vehicle Summary
  - → Service Contract
  - → Branded Title
  - $\to \text{Warranty Block}$
- → View Vehicle Build
- → <u>View Vehicle</u> <u>Component Summary</u> <u>View Vehicle</u>
- → Transaction History Detail
- $\rightarrow \frac{\text{View Vehicle Delivery}}{\underline{\text{Information}}}$

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:

Owner:

Description: GMPP 72/72 MAJOR GUARD

Effective Date: 02/06/2010 Effective Odometer: 5 MI Daily Rental Limit: 35.00 Deductible Amount: 100.00 Expiration Date: 02/06/2016 Expiration Odometer: 72005 MI

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/13/2012	400509	ZREGRegular Vehicle Transaction		H9991 - Customer Concern Not Duplicated (CCND) - Brakes	33,310 MI
01/10/2012	397339	ZREGRegular Vehicle Transaction		N6656 - Ground Connection Repair	31,480 MI
12/28/2011	396065	ZREGRegular Vehicle Transaction	Add Credit	N6653 - Wire-to-Wire Repair	30,955 MI
12/28/2011	396065	ZREGRegular Vehicle Transaction	Full Debit - Reversal	N6653 - Wire-to-Wire Repair	30,955 MI
12/28/2011	396065	ZREGRegular Vehicle Transaction		N6653 - Wire-to-Wire Repair	30,955 MI
11/29/2011	393511	ZREGRegular Vehicle Transaction		N6656 - Ground Connection Repair	29,499 MI
10/31/2011	390874	ZREGRegular Vehicle Transaction		H2642 - Brake Pedal Position Sensor Replacement	28,614 MI
09/15/2011	386803	ZREGRegular Vehicle Transaction	Add Credit	N4808 - Body Control Module Reprogramming with SPS	26,726 M
09/15/2011	386803	ZREGRegular Vehicle Transaction	Full Debit - Reversal	N4808 - Body Control Module Reprogramming with SPS	26,726 M
09/15/2011	386803	ZREGRegular Vehicle Transaction		N4808 - Body Control Module Reprogramming with SPS	26,726 M
09/01/2011	385637	ZREGRegular Vehicle Transaction		N4800 - Body Control Module Replacement	26,438 MI
08/16/2011	384113	ZREGRegular Vehicle Transaction	Add Credit	H2642 - Brake Pedal Position Sensor Replacement	25,714 MI
08/16/2011	384113	ZREGRegular Vehicle Transaction	Full Debit - Reversal	H2642 - Brake Pedal Position Sensor Replacement	25,714 MI
08/16/2011	384113	ZREGRegular Vehicle Transaction		H2642 - Brake Pedal Position Sensor Replacement	25,714 MI
07/07/2011	380570	ZREGRegular Vehicle Transaction		H0042 - Front Disc Brake Pads Replacement	23,785 MI
07/07/2011	380570	ZFATField Action Recall		V2323 - 10310 - Sequence Program TCM/ECM	23,785 MI
07/07/2011	380570	ZREGRegular Vehicle Transaction		N6654 - Connector Reconnection	23,785 M
05/13/2011	375687	ZREGRegular Vehicle Transaction		C2860 - Front Floor Console Replacement	21,312 MI
04/05/2011	372483	ZREGRegular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	19,812 MI
04/05/2011	372483	ZREGRegular Vehicle Transaction		N2460 - Sunroof Switch Replacement	19,812 M
06/03/2010	347100	ZREGRegular		N9639 - Replace Airbag	5,067 MI

		Vehicle Transaction		Connectors and Reroute Harness	
03/10/2010	523319	ZREGRegular Vehicle Transaction	Add Credit	C3540 - Rear Side Door Trim Panel Replacement - Right Side	1,560 MI
03/10/2010	523319	ZREGRegular Vehicle Transaction	Full Debit - Reversal	C3540 - Rear Side Door Trim Panel Replacement - Right Side	1,560 MI
03/10/2010	523319	ZREGRegular Vehicle Transaction		C3540 - Rear Side Door Trim Panel Replacement - Right Side	1,560 MI
02/15/2010	522371	ZREGRegular Vehicle Transaction		B4728 - Rear Side Door Outside Handle Rod Adjustment	354 MI
09/21/2009	A33796	ZPDIPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	O MI

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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

RE: Customer Last Name:

Service Request: 71-1042992800/ Legal 742143

Vehicle: 2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZD5E79AF

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 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

# Request for Taxpaver

Give Form to the

Depart	December 2011) ment of the Treasury at Revenue Service	Identification Number and Certific	cation	requester. Do not send to the IRS.							
	Uwho	your income tax return) 1 + Mess, Chol.									
ige 2.	Business name/disr	egarded entity name, if different from above									
Print or type Specific Instructions on page.	}	Check appropriate box for federal tax classification:  Individual/sele proprietor Corporation Partnership Trust/estate									
Print or type Instructions	Limited liability	r company. Enter the tax classification (C=C corporation, S=S corporation, P≂partners	hip) ►	Exempt payee							
E S	Other (see ins										
50. 171	I	reet, and ap: or suite no )	Requester's name and address	(optional)							
å	/0 P · D ·	e arban									
See	Chiceso										
	List account numbe			· · · · · · · · · · · · · · · · · · ·							
Par		er Identification Number (TIN)									
Enter	your TIN in the app	ropriate box The TIN provided must match the name given on the "Name" ling For Individuals, this is your social security number (SSN). However, for	ine Social security numb	er							
reside entitie	nt alien, sole propr	letor, or disregarded entity, see the Part I Instructions on page 3. For other er identification number (EIN). If you do not have a number, see How to get									
Note.	If the account is in	more than one name, see the chart on page 4 for guidelines on whose	Employer identification	on number							
numb	er to enter		36 -40	6555							
Par											
	penalties of perjun	, , , , , , , , , , , , , , , , , , , ,									
		this form is my correct taxpayer identification number (or I am waiting for a									
Set	rvice (IHS) that I am	ckup withholding because: (a) I am exempt from backup withholding, or (b) subject to backup withholding as a result of a fallure to report all interest or ackup withholding, and	I have not been notified by a rdividends, or (c) the IRS ha	the Internal Revenue as notified me that I am							
3 Ian	n a U.S. citizen or o	other U.S. person (defined below)									
Certif becau interes genera instruc	ication instruction se you have failed	s. You must cross out item 2 above if you have been notified by the IRS that o report all interest and dividends on your tax return. For real estate transactor abandoment of secured property, cancellation of debt, contributions to ot required to sign the certification, but the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the certification of the cert	ctions, item 2 does not appl an individual retirement arra	y. For mortgage angement (IRA), and							
Sign	Signature o										

### U.S. perso General Instructions

Section references are to the Internal Revenue Code unless otherwise noted

#### Purpose of Form

Here

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 allen), 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.

5/1/12

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 allen.
- 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. 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, UsedPlan Customer:Individual

VIN: 1G1ZB5EB0A4 Customer Type: Owner

Sales Information

Dealer Code: 32888 Danville , West Virginia , United

States

**Customer Information** 

Action: Add Protection Plan Evening Phone:

Odometer: 26013 Daytime Phone:

Delivery Date: 04/02/2012 Ext:

Reference number: 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

Feneral 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:

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, 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-Mile*

### 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/15C-Mile

Free Vehicle History Report

VISIT GMCERTIFIED.COM

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### 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

### 1G:ZG57B38F196231

4-Spd Automatic Tracsi

37,649 miles

Stock: C2482 Engine, 4-Cyl, 2.4 Liter

M eage: Drive Train: FWD

#### FEATURES

Traction Control Air Canditioning Power Coor Looks Gave, giesimis AM FM Stereo Dia - Bags Faller Seat

ABS (4-Wheel) Power Vändows Oru se Cantro' TAN 19 80 upa Single Disc Side 4 1 1828

### STANDARD EQUIPMENT

#### EXTERIOR

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SAEEJY Daytime running lamps •Tre pressure inchitor Brakes, 4-wheel antilock, 4-wheel 6 sc Traction control, all-speed

# Selling Price: \$18,940.00

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			ETAIL	INSTALLMEN	T SAL	E CONTRA	CT - SIMPLE FIN	IANCE CHARGE
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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 Monicar system
- · Tire Rotations
- · Multi-Point Vehicle Inspections (MPVI)2

#### **Two Warranties**

You get a 12-Month/12,000-Mile³ Bumper-to-Bumper Werranty (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 OnStar* and SiriusXM Satellite Radio*

All of our digitally equipped vehicles are eligible for 3-month trial⁶ of OnStar Directions & Connections⁹ including OnStar Turn-by-Turn Navigation. With OnStar, you're never far from help.

All of our SiriusXM/-equipped Certified Pre-Owned Vehicles come with three trial months^a 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:

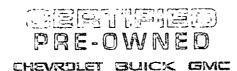
- Be a Chevrolet, Buick, GMC, Pontiac or Saturn
- Be within current, plus 5-model years
- Be within a maximum of 75,000 miles
- Pass our 172-Point Vehicle Inspection and Reconditioning Process
- Possess all of its original equipment and be working as new
- · Have a clean title
- Come with a Vehicle History 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.





# Standard Certified Pre-Owned 2-Year or 30,000 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.

Lund	derstand	i the S	Standard	Certified	Pre-Owned	2-Year	or 30,000°	Mile	Maintenan	ce
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Dealer Name, City, State	Authorized Signature *	Date
\$40 p. 81224		
Customer Name	Signature	Date

May 2011

^{&#}x27;Whichever 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.



# 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 Cad.llac 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 lowerd 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 vahicle 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.

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Check one of the following  Vehicle (refer to VIN below) is eligible for i	eturn under the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy)
	- OR -
for the vehicle's ineligibility is (a Vehicle is a fleet purch	r, taxi or delivery elow has previously returned a vehicle under the Customer Satisfaction Guarantee (3- Day/150-
Trade-in Vehicle - (Original)	· · · · · · · · · · · · · · · · · · ·
Model Year: 2 3 Make: 10 Tare	Model: 17.12 Silverid
"Agreed-Upon Trade-in Value" (5):	Actual Purchase/Trade-in Value
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	3. "Agreed-Upon Trade-in Value"
Vehicle Exchange Policy). If applicable, 1 understand return under the Customer Satisfaction Guarantee previously returned a vehicle under the Customer.	f this form and understand the provisions of the Customer Satisfaction Guarantee (3-Day/150-Mile of and acknowledge that the CERTIFIED PRE-OWNED vehicle I am purchasing/leasing is not eligible for (3-Day/150-Mile Vehicle Exchange Policy). Furthermore, I understand and acknowledge that if I have Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy) in the 12 calendar months his agreement, I am not eligible to participate in the Customer Satisfaction Guarantee (3-Day/150-Mile Chase of a CERTIFIED PRE-OWNED vehicle or the Customer Satisfaction Guarantee (3-Day/150-Mile
	Delivery Date: 19 (3/201)
Customer Name:	
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Certified Pre-Owned (Chi. Anlet, Buick & GMC)

3-Day/150-Mile Cultomer Sensfection Guarantee

05-26-2011

## **BUYERS GUIDE**

IMPORTANT: Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form. 1G1ZG57B88F 2008 Malibu Chavrolet VIN NUMBER MODEL VEHICLE MAKE 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.



☐ 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 rainstated 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 vahicle'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.

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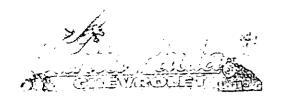
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5974 09/16/11 CVCS247386 42423 RAFAEL ROMERO 42,846 BLACK/ 07/15/11 37,682 08/CHEVROLET/MALIBU/4D VENTURA, CA 01/01/08 1 G 1 Z G 5 7 B 8 8 F 09/09/11 IN THE NEXT FEW DAYS YOU MAY BE RECEIVING A CALL OR A SURVEY REGARDING THE QUALITY OF SERVICE YOU HAVE RECEIVED. IF YOU FELL 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 0.00 TOTAL SUBLET... TOTAL G.O.G.... 0.00 0.00 TOTAL MISC CHG. TOTAL MISC DISC 0.00 0.00 TOTAL TAX..... 0.000.00 **TOTAL INVOICE \$** * [ ]CASH [ ]CHECK CHECK#[ [ ]VISA [ ]MASTERCARD [ ]DISCOVER [ ]AMER XFRESS [ ]OTHER ACCOUNT # [ [ ]CHARGE

CUSTOMER SIGNATURE



# PARAS AND STRVICE UEPT HOURS HONDAY THRU FRIDAY 7-00 A.M. TO 7:00 P.M. SATURDAY 8-00 A.M. TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:00 R.M. LITTURE CALL TO 2:0



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PARTS AND STRMICS DEPT. HOURS NEW DAY THRU PROVIDED A M. TO 7:00 RM SATURDAY BOOLANT, TO 3:00 RM, SATURDAY BOOLANT, TO 3:00 RM,

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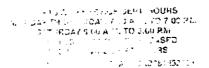


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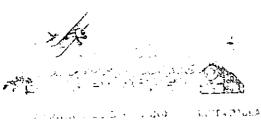
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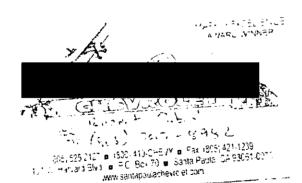
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PAGE 1 OF 2

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PAGE   OF 1			CUSTOMER	COPY	g verse withwest to		2,34000



#### 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:

Service Request: 71-1087364661 2008 Chevrolet Malibu

Vehicle Identification Number: 1G1ZG57B88F

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.

> 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 regardi	ing my loan account #(Account Number)
	(Account Number)
with(Lien holder Name)	
to General Motors Company, including b loan payoff amount, and per diem inform	out not limited to a complete payment history of my account, a nation.
Date	
VE	HICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature

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

July 17, 2012

Rafael Romero Santa Paula Chevrolet 101 Harvard Santa Paula, CA 93060-3221

RE:

Service Request: 71-1087364661 2008 Chevrolet Malibu

Vehicle Identification Number: 1G1ZG57B88F

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

July 17, 2012

Mike Itow Clippinger Chevrolet 1932 East Garvey Avenue South West Covina, CA 91791-1910

RE:

Service Request: 71-1087364661

2008 Chevrolet Malibu

Vehicle Identification Number: 1G1ZG57B88F

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