July 19, 2012

Sally Shone Santa Paula Chevrolet 101 W Harvard Santa Paula, CA 93060-3221

RE:

Service Request: 71-1087364661 2008 Chevrolet Malibu

Vehicle Identification Number: 1G1ZG57B88F

Customer Relationship Specialist: Patricia

#### Dear Sally Shone:

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.

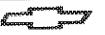
Sincerely,

Chevrolet

## Fax Cover Sheet

To: GMBRC.
Attn: Patricia Garcia
Fax # (866) 432-1681
From: Michael K. Itow  Service Department .
Re: 5R 71-1087364661
Date: 7//8/12
Comments: there we the only invoices
filed in service file athis time
Rea 14 Dec 16 ober Ful 14 per to Sellone

Clippinger Chevrolet 1932 East Garvey Avenue South West Covina, CA 91791









GMC

### General Motors Business Resource Center

**FAX** 

To: Mike Itow

Company:

Fax: 6263319734

Phone:

From: Patricia Garcia - patricia\_garcia@gmexpert.com

Fax: 1-866-432-1681

Phone: 1-866-790-5700 ext 41262

E-mail:

cc:

NOTES:



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.

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Sincerely,

Chevrolet

#### Vehicle Report

Printed on: 07/17/2012 12:23:31



VIN: 1G1ZG57B88F

Vehicle Model: 2008 MALIBU LS SEDAN

**Delivery Date: 03/01/2008** 

Vehic	le	Şuı	nm	ary

OnStar Status	OVD Enabled	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	No	Equipped - Active	VRLXY0MR

Required Field Actions

Number	Туре	Description	Release Status Date

No information found for this vehicle.

Applicable Warranties

Applicable warranties					
Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Special Coverage 10183	03/01/2008	10	03/01/2018	150010	Expired
Emission Limited Warranty	03/01/2008	10	03/01/2011	50010	Expired
SULEV Emission Limited Warranty	03/01/2008		03/01/2016	100010	Expired
Corrosion Limited Warranty	03/01/2008	10	03/01/2014	100010	Expired
Emission Select Component Ltd Wty	03/01/2008		03/01/2016	80010	Expired
Special Coverage 10134	03/01/2008	10	03/01/2018	120010	Expired
Bumper to Bumper Limited Warranty	03/01/2008	10	03/01/2011	36010	Expired
Powertrain Limited Warranty	03/01/2008	10	03/01/2013	100010	Expired
CBG Certified Pre-Owned Limited Warranty	07/15/2011	37682	07/15/2012	49682	Expired
Standard CBG CPO Maintenance Plan	07/15/2011	37682	07/15/2013	67682	Expired

#### **Service Contracts**

Policy	Owner	Description	Deductible	Daily Effective	Effective	Expiration	Expiration
Number	Name		Amount	Rental Date	Odometer	Date	Odometer
			A	llowance			

No information found for this vehicle.

Service Information

		a de la constante de la consta	Data Dastad
44	Marian da maria	Description	Date Posted
Type	Number	CRECUPTION	

No information found for this vehicle.

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	
06/14/2012	256542	ZREG	D1440	Instrument Panel Outer Air Outlet Replacement - Right Side	58730	Warranty
06/14/2012	256542	ZREG	D3316	A/C ODOR KIT	58730	Warranty
05/01/2012	254886	ZREG	<b>Z</b> 2327	C/B/G Certified Pre-Owned Conventional LOF/Tire Rotation/MPVI	56046	Warranty
05/01/2012	254886	ZREG	D1446	Deflector, Air (Outlet Vent) - Center - Replace	56046	Warranty
03/01/2012	252861	ZREG	N4800	Body Control Module Replacement	51856	Warranty
03/01/2012	252861	ZREG	N2585	Switch - Traction Control Disable - Replace	51856	Warranty

## Vehicle Report Printed on: 07/17/2012 12:23:31



VIN: 1G1ZG57B88F

Vehicle Model: 2008 MALIBU LS SEDAN

**Delivery Date: 03/01/2008** 

37802 Warranty

8396 Warranty

0 Warranty

Service	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	
Date 12/23/2011	250589	ZREG	Z2327	C/B/G Certified Pre-Owned Conventional LOF/Tire Rotation/MPVI	47689	Warranty
12/23/2011	250589	ZREG	N2585	Switch - Traction Control Disable - Replace	47689	Warranty
11/28/2011	249859	ZREĠ	H2642	Sensor, Brake Pedal Position - Replace	46740	Warranty
11/28/2011	249859	ZREG	D2220	Case, Heater - Replace	46740	Warranty
	249859	ZREG	C3540	Rear Side Door Trim Panel Replacement	46740	Warranty
11/28/2011 11/01/2011	249012	ZREG	B4660	Rear Side Door Lock Replacement - Right Side	45206	Warranty
11/01/2011	249012	ZREG	B4261	Front Side Door Lock Replacement - Left Side	45206	Warranty
10/20/2011	K04041	ZREG	Z2083	ROADSIDE SERVICE (BATTERY/JUMP START)	41000	Warrenty
09/09/2011	247386	ZREG	D2220	Case, Heater - Replace	42846	Warranty
08/16/2011	246559	ZREG	D3320	Air Conditioning Evaporator Core Replacement	40974	Warranty
08/10/2011	246395	ZREG	N6600	Brake System/Traction Control Wiring and/or Connector Repair or Replacement	40504	Warranty

E9740

J9991

Z7000

**ZREG** 

ZREG

ZPDI

245589

465619

A96231

Gear Assembly, Power Steering - Replace

Pre-Delivery Inspection - Base Time

Customer Concern Not Duplicated (CCND) - Engine Concern

07/18/2011

08/12/2008

01/08/2008

#### Service Workbench

		08/19/2011	246559	CA	TIRE PRESSURE CHECK
	<b>~</b>	08/11/2011	246395	CA	AIR CONDITIONING
	<b>~</b>	07/28/2011	245953	CA	TIRE PRESSURE CHECK
	<del></del>	07/21/2011	245741	CA	BODY SHOP
	-	07/20/2011	245589	CA	TIRE PRESSURE CHECK
	<b>~</b>	06/27/2011	244613	CA	TIRE PRESSURE CHECK
2 AK	<b>~</b>	10/29/2008	467799	CA	LUBE, OIL FILT SPEC.
An.	ā	08/12/2008	465619	CA	DIAGNOSE OIL LEAK
1 / C	Ā	03/03/2008	460542	ÇA	WHEELS & TIRES
16-3	<b>—</b>	01/31/2008	459261	CA	NEW CAR PREP
	14 4	Page 2	of 3 🧎 🏲 🖁		

The customer has 21 Repair Order History record(s) related to this vehicle

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text
7	01/31/2008	459355	CA	ACCESSORIES

Page 3 of 3 Displaying Records 21 - 21 of

Service Workbench Page 1 of 2

The customer has 21 Repair Order History record(s) related to this vehicle

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text
4	06/23/2012	256542	CA	15A DEPARTMENT
•	05/02/2012	254886	CA	TIRE PRESSURE CHECK
-	04/05/2012	254089	CA	TIRE PRESSURE CHECK
•	03/05/2012	252861	CA	A.B.S ELECTRICAL
<b>~</b>	12/23/2011	250589	CA	15A DEPARTMENT
•	12/06/2011	249859	CA	15A DEPARTMENT
-	11/01/2011	249012	CA	TIRE PRESSURE CHECK
-	09/30/2011	248027	CA	*AIR CONDITIONING
-	09/22/2011	247797	CA	15A DEPARTMENT
7	09/16/2011	247386	CA	TIRE PRESSURE CHECK

# CLIPPINGER CHEVROLET: HUMBINER of West Coulina Serving The Valley Withoutegrity Since 1921

1932 EAST GARVEY AVE. SOUTH & WEST GOVINA, CA 91791 (626) 339-6261 D BUS OFFICE (626) 331-0041 D Fex # (626) 332-8763

# 1887 10/29/08 44665 RALPH BALLESTEROS BLACK/ 12,208 YEAR / MAKE / MÖDEL 08/CHEVROLET/MALIBU/MALIBU 1LS 03/01/08 COVINA, CA 10/29/08 HAVE A 12 MONTH TO COOK MEDE MARKARTY AND TO BLANDYDIGE

AUTHORIZED. III Goodwiener Service 200

FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. SATURDAY 8:00 A.M. to 1:00 P.M. CLOSED SUNDAY SERVICE FAX # (626) 916-3262

мо: 12208



WE EMPLOY GENERAL MOTORS CERTIFIED TECHNICIANS

AUTHORIZED OM PERFORMANCE DEALER



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CLIPPINGER CHEVROLET'S mission to be recognized in the community. to be recognized in the community quality business, employing quality people selling quality products. We accomplish our goal by furfilling our guality needs with complitive pricing, quality service and honest attempt to schleve 100% up tomer actisfaction.

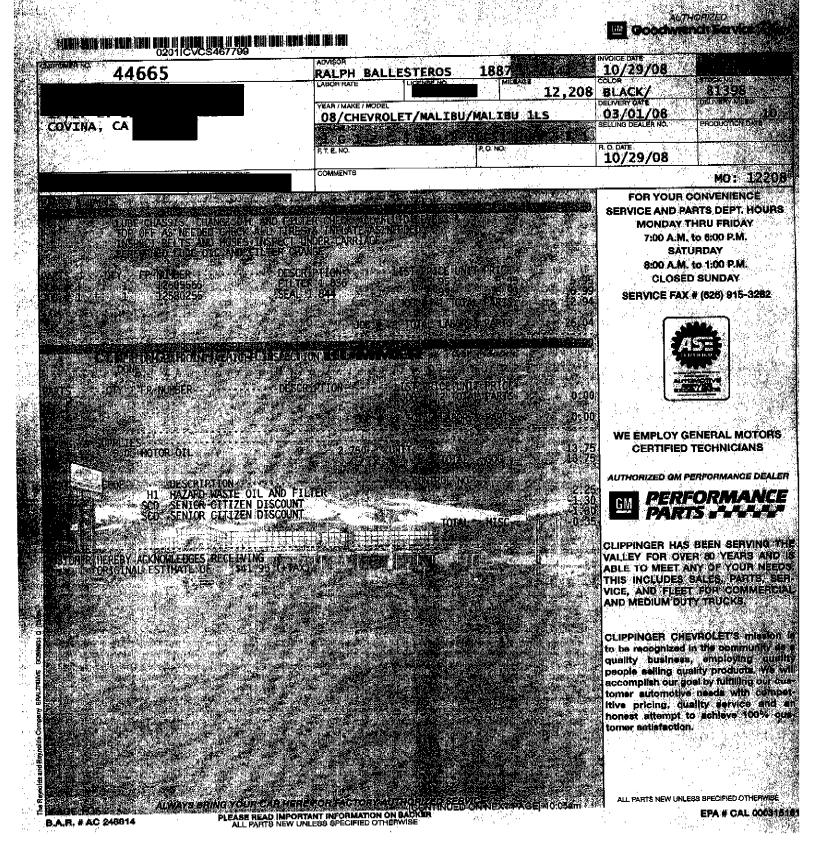
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EPA # CAL 000315161

#### CLIPPINGER CHEVROLET . HILIMINIER of West Course

Serving The Valley With Integrity Since 1921

1932 EAST GARVEY AVE. SOUTH - WEST COVINA, CA 91791 (626) 339-6261 □ BUS OFFICE (626) 331-0041 □ Fac # (626) 332-8763



#### CLIPPINGER CHEVROLET . HUMINIER of West Course

Serving The Valley With Integrity Since 1921.

1932 EAST GARVEY AVE. SOUTH a WEST GOVINA, CA 91791 (626) 339-6261 a BUS OFFICE (626) 331-0041 a Fax # (626) 332-8763

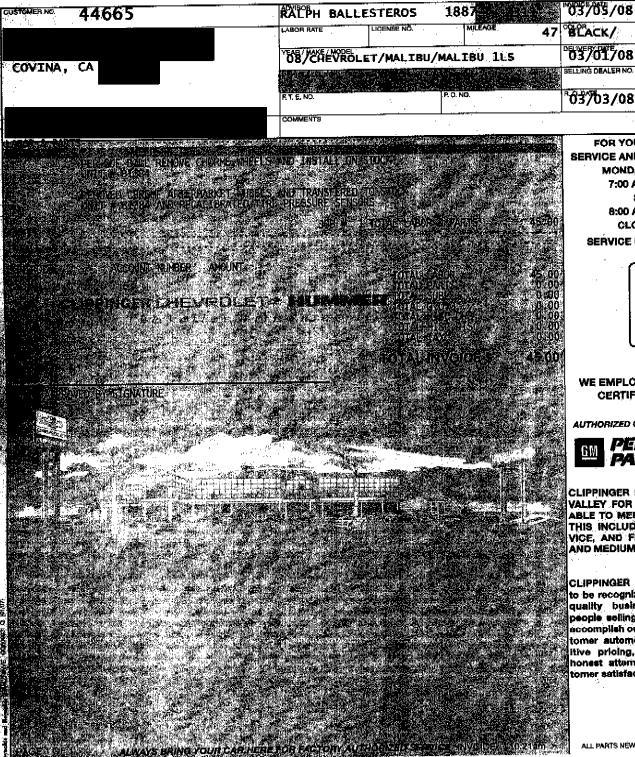


AUTHORIZED

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FOR YOUR CONVENIENCE
SERVICE AND PARTS DEPT. HOURS
MONDAY THRU FRIDAY
7:00 A.M. to 6:00 P.M.
SATURDAY
8:00 A.M. to 1:00 P.M.
CLOSED SUNDAY
SERVICE FAX # (626) 915-3262



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CERTIFIED TECHNICIANS

AUTHORIZED GM PERFORMANCE DEALER



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CLIPPINGER CHEVROLET'S mission is to be recognized in the community as a quality business, employing quality people solling quality products. We will accomplish our goal by fulfilling our pustomer automotive needs with competitive prioling, quality service and an honest attempt to sollieve 100% oustomer satisfaction.

ALL PARTS NEW LINLESS SPECIFIED OTHERWISE

EPA # CAL 000315161

#### CLIPPINGER CHEVROLET . STUDMINGER of West Courses Serving The Valley With Integrity Since 1921

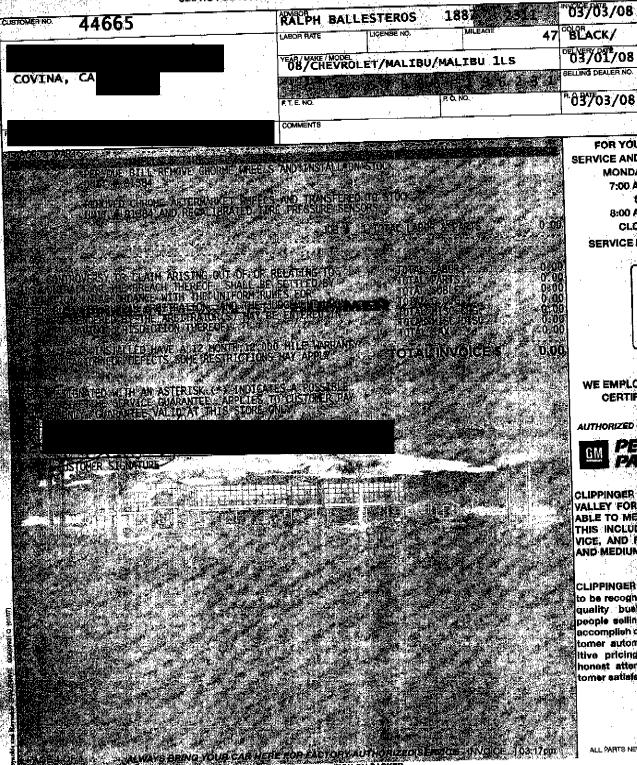
1932 EAST GARVEY AVE. SQUTH ... WEST COVINA, CA 91794 (626) 339-6261 ... BUS OFFICE (626) 331-0041 ... Fex # (626) 332-8763

# MANAN WINDLEMANT

AUTHORIZED

Goodweetch Service P

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FOR YOUR CONVENIENCE
SERVICE AND PARTS DEPT. HOUR
MONDAY THRU FRIDAY
7:00 A.M. to 6:00 P.M.
SATURDAY
8:00 A.M. to 1:00 P.M.
CLOSED SUNDAY
SERVICE FAX # (826) \$16-3268



WE EMPLOY GENERAL MOTORE CERTIFIED TECHNICIANS

AUTHORIZED GM PERFORMANCE DE



CLIPPINGER HAS BEEN SERVING.
VALLEY FOR OVER BD YEARS AS
ABLE TO MEET ANY OF YOUR ME
THIS INCLUDES SALES PAIRS,
VICE, AND FLEET FOR COMMER
AND MEDIUM DUTY TRUCKS.

CLIPPINGER CHEVROLET'S inhall to be recognized in the community quality business, employing people selling quality product accomplish our goal by suffilling tomer automotive needs with the pricing, quality earlies honest attempt to achieve 1015 tomer setalescoton.

ALL PARTS NEW UNLESS SPECIFIED OTHER

#### CLIPPINGER CHEVROLET .

Serving The Valley With Integrity Since 19.

1932 EAST GARVEY AVE. SOUTH - WEST COVINA, CA 91791 (626) 339-6261 D BUS OFFICE (626) 331-0041 D Fex # (626) 332-8763

AUTHORIZED: Goodwrench Serv

FOR YOUR CONVENIENCE

MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. SATURDAY 8:00 A.M. to 1:00 P.M. CLOSED BUNDAY SERVICE FAX # (628) 915-3262

EUBITOMER NO.	ADVISOR		ES AS INVOICE DATE	
44665	RALPH BAL	LESTEROS 188	12/30/08 OOLOR	STOCK NO.
			8,396 BLACK/	81398 61740 Milles
<u> </u>	YEAR/MAKE/MODEL  OS/CHEVRO	N ET/MALTRU/MALTRU 1LS	03/01/08	TO
COVINA, CA			SELLING DEALER NO.	PACDUCTION DATE
	F. T. E. NO.	P.O. NO	R. O. DATE	
A Control of the Cont	COMMENTS	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	08/12/08	1 5 5 5 2
f	COMMENTA		1	MO* 8396

SERVICE AND PARTS DEPT. HOURS 

WE EMPLOY GENERAL MOTORS CERTIFIED TECHNICIANS

AUTHORIZED GM PERFORMANCE DEAL



CLIPPINGER HAS BEEN SERVING TH VALLEY FOR OVER 80 YEARS AND ABLE TO MEET ANY OF YOUR NEED THIS INCLUDES SALES, PARTS, SELVICE, AND FLEET FOR COMMERCIA AND MEDIUM DUTY TRUCKS.

CLIPPINGER CHEVROLET'S mission is to be recognized in the community as a quality business, employing quality become selling quality products. We sail become selling quality products. We sail to product to tive priding, quality service and honest attempt to achieve 100% of tomer satisfaction.

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

EPA # CAL 000315151

### CLIPPINGER CHEVROLET . HUNIMER of West Coolina

Marie Barrell Comment of the Comment

Serving The Valley With Integrity Since 1921

1932 EAST GARVEY AVE. SOUTH a WEST COVINA, CA 91791 (626) 339-6261 p BUS OFFICE (626) 331-0041 p Fax # (626) 332-8763

**AUTHORIZED** CONTRACTOR OF THE PROPERTY OF 08/12/08 1887 44665 ALPH BALLESTEROS <u>8,3</u>96 YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/MALIBU 1LS COVINA, CA 08/12/08 SERVICE FAX # (626) 915-3262 MARINE SERVIN AND STACK FOLD FOR FROM RED AND THE SERVING NSTALLED HAVE A 12 MONTH 12 OND MPEE SARFANDY. FOR DEFECTS SOME RESTRICTIONS MAY APPLY: tomer satisfection.

AYS BRING YOUR CAR HERE

B.A.R. #

Goodwrench Service Plus

FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. to 8:00 P.M. SATURDAY 8:00 A.M. to 1:00 P.M. CLOSED SUNDAY

мо: 8396



WE EMPLOY GENERAL MOTORS **CERTIFIED TECHNICIANS** 

AUTHORIZED GM PERFORMANCE DEALER



CLIPPINGER HAS BEEN SERVING THE VALLEY FOR OVER 80 YEARS AND 18 ABLE TO MEET ANY OF YOUR NEEDS. THIS INCLUDES SALES, PARTS, SER-VICE, AND FLEET FOR COMMERCIAL AND MEDIUM DUTY TRUCKS.

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ALL PARTS NEW UNLESS SPECIFIED CTHERWISE

EPA # CAL 000316161

## GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service - Warranty Block - Branded Title

#### Help

VIN:		1G1ZG	57B88F										
					VEHIC	LE IN	ORN	MATIC	N				
Merchandising N	1odel :	12	G69 -2008	MA	LIBU 1LS			,	Warranty St	art Date	e ; (	03/01/	2008
BARS Order Ty	pe:	70	- RETAIL	- \$7	госк								
Delivering Deale	r :				IEVROLET				Selling Source	se:		13 - C	HEVROLET
		W	EST COVE	NΑ	VEY AVEN , CA 9179	1-1911	UIM		Site Code :			20207	
		(6:	26) 339-626	51					Business Ass	ociate C	ode :	16689	4
Service Contr	act :	No	Bran	ded	Title :	No	V	Varran	ty Block :	No	PDI Sta	itus :	Paid
		-A	<b></b>		REQUIR	ED FI	ELD.	ACTIÓ	ONS				
Vehicle Has No	Currer	ıt Recoi	d Of Outst	tand	ling Campa	igns				į.			
				S	ERVICE IN	FORM	1ATI	ONAL	ITEMS				
Vehicle Has No	Currer	it Reco	rd Of Outs	tand	ling Service	Inform	natio	n					
			ON STA	R A	ND XM SA	TELL	ITE I	RADIO	INFORMA	TION			
OnStar Equipped	Yes	OnS	tar Status		Active	Refer (locat 667-8	ed on	elp page the "O	e for details o mStar" tab in	rigo to C GM Info	OnStar Onli ONET) or (8	ne Enr 88)Of	ollment NSTAR1 (888)
XM Equipped	Yes	XM R	adio ID	VI	RLXYOMR	XM Statu	s	Activ	e www.xmr	adio.gm	e for details ,ca or Deale (1-877-43)	<del>r</del> Hotl	line 7).
					APPLIC	ABLE	WAR	RANT	ries				
		Desc	ription					ective Pate	Effect Odome		End Date	e E	nd Odometer
36/36000 BUMP	ER TO	BUMP	ER LIMITI	ED V	WARRANT	Y	03/0	1/2008	1	0 miles	03/01/201	1	36010 miles
72/100000 SHEE LIMITED WARI			VERAGE	RUS	ST THROUG	3H	03/0	)1/2008	1	0 miles	03/01/201	4	100010 miles
96/80000 FEDER PCM	RAL E	MISSIO	N CATAL	YTI	C CONV. A	ND	03/0	)1/2008	1	0 miles	03/01/201	6	80010 miles
60/100000 POW WARRANTY	ERTR	AIN CO	VERAGE I	LIM	ITED		03/0	)1/2008	3 1	0 miles	03/01/201	3	100010 miles
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03/01/2008

**Labor Operation** 

CLAIM HISTORY

8/12/2008

Odometer

Reading

100010 miles

03/01/2016

10 miles

96/100000 CALIFORNIA SELECT COMPONENT

Type

R.O

Number

R.O Date

į	01/08/2008	A96231	l ı	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	() miles	ĺ
				11.00		,

© 1998-2005 General Motors Corporation. All Rights Reserved.

	STOMER NA		TOTAL	SERV.	DAY	s 4	19	SERIAL NO. MAKE CV	1G1ZG57B88F
LN#	RO.NO.	RO. DATE		ADV/T	ECH 12			OPERATION COD 92CVZ	E. DESCRIPTION *AIR CONDITIONIN
5	247797	09/22/2011		A 9.	327 12	1	С	15CVZ	15A DEPARTMENT
6	247386	09/09/2011	42846		327 122	1	I	13CV5	TIRE PRESSURE CH
				T T	122 12	_		92CVZ 15CVZ	*AIR CONDITIONIN 15A DEPARTMENT
7	246559	08/16/2011	40974		533 122	1	С	13CV5	TIRE PRESSURE CH
				_	122 122	3	W	92CVZ 15CV24	*AIR CONDITIONIN  SEATS/SEAT TRIM
8	246395	08/10/2011	40504	Ā	122 533	_	-	15CV22	15A DEPARTMENT
<b>i</b>				_	122 122		_	92CVZ01 20CVZ0	AIR CONDITIONING ELECTRICAL

VIEW ONLY - (E=ENTER) (F=FORWARD) (P=PAGE) (LINE#) (S=SUMMARY PRINT) (TAB)

CUSTOMER TOTAL R/		VALDIVIA TOTAL SER	V. DAY	3 4	9	SERIAL MAKE		_G1ZG57B88F
LN# RO.NO			/TECH 515	J# '	T	OPERATION	CODI	E. DESCRIPTION
1 25058 :	9 12/23/2011	ጥ	339			15CVZ1 18CVZZ18		15A DEPARTMENT CERTIFIED & GO
		T T	353 353			13CV5		TIRE PRESSURE CH
2 24985	9 11/28/2011	46740 A T	515 339			15CV22		15A DEPARTMENT
		T T	339 339			15CVZ1 13CV5		15A DEPARTMENT TIRE PRESSURE CH
3 04001	2 11/01/2011	Ť	339 9327	4	W	50CVZ		*BRAKES
3 24901	.2 11/01/2011	T	339 339	_	-	13CV5 20CVZ		TIRE PRESSURE CH
İ		T T	339	3	М	20CVZ0		ELECTRICAL POWER DOOR LOCKS
4 24802	7 09/29/2011	T . 43602 A	339 9327	4	W	20CVZ2		FOWER BOOK BOCKS

VIEW ONLY - (E=ENTER) (F=FORWARD) (P=PAGE) (LINE#) (S=SUMMARY PRINT) (TAB)



PARTS AND SERVICE USHT HOURS YOR DAY THRU PRIDAY 7,30 A.M. TO 7:00 PAY SALURDAY 3,00 A.M. TO 3:00 RM OLD CEECUSED A.M. TO 3:00 RM OLD CEECUSED A.M. TO 3:00 A.M. TO 3:00 RM OLD CEECUSED A.M. TO 3:00 A.



10 M. 434ARD BWD - RO BOX 70 SAUTA PAULA CA 80031 PHONES FOR M7-1/34 525-2127

www.suntapaulachevrolet.com

	42423	BRIAN	OX	533	4876	08/19/11	CVCS246559
• •	1 1 1 1 1 1 1				40,974		C248Ž
CONTRACTOR A	CA	08/CHE	ROLET/MA	LIBU/4D		07/15/11	37,682
ENTURA,	CA	1 6 1	z G 5 7 8	8 8 F		productive Bles.	01/01/08
					· · ··	08/16/11	
		3021 ts 416					·
\BOR & PART ∮ 1 13CV5		CHECK TE	CH(S):122		0.00		
		CHECK TE NO INFLATE SERVICE THE RECOMMENDED TIRE PRE	SSURE RATING	<u>.</u>			
	TIRES INFLATED TO (PS RIGHT FRONT 30	1)					
	LEFT FRONT 30 RIGHT REAR 30 LEFT REAR 30						
219A		DESCRIPTION	····LIST PRI	CE-UNIT PRICE-			
10-2	(FI - IT HORBEST		J0B #	1 TOTAL PARTS	0.00		
				LABOR & PÁRTS			
# 2 92CVZ	CUSTOMER REPORTS THAT	NING TO AC SYSTEM STILL SMELLS	CH(S):122 MUSTY.		WARRANTY		
	RECENTLY IN FOR SAME EVAPORATOR FAILURE	COMPLAINT					
	REPLACED THE EVAPORAT OK NOW	OR. TESTED AFTER.					
ARTS(	OTYEP.NUMBER	DESCRIPTION	LIST PRI	CE-UNIT PRICE-	WARRANTY		
OB # 2	1 Z5913637 1 Z5001 1 12377951	EVAPORATO 9.210 FED EX COOLING C 8.800 A/C KIT 8.800			WARRANTY WARRANTY		
OB # 2	1 7092A	A/C KIT 8.800	J08 #	2 TOTAL PARTS	WARRANTY 0.00		
		JOB	# 2 TOTAL	LABOR & PARTS	0.00		
# 3 15CVZ4	SEATS/SEAT T		FCH(S):122		WARRANTY		
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	NOT ABLE TO DUPLICATE TEST DROVE 4 MILES, (	CONCERN. OUTBOUND MILES = 40978					
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PAGE 1 OF 2	CUS	STOMER COPY	[CONTRO	JED ON NEXT PAGE)	12 Mpm		

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191 W. HARVATO BLVD + PO. BOX 70 - SANTA PAULA, CA 93061 - PHONES, 7665: 647-2156 + 525-2127

ummi santapaulachevrolet.com

42423	BRIAN FOX	533	4876	08/19/11	cvcs246559
According to the second			40,974	BLACK/	C2482
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12,000 MILE SERVICE
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15A DEPARTMENT

AIR CONDITIONING

ELECTRICAL 533 533 13CV5 40974 ر ۷. 246559 08/16/11 92CVZ 15CVZ4 C 05 10 11 246395 40504 537 ELECTRICAL STATE REG# AH168380 SALESPERSON NO. 524 --- BRIAN SCOTT-WHITTAKE SERVICE 247386 01/01/08 | 62482 1G1ZG57B88F1 08/CHEVROLET/MALIBU/4D 07/15/11 37,682 09/09/11 THE WATER TO THE WATER THE STATE OF THE STAT VENTURA, CA **BLACK**/ TUN' CVZZ / Y - T. Y 42,846 9327 RAFAEL ROMERO UP CHAR TES ARE EASTO UPON IT ESTINATES OF ACT OF SUPPORTED ARE BASED UPON A DI AL PLOCUCE SALES TO LARGE OF SASED UPON CLOCK MOURS san s THER IS. MY OF THE 05:11pm | 09/09/11 | 07:00pm 1005 000 TOTAL 100 MS (100 N LIGHED ABOVE. 7,3 ORIGINAL CUSTOMER ESTIMATE: TOTAL 2,5121.29 0.00 1 A03 , 500 i CETTE 15. 3... TIRE PRESSURE CHECK 1 \* 13CV5 D . A PHOYO 0-1 TIRE PRESSURE CHECK AND INFLATE SERVICE PHONE \*AIR CONDITIONING W \*92CVZ FARACTOCOMACTEL BY 84901 4001.00**3**1 CUSTOMER REPORTS IS A BAD SMELL FROM A/C WHEN ON. TO APPONE D.VE i \* 15CVZ 15A DEPARTMENT CLEAN REAR SEAT. ty ISTAINTE understand harm, son with interest maid with dample ne dath short shore for hoose or the unit as the harmon TEL TO THE TRANSPORT OF Fundament of the second of the

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10 . 1687/A C BUID. FOR JOX 70 SANTA PAULA, CA 93081 PHONES (805 107) 2757 - 525-1121

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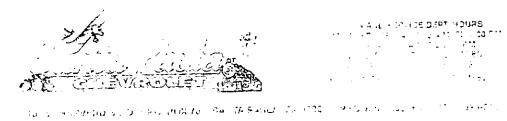
47423	RAFAEL ROMERO	·	974	09/16/11	cvcs247386
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U# 3 15CVZ 15A DEPARTMENT CLEAN REAR SEAT. JOB COMPLETED.	1ECH(5):12		INTERNAL		
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PAGE 1 OF 2

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42423	RAFAEL ROMERO	9327	5974	09/16/11	CVC5247386
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www.santapaulachevrolet.com

42423	RÁFAEL ROMERO	9327 \$9	74	~09/22/11	cvĉŝ247797
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VENTURA, CA	1 G 1 2 G 5 7 B	3 8 8 F	-	Sales and Sales	01/01/08
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	- लड				
LABOR & PARTS  J# 1 15CVZ  15A DEPARTMENT  CUSTOMER REPORTS THAT ONSTAR DIAGNOSED PROBLEM AND FOUND PROPERLY PLUG ONSTAR CABLE DE REPLACING ENTIRE AC DITRIBUT VEHICLE AND RE-SECURED CABLE WE THEN DELIVERED IT BACK TO	R IS INOP. RECENTLY IN FOR RE THAT TECHNICIAN FAILED TO BACK IN AFTER REMOVING AND ION SYSTEM. WE PICKED UP CUS F AND RECHECKED OPERATION OK.	PATR	0.00		
NE THAT DECIMENT TO DON'T		LABOR & PARTS	0.00		
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$110.00 ( COMMENTS					
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PAGE 1 OF 1 CUSTOMER COPY

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6) 17. HARVARD BLVG. 180 PO. 76 SALTA PAGE 4 CH 93361 PROMES. 865) 347 2753 1 325-2127

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42423	RAFAEL ROM	ERO	9327		09/30/11	CVCS248027
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PAGE 1 OF 1

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03/16-11

TSALESPERSON NO. 1524

'VENTURA, CA

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ORIGINAL CUSTOMER ESTIMATE:

PARTS AND STAMICS DEPT. HOURS NUMBER TRADEPORTURES, 7 CO A M. TO 7:00 Bill SETURDAY 3.00 A.M. TO 3:00 PM. 5.1

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on whalet.com FOR YOUR OLD A NUMBER OLD 21081 PROBES (805) 847-2736 • 329-2127 For way and to co ्रिक्रमान्यस्य विश्वति । विश्वति । ्राक्ष्मक हेल्साह के अवस्थित कर का 115A DEPARTMENT TIRE PRESSURE CHECK TAIR CONDITIONING 15A DEPARTMENT TIRE PRESSURE CHECK \*AIR CONDITIONING STATE REG# AH168380 01/01/08 62482 248027 ~37,682 5974 11-5-43,602 AS-9327 RAFAEL ROMERO ES INTERIDO NOT LUBOR CHARGES ARE BASED UPONING VIDUALL INCHIORPHANCHS, NO HAN UDE BALFOTAX, ARE NOT BASED UPON DLOCK HOURS.

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BRIAN SCOTT-WHITTAKE ST

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08/ChevroLET/MALIBU/4D 42423

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\*AIR CONDITIONING CUSTOMER REPORTS A/C STILL HAVE BAD SMELL WHEN A/C IS ON.

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42423	RAPAEL ROMERO	9327 7685 - 45,206	11/01/11 BLACK/	CVCS249012
VENTURA, CA	08/CHEVROLET/MALIBU/2		07/15/11	37,682 01/01/08
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VEHICLE INSPECTION
12,000 MILE SERVICE
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TIRE PRESSURE CHECK Vo VI IV IMAIR CONDITIONING √92cvz TIRE PRESSURE CHECK MAIR CONDITIONING 15A DEPARTMENT TIRE PRESSURE CHECK 122 40974 533 246559 es de Million STATE REG# AH168380 SALESPERSON NO 524 T BRIAN SCOTT WHITTAKE S E R V I CTE 01/01/08 | 62482 249012 08/CHEVROLET/MALTBU/4D 1G1ZG57B88F 42423 07/15/11 37,682 7685 प्रमान के कि का कि के कि का BLACK/ VENTURA, CA A. 1-45, 206 1-19327 RAFAEL ROMERO N CVZZ TYN SES AT THE WASED TO THE SECOND STATES OF THE SECOND - jn=( ... - 1 , √8 M.D ನಕ್ಕಡಿಸಲ್ಲಿನ ಎಂದಿಕೆ ಸೀಕೆ ಶಕ್ತದಿಗಳುಕ್ಕೆ ಇದಿಲ್ಲ ತಟ್ಟಿಸ್ಟ್ ನಿಷ ಶಕ್ಷಗಳ ಇತ್ತಿರುಕ 10:27am (17/01/71 F- 07:00pm ORIGINAL CUSTOMER ESTIMATE: TOTAL æ 0.00 100 L 00 T E TESTAL E TOSES COMMENTS: THE 72.55 TIRE PRESSURE CHECK 3.00.7 C \* 130V5 TIRE PRESSURE CHECK AND INFLATE SERVICE \*ELECTRICAL W \*200VZ CUSTOMER REPORTS DISIDE FRONT DOOR LOCK IS INOP; ADVISE. **ELECTRICAL** W \*200.VZ0 CUSTOMER REPORTS DISIDE REAR DOOR LOCK WILL NOT UNLOCK. THE REPORT OF THE WAY AND THE SAME OF THE SAME PERMIT OF STROPHE Control of the second of the s

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101 W. BARVARD BUYD. - P.O. BOX 70 - SANTA PAULA, CA 036G ( FROMES: (805) 647 2756 - 525-3127

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424	23	CLIFF	SHANLEY	51 <u>5</u>	8531	12/06/11	cvcs249859
VENTURA, CA		08/CHE	VROLET/MALIBUA	/4D		07/15/11	37,682 01/01/08
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10 W. P.A. N. S. J. B.D. TO SANTA PARPLY U4 ( ) 8 HHCLE'S (803) 5 . 2756 + 525-2127

gyviv santapautachevrolet.com

42423	CLIFF SI	HANLEY	515	8531	12/06/11	
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\*BRAKES **C** 50CVZ CUSTOMER STATES BRAKE LIGHTS STAY ON AT TIMES

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GDE, 525 2127 ■ (530-410-CHE/Y ■ Fax (805) 421-1239 Hyriara Blvd = PC Bei 70 = Santa Paula CA 93051-0070 www.santapaulachevic.et.com

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PERS AND BEHVICE DEPT HOURS
THRU FRIDAY, 7-00 A.M. TO 7-00 F.M.
SATUROAY 3.00 A.M. TO 3-00 F.M.
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DAT. J. 4E158360

EPA # CAD991652238

13 TO HAR FARD DIVID - P.O. BOY 70 - SANTA PAULA CA 33031 - PHONES: (805) 647-2756 • 525-2127 - West Lantippulachovroist.com RECOMMENDED SERVICES (बानवानकारण) भन्नद्वासीकारणीर with anything May II क्रमण : प्रभी भाः श्रीताहर छार nast To 23.98 0.00 172.36 139.95 109.001 13CVZ 69.95 13CVZ01 127.16 18CVZ28 272.96 40CVZ10 69.95 13CVZ03 TIRE ROTATION AUTO TRANS SERVICE FULL FILTER SERVICE 6,000 WILE SERVICE 30,000 WILE SERVICE FUEL FILTER SERVICE MΤ 18CVZ10 18CVZ17 VEHICLE INSPECTION 12.000 MILE SERVICE MI AUTO TRANS SERVICE (COOLING SYSTEM SVC টাঞ্জা কেন্দ্রবাচনটো The state of the state of the state of MARKE, TOR ्व कि क क्षेत्रका क A.B.S ELECTRICAL BRAKES 50CVZ10 50CVZ 51356 122 252361 03 01 17 ly. | BRAKES | 15A DEPARTMENT | CERTIFIED & GO | TIRE PRESSURE CHECK | 15A DEPARTMENT 15CvZ1 250589 47689 L 515 12 23 11 18CVZZ18 13CV5 i Iščvz2 339 46740 515 W 11 28 11 249859 STATE REG# AH168380 BRIAN SCOTT-WHITTAKE S SALESPERSON NO 524 01/01/08 254089 C2482 08/CHEVROLET/MALIBU/4D 1G1ZG57B88F 37,682 04/05/12 42423 4. 47 EF 55" THE RAT OF DATE LEXPIRATION WILES 2848 BLÄCK/ VENTURA, CA 53,898 OCTAVIO PEREZ UT LABOR CHARGES ARE BASED LECT. 1. . BOP OPERATIONS AND NOLUDE SALES TAX | ARE NOT BASED UPON CLOUDE TO FECOMMENDED SERVICES 10:22 am 104/05/12° 07:00pm margania de la composición de la composición de la composición de la composición de la composición de la compo La composición de la composición de la composición de la composición de la composición de la composición de la a la della cherenas la alla. Tra el la dicia i unaversa el las estas con tracci Ϋ́, INITIAL TOTAL ORIGINAL CUSTOMER ESTIMATE: 90.00 PERSON CONTINUED BY WHOM \*ED + COS\* -E. . - DESTANTE TIRE PRESSURE CHECK 13CV5 TIRE PRESSURE CHECK AND INFLATE SERVICE 2535 \*\*! PURSON CONTINUES ALIGNMENT 5Y W\* 014 ADD L COST PENINSO LIST WATE C 64CV12 PERFORM FRONT END ALIGNMENT MA PHONE nu. SET UP.MEASURE & MAKE NECESSARY ADJUSTMENTS REASON PHONE 15A DEPARTMENT ;3 . C 15CVZ CUST STATES THAT CENTER LEFT A/C VENT CAME APART TENHOCKIN ESTIMALE C ianuli at my len per La relessemotod within tool, un pose nulling sufficials the services TIRE ROTATION 1.3C/VZ PERFORM TIRE ROTATION, INCLUDING BRAKE LINING INSPECTION FRONT....% REAR......% WAVE ADDRESS WOOD SOX AS TELEFOLDINE NO. 954

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DARTS AND SERVICE DEPT, HOURS CONDAY THRU FRIDAY: 7:00 A.M. TO 7:00 PM SATURDAY 8:00 A.M. TO 3:00 PM.

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C #1 672 J	12423	OCTAVIO PEREZ		2848	04/05/12	CVCS254089
		A JOHN HATE	K + 6 ° 3E	53.898	BLACK/	C2482
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HUNDS AND SERVICE DEPT. HOURS WORDLY CHAUER DAY, FUGAULTO 7:00 PM. TATURDAY 8 CO A M TO 3:00 PM.

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101 W HARVAPR 3. I 2 5 7 13 5 WITA PAULA CA 93081 PHONES: (805) 647-2763 + 625 2127

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09:15ám 05,	(61/12 07:00pm Fac 12/2000)		ED SPEN CLOCK HOURS	REFLECT ANY OF THE PROCESS OF THE PR
X	TIRE PRESSURE CHECK ECK AND INFLATE SERVICE	····	ACTION EN ANTI-OTT AT A CONTROL OF A CONTROL	C CAPTURE TO THE TOTAL T
2 W *15CVZ CUST STATES THAT	15A DEPARTMENT CENTER LEFT A/C VENT CAME APA	RT	#\$5,000 FUT 7.975   ADDIT CONT   \$   DATE	FERSON TRACTO EX WHOM  [1] VAR-ONE [2] VAR-ONE [3] VAR-ONE
3 W *150VZ1	15A DEPARTMENT CENTER DASH VENT HAS EXCESSIV	VE MILDEW SMELL	PHO III PEAS	
4 W 18CVZZ18 2011 CERTIFIED & G LUBE, OIL, AND FILT AND MULTI POINT IN	ER CHANGE FOUR WHEEL TIKE NO	TATION		TUFINE  TOTAL TOTAL  TO
PAGE   OF 1		CUSTOMER COPY	্ত্ৰিক বিভাগ কৰিব বিভাগ কৰিব বিভাগ কৰিব বিভাগ কৰিব বিভাগ কৰিব বিভাগ কৰিব বিভাগ কৰিব বিভাগ কৰিব বিভাগ কৰিব বিভাগ	254886



www.santapaulachevrolet.com PO Box 70, 101 West Harvard Blvd. Santa Paula, CA 93061-0070 805-525-2127 Fax 805-525-8042 Toll Free 800-410-CREVY

#### FAX COVER SHEET

#### Confidentiality Notice

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Company Name G. M. B. K. C.	• .
Attention: Patricia GARCIA	
From The Desk of: Kafael Romero	Fax # <u>805-525-8042</u>
Total number of pages (including this cover sheet)	73
Message:	•
CASE # 71-108736466	/
<u> </u>	
If you do not receive the total number of pages, please call	805-525-2127



PARTS AND SERVICE DEPT. HOURS MONDAY THRU FRIDAY: 7:00 A.M. TO 7:00 P.M. SATURDAY 8:00 A.M. TO 3:00 P.M. VEHICLES CAN NOT BE RELEASED AFTER SERVICE DEPT. HOURS

245589

BAR # AH168380 EPA # CAD981652258 101 W. HARVARD BLVD. • RO. BOX 70 SANTA PAULA, CA 93061 PHONES: (805) 647-2756 • 525-2127

www.santapaulachevrolet.com

RECOMMENDE				(000) 041	TIOO DECIE! WWW.Samapa	niaciievioi	arcout
OPERATION	OPERATION DESCRIPTION ()	∬MO/ME	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
18Cv210 18Cvz17 18Cvz27 18Cvz30 22Cvz17	*AUTO TRANS SERVICE *FUEL FILTER SERVICE 6,000 MILE SERVICE 30,000 MILE SERVICE *FUEL FILTER SERVICE	MO MI MI MI MI	109.00 69.95 127.16 272.96	13CV2 18CVZ01 18CVZ28	*TIRE ROTATION *VEHICLE INSPECTION 12,000 MILE SERVICE *AUTO TRANS SERVICE *COOLING SYSTEM SVC	MI MI MO MO	23.98 0.00 172.36 139.95 114.76

#### SERVICE HISTORY DATE: REPAIR ORDER OPERATION OPERATION DESCRIPTION 06/20/11 244613 37649 68 13CV5 31CVV 18CV2 TIRE PRESSURE CHECK IIIIIII \*3,000 MILE SERVICE SMOG INSPECTION WHEELS/TIRES 382 333 382 15A DEPARTMENT SALESPERSON NO SERVI STATE REG# AH168380 VEHICLE I.D. NO ALL PARTS YEAR/MAKE/MODGL PRODUCTION DATE STOCK NO. RO NO 1G1ZG57B88F ARE NEW 08/CHEVROLET/MALIBU/4D C2482 **45<u>5</u>89** UNLESS ERVICE CONTRACT DELIVERY DATE 9 O. DATE SPECIFIED 42086 37,649 Z/1<u>8/11</u> OTHERWISE COLOR CONTRACT NO. EXPIRATION MILES VENTURA, CA ALL PARTS BLACK/ 4038 WILL BE M/MC CVZZ TURBO ADVISOR NO DISCARDED NOWINGE Ν 249 Α 37 .802 UNILESS OCTAVIO PEREZ BUSINESS PHONE SPECIFIED ESTIMATES DO NOT LABOR CHARGES ARE BASED UPON INDIVIDUAL LABOR OPERATIONS AND OTHERWISE INCLUDE SALES TAX | ARE NOT BASED UPON CLOCK HOURS. ACC PARTS ARE NEW ON D.C.M. UNICESS OF MERWISE SPECIFIET I REFUSE ANY OF THE □ SAVE 07:00pm 12:14pm 07/18/11RECOMMENDED SERVICES NG GUAPANTEE ON RUST WORK, TERMS: STRICTLY ÇAŞH ÜRLESS AHIUMGEMERES LISTED ABOVE. APPO(NTMENT MADEIN ADVANCE. CUSTOMEN ACKNOWLEDGES RECEIPT OF A GOPY HEREOF. ☐ Yos CUST N) No ELL: 651-8327 GIGNED AND X ESTMATE \$ INITIAL Joel NOTICE. PI, EASE REMOVE ALL PERSONAL ARTIGLES, VALUABLES, COINS, ETC. FROM YOUR VEHI-TOTAL CLE. WE ARE (ID) RESPONSIBLE FOR ANY LOSS OR DAMAGE. CUSTOMER 0.00 IS YOUR VEHICLE ALARM IN VALET POSITION? \_ NITIAL PERSON CONTACTED ÉDVISED ESTIMATE ADD'L COST BY WHOM C \* 13CV5 TIRE PRESSURE CHECK ☐ VIA PHONE ☐ IN PERSON DATE TIRE PRESSURE CHECK AND INFLATE SERVICE REASON 520 ž W \*64CVZSTEER STEERING ADD'L COST PERSON CONTACTED BY WHOM CUST STATES THAT THERE IS THUMPING NOISE WHE TIME DATE IS FELT IN SEAT WHEN DRIVING ☐ IN PERSON: PHONE REASON Scratches alsele Kunsa all Alsole I acknowledge notice and oral approval of an Increase in the original estimate price. SIGNATURE/OR INITIAL X . TEARDOWN ESTIMATE. I understand that my vehicle will be reassembled within days of the date shown above II I choose not to authorize the services recommended. "By law, you may choose another licensed \$mog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates 8/6 (léCossary. POWER OF ATTORNEY The undersigned heranamer called "insured", for the consideration of repairs made to "insured's automobile, does hereby grant to said SANTA PAULA CHEVROLET insured's power of atterney to sign or endorse any checks and/or drafts made payable to insured, and any releases thereto, as sottlement for insured's claim for damages to the above described automobile. DATE (INBUJAED) AHRANGEMENTS FOR PAYMENT IN FULL MUST DE MADE PRIOR TO DELIVERY METHODS OF PAYMENT WE ACCEPT THE FOLLOWING: MASTERCARD • VISA • DISCOVER • AMERICAN EXPRESS COMPANY OR PERSONALIZED CHECK WITH THE FOLLOWING:

- NAME, ACCRESS (NO PO. BOX), AND TELEPHONE MUMBER, IMPRINTED ON CHECK.
- VALID CALIFORNIA DRIVERS LICENSE. MAJOR CREDIT CARD.

INSURANCE DEDUCTIBLE OF CLAIM MUST BE PAID LIPPON DELIVERY DE VEHICLE CALIFORNIA INSURANCE CODE FORBIOS IT 10 BL CHARGED BIN ACCOUNT. DUE TO THE NATURE OF THE BODY SHOP REPAIR, WE GAIN'OT PROMISE A COMPLETION DATE.

245589

4001	· · · · · · · · · · · · · · · · · · ·	ADVISOR	<u> </u>	AG No.	INVOICE DATE	GANGLER NO 51-8
<u> 4208</u>	<u>56</u> _	OCTAVIO PEREZ	249 NSE No. MILE	4038	07/22/11	CVWS245589
		DABORRATE	INSE No. MICE	AGE 37,802	COLOR /	этоск №. C2482
		YEAR / MAKE / MODEL		27, 202	DÉLIVERY DATE	DELIVERY MILES
/ENTURA, CA		08/CHEVROLET/	MALIBU/4D		SELLING DEALER NO	37,649 PRODUCTION DATE
		1 C 1 7 G 5 7	B 8 8 F	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	R.O. DATE	
			1 0.110.		07/18/11	
	BÜSINESS PHONE	COMMENTS	· · · · · · · · · · · · · · · · · · ·		<u> </u>	-W -
ABOR & PARTS	********				<del></del>	~ 7.0.4.
DIAGNOS REPLACD RECHECK	ED AND TRACED TO FAUL ED STEERING GEAR ASSE ED OK	TY STEERING GEAR MBLY AND ADJUSTED TOE		159.22		
ARTSQ1YFP•NU  DB # 2	MBER DE:	SCRIPTIONU/COST AR KIT 6.508 264.13 RE RETURN 100.00	- 264.13 - 329.78	329.78		
DB # 2 -1 25	902150 ĈÕ	RE RETURN 100.00 JOB # 2 COST TOTAL	·100.00 100.00			
		JOB #	2 TOTAL PARTS	229.78		
			L LABOR & PARTS	389.00		
JBLET•••PO# OB # 2 85848	VEND INV#-INV.DATE- 0253095 07/21/11	NESCRIPTION			1	
			TOTAL - SUBLET	114.00 114.00		
OMMENTS ERTIFIED USED CAR W	ARRANTY					
3.11.11.11.11.11.11.11.11.11.11.11.11.11	WALL		D 40 T44			
			R/O TAX R/O TOTAL5	0.00 503.00		
ARRANTY CLAIM DETAI	L TOTALS					
	AL 03.00					
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Dan raines si	55.00					
APPROVED BY SI	GNATURE	<u>,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,</u>				



101 W. HARVARD BLVD. • P.O. BOX 70

PARTS AND SERVICE DEPT. HOURS MONDAY THRU FRIDAY: 7:00 A.M. TO 7:00 P.M. SATURDAY 8:00 A.M. TO 3:00 P.M. VEHICLES CAN NOT BE RELEASED AFTER SERVICE DEPT. HOURS

245953

BAR # AH168380 EPA # CAD981652258

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RECOMMENDED SERVICES

CA OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
13CVZ 18CVZ01 18CVZ28 22CVZ17	*TIRE ROTATION *VEHICLE INSPECTION 12,000 MILE SERVICE *FUEL FILTER SERVICE	MI MI MI	0.00 172.36	18CVZ27	*FUEL FILTER SERVICE 6,000 MILE SERVICE 30,000 MILE SERVICE TIRE PRESSURE CHECK	MI MI MI	69.95 127.16 272.96 0.00

SANTA PAULA, CA 93061 PHONES: (805) 647-2756 • 525-2127

#### SERVICE HISTORY DATE MILEAGE A ADVISOR REPAIR ORDER **OPERATION** OPERATION DESCRIPTION 37802 37802 Z W 81CVZBODY BÖDY SHOP TIRE PRESSURE CHECK 13CV5 64CVZSTEER 13CV5 31CVV 14652 STEERING TIRE PRESSURE CHECK 06/20/11 244613 37649 68 CERTIFIED USED CAR I 18CVZ 3,000 MILE SERVICE SALESPERSON NO. 524 **BRIAN SCOTT-WHITTAKE** <u>ERVI</u> STATE REG# AH168380 ALL PARTS VEHICLE I D. NO. YEAR/MAKE/MODEL PRODUCTION DATE STOCK NO. A.D. NO. ARE NEW 08/CHEVROLET/MALIBU/4D C2482 245953 UNLESS CUSTOMER NO. SCRVICE CONTRACT DELIVERY DATE DELIVERY MILES H.O. DATE SPECIFIED 42423 07/15/11 37,682 **4**7<u>/28/11</u> OTHERWIS COLOR CONTRACT NO. EXPIRATION DATE EXPIRATION Add es. TAG NO VENTURA, CA ALL PARTS BLACK/ **44**03 WILL BE TURBO NUMC DISCARDILIO CVZZ 38 ,538 N Α 533 **BRIAN FOX** UNLESS SPECSEIF ESTIMATES DO NOT LABOR CHARGES ARE BASED UPON INDIVIDUAL LABOR OPERATIONS AND INCLUDE SALES TAX ARE NOT BASED UPON CLOCK HOURS OTHERWIS TS ARE UPU OR OF MILINIESS OTHERWISE SPECIFIES I REFUSE ANY OF THE SAVE 08:47am 07/28/11 09:59am RECOMMENDED SERVICES LISTED ABOVE. LABOR HATE APPOINTMENT TRICTLY CASH URLESS ARHABISEMENTS XJ Yes SKOMETE AN RECEIPTE T3 No INITIAL PLEASE REMOVE <u>all</u> personal articles, valuari es, coins, etc. from your vehi ORIGINAL CUSTOMER ESTIMATE: TOTAL CLE. WE ARE NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE. CUSTOMER 0.00 IS YOUR VOLICLE ALARM IN VALET POSITION? INITIAL . X \_ ADVISED ESTIMATE ADO'L COST PERSON CONTACTED BY WHOM COMMENTS: TME DATE ☐ VIA PHONE ☐ IN PERSON WAITING PHONE HEASON C \* 13CV5 TIRE PRESSURE CHECK REVISEO ESTIMATE ADD'L COST ERSON CONTACTED TIRE PRESSURE CHECK AND INFLATE SERVICE TIME DATE ☐ VIA PHONE ☐ IN PERSON 2 21CV5 SECURITY SYSTEM PHONE REASON INSTALL ALARM AS PER DUE BILL acknowledge notice and oral approvel of an increase in the original estimate price <u>SIGNATURE/OR INITIAL X</u> . TEARDOWN ESTIMATE: I understand that my volucid will be reassembled within days of the date shown above if I choose not to authorize the services "By law, you may choose another licensed Smag Check tacility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary." **POWER OF ATTORNEY** The undersigned hereinatter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said SANTA PAULA 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 night for damages to the above described automobile. (INSUREO) DATE ARRANGEMENTS FOR PAYMENT IN FULL MUST BE MADE PRIOR TO DELIVERY MUTHOUS OF PAYMENT WE ACCEPT THE FOLLOWING: MASTERCARD - VISA - DISCOVER - AMERICAN EXPRESS COMPANY OR PERSONALIZED CHUCK

15103**9AcCE**78HnAO√E SDURCE, INC. (800) 844-4255 - (805) 496 6865

HARD COPY

#### WITH THE FOLLOWING

- NAME, ADDRESS (NO PO BOX), AND TELEPHONE NUMBER, IMPRINTED ON CHECK.
   VALID CALIFORNIA DRIVERS LICENSE.
   MAJOR CREDIT CARD.

INSURANCE DELUCETIBLE OF CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE CALIFORNIA INSURANCE CODE FORBIDS IT TO BE CHARGED ON ACCOUNT DUE TO THE MATURE OF THE BODY SHOP ALPHAR, WE CANNOT PROMISE A COMPLETION DATE. 245953

#### CVCS245953

CUSTOMER No ADVISOR TAG No INVOICE DATE <u>42423</u> INVOICE No. BRIAN FOX <u>4403</u> 07/28/11 CVCS245953 LABOR RATE MILEAGE BLACK/ DELIVERY DATE 38,538 C2482 YEAR / MAKE / MODEL DELIVERY MILES 0<u>8/CHEVROLET/MALIBU/4D</u> VENTURA, CA 07/15/11 SELLING DEALER NO. 37.682 PRODUCTION DATE R.O. DATE <u>07/28/11</u> OMMENTS LABOR & PARTS..... TIRE PRESSURE CHECK TECH(S):353
TIRE PRESSURE CHECK AND INFLATE SERVICE
INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING. J# 1 13CV5 0.00 TIRES INFLATED TO (PSI) RIGHT FRONT 30 LEFT FRONT 30 RIGHT REAR 30 LEFT REAR 30 JOB # 1 TOTAL LABOR & PARTS 0.00 J# 2 21CV5 SECURITY SYSTEM
INSTALL ALARM AS PER DUE BILL
RE-ACTIVATED ALARM. TECH(\$):353 INTERNAL JOB # 2 TOTAL LABOR & PARTS 0.00 ESTIMATE..... CUSTOMER HERFRY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) WAITING TOTALS-----IN THE NEXT FEW DAYS YOU MAY BE RECEIVING A CALL
OR A SURVEY REGARDING THE QUALITY OF SERVICE YOU
HAVE RECEIVED.IF YOU FEEL THAT YOU CAN "NOT" RATE
US "COMPLETELY SATISFIED", PLEASE CALL OUR SERVICE
MANAGER FOR ASSISTANCE.WE THANK YOU FOR YOUR BUSINESS
SINCFRELY, BILL EDWARDS (805)525-2127
PARTS DENOTED LITTH (#2000Y LITTE 1227) TOTAL LABOR.... TOTAL PARTS.... 0.00 TOTAL SUBLET...
TOTAL G.O.G.
TOTAL MISC CHG.
TOTAL MISC DISC
TOTAL TAX... 0.00 0.00 0.00 PARTS DENOTED WITH (\*)CARRY LIFETIME WARRANTY! 0,00 0.00 [ ]CASH [ ]CHECK CHECK#[ **TOTAL INVOICE \$** 0.00 [ ]VISA [ ]MASTERCARD [ ]DISCOVER [ ]AMER XPRESS | ]OTHER ACCOUNT # [ [ ]CHARGE PAGE 1 OF 1 ACCOUNTING COPY [ END OF INVOICE ] 09 06am

## CVIB245741

	43000	ADVISOR	****	T77	AO No.	INVOICE DATE	Filipolet i
	42086	MIKE LABOR RAT	MAGEE	304	40 <u>3.8</u>	07/22/11	CVIB245741
		LABOR RAT	E LIĆENSE No.	MILE	AGE	COLOR	STOCK No.
			E / MÖDEL		37.802	BLACK/ DELIVERY DATE	C2482 DELIVERY MILES
ENTURA,	CA	<u>08/</u> CHI	E <u>VROLET/MA</u> LIBU,	/4D			37.649
civiolos,	ÇA	VEHICLE III	<sup>D. No.</sup> . <del>ZG57B.88</del>	_		BELLING DEALER NO.	PRODUCTION DATE
		F. T. E. No	<u> </u>	P.O. 700.		R.O. DATE	
	USINESS PHONE			<u> </u>		<u>07/21/11</u>	
	JOHNE ST PHONE	COMMENT	,				
ABOR & PART # 1 81CVZBO		CHES AS NOTED	TECH(S):12		48.00	,-	
<b></b>	22211112221		B # 1 TOTAL LABOR 8	PARTS	48.00		
.O.G. & SUP	PI 1FS						
OB # 1	1.0 PAINT AND MATERIAL	@ 20.000	/UNIT TOTAL -	coc	20.00 20.00		
MMENTE	A				20.00		
PER DUE B							
TALC							
114F2		• • • • • • • • • • • • • • • • • • • •	***************************************				
ONTROL# 2482	ACCOUN'I NUMBER AMOR 240	JNT 58.00	TOTAL LAE TOTAL PAR	TS	48.00 0.00		
			TOTAL SUB TOTAL G.C TOTAL MIS TOTAL MIS	C.CHG. C.DISC	0.00 20.00 0.00 0.00		
			TOTAL TAX TOTAL IN		0.00 <b>68.00</b>		
			TOTAL	*OIOL #	00.00		
APPROV	ED BY SIGNATURE	·					



ASI 030303 SETENATIVE SOURCE, INC. (800) 344-4255 - (805) 495-4954

PARTS AND SERVICE DEPT. HOURS MONDAY THRU FRIDAY: 7:00 A.M. TO 7:00 P.M. SATURDAY 8:00 A.M. TO 3:00 P.M. VEHICLES CAN NOT BE RELEASED AFTER SERVICE DEPT. HOURS BAR # AH168380

EPA # CAD981652258

245741

101 W. HARVARD BLVD. • P.O. BOX 70 SANTA PAULA, CA 93061 PHONES: (805) 647-2756 • 525-2127 RECOMMENDED SERVICES.

www.santapaulachevrolet.com

OPERATION S	OPERATION DESCRIPTION	MO/MI)	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
18CVZ10 18CVZ17 18CVZ27 18CVZ30 2ZCVZ17	*AUTO TRANS SERVICE *FUEL FILTER SERVICE 6,000 MILE SERVICE 30,000 MILE SERVICE *FUEL FILTER SERVICE	MO MI MI MI	109.00 69.95 127.16 272.96 69.95	18CVZ01 18CVZ28 40CVZ10	*TIRE ROTATION  *VEHICLE INSPECTION 12,000 MILE SERVICE *AUTO TRANS SERVICE *COOLING SYSTEM SVC	MI MI MO MO	23.98 0.00 172.36 139.95 114.76
SERVICE HISTOR						<u> </u>	

#### RVICE HISTORY DATE REPAIR ORDER NILEAGE ADVISOR TECHNICIAN OPERATION DESCRIPTION 06/20/11 244613 37649 68 382 382 III TIRE PRESSURE CHECK TIRE PRESSURE CHEC CERTIFYFD USED CAR \*3,000 MILE SERVIC SMOG INSPECTION WHEELS/TIRES 15A DEPARTMENT 31cvv 18cvz 35cvz 382 222 382 Ī SALESPERSON NO BODY STATE REG# AH#68380 VEHICLE LD. NO ALL PARTS YEAR/MAKE/MODEL PRODUCTION DATE STOCK NO. 1G1ZG57B88F BO NO ARE NEW 08/CHEVROLET/MALIBU/4D C2482 245741 UNLESS SERVICE CONTRACT DELIVERY DATE DELIVERY MILES R.O. DATE SPECIFIED 42086 37.649 **07/21/11** OTHERWISE DOLOR. CONTRACT NO. EXPINATION DATE VENTURA, CA EXPIRATION MILES 4038 ALL PARTS BLACK/ MILEAGE 37 WILL OF: DISCABLED 304 CVZZ .802 Α MIKE MAGEE UNLESS UUSNESS PHONE ESTIMATES DO NOT LABOR CHARGES ARE BASED UPON INDIVIDUAL LABOR OPERATIONS AND INCLUDE SALES TAX ARE NOT BASED UPON CLOCK LIQURS. SPECIFIED OTHERWISE ☐ SAVE 12:00pm | ัดวี/โล๊/โล๊ 07.00pm RECOMMENDED SERVICES NO GUARANTEE ON RUST WORK. TERMS: \$1500)LT CASH SMLESS ARRANGEMENTS LABOR RATE LISTED ABOVE. APPOINTMENT MADE IN ADVANCE. CHISTOMERIA CENTRAL ERIGER RECEIPT OF A COINY HEREUS X No CUST. SADNÉO AND RECAINTED X Difference \$ INITIAL JOB / WATER TO THE PARTY OF THE NOTICE ORIGINAL CUSTOMER ESTIMATE: PLEASE REMOVE ALL PERSONAL ARTICLES, VALUABLES, COINS, ETC. CHOM YOUR VEHIL TOTAL CLE WE ARE NOT REEPONSIBLE FOR ANY LOSS OR DAMAGE. 0.00 CLISTOMER INITIAL \_\_\_\_ IS YOUR VEHICLE ALARM IN VALET POSITION? REVISED ESTIMATE ADD'L COST PERSON CONTACTED BY WHOM COMMENTS: Tike DATE AS PER DUE BILL ■ IN PERSON PHONE REASON -1 81CVZBODY **BODY SHOP** REVISED ESTIMATE ADDIL COST PERSON CONTACTED DY WHOM COLOR SAND & POLISH SCRATCHES AS NOTED CLAY VEHICLE, POLISH, WAX & DETAIL TIME DATE VIA PHONE IN PORSON PHONE REASON I acknowledge notice and oral approval of an increase in the original estimate price. SIGNATURIZOR INITIAL X L TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within days of the date shown shove if I chapse not to authorize the sarvices recommended. \*By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smug Check test indicates nro necessary." POWER OF ATTORNEY The undersigned horeinafter called "insured", for the consideration of repairs made to "insured" is automobile, does hereby grant to salid SANTA PAULA CHEVROLET insured a 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) ARRANGEMENTS FOR PAYMENT IN FULL MUST BE MADE PRIOR TO DELIVERY OF VEHICLE METHODS OF PAYMENT WE ACCEPT THE FOLLOWING: MASTERCARD • VISA • DISCOVER • AMERICAN EXPRESS COMPANY OR PERSONALIZED CHECK WITH THE FOLLOWING: NAME, ADDRESS (NO RO. BOX), AND TELEPHONE NUMBER. MPRINTED ON CHECK. VALID CALLFORNIA DRIVERS LICENSE. MAJOR CREDIT CARD.

HARD COPY

INSURANCE DEDUCTIBLE OF CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE CALIFORNIA INSURANCE CORE FORBUS IT TO BE CHARGED ON ACCOUNT.

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



PARTS AND SERVICE DEPT. HOURS MONDAY THRU FRIDAY: 7:00 A.M. TO 7:00 P.M. SATURDAY 8:00 A.M. TO 3:00 P.M. VEHICLES CAN NOT BE RELEASED AFTER SERVICE DEPT. HOURS

244613

		10. 10. 11.00.	BAR # AH10		AD981652258			
101	W. HARVARD BLVD. • P.O. BOX	70 SANTA PAULA,	CA 93061 P	HONES: (805) 647	-2756 • 525-2127	www.santar	paulachevrole	t.com
RECOM	MENDED SERVICES	•				,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		Liconi
OPER	ATION OPERATION DESCRI	RIPTION MO/MI	TOTAL	OPERATION	OPERATION D	ESCRIPTION	MQ/Mi	TOTAL
18CV210	*AUTO TRANS SERV	ICE MO	109.00	13CVZ	*TIRE ROTATIO	M.	ИТ	
18CVZ17 18CVZ27	*FUF! FILTER SER	VICE MT	69.95	18CVZ01	*VEHICLE INSP	ECTION	MI	23.98 0.00 95.62
18CVZ30	I 30.000 MILE SERV	ICE I MT	256.95	18CVZ28 40CVZ10	12.000 MILE S	ERVICE ERVICE	MI	95.62 139.95
22CVZ17	*FUEL FTI.TER SER	VICE MI	69.95	18CVZ03	*COOLING SYST	EM SVC	МО	139195
SERVICE	E HISTORY							
	ATE REPAIR ORDER	MILEAGE	ISOR TECHN	IICIAN TYPE	OPERATION "I	OPERA	TION DESCRIP	TION
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1								
						( ~-	-3130	/
CALCOD	TOCON NO	,, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			11 TO THE LOCAL			·
	ERSON NO.	Ivernation of the control of the con	_S_E_R_	V.I.C.E.			TE REG# A	H168380
ALL PARTS ARE NEW	1G1ZG57B88F	YEAR/MAKE/MODEL  OS / CHEV/P	OLET/MALT	BU/4DR SON		STOCK NO	LICENSÉ NO.	R.O. NO.
UNLESS SPECIFIED			CUSTOMER,NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SCILLING DÉALER NO	244613 R.O. DATE:
OTHERWISE	101 W HARVARD BLVD	- L	100			15.45		06/20/11
ALL PARTS	PO BOX 70 *		BLACK/	}	CONTRACT NO.	EXPINATION DATE	EXPIRATION MILES	3041
WILL BE DISCARDED	SANTA PAULA, CA 930	61	TURBO M/MC	AIR COND. P. S. TRA	ANS MILEAGE	ADVISOR NO.	ADVISOR	13041
UNLESS		86 PHONG	N CVZZ		<u>A 37,649</u>	68	RICARDO HE	
SPECIFIED OTHERWISE			ESTIMATES DO		HGES ARE BASED UP ASED UPON CLOCK H	'ON INDIVIDUAL OURS	LABOR OPERA	TIONS AND
∏ SAVE	■ TIME RECEIVED   DATE/TIME PROMISED	PRIORITY		ALL PAINTS ARE REW OR OF E	A CHUTSS OTHERWISE SPECIFIED	00110.	I REFUSE ANY	
APPOINTMENT	#4.03pm   00/20/11	07:00pm		NO GU	ARANTEE ON RUST WORK		RECOMMEND LISTED ABOV	
→ Yea	` <u> </u>		MADE IN ADVANCE, GUSTOMESI	ACKNOWLEDGES (ECEIPT OF A CHPY III	ARANTEE ON RUST (WOAK, TYRMS: STRICTLY PRIB	CASH UNLESS AFRANGEREN		
∭ No	30.34H0FF   3.25 C.35 C.35 C.35 C.35 C.35 C.35 C.35 C.3		SIERRO AND HOLEPTRO X		CSTWA CSTWA	% \$	CUST. INITIAL	
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x _	7	MATE: TOTAL		i Santastria y j	PLEASE REMOVE ALL PE	HSONAL ARTICLES, VA DNSIBLE FOR ANY LOSS IN VAL <u>ET PO</u> SITION?	ALUABLES, COINS, ETC. S OR DAMAGE.	TOWER
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AGHOS PA() ( 495) 495-8855

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NAME ADDRESS (NO PO. BOX), AND TELEPHONE NUMBER. IMPRINTED ON CHECK.

2. VALID CALIFORNIA DRIVERS LICENSE.

3. MAJOR CREDIT CARD.

INSURANCE DEDUCTIBLE OF CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE CALIFORNIA INSURANCE CODE FORBIDS IT TO BE CHARGED ON ACCOUNT DUE TO THE NATURE OF THE BODY SHOP REPAIR, WE CANNOT PROMISE A COMPLETION DATE.

244613

CONCERN

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
<u>100</u>	RICARDO HERNANDEZ 68	3041	06/27/11	CVISZ44613
SANTA PAULA CHEVROLET INC 101 w HARVARD BLVD PO BOX 70 SANTA PAULA, CA 93061	YEAH/MAKE/MODEL  08/CHEVROLET/MALIBU/4D VEHICLEI.D. No.  1 G 1 Z G 5 7 B 8 8 F F T E. No.	37,649	COLOR	C2482 DELIVERY MILES 37,64 PRODUCTION DATE
RESIDENCE   BUSINESS PHONE	SRAR99-113280	· <u>····································</u>	06/20/11	<u> </u>
PARTSQTYFP-NUMBER	187 35,25 8.800 12,50 1TT 10,485 51,25 3,470 57,14	35.25 12.50 51.25 57.14 9.54 165.68		
# 7+18CV111 WIPER BLADES HOURS: Added Operation (RICARDOH @ 06/27/2011 16:42) WIPER BLADES REPLACE WITH TWO NEW WIPER BLADES JOB COMPLETE	TECH(S):382	295.80 10.00		
PARTSQTYFP-NUMBER	.0.146 16.25 .0.146 16.25 JOB # 7 TOTAL PARTS	16.25		
# 8+64CV22 *3D IMAGING ALIGN HOURS: dded Operation (RICARDOH @ 06/27/2011 16:43) FOR MODERN VEHICLES, WHEEL ALIGNMENT MORE IMPORTANT FOR THE MAINTENANCE PROVIDES RIDE COMFORT, PREVENTS ABNO IMPROVES FUEL FCONOMY. PERFORM COMPUTORIZED 3D IMAGE ALIGN UPON COMPLETION, OK.	HAS BECOME MORE AND OF THE VEHICLE AS IT RMAL TIRE WEAR AND	42.50 69.95		
.0.G. & SUPPLIES	JOB # 8 TOTAL LABOR & PARTS	<b>69</b> . <b>9</b> 5		
OB # 3 1.0 10W-30 OIL @	12.400 /UNI) TOTAL - GOG	12.40 12.40		
ISCCODEDESCRIPTION  OB # 2 DE DETAIL VEHICLE  OB # 2 AL ALARM LABOR  OB # 3 HW HAZARDOUS WASTE  OB # 4 SC SMOG CERTIFICATION  OB # 4 SCT SMOG TRANSMITTAL FEE  OB # 5 TDF TIRE SALE FEE	C2482 TOTAL - MISC	100.00 39.00 1.76 8.25 0.90 7.00		
OMMENTS	TOTAL - MISC	156.91		
PAGE 2 OF 3 ACCOUNTING COPY-I	[CONTINUED ON NEXT PAGE	E] 05:05pm		

CUSTOMER No.	ADVISOR		TAG No.	INVOICE DATE	1
100		HERNANDEZ LICENSE No.	68. 3041	06/27/11	INVOICE No.
SANTA DALLA CUEVOOLE	LABOR RATE	LICENSE No.	MILEAGE	COLOR	CVIS244613 STOCK No.
SANTA PAULA CHEVROLE 101 w HARVARD BLVD	YEAR/MAKE/A		<u>37,649</u>	BLACK/ DELIVERY DATE	C2482
PO BOX 70	08/CHEVE	ROLET/MALIBU/4	<u> </u>		DELIVERY MILES 37,649
SANTA PAULA, CA 93061	1 G 1 Z	G 5 7 B 8 8 F		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P	O No.	R.O. DATE	<del></del>
RESIDENCE PHONE BUSINESS PHONE	LCOMMENTS	99-113280		<u> 06/20/11 </u>	<u></u>
- 805-5	25-2127	···			
	CHECK HOURS: 0.00 TEC ND INFLATE SERVICE THE RECOMMENDED TIPE DOCC		0.00		<u>.</u>
	JOB #	1 TOTAL LABOR & PA	ARTS 0.00		
J# 2 31CVV CERTIFIED USE	D CAR HOURS 2 OO TEC	U/C\.202	187,32		
COMPLETE GM CERTIFIED	USED VEHICLE INSPECTION.		107.32		
	JOB #	2 TOTAL LABOR & PA	ARTS 187.32		
J# 3 18CVZ *3,000 MILE S	ERVICE HOURS: TEC		17.74		
INCLUDES-OIL AND FILT INSPECT CONDITION OF	CTORT SERVICE. ER CHANGE LUBRICATE FRONT DRIVE BELTS ATR FILTER AND AND INFLATE TO DECORE LET	SUSPENSION,	<u>-</u> ,,,,		
PARTSQTYFP-NUMBER JOB # 3 1 12605566	DESCRIPTION		RICE.		
JOB # 3 1 12605566	FILTER 1.836	JOB # 3 TOTAL PA	5.78 5.7B		
	70P #		_		
J# 4 35CVZ SMOG INSPECTIO		3 TOTAL LABOR & PA	RTS 23.52		
COMPLETE SMOG INSPECTION  COMPLETE SMOG INSPECTION  COMPLETED INSPECTION	DN HOURS: TEC∤ ION B2	1(5) :222	59.10		
	JOR #	4 TOTAL LABOR & PA	NRTS 59.10		
TIKE KULATIONS FOR THE		FREE	49.95		
PARTSQTYFP-NUMBER JOB # 5 4 89016781	DESCRIPTION	UNIT PR	ICE-		
JUB # 5 4 89016781	82156016 5.880		13.40 413.60 <b>i</b>		
	J0B #	5 TOTAL LABOR & PA	RTS 463.55		
J# 6+15CVZ Added Operation (RICARDOH @ 06/27/ REPLACE RT/FRT DOOR LC KEY	T HOURS: 1.40 TECH /2011 16:36) DCK ACTUATOR,ADD ONE KEY F		131.12		
PAGE 1 OF 3 ACCOUNT	TING COPY-I	[CONTINUED ON NEXT	PAGE] 05 08pm		

1 7 17 1		ADVISOR	YAG No.	INVOICE DATE	INVOICE No.
1 <u>,00</u>	<u> </u>	RICARDO HERNANDEZ 68	3041 NILEAGE	06/27/11	CVIS244613
EANTA BALLE	CHEVIDAL CT	LABOR RATE LICENSE No.	/ILEAGE	COLOR	STOCK No.
DANTA MAULA	CHEVROLET INC	YEAR / MAKE / MODEL	<u>37,649</u>	BLACK/	C2482
LO1 W HARVARD PO BOX 70	RLAD	108/CHEVROLET/MALTBU/4b		DELIVERY DATE	DELIVERY MILES
SANTA PAULA, C	Δ 93061	VEHICLE ID No.		SELLING DEALER NO	37,64 PRODUCTION DATE
THE PARTY OF	W 2300T	1 G 1 Z G 5 7 B 8 8 F			
ESIDENCE PHONE	·	SRAR99-113280		R O. DATE 06/20/11	
SIDENCE PHONE	BUSINESS PHONE	COMMENTS	<del>-</del>	<u> </u>	
TALS	805-525-2127	<u>.</u>			
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ontrol# ac 2482 24	COUNT NUMBER AMOUNT 10 1312.05	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC.CHG, TOTAL MISC.DISC TOTAL TAX	525.18 617.56 0.00 12.40 0.00 0.00		
		TOTAL INVOICE	1312.05		
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AGE 3 OF 3	ACCOUNTING COPY-I	[ FND OF INVOICE			

	43.433		ADVISOR		TAG No	INVOICE DATE	INVOICE No.
	42423		BRIAN FOX	533		08/25/11	CVW5246559
					40,974	COLOR BLACK/	STOCK No.
			YEAR / MAKE / MODEL		10,374	DELIVERY DATE	DELIVERY MILES
ENTURA,	CA		08/CHEVROLE VEHICLE I.D. No.	T/MALIBU/4D		07/15/11 SELLING DEALER NO.	37.68
•			161265	7 B 8 8 F			01/01/08
			F. T. E. No.	PO No		R.O. DATE	
			COMMENTS			08/16/11	
ABUR & PART # 2 92CVZ	RECENTLY IN FOR S EVAPORATOR FAILUR REPLACED THE EVAP	THAT AC SYSTEM STI SAME COMPLAINT		122	571.33		
ARTSQT 0B # 2 0B # 2 0B # 2 0B # 2	OK NOW (YFP-NUMBER 1 25913637 1 25001 1 12377951 1 7092A	EVAPORATO FED EX COOLING ( A/C KIT 8	9.210 163. 28. 3.800 41. 3.800 20. 38 # 2 COST TOTA	82 163.82 229 66 28.66 28 46 41.46 58 95 20.95 29	.35 229.35 .66 28.66 .04 58.04 .33 29.33		
			.108 # 2 T	OTAL LABOR & PARTS	916.71		
# 3 15CVZ4	7777848-6-6-6-6	AT TRIM HOURS			J#V. 7 L		
	TICHT NOT ABLE T	ÄIL MÕUNIS, FOUND					
UDI ET	NOT ABLE TO DUPLI TEST DROVE 4 MILE	ICATE CONCERN. ES, OUTBOUND MILES	JOB # 3 T	TOTAL LABOR & PARTS			
UBLETF OB # 2 - 8	NOT ABLE TO DUPLI	CATE CONCERN. S, OUTBOUND MILES  J#.TNV DATE-DESCRI	= 40978 JOB # 3 T	TOTAL LABOR & PARTS	114.00		
0в#2 8	NOT ABLE TO DUPLI TEST DROVE 4 MILE PO#VEND INV 36594 253377	ICATE CONCERN. IS, OUTBOUND MILES IF INV.DATE-DESCRI 08/19/11 RENTAL	= 40978 JOB # 3 T	TOTAL LABOR & PARTS  TOTAL - SUBLET  R/O TAX  R/O TOTALS	114.00 114.00 0.00 1030.71		
OB # 2 E	NOT ABLE TO DUPLI TEST DROVE 4 MILE  PO#VEND INV 36594 253377  AIM DETAIL TOTALS TOTAL	ICATE CONCERN. IS, OUTBOUND MILES IF INV.DATE-DESCRI 08/19/11 RENTAL	= 40978 JOB # 3 T	TOTAL LABOR & PARTS  TOTAL - SUBLET  R/O TAX  R/O TOTALS	114.00 114.00 0.00 1030.71		
OB # 2 E	NOT ABLE TO DUPLI TEST DROVE 4 MILE  O#VEND INV 36594 253377	ICATE CONCERN. IS, OUTBOUND MILES IF INV.DATE-DESCRI 08/19/11 RENTAL	= 40978 JOB # 3 T	TOTAL LABOR & PARTS  TOTAL - SUBLET  R/O TAX  R/O TOTALS	114.00 114.00 0.00 1030.71		
OB # 2 8	NOT ABLE TO DUPLI TEST DROVE 4 MILE PO#VEND INV 86594 253377  ATM DETAIL TOTALS TOTAL 1002.05	ICATE CONCERN. IS, OUTBOUND MILES IF INV.DATE-DESCRI 08/19/11 RENTAL	= 40978 JOB # 3 T	TOTAL LABOR & PARTS  TOTAL - SUBLET  R/O TAX  R/O TOTALS	114.00 114.00 0.00 1030.71		
OB # 2	NOT ABLE TO DUPLI TEST DROVE 4 MILE PO#VEND INV 86594 253377  ATM DETAIL TOTALS TOTAL 1002.05	ICATE CONCERN. IS, OUTBOUND MILES IF INV.DATE-DESCRI 08/19/11 RENTAL	= 40978 JOB # 3 T	TOTAL LABOR & PARTS  TOTAL - SUBLET  R/O TAX  R/O TOTALS	114.00 114.00 0.00 1030.71		
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ARRANTY CLA	NOT ABLE TO DUPLI TEST DROVE 4 MILE PO#VEND INV 86594 253377  ATM DETAIL TOTALS TOTAL 1002.05	ICATE CONCERN. IS, OUTBOUND MILES IF INV.DATE-DESCRI 08/19/11 RENTAL	= 40978 JOB # 3 T	TOTAL LABOR & PARTS  TOTAL - SUBLET  R/O TAX  R/O TOTALS	114.00 114.00 0.00 1030.71		
OB # 2 E ARRANTY CLA LAIM# LAIM TOTALS	NOT ABLE TO DUPLI TEST DROVE 4 MILE PO#VEND INV 86594 253377  ATM DETAIL TOTALS TOTAL 1002.05	ICATE CONCERN. IS, OUTBOUND MILES IF INV.DATE-DESCRI 08/19/11 RENTAL	= 40978 JOB # 3 T	TOTAL LABOR & PARTS  TOTAL - SUBLET  R/O TAX  R/O TOTALS	114.00 114.00 0.00 1030.71		
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OB # 2 E ARRANTY CLA LAIM# LAIM TOTALS	NOT ABLE TO DUPLI TEST DROVE 4 MILE PO#VEND INV 86594 253377  ATM DETAIL TOTALS TOTAL 1002.05	ICATE CONCERN. IS, OUTBOUND MILES IF INV.DATE-DESCRI 08/19/11 RENTAL	= 40978 JOB # 3 T	TOTAL LABOR & PARTS  TOTAL - SUBLET  R/O TAX  R/O TOTALS	114.00 114.00 0.00 1030.71		
OB # 2 & ARRANTY CLA LAIM#.	NOT ABLE TO DUPLI TEST DROVE 4 MILE PO#VEND INV 86594 253377  ATM DETAIL TOTALS TOTAL 1002.05	ICATE CONCERN. IS, OUTBOUND MILES IF INV.DATE-DESCRI 08/19/11 RENTAL	= 40978 JOB # 3 T	TOTAL LABOR & PARTS  TOTAL - SUBLET  R/O TAX  R/O TOTALS	114.00 114.00 0.00 1030.71		
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OB # 2 &	NOT ABLE TO DUPLI TEST DROVE 4 MILE PO#VEND INV 86594 253377  ATM DETAIL TOTALS TOTAL 1002.05	ICATE CONCERN. IS, OUTBOUND MILES IF INV.DATE-DESCRI 08/19/11 RENTAL	= 40978 JOB # 3 T	TOTAL LABOR & PARTS  TOTAL - SUBLET  R/O TAX  R/O TOTALS	114.00 114.00 0.00 1030.71		



PARTS AND SERVICE DEPT. HOURS
MONDAY THRU FRIDAY: 7:00 A.M. TO 7:00 P.M.
SATURDAY 8:00 A.M. TO 3:00 P.M.
VEHICLES CAN NOT BE RELEASED
AFTER SERVICE DEPT. HOURS

246559

in Pri			基本的[148]		BAR # AH168380		# CAD98		-	CHAICH	411
RE	101 W. HARVAI COMMENDED	RD BLVD. • P.O. BOX SERVICES	70 SANTA PAI	ULA, ÇA 9:	3061 PHONE	:\$: (805)	) 647-2 <b>7</b> !	56 - 525-2127	www.san'	itapaulachevrole	iet.com
	OPERATION		RIPTION	О/МІ Т	FOTAL OP	PERATION	N:	OPERATION (	DESCRIPTION	N MO/MI	TOTAL
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_ _	RVICE HISTOR	· · · · · · · · · · · · · · · · · · ·									<u></u>
ij	DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	'i swine					
_	08/10/11	246395	40504	533		TYPE	92CVZ	PERATION Z01		RATION DESCRIP	PTION
	1	1		- I	122 122 122	w W	20CVZ	z0	AIR CONDI ELECTRICA *ELECTRIC	AL	
	07/28/11	245953	38538	<b>5</b> 33	122 353	Ë	13CV5	5	I TIRE PRES	SSURE CHECK	
_	LESPERSON NO.	LOA BRIAN SI			353	Ï	Žíčýš	<i>j</i>	SECURITY	SYSTEM	<u></u>
ALL.	PARTS VEHICLE LD. NO	D,	COTT-WHITTA	MODEL	<u>E R V 1</u>		<u>E</u>			TATE REG# /	
IRA NU	NEW 1G1ZG	G57B88F	08/chr	EVROLET	F/MALIBU/4		·	01/01/08	STOCK NO. C2482	\	я.о. но. 246559
	FCIFIED   HEHWISE		i e		2423 SERVI	ICE CONTRAC	ČT	07/15/11	DELIVERY MILES		VO. H.O. DATE
NL1	PARTS VENTUR	A, CA	<b>f</b> :	COLOR	· · · · · ·	1 . :	CONTP	FACT NO	EXPIRATION DATE	CE EXPIRATION MILES	08/16/1 TAG NO 4876
30	«LL BE CARDED VAJ D56@Y	YAHOO, COM	<b>4</b> .	TUHBO	M/MC AIR GOND	D. IP. S.		404 44 -	+ OVI-	ADVISOR	······································
Ϋ́	FOIFICI			ESTIM	CVZZ  Y MATES DO NOT	I AROR (	A CHARGES	40,974	533	BRIAN AL LABOR OPERA	FOX
	SAVE 08:07a	D DATE/TIME PROMISED	OF 30 PRIO	INCLU	JÜE SALES TAX	ADE NO	י שאסבטי	OPON CLOCK HOSED OP	OURS.		
_	ONTMENT 08:0/a	m 08/16/11 1	05:30pm							I REFUSE ANY RECOMMEND LISTED ABOVE	DED SERVIÇE:
X; \	Y498		VIDVII IVIIO	MADE IN ADV	VANCE CUSTOMER ACKNOWLEDGE				Y CASH UNLESS ARHANGEM	MENTS	E.
	No.		البريد كري رجاك	ALCOHOLD X	<u> </u>			ORIGINA CSRIVATI	<del>*</del> \$	CUST.	
			704	510 4	1-125	5			NOTE	ICE	
)		NAL CUSTOMER ESTIMA	TOTAL 0.00		651 - <i>33</i>	27	۱۰	CLC. WE ARE BOT RESPO	RSONAL ARTIGLES, V DNSIBLE FOR ANY LOS	VALUABLES, COINS, ETC. OSS DR DAMAGE.	
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ı	C * 13CV5/	Sea TI	TIRE PRESSU	IRE CHE	o− . Iok	1/1	~~ <u>La</u>	TIME	S DATE	PERBON CONTACTED	
	TIRE PRESSU	RECHECK AND IN	FLATE SERVI	CE	UN.	711	<i>የ ነ</i> ።	PHONE		UN PE	PHONE PERSON
9	<b>W</b> *92CVZ	*2	AIR CONDITIO	IONING	6-1	17	-) L		REASO	<u> </u>	
	CUSTOMER RE	EPORTS THAT AC.	SYSTEM STALL	L SMELL	S MUSTY	1 (		REVISED ESTIMATE \$	AUDIL COST	PERSON CONTACTED	BY WHOM
	AECEMILY (M.	FOR SAME COMPL	<b>∠AìNT</b>					TIME	DATE	☐ VIA P	PHONE PERSON
١	W *150VZ4	S TATEO THAT THE	EATS/SEAT	TRIM		17	ノビ	PHONE	REASO	ÖN .	
}	SEAT WHEN D	TATËS THAT THER PRIVING	Æ IS A CLUNK	(HEARD	FROM UNDER	RTHE		acknowledge notice and SIGNATUBE/OFFINITIAL )		increase in the original ea	stimato price
								TEARDOWN ESTIMATE	i lunderstand the	n my vahicle will be read if I choose not to author	assembled withir
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	Mar No	en mirror	100cc C	ch. 5	tates	17	17 .10	Bright needed repairs of Brenecossary."	or adjustments wh	vhich the Smog Checi	olity to periori ok test indicate
1	CVU +	No part :	· · · · · · · · · · · · · · · · · · ·		• -	•	η,	The undersigned horeins	POWER OF A nafter called "insured	ad" for the consideration	on of repairs mad
							l in	nsured's power of atto	olio, does hereby gra omev to sign ur en	rant to said SANTA PALI Indorse and cluetee and	ULA CHEVROLE
		<b>7</b> .					1 10	payable to insured, and or damages to the above	id aπy releases ther	uruto, as settlement for	insured's clain
		~ AN					٤	x			
		A A					7	ARRANGEMENTS FOR I	PAYMENT IN FULL	(INSURED) L MUST DE MADE PRIOF	PR TO DELIVERY
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	ニニン	到而引著	か / / / / /	SIN 1	11000				NU • VISA • DISCOV OMPANY OR PERSO	IVER - AMERICAN EXPR ONALIZED CHECK	#ES\$
		<i> </i>	4 11 Q	ULU	LOUIN			1. NAME, ADDR	, <b>WITH THE FOL</b> RESS INO RO. BOX.	ONALIZED CHECK ILLOWING: (). AND TELEPHONE NUM	rance .
- 1		مالين معتذا المسار المساحث	AND DESCRIPTION OF THE PERSON	Arrest Section 18 April 18 April 18		<u> </u>		IMPRINTED C	JN CHECK	. Man there is not the same	AULH,

ASHOSBAGETANAD FSQUECE, INC: - (000) 344-4255 - (805) 444-0055

HARD COPY

VALIÓ CALIFORNIA DRIVERS LICENSE.
 MAJOR CREDIT CARD.

INSURANCE DEDUCTIBLE OF GLAIM MUST BE FAID UPON DELIVERY OF VEHICLE CALIFORNIA INSURANCE CIDE FORNIOS IT TO DE CHARGED (IN ACCOUNT.) DUE TO THE NATURE OF THE DODY SHOP REPAIR, WE CANNOT PROMISE A CONPLETION DATE: 246559

R.Q. NO

246395

08/10/11

4876

CUSTOMER INITIAL

DY WHOM

BY WHOM

R.O. DATE



PARTS AND SERVICE DEPT. HOURS MC-NDAY THRU FRIDAY: 7:00 A.M. TO 7:00 P.M. SATURDAY 8:00 A.M. TO 3:00 P.M. VEHICLES CAN NOT BE RELEASED AFTER SERVICE DEPT. HOURS

246395

BAR # AH168380 EPA # CAD981652258

101 W. HARVARD BLVD. • P.O. BOX 70 SANTA PAULA, CA 93061 PHONES: (805) 647-2756 • 525-2127 RECOMMENDED SERVICES

www.santapaulachevrolet.com

	OPERATION .	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	МО/МІ	TOTAL
	18CV201   18CV228	"TIRE ROTATION   "VEHICLE INSPECTION   12,000 MILE SERVICE	MI MI MI	23.98 0.00 172.36	18cvz27	*FUEL FILTER SERVICE	MI MI MI	69.95 127.16
	22cv217	*FÚEL FILTER SERVICE	MÎ	69.95		30,000 MILE SERVICE TIRE PRESSURE CHECK	MI	127.16 272.96 0.00
ļ	SERVICE HISTOI	RY	,				<u></u>	

#### DATE REPAIR ORDER MILEAGE ADVISOR TECHNICIAN TYPE OPERATION OPERATION DESCRIPTION 07/28/11 245953 38538 533 TIRE PRESSURE CHECK SECURITY SYSTEM BODY SHOP TIRE PRESSURE CHECK C 21CV5 37802 37802 304 249 81ČVŽBODY 13CV5 14652 64CVZSTEER 06/20/11 244613 STEERING 37649 68 TIRE PRESSURE CHECK SALESPERSON NO. 524 BRIAN SCOTT-WHITTAKE SERV C ESTATE REG# AH168380 VEHICLE LD. NO ALL PARTS YEAR/MAKE/MODEL PRODUCTION DATE STOCK NO. <u>1G1ZG57B88F</u> ARE NEW 08/CHSVROLET/MALIBU/4D 01/01/08 C2482 UNLESS CUSTOMER NO SERVICE CONTRACT DELIVERY MILES SPECIFIED 651 42423 OTHERWISE 07/15/11 37,682 COLOR 8327 VENTURA, CA CENTRACT NO. EXPIRATION MILES ALL PARTS BLACK/ WILL DE mr. V. DISCARDED UNLESS CVZZ 40,504 Α 533 BRIAN FOX **GPECIFIED** ESTIMATES DO NOT | LABOR CHARGES ARE BASED UPON INDIVIDUAL LABOR OPERATIONS AND OTHERWISE INCLUDE SALES TAX | ARE NOT BASED UPON CLOCK HOURS. ALL PARTS ARE MEW OR G.E.M. UNLESS OTHERWISE SPECIFIED REFUSE ANY OF THE 12:47pm | 08/12/11 05:30pm RECOMMENDED SERVICES NO GUARAN IEE ON RUST WORK. TERMS, STRICTLY CASH URLESS ARRANGEMENTS APPOINTMENT LISTED ABOVE. ☐ Yes MACIE IN ADVANCE CUSTOMESI KENNOWLEDGES REGERIT OF A COPY HEREOF. XINO HBMEO AMO RECEIPTED X CUST. OSTIMAL S JOB . INITIAL PLEASE REMOVE ALL PERSONAL ARTICLES, VALUABLES, COINS, ETC. FROM YOUR VEHI CLE, WIL ARE NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE . 00 IS YOU'R VEHICLE ALARM IN VALEY POSITION? Internal possible on Alc. AIR CONDITIONING APP'L COST /YUSON CONTACTED 1 CUSTOMER STATES THAT THE A/C SMELLS MUSTY WHEN USED. ☐ VIA PHONE CHECK AND ADVISE PHONE REASON REVISED ESTIMATE ERSON CONTACTED ADD'L COST 2 20CVZ0 **ELECTRICAL** THE CUSTOMER STATES THAT THE BRAKE LIGHTS TURN OFF WHEN 7<sub>MF</sub> DATE VIA PHONE IN PERSON YOU APPLY THE BRAKES. THEY ARE ON ALL THE TIME. CHECK REASON AND ADVISE PO# 86371 E-car RENTAL NEEDED I acknowledge notice and oral approval of an increase in the original estimate price. SIGNATURE/OR INITIAL X .

3 \*ELECTRICAL CUSTOMER STATES THAT THE CRUISE CONTROL IS NOT WORKING

C \* 13CV5 TIRE PRESSURE CHECK TIRE PRESSURE CHECK AND INFLATE SERVICE

4

ARRANGEMENTS FOR PAYMENT IN FULL MUST BE MADE PRIOR TO DELIVERY OF VEHICLE MCTHOUS OF PAYMENT WE ACCEPT THE FOLLOWING: MASTERCARD • VIBA • DISCOVER • AMERICAN EXPRESS

(MBURED)

TEARDOWN ESTIMATE I understand thet my vehicle will be reassembled within cays of the date shown above if I choose not to authorize the services commanded.

By law, you may choose another licensed Smog Check facility to perform

any needed repairs or adjustments which the Smog Check test indicates

POWER OF ATTORNEY The undersigned hereinatter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said SANTA PAULA CHEVROLET insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured, and any releases thureto, as settlement for insured's claim for damages to the above described automobile.

> COMPANY OR PERSONALIZED CHECK WITH THE FOLLOWING:

NAME ADDRESS (NO PO. BOX), AND TELEPHONE NUMBER.
 VALID CALFORNIA DRIVERS LICENSE
 MAJOR GREDIT CAHD.

агелесеввагу

INSURANCE DEDUCTIBLE OF GLAIM MUST BE PAID UPON DELIVERY OF YELIKCLE CALIFORNIA (INSURANCE CODE FORBINS IT TO BE L'UTARBED ON ACCOUNT DUE TO THE NATURE OF THE DODY SKOP REPAIR, WE CANNOT PROMISE A COMPLETION DATE 246395

ABI-03 PAA CAETENINA (TVF BITURCE, INC. (800)) 744-4255 - (00%) 486-6666

HARD COPY

#### CVW\$246395

CUS FUMER No. ADVISOR TAĞ No. INVOICE DATE 42423 INVOICE No. BRIAN FOX LABOR RATE 533 4876 | MII.EAGE  $\frac{08/16/11}{\text{COLOR}}$ CVWS246395 LACK/ DELIVERY DATE <u>c</u>2482 YEAR / MAKE / MODEL <u>08/CHEVROLET/MALIBU/4D</u> VENTURA, CA 07/15/11 SELLING DEALER NO. 37,682 VEHICLE I.D. No. 1 G 1 Z G 5 7 B 8 B <u> 01/01/08</u> RO. DATE 08/10/11 COMMENTS THE CUSTOMER STATES THAT THE BRAKE LIGHTS TURN OFF WHEN AND ADVISE J# 2 20CVZ0 234.15 ARD ADVISE
RENTAL NEEDED
POOR CONNECTION IN DOC#1996721
VERIFIED CONCERN. REMOVED ALL BCM CONNECTORS AND APPLIED
DE-ELECTRIC GREASE AND REINSTALLED. VERFIRIED WORKING
TO FACTORY SPECS AFTER

108 # 2 TOTAL I JOB # 2 TOTAL LABOR & PARTS 234.15 \*ELECTRICAL HOURS: TECH(S):122
CUSTOMER STATES THAT THE CRUISE CONTROL IS NOT WORKING
RELATED DIRECTLY TO JOB # 2. J# 3 20CVZ 0.00 JOB # 3 TOTAL LABOR & PARTS 0.00 72.00 TOTAL - SUBLET 72.00 R/O TAX R/O TOTALS 0.00 306.15 WARRANTY CLAIM DETAIL TOTALS-----TOTAL 310.15CLAIM TOTALS 310.15 APPROVED BY SIGNATURE PAGE 1 OF 2 WARRANTY COPY-W [CONTINUED ON NEXT PAGE] 03:00pm

	43.433	ADVISOR	··· <u>··</u> ···	TAG No.	INDICATE DATE	·
	<u> 42423                                  </u>	BRIAN_FO	X	ſ	INVOICE DATE	INVOICE No.
		LABOR RATE		ILEAGE	08/16/11 color	CVIS246395
		YEAR / MAKE / M	ODEL	<u>40,50</u> 4	BLACK/	C2482
VENTURA, (	CA	108/CHEVR	OL <u>ET/MALIBU/4D</u>	_	DELIVERÝ DATE 07/15/11	DELIVERY MILES
		VEGICLE LD. No.			SELLING DEALER NO.	37,68
		F. T ₺ No.	G 5 7 B 8 8 F		R.O. DATE	01/01/08
		COMMENTS		_	08/10/11	
		COMMENTS			<u> </u>	<del></del>
# 1 92CVZ01 C	AIR CONDITIONING CUSTOMER STATES THAT THE , CHECK AND ADVISE	HOURS: TECH	(\$):122 USED,	0.00		<del></del>
Ä	VC KIT USED TO REMOVE MUX OK'D BY BILL E. 08-10-11	STY SMELL. 1645hrs.)				
ARTSQTY OB # 1	'···FP-NUMBER 1 7092A	DESCRIPTIONA/C KIT 8.800	UNIT PRICE- 25,19 JOB # 1 TOTAL PARTS	26.19		
		"		26.19		
OTALS		JOB #	1 TOTAL LABOR & PARTS	26.19		
NTROL#	ACCOUNT NUMBER AMOU	NT 6.19	TOTAL LABOR	_		
			TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC.CHG. TOTAL MISC. DISC	0.00 26.19 0.00 0.00 0.00 0.00		
			TOTAL TAX	0.00		
			TOTAL INVOICE	26.19		
APPROVED	BY SIGNATURE					
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	v.					
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PARTS AND SERVICE DEPT. HOURS
MONDAY THRU FRIDAY: 7:00 A.M. TO 7:00 P.M.
SATURDAY 8:00-A.M. TO 3:00 P.M.
VEHICLES CAN NOT BE RELEASED
AFTER SERVICE DEPT. HOURS

248027



			ВА	AFTER SER IR # AH168380		-	RS 81652258	God	<u>asymbo</u>	ch
101 W. HARY	VARD BLVD. • P.O. BOX 70	SANTA PAU	LA, CA 93	1061 PHONE			'56 • 525-2127	www.eant	apaulachevroi	les
RECOMMENDE	D SERVICES							ALAR SA" \$5(1)[	apaulachevro	let.com
OF ERALION	OPERATION DESCRIP	TION	/ME TO	OTAL OP	ERATION	1	OPERATION	DESCRIPTION	MO/MI	TOTAL
]						İ			j	
								<u>,</u>		
SERVICE HISTO										
09/22/11	247797	MILEAGE 42952	ADVISOR 9327		TYPE	_	PERATION	OPER	ATION DESCRI	PTION
09/09/11	247386	42846	9327	12 122 122	Ç	15CV: 13CV:	S	15A DEPART	SURE CHECK	-
08/16/11	246559	40974	533	12	l Ä	92cv;   15cv;	4	"AIR COND	アプエハルエトレン	
·		40974	222	122 122	C W	13CV:   92CV:		TIRE PRES	SURE CHECK	
SALESPERSON N		T-WHITTAK	KER S I	ERVI	C	<u></u> . F	112		TE REG# /	AH16838
ALL PARTS   VEHICLE ID ARE NEW   1G12	ZG57B88F	VEAR/MAKE/MO	VROLET.	 /MALIBU/4i			PRODUCTION DATE	STOCK NO.	HORMON	R.O. NO.
UNLESS SPECIFIED			CUSTOME	R NO. SERVI	CE CONTRAC		01/01/08 DULIVERY DATE	C2482	SELLING DEALER N	248027
ALL PARTS VENTU	JRA (A		COLOR	423		CONT	07/15/11 RACT ND.	37,682		_ 09/29/1
WILL BE	JRA, CA		BLAC	-				EXPINATION DATE	EXPIRATION MILES	5974
UNLESS				M/MC AIR COND.	P. 8.	THANS A	MILEAGE 43,602	4DVISCA NO. 9327	ADVISOR RAFAEL	ROMERO
SPECIFIED- OTHERWISE			ESTIMA	ATES DO NOT	LABOR C	HARGE	S ARE BASED UP UPON CLOCK H	ON INDIVIDUAL	L LABOR OPERA	ATIONS AND
U SAVE 05:43	Am 09/29/11 07	':00pm PRIORI	TY	ALL PA	ITS ARC HEW OR	CU.E.W. DIRECT	S DUILLER OF SILFLINED	OUNS.	I HEFUSE AN	Y OF THE
APPOINTMENT		LABOR RATE	┪				E DN RUST WORK. TERRIS: Scourme	CASH UNLESS ARRANGENE	USTED ABOV	DED SERVICES /E.
X <sub>1 No</sub>			SIGWED AND RECEIPTED X	ICK. GUSTOMEN ACKNOWLEDGE	S RECEIPT OF ACC	ONY HETTEGE	CA+CIR+C		CUST.	
JOB X	and the residence of the second					2	Political	-	INITIAL	
(1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	THE CHICTOMES BATTLE		:		- '		PLEASE REMOVE ALL PC	NOTIC RSONAL ARTICLES, VA	ALLIANIES CONTRACTOR	FROM YOUR VEHI
2				, , , , , , , , , , , , , , , , , , ,			CLE. WE ARE <u>NOT</u> RESPO IS YOUR VEHICLE ALAKM I	NSIBLE FOR ANY LOS	S OH DAMAGE CUS	STOMFA
1 'Crow		_			127	·	ROVISED ESTIMATE	ADD'L COST	PERSON CONTACTED	
1 VV *92CVZ	* <i>A/ </i> REPORTS A/C STILL H	R CONDITIO	NING			ر ا	TIME	DATE		PHONE
	ON SAICE I	AVE BAD SN	MELL WH	iĒŅ A/C IS ON	₹.	ŀ	PHONE			ERSON
				•		ŀ	REVISED ESTIMATE	ADD'L COST	PERSON CONTACTED	BY WHOM
					,		<u>т</u>	5 DATE		
JOSH 3	Sleeper			4	ログ	>	PHONE	REASON	D IN F	PHONE
			cun.		$H_{-1}$	,		ľ		
LOASE	· <del>                                     </del>	(92415	370		່ ດັ	いろば	acknowledge notice and IGNA) URE/OR INITIAL :	K		
	** 1				;; 538		TEARDOWN ESTIMATE  days of the reconstruenced.	. I undomtand that date shown above it	my vehicle will be rai I choose not to autho	ssembled within Arize the sorvices
0	<b>.</b>			r. (	?'/		By low, you may cho	ose another licens	ed Smog Check fa	Gilily to perform
are commen	e using Ulam	harder-	ε.		/	[ ]	any needed repairs o are necessary."			ck tost indicated
in form	customer not	· to use	200- 1	لهبويج أسوسيون إ	,	-	The undersigned herein o "insured s" automob	POWER OF A after called "insured ile room baseling and	" toothe consideration	n of repairs made
	-17					- 11	nsured's power of allo payable to insured, and	KNAV to side or one	IOFRE SOM chaoka po	
	165					Į i	or damages to the abov	e described automol	ato, as settiemont to bila.	f insured's claim
							Ç PATE	<del></del>		
					2 2	1	NHANGEMENTS FOR DF VEHICLE	PAYMENT IN FULL N	(INSURED) MUST BE MADE PRICE	R TO DELIVERY
1 (0	< 12 A	297		N '	( <del></del>	[`	METHODS (	DI: PAYMENT WEAK	CCEPT THE FOLLOW! ER - AMCAICAN EXP	ING:
		~ / <u>- 1</u>	7)97-121	/	54.). -			MPANY OR PERSON		nesti
	CK41 (K4CK)	* 41 (R	LLL	KOK W			1 NAME, ADD	WITH THE FOLI RESS (NO 80, BOX)		ilafu-8
7 10 15	LANCE TO SER						2 VALID ÇALIF	ON CHECK. ORNIA DRIVERS LICI		errichet I <sub>1</sub>
Carlot American	01 12278	<i>दे</i> दे पे	عث است		WILE.	n	3. MAJOR CRE NSURANCE DEOUCHBLE O	ECLAIM MUST DE PAIC	UPON DELIVERY OF VE	HICLE CALIFORNIA
si oalii AAAA (Esdur	RCE, INC. (800) 244 4266 (805) 495-0855			HAF	RD COP	<sub>γ</sub>  ¦	NSURANCE CODE FORRIDS ( NUE TO THE NATURE OF THE	I TO BE CHARGED ON A BODY SHOP REPAIR, WE	CCÓUNT. CANNOT PROMISE A CÓMI	PLETSYSPATE 7
										ZTUUZ/

# CVCS248027

USTOMER No.		ADVISOR		TAG No.	Tunione -	
<u>4242,3_</u>		RAFAEL ROME	PA 0335		INVOICE DATE	INVOICE No
		LABOR RATE		<u>'  5974</u> MLEAGE	09/30/11	<u>CVC5248027</u>
		<u> </u>		43,602	COLOR /	STOCK No.
		YEAR / MAKE / MODEL		<u>+5,002</u>	DELIVERY DATE	C2482
/ENTURA, CA		08/CHEVROLET	T/MALIBU/4D		07/15/11	
		<u> </u>	7 B & 8 E		SELLING DEALER NO.	37,68
		F T. E. No	P.O. No		R.O DATE	<u> </u>
		COMMENTS			09/29/11	
		COMMENTS		· <u> </u>	<u> </u>	
NOON & PARTS						
LIKE VINEGAR INSPECT AND D CALLED TAC CA	CONDITIONING RTS A/C STILL HAVE B	TECH(S):1 ND SMELL WHEN A/C 1 ONCERN_NECESSARY TO	12 IS ON.	0.00	-	
			OTAL LABOR & PARTS			
IBI FT PO# NEWS	Turd The same	)  I # auo	MALLABUK & PARTS	0.00		
BLETPO#VEND  B#_1 87698 2538	INV#-INV.DATE-DESCR: 15 09/30/11 RENTAL	(PŢĮON			1	
	2 09/30/11 RENTAL 2 09/30/11 OZONE			25.00	1	
			TOTAL - SUBLET	85.00 110.00		
TIMATE STOMER HEREBY ACKNOWLEDG			Journ	110.00	ĺ	
STOMER HEREBY ACKNOWLEDG	ES_RECEIVING					
MMENTS	OF \$110.00 (+TAX)					
MMENTS	BILL F			-		
212 1441	014 <u>C</u>					
TALS•		,	**		1	
THE NEXT FEW DAYS YOU M. A SURVEY REGARDING THE OVERECTIVED IF YOU FEEL OWNER FOR ASSISTANCE WE NCERELY BILL EDWARDS (80) RTS DENOTED WITH (*)CARR	AY BE RECEIVING A CAL QUALITY OF SERVICE YO THAT YOU CAN "NOT" RA PLEASE CALL OUR SERVI THANK YOU FOR YOUR BL	L DU NTE	TOTAL LABOR TOTAL PARTS TOTAL SUBLET 10TAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC	0.00 0.00 110.00 0.00 0.00		
**************************************	**********		TOTAL TAX	0.00		
F TCAZH F TCHECK CHFC	CK#[ ] *	Ţ	OTAL INVOICE	5 110.00		
[ ]VISA _{ ]MASTERCARD	Γ 1DISCOVER *					
] JAMER XPRESS [ JOTHER ACCOUNT # [ *************************	*					
CUSTOMER SIGNATURE	·,					
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AGE 1 OF 1	ACCOUNTING COPY					

CVCS247386

CUSTOMER No.	ADVISOR		T		
42423	RAFAEL ROMERO	9327	TAG No.	INVOICE DATE	INVOICE No.
	LABOR RATE		<u>5974</u>	09/16/11 COLOR	CVCS247386
	YEAR / MAKE / MODEL		42,846	BLACK/	C2482
VENTURA CA	08/CHEVROLET/MA	ALIBU/4D		DELIVERY DATE 07/15/11	DELIVERY MILES
VENTURA, CA	VEHICLE I.D. No			SELLING DEALER NO.	37,68
	1 G 1 Z G 5 7 F T. E. Na.	B_88 <u>F</u>		RO. DATE	01/01/08_
	COMMENTS			09/09/11	
	COMMENTS.				7. N
ABUR & PARIS  # 1 13CV5  TIRE PRESSURE CHECK INFLATE ALL TIRES T TIRES INFLATE JO ( RIGHT FRONT 30 LEFT FRONT 30 RIGHT REAR 30 LEFT REAR 30 LEFT REAR 30	RE CHECK TECH(S):122 AND INFLATE SERVICE OF THE RECOMMENDED TIPE PRESSURE PATEN		. INTERNAL		** +
PARTSQTYFP-NUMBER	DESCRIPTIONLIST PRI	CE-UNIT PRICE- 1 TOTAL PARTS	Ď.00		
	JOB # 1 TOTAL	IABOR & PARTS	0.00		
J# 2 92CVZ	TONING : TECHYON 100				
	A BAD SMELL FROM A/C WHEN ON. E.TRANSFER ALL NECESSARY PARTS		WAKRANTY		
1 22737146 10B # 2 1 22737146 10B # 2 1 15844208 10B # 2 1 25941318 10B # 2 1 20927963	PAD 9.743	CE-UNIT PRICE- 2 TOTAL PARTS	WARRANTY WARRANTY WARRANTY WARRANTY 0.00		
	JOB # 2 TOTAL	LABOR & PARTS	0.00		
O# 3 15CVZ 15A DEPARTM CLEAN REAR SEAT JOB COMPLETED.	ENT TECH(S):12				
PARTSQTYFP-NUMBER	DESCRIPTIONLIST PRI JOB #	CE-UNIT PRICE- 3 TOTAL PARTS	0.00		
	JOB # 3 TOTAL	I ARAD & DARTS	0.00		
SUBLET PO# VEND INV#- 10B # 2 87327 253645	INV.DATE-DESCRIPTION 09/16/11 RENTAL CAR				
STIMATE SUSTOMER HEREBY ACKNOWLEDGES REC ORTGINAL ESTIMATE OF	EIVING \$0.00 (+TAX)	<b></b>			
PAGE 1 OF 2 ACCC	UNITING COPY [CONTINU	ED ON NEXT PAGE	_j 01:25pm		



PARTS AND SERVICE DEPT: HOURS MONDAY THRU FRIDAY: 7:00 A.M. TO 7:00 P.M. SATURDAY 8:00 A.M. TO 3:00 P.M. VEHICLES CAN NOT BE RELEASED AFTER SERVICE DEPT. HOURS

BAR # AH168380

EPA # CAD981652258

**247386** .

101 W. HARVARD BLVD. • P.O. BOX 70 SANTA PAULA, CA 93061 PHONES: (805) 647-2756 • 525-2127 www.santapaulachevrolet.com RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL V
13CVZ 18CVZ01 18CVZ28 22CVZ17 13CVS	*TIRE ROTATION *VEHICLE INSMECTION 12,000 MILE SERVICE *FUEL FILTER SERVICE TIRE PRESSUR'S CHECK	MI MI MI MI MI	23.98 0.00 172.36 69.95 0.00	18CVZZ? 18CVZ30 18CVZQ3	*FUEL FILTER SERVICE 6,000 MILE SERVICE 30,000 MILE SERVICE *COOLING SYSTEM SVC	MI MI MI MO	69,95 127,16 272,96 114,76

SERVICE HISTORY ADATE CONT. REPAIR ORDER MILEAGE ADVISOR **OPERATION DESCRIPTION** 08/16/11 246559 40974 533 C W TIRE PRESSURE CHECK \*AIR CONDITIONING SEATS/SEAT TRIM 15A DEPARTMENT AIR CONDITIONING 92čůž 15cvz4 W ç 08/10/11 246395 40504 533 ELECTRICAL SALESPERSON NO. 524 BRIAN SCOTT-WHITTAKE R STATE REG# AH168380 VEHICLE (.D. NO YEAR/MAKE/MODEL ALL PARTS PRODUCTION DATE STOCK NO. RO. NO. <u>1G1ZG57B88F</u> 08/CHEVROLET/MALIBU/4D ARE NEW 01/01/08 C2482 247386 UNLESS SERVICE CONTRACT **DELIVERY MILES** R.O. DATE SPECIFIED 07/15/11 42423 37,682 09/09/11 OTHERWISE COLOR TAG NO. 5974 VENTURA, CA ALL PARTS BLACK/ WILLBE MILEAGE THERE M/MC AIR COND TRANS ADMICOLD NO ADMOND DISCARDE 42.846 |CVZZ Α 9327 RAFAEL ROMERO UNLESS LABOR CHARGES ARE BASED UPON INDIVIDUAL LABOR OPERATIONS AND SPECIFIED ESTIMATES DO NOT ARE NOT BASED UPON CLOCK HOURS. INCLUDE SALES TAX OTHERWISE REFUSE ANY OF THE SAVE 05:11pm 09/09/11 RECOMMENDED SERVICES 07:00pm NO GUARANTEE DIS RUST WORK. TERRIS STRICTLY CASHURI ESSARRANGE BENTS LISTED ABOVE. LABOR RATE APPOINTMENT NADE IN ADVANCE, CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. ☐ Yes CHST X) No OPISINAL S INITIAL

DTAL 0.00 ∑I\* 13CV5 TIRE PRESSURE CHECK TIRE PRESSURE CHECK AND INFLATE SERVICE

2 \*AIR CONDITIONING CUSTOMER REPORTS IS A BAD SMELL FROM A/C WHEN ON.

I \* 15CVZ CLEAN REAR SEAT.

3

15A DEPARTMENT

SIGNATURE/OR INITIAL X TEARDOWN ESTIMATE. I understand that my vehicle will be days of the date shown above it I choose not to authorize the services "By law, you may choose another licensed Smog Check facility to perform

NOTICE. PLEASC REMOVE ALL PEASONAL ARTICLES, VALUARILES, COINS, ETC. FROM YOUR VEHI-

CUSTOMER

VIA PHONE

BY WHOM

INITIAL

CLE. WE ARE NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE.

ADD'L COST

DATE

IS YOUR VEHICLE ALARM IN VALET POSITION?

REVISED ESTIMATE

TIME

any needed repairs or adjustments which the Smog Check test indicates POWER OF ATTORNEY

The undersigned hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said SANTA PAULA CHEVROLET insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto, as sufferment for insured's claim for damages to the above described automobile

(INSURED) ARRANGEMENTS FOR PAYMENT IN FULL MUST BE MADE PRIOR TO DELIVERY OF VEHICLE

MUTHODS OF PAYMENT WE ACCEPT THE FOLLOWING: MASTERCARD - VISA - DISCOVER - AMERICAN EXPRESS

COMPANY OR PERSONALIZED CHECK WITH THE FOLLOWING

NAME, ADDRESS (NO P.O. BOX), AND TELEPHONE NUMBER, IMPRINTED ON CHECK
 VALID CALIFORNIA DRIVERS LICENSE

MAJOR CREDIT CARD.

INSURANCE DEDUCTIBLE OF CLAIM MUST DE PAID UPON DELIVERY OF VEHICLE CALIFORNIA. INSURANCE COOL FORDIOS IT TO BE CHARGED ON ACCOUNT.

OUE TO THE NATURE OF THE BODY SHOP REPAIR, WE CANNOT PROMISE A COMPLETION DATE.



<u> </u>	ADVISOR		TA	⊇ No.	INVOICE DATE	INVOICE No.
	<u>RAFAEL R</u> LABOR RATE	OME <u>RO</u>	9327	59 <u>74</u>	09/29/11	CVW5247386
			MILEA	42.846	COLOR	STOCK No.
	YEAR / MAKE / MO			<u> </u>	DELIVERY DATE	C2482 DELIVERY MILES
ENTURA, CA	VEHICLE 10. No.	OLET/MALIBU,	<u>/4</u> D		07/15/11	37 68
	1 G 1 7	<u>G 5 7 B 8 8</u>	_F.		SELLING DEALER NO.	PRODUCTION DATE 01/01/08
	F. T. E No.		P.O. Na.		R.O. DATE	<u> </u>
	COMMENTS		<u> </u>		<u>09/09/1</u> 1 _	<u>.                                    </u>
		·				
S AUDIT SLIP						
JOB CARD 247386	_			• •		
UDDMETER INDICATOR M	2846	REPAIRING BAC JOB CARD OPEN D SERVICE ADVISOR	GMIN 82981	/2011		
REFERENCE NUMBER		FOREIGN TOURIST				
JOB PAY TYPE TRANS TYI ? W ZREG	247386		P TRAN.# 943420	VER 0005		
JOB COMPLETION DATE TECHNICIAN GMIN	: 09/20/2011 : 924679567					
LABOR OPERATION BASE H D2220 5.0	DURS AND PUB. OTHER 0.3 2.0					
COMPLAINT CODE: 0722 COMPLAINT DESCRIPTION:	CUSTOMFR REPORTS IS	A BAD SMELL FRO	4 A/C WHEN	ON		
CAUSE CODE: 6571 CAUSE DESCRIPTION: EXC				-		
CORRECTION DESCRIPTION ND RECHECK OK. OLH FOR ZE ADDITIONAL INTERNAL HE FOLLOWING NOTE Thes part upp N REMOVING DA	REPLACED HEATER CAS NECESSARY TO REMOVED COMPONENTS ADDITION	SE, TRANSFER ALL !	VECESSARY P	ARTS A IZE A		
CAUSAL PART: 22737146				i		
PART NUMBER QTY 15844208 1 20927963 1 22737146 1 25941318 1	54.46 60.79 30.96	ENT SERIAL# TR/	.ΦE NON-GM			~9.11
NET AMOUNT CODE INVO 304.00 NIC	ICE NO. DISTANCE RE	NTAL VIN OR INFO	DAYS (	REASON		
	S TO ELIMINATE SMELL TED REASON IN CORRECT	TAY WAS NEEDED (	LH TO ATTEN	IP DIS	project of	10:11/11
PARTS HANDLING PARTS	OTAL W/O TAX 75.65 189.14	TAX T	0TAL 264.79		Jap D.	
LABOR NET ITEMS PARTICIPATION AMOUNT	683.72 304.00	0.00 0.00 (	683.72 304.00 0.00)	1	On	
GE 2 OF 3 WARRANTY COI	PY-W	[CONTINUED ON NE	XT PAGE	2:55pm		

STOMER No		ADVISOR		Τ	AG No.	INVOICE DATE	INVOICE No.
<u>42423</u>			ROMERO			09/29/11	
		LABOR HATE	ROMERO LICENSE No.	9327	AGE T	COLOR	CVWS247386
		YEAR / MAKE /		L.,,	42,846	BLACK/ DELIVERY DATE	C2482 DELIVERY MILES
		YEAR/MAKE/	MODEL	/4B		DELIVERY DATE	DELIVERY MILES
ENTURA, CA		VEHICLE I D. N	<u>ROLET/MALIB</u> o.	U/ <del>4</del> D		07/15/11 SELLING DEALER NO.	37.68
		1. G 1 z	z G 5 7 B 8	8 F			01/01/08
		F.T E No.		P.O. No.		RO DATE	1 1/3/4/1/11
		COMMENTS		. <u> </u>	MW.	<u> 09/09/11</u>	<u> </u>
		COMMENTS					
	TRANSACTION	1252.51	0.00	1252.5	1		
		1602.01	0.00	1602.0	1		
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	, <b>*</b> *					1	
	i.F						
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	47477		ADVISO			Т	AG No.	INVOICE DATE	INVOICE No.
	<u> 42423</u>	<u> </u>	RAFA	EL ROMERO	, 9	327     MILE	5974	09/29/11	CVW5247386
			Į.				42, <u>846</u>	COLOR BLACK/	sтоск №. С2482
			YEAR / A	MAKE/MODEL HEVROLET/N	 ΛΔΙΤΡΩΙ/ΔΕ	`	, <u>, , , </u>	DELIVERY DATE	DELIVERY MILES
VENTURA,	CA		AERICLE	I.D. No.			·	07/15/11 SELLING DEALER NO	37.682 PRODUCTION DATE
			F T E N	<u> 1 Z G 5</u> 7	B <u>&amp; X F</u>  P+	O No		R.O. DATE	01/01/08
			COMME	NTS				09/09/11	
J# 2 92UVZ	*AIR-CC CUSTOMER REPURT EXCESSIVE MILDE REPLACED HEATER AND RECHECK OK, NECESSARY TO RE INTERNAL COMPON ADDITIONA DASH These parts wer N REMOVING DASH	MOVED EXTRA MÖLD JENTS PARTS WERE USED 'e stuck together I	URS: 7.3 FROM A/C FROM A/C O CUSTOMER LL NECESSA INGS AND D FOR THE FC and conne 19-10N 19-211 9.786 9.647 .743 JOB # 2	O TECH(S):122 WHEN ON. FEEL SEEK. RY PARTS  EODORIZE ADDIT  LLOWING NOTE ctor came aparU/COST 30.96 54.46 42.93 60.79 COST TOTAL JOB #  JOB # 2 TOTAL	TIONAL  T upo  E/COSTU 30.96 54.46 42.93 60.79 189.14 2 TOTAL PA	J/PRICE 43.34 76.24 60.10 85.11 ARTS	43.34 76.24 60.10		
COMMENTS	3/32/ 253645	NV#-INV.DATE-DES	TAL CAR		TOTAL - SUB	BLET	304.00 304.00		
COMMENTS	SHT ROBERTS 09-16 DIAGNOSIS TIME 2 OREMOVED EXTRA M MPONENTS.	09/16/11 REN	TAL CAR GHT DAY RE	NTAL CAR TIONAL	TOTAL - SUB R/O TAX R/O TOTALS	BLET	304.00 0.00 1252.51		
COMMENTS MAILED DWIG XCEPTIONAL IECESSARY TG NTERNAL COM (IN #2G1WESE	GHT ROBERTS 09-16 DIAGNOSIS TIME 2 O REMOVED EXTRA M MPONENTS. K7B	-11 REQUESTED EIG -11 REQUESTED EIG -0 HRS OLDINGS AND DEODG	TAL CAR GHT DAY RE	NTAL CAR TIONAL	TOTAL - SUB R/O TAX R/O TOTALS	BLET	304.00 0.00 1252.51		
COMMENTS COMMENTS	STATE TOTAL	-11 REQUESTED EIG -11 REQUESTED EIG -0 HRS OLDINGS AND DEODG	TAL CAR GHT DAY RE	NTAL CAR TIONAL	TOTAL - SUB R/O TAX R/O TOTALS	BLET	304.00 0.00 1252.51		
COMMENTS	SHT ROBERTS 09-16 DIAGNOSIS TIME 2 OREMOVED EXTRA M MPONENTS KARB	-11 REQUESTED EIG -11 REQUESTED EIG -0 HRS OLDINGS AND DEODG	TAL CAR GHT DAY RE	NTAL CAR TIONAL	TOTAL - SUB R/O TAX R/O TOTALS	BLET	304.00 0.00 1252.51		
OMMENTS	SHT ROBERTS 09-16 DIAGNOSIS TIME 2 OREMOVED EXTRA M PONENTS K7B  AIM DETAIL TOTALS  1252.51	-11 REQUESTED EIG -11 REQUESTED EIG -0 HRS OLDINGS AND DEODG	TAL CAR GHT DAY RE	NTAL CAR TIONAL	TOTAL - SUB R/O TAX R/O TOTALS	BLET	304.00 0.00 1252.51		
COMMENTS	SHT ROBERTS 09-16 DIAGNOSIS TIME 2 OREMOVED EXTRA M PONENTS K7B  AIM DETAIL TOTALS TOTAL 1252.51 1252.51	-11 REQUESTED EIG -11 REQUESTED EIG -0 HRS OLDINGS AND DEODG	TAL CAR GHT DAY RE	NTAL CAR TIONAL	TOTAL - SUB R/O TAX R/O TOTALS	BLET	304.00 0.00 1252.51		
COMMENTS	SHT ROBERTS 09-16 DIAGNOSIS TIME 2 OREMOVED EXTRA M PONENTS K7B  AIM DETAIL TOTALS TOTAL 1252.51 1252.51	-11 REQUESTED EIG -11 REQUESTED EIG -0 HRS OLDINGS AND DEODG	TAL CAR GHT DAY RE	NTAL CAR TIONAL	TOTAL - SUB R/O TAX R/O TOTALS	BLET	304.00 0.00 1252.51		

Jul 24 2012 5:15PM

KEYSTONE/LKQ

5624041340

\_p.i



LOS ANGELES, CA 13642 ORDEN DRIVE SANTA FE SPRINGS, CA 80670 Phone 562-944-6422 Fax 562-928-1798

## **Credit Memo** Reprint

INVOICE #	SF537488		
LOCATION	198		
DATE	05/04/12	20:00:03	
PAGE	1 OF 1		

BILL TO

109194 SANTA PAULA CHEVROLET DEBBIE KNOX/BUS MGR PO BOX 70 SANTA PAULA, CA 93061-0070 805-526-2127

SHIP TO

SANTA PAULA CHEVROLET 101 W. HARVARD ST SANTA PAULA, CA 93060 806-525-2127

00/04/12 K178/	S S S S S S S S S S S S S S S S S S S
SHIP DATE   WRTN BY   CONTACT   R/O NUMBER   106	SHIP VIA KEYSTONE TRUCK 18820

Questions, contact SHAWN TIEDE, 800-832-8733, LKQ-BAKERSFIELD FO2503181c 172.00 115.24 EΑ -116.24

HEADLAMP ASM;RH;03-6 EXPEDITION EXCLUDES OFFROAD INV# SF523261 P/O# 92714 RMA# 760998

All payments are due in full in accordance with the payment terms stated herein. Balances not paid by the due date are subject to a late payment fee of the greater of (i) 2% per month compounded monthly (26.8% per year) or (ii) \$5.00. In addition the customer is responsible for all costs of collection, including ressonable attorneys' fees and other fees incurred in the collection process. If the foregoing charges exceed the rate that may be lawfully charged, then such charges shall be calculated at the highest lawful rate.

	TOTAL	HANDLING	MISC CHARGE	TAX	FREIGHT	DEPOSIT AMOUNT	DEPOSIT APPLIED	INVOICE TOTAL
	-115.24	0.00	0.00	0.00	0.00	0,00	0.00	115.24
ı								

Received By:

School Return Policy - The original select receipt must accompany directions. Returns without the original sales repellet will not be accepted. A part returned undernaged within 30 days of the original surchase data may be credited at management's pace-too, but no oracle will be given for any part returned more than 30 days after the original purchase data. Core charges are returnedable Return Policy - Chair Purchases returned on the same day as delivered will be refunded by your local branch. All other returned will be processed by Kaystone Automotive Industries' corporate office and sent via U.S. mail within seven (7) working days.

ORIGINAL

CUSTOMER No		ADVISOR	т.	AG Nu.	INVOICE DATE	INVOICE No.
	<u>424<b>23</b> </u>	RAFAEL ROMERO	9,32,7	7685	11/08/11	CVW5249012
		LABOR RATE LICENSE	MILE	45,206	COLOR /	STOCK No. C2482
		YEAR / MAKE / MODE(		.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	DELIVERY DATE	DELIVERY MILES
VENTURA, (	CA	08/CHEVROLET/MAI			07/15/11 SELLING DEALER NO.	37,68
		1 G 1 Z G 5 7 B	8 8 F		R.O. DATE	01/01/08
1			r.o. wa.		11/01/11	
1.		COMMENTS		••••		·
LABOR & PARTS			*****		<u> </u>	
	*ELECTRICAL HOURS CUSTOMER REPORTS D/SIDE FRONT DOOR INSPECT AND FOUND FAULTY DOOR LOCK REPLACED D/SIDE FRONT DOOR LOCK AC	LOCK IS INOP;ADVISE.	<u> </u>	- 184.29.		
PARTSQTY-	FP-NUMBER	TON	COSTU/PRICE		•	
JOB # 2 1	T 44/80008 FOCK 10 P	470 48.90	48.90 68.46 48.90	68.46		
	•	JOB # 2	TOTAL PARTS	68.46		
		JOB # 2 TOTAL L	ABOR & PARTS	152.75		
3₩°3°20CVZ0	ELECTRICAL HOURS	1-70 TECHYS) 340 C			1	
•	CUSTOMER REPORTS DISIDE REAR DOOR PISIDE REAR DOOR LOCK WILL NOT UNL	CULK WILL NOT UNITER	The state of the s	1031.E.C.		
	INSPECT AND FOUND FALLEY DOOR LOCK	ΑΛΤΙΙΛΤΩΡ				
} }	FAULTY DOOR LOCK ACTUATOR PASSENGE REPLACE BOTH REAR DOOR LOCK ACTUAT	R SIDE ORS			1	
PARTSQTY: JOB # 3	FP-NUMBERDESCRIPT	10N				
JŎB # 3	1 20922250 LOCK 10.	473 62,22	62.22 87.11 62.22 87.11		]	
	J	OB # 3 COST TOTAL 1 JOB # 3	24.44 TOTAL PARTS	174.22		
		JOB # 3 TOTAL L				
1∰: //±000€i7.4	DOMES DOOD LOOKE - Verse			333.44		
Added Oberatio	POWER DOOR LOCKS HOURS on (RAFAELR @ 11/01/2011 11.29)			0.00		
ſ	CHSTOMER REPORTS RIGHT READ DOOR I	OCK ACTUATOR IS INOP;AD	VIS			
Í	INSPECT AND FOUND FAULTY DOOR LOCK REPLACED RIGHT REAR DOOR LOCK ACTU	ATOR RE-CHECK OK.	ADOD I PARTO			
A 60 at 100 at 1	*****	JOB # 4 TOTAL L	ABOR & PARTS	0.00		
COMMENTS CERTIFIED USE	D CAR.				1	
J3CODE	3 FOR OPPOSITE SIDE LOCK				1	
		R	1/0 TAX	0.00		
			70 TOTALS	486.19	1	
WARRANTY CLAIF	M DETAIL TOTALS					
CLATM#	TOTAL					ANTAROP.
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CLAIM TOTALS					/ A	DESIM X
PLATE INTACZ	486.19				Date	1-8 11 /
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APPROVE	U DI SIMMATUKE				1 8 1 W	Yorotura.
					16	Signature
					1 Cery	سنت ف
PAGE 1 OF 3	WARRANTY COPY-W	(CONTINUE	ED ON NEXT PAGE]	08:06am		<del></del>
		[OOM/MOD		v v · v v u I I I		

	40400		ADVISOR		TAG No.	INVOICE DATE	
	<u>42423                                  </u>		RAFAEL ROME	3093;		INVOICE DATE	INVOICE No.
			LABOR RATE	NCENSE NA	Mil.EAGE	<u>11/08/11</u> _	CVW5249012
		Į.	YEAR / MAKE / MODEL		<u> 45,20</u> 6	BLACK/	C2482
VENTURA,	CA		08/CHEVROLET	Γ/MΔI TRU /Δħ		DELIVERY DATE	DFLIVERY MILES
LINIONA,	CA	1.	VERICEFILITIONS.			07/15/11 SELLING DEALER NO.	37,68
			1 G 1 7 G 5	7 <u>888</u> F		DEALER NO.	PRODUCTION DATE 01/01/08
			· L. No.	PU	NO.	R O DATE	- <u>VIZUI/VO</u>
			COMMENTS	<u>,</u>	<del></del>	<u> </u>	<u> </u>
			<del> </del>	<u>,                                      </u>			
S AUDIT SLI	Þ	• • • •	_				
	JOB CARD 249012					Į	
	VIN	1G1ZG57B88F	••••	***************************************	******		
	ODOMETER INDICATOR	М		IRING BAC CARD OPEN DATE	114587	-	
	ODOMETER NON-GM VEHICLE	45206	3EKV	ICE ADVISOR GMIN	11/01/2011 V 829876217		
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	**					]	
	JÚB PAY TYPE TRAN 2 W 7	KS TYPE CATEG REG			N.# VER	1	
			249012-2 <sup>"</sup>	00110558036	59 0002		
	JOB COMPLETION	DATE: 11/08/20	11				
		GMIN: 50245039				ĺ	
	LABOR OPERATION BA B4261		NOSIS 0.3		I		
	COMPLAINT CODE: 052	4					
	COMPLAINT DESCRIP	TION: CUSTOMER	REPORTS DISTOR I	FDANT DAAD LACK	TE THOS ABOUT		
	SE.		arrio a/orac l	DOWN DOOK LUCK	TANA: ANA!		
	CAUSE CODE: 6579 CAUSE DESCRIPTION	: ÎNSPECT AND I	FAIIND EALUTY DOOR	) LOCK ACTUATOR			
	CORRECTION DESCRI					ı	
	CAUSAL PART: 227856	80		ON BOOK HOTOKION	``. 		
	PART NUMBER	QTY UNIT COS	ST REPLACEMENT S	SERIAL# TRADE N	NON.CM		
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	DAOTO !	TOTAL W/O 1	ΓΑΧ ΤΑΧ	TOTAL	İ		
	PARTS HANDLING PARTS	<u>i</u> 19.	.56				
	LABÓF	₹ 84.	<u></u> "		58.46		
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AGE 2 OF 3	WARRANT	V 045		INUED ON NEXT PAG			

CUSTOMER No.	10400	ADVISOR	··		AG No.	INVOICE DATE	INVOICE No
<u></u>	12423	RAFAE	L. ROMERO	9327 MILE	7685	11/08/11	CVWS249012
		1		1844462	45,206	BLACK/	STOCK No. C2482
/ENTURA, C	Δ	YEAR/MAI 08/CH	EVROLET/MALIE	<u></u>		0ELIVERY DATE 07/15/11	DELIVERY MILES
ENTURA, C		1 ∧EHICLE U	J. No. 7 G. 5 7 B 8			SELLING DEALER NO.	37,68
		F. T. E. No.		P.O. No.		R.O. DATE	01/01/08
		COMMENT				11/01/11	J
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CS AUDIT SLIP	JOB CARD 249012	· <del></del>				}	
		01705	<del></del>				
	ODOMETER INDICATOR N ODOMETER 4	G1ZC57B98F 1 15206 K	REPAIRING BA JOB CARD OPE SERVICE ADVI FOREIGN TOUR	N DATE 11/0 SOR GMIN 8298	11/2011		
	JOB PAY TYPE TRANS TY 3 W ZREG	24	RA CLAIM# 0EM 9012-3 001	\$AP TRAN.# 105580409	VER 0002		
	JOB COMPLETION DATE TECHNICIAN GMIN	l: 502450392					
	LABOR OPERATION BASE H B4660 0.	OURS DIACNOSIS 7 0.3	OTHER 0.7				
	COMPLAINT CODE: 0524 COMPLAINT DESCRIPTION CK. P/SIDE REAR DOOR	: CUSTOMER REPORT LOCK WILL NOT UNL	S D/SIDE REAR DOO OCK	R LOCK WILL N	NOT UNLO		
	CAUSE CODE: 6579 CAUSE DESCRIPTION: IN LOCK ACTUATOR PASSEN	SPECT AND FOUND F GFR SIDE	AULTY DOOR LOCK A	C <b>TUATO</b> R, FAUL	TY DOOR		
	CORRECTION DESCRIPTION	N: REPLACE BOTH R	EAR DOOR LOCK ACT	UATORS			
	CAUSAL PART: 20922250						
	PART NUMBER Q1 20922250 20922251	Y UNIT COST REP 1 62.22 1 62.22	LACEMENT SERIAL#	TRADE NON-6	iM		
	SERVICE MANAGEMENT AUTH REASON FOR AUTHORIZATIO	ORIZALION CODE: E N: OLH FOR OPPOSI	TE SIDE LOCK				
	PARTS HANDLING	TOTAL W/O TAX 49.78	TAX	TOTAL			
	PARTŠ LABOR	124.44 159.22	0.00	174.22			
	NET ITEMS PARTICIPATION AMOUNT	0.00	0.00 0.00	159.22 0.00 0.00	l		
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AGE 3 OF 3	WARRANTY CO	OPY-W	[ END C	OF INVOICE )	08:06am		

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<u> </u>	<del></del>	PAEAEL DOMES-		TAG No.	INVOICE DATE	INVOICE No
		ADVISOR  RAEAEL ROMERO LABOR RATE	<u> </u>	7685	11/01/11	CVC524901
			I M	LLAGE	COLOR	I 2 LOCK No
1		YEAR / MAKE / MODEL		45,206	BLACK/	C2482
VENTURA, CA		08/CHEVROLET/MALT	8U/4D		DELIVERY DATE	DELIVERY MILES
					07/15/11 SELLING DEALER NO	PRODUCTION DAY
		1 G 1 Z G 5 7 B	3 8 F     P O.		<u>L</u>	01/01/08
		<u> </u>	P 0.		R O. DATE	1 0,1711,711
		COMMENTS		<u> </u>	<u> 11/01/11</u>	<u> </u>
		<u> </u>				
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# 2 20CVZ *	ELECTRICAL	-ve n I mac Last	n α γ/KIS	0.00		
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TOTAL

69.95 127.16 272.96 114.76

FLO. NO.

249012

1/01/11

R.O. DATE

7685



ASI-03186 CATERINA WITEGURGE, INC - (800) 344-A295 - (805) 480 0899

PARTS AND SERVICE DEPT. HOURS PARTS AND SERVICE DEFT. HOURS
MONDAY THRU FRIDAY: 7:00 A.M. TO 7:00 RM.
SATURDAY 8:00 A.M. TO 3:00 PM.
VEHICLES CAN NOT BE RELEASED
AFTER SERVICE DEPT. HOURS

Goodwiench

249012

www.santapaulachevrolet.com

MO/MI

MI MI

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STATE REG# <u>AH</u>168380

RAFAEL ROMERO

SELLING DUALER NO.

EXPIRATION MILES

OPERATION DESCRIPTION

\*AIR CONDITIONING
15A DEPARTMENT
TIRE PRESSURE CHECK
\*AIR CONDITIONING
15A DEPARTMENT
TIRE PRESSURE CHECK

OPERATION DESCRIPTION

\*FUEL FILTER SERVICE 6,000 MILE SERVICE 30,000 MILE SERVICE \*COOLING SYSTEM SVC

PRODUCTION DATE STOCK NO.

C2482

DELIVERY MILES

37,682

EXPIRATION DATE

ADVISOR NO. 9327

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ĐE	101 W. HARV COMMENDE	ARD BLVD. • P.O. BOX	70 SANTA	AULA, CA		_		961652258 1756 • 525-21	27
	OPERATION	OPERATION DESC	RIPTION :: III	Mm?nar**17.3					_
$\begin{cases} \frac{1}{1} \\ \frac{1}{2} \end{cases}$	3cvz 8cvz01 8cvz28 2cvz17 3cv5	*TIRE ROTATION  *VFHICLE INSPECT 12,000 MILE SERV  *FUEL FILTER SER  TIRF PRESSURE CH	TION TICE	MI MI MI MI MI	23.98 0.00 172.36	OPERAT 18CVZ17 18CVZ27 18CVZ30 18CVZ03		*FUEL FILTI 6,000 MILE 30,000 MILE *COOLING S	CR S Sea
	RVICE HISTOI			<del></del>	<u>.</u> Ł		<u> </u>	"	
e e e e	DATE 09/29/11	A PEPAIR ORDER		· ADVISO	R TECHN	ICIAN TY	PÉ C	PERATION	التتأ
	09/22/11 09/09/11	248027 247797 247386	4360: 4295: 4284(	21 <del>9</del> 327	12 12 122 122		92C\ 15C\ 13C\	/Z /Z /5	
	08/16/11	246559	40974	533	122	Ϊ́́			
	LESPERSON NO		017-WHIT		E_R	VIC	F		L
AR UN SPE OTH	E NEW   1G17 4 ESS GIFIED ERWISE	<b>G57B88</b> RA, CA	58/C	HEVROLE CUSTO	T/MALTE MERNO 42423 ACK/	SERVICE CON		PRODUCTION DA O1/O1/O DELIVERY DATE O7/15/1 TRACT NO.	8
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HARD COPY



PARTS AND SERVICE DEPT. HOURS MONDAY THRU FRIDAY: 7:00 A.M. TO 7:00 P.M. SATURDAY 9:00 A.M. TO 3:00 P.M. VEHICLES CAN NOT BE RELEASED AFTER SERVICE DEPT HOURS

EPA # CAD981652258

www.santapaulachevrolet.com

101 W. HARVARD BLVD. • R.O. BOX 70 SANTA PAULA, CA 93061 PHONES: (805) 647-2756 • 525-2127

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	МО/МІ	TOTAL	OPERATION	OPERATION DESCRIPTION	MQ/MI	TOTAL
,SCASTA	"TIRE ROTATION  *VEHICLE TNSPECTION 12,000 MILE SERVICE  *FUEL FILTER SERVICE TIRE PRESSURE CHECK	MI MI MI MI MI		18CVZ17 18CVZ27 18CVZ30	*FUEL FILTER SERVICE 6,000 MILE SERVICE 30,000 MILE SERVICE *COOLING SYSTEM SVC	MI MI MI MO	69.95 127.16 272.96 114.76

13 18 18 22 13 SERVICE HISTORY DATE MILEAGE ADVISOR TECHNICIAN OPERATION DESCRIPTION 11/01/11 249012 45206 9327  $C_{W}$ TIRE PRESSURE CHECK \*ELECTRICAL ELECTRICAL 20CVZ0 20CVZ2 20CVZ2 92CVZ 339 09/29/11 09/27/11 POWER DOOR LOCKS 43602 42952 ŠŽČVZ 15CVZ AIR CONDITIONING 15A DEPARTMENT <u>SALESPERSON NO. 524</u> BRIAN SCOTT-WHITTAKE S. E\_R\_V STATE REG# AH168380 VEHICLE LO. NO YEAR/MAKE/MODEL ALL PARTS PRODUCTION DATE STOCK NO. 1G17G57B88F ARE NEW 08/CHEVROLET/MALTBU/4D 01/01/08 DELVERY DATE C248 UNLESS <u>49859</u> SPECIFIED 07/15/11 OTHERWISE COLOR VENTURA, CA EXPIRATION MILES ALL PARTS ACK. WILL BE 8531 DISCARDE() TAAN 3 CVZZ UNIESS Α <u>46</u>,740 515 CLIFF SHANLEY SPECIFIED ESTIMATES DO NOT LABOR CHARGES ARE BASED UPON INDIVIDUAL LABOR OPERATIONS AND INCLUDE SALES TAX ARE NOT BASED UPON CLOCK HOURS.

ALLEMISTATE NEW OR OLEAN CRIESTS DISTRIBUTED FROM THE SALES ANY OF THE OTHERWISE DATE/TIME PROMISED I REFUSE ANY OF THE RECOMMENDED SERVICES □ SAVE 09:<u>56aml</u> <u>07:00</u>pm 11/28/11 ST WORK STUCKY CASH UNLESS ARRANDEMENTS APPOINTMENT LISTED ADOVE. ABOR RATE NO GUARANTEE ON RUST W ∐ Yes NADE IV AUVANCE CUSTOMER ACKNOWLEDGES RECEIPT DE A COPY REREGE X No CUST. GRIGARAL CSTOWNIA \$ INITIAL JOB (A) (E) NOTICE PLEASE REMOVE ALL PERSONAL ARTICLES, VALUABLES, COINS, ETC. FROM YOUR VEHI-LATOT CLE. WE ARE NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE 220.00 сцатомен IS YOUR VEHICLE ALARM IN VALET POSITION? INITIAL ADD'L COST PERSON CONTACTED BY WHOM 15A DEPARTMENT TIME DATE ☐ VIA PHONE ☐ IN PERSON C/S R/R/ QQQR PULL HANDLE BROKEN PHONE 15A DEPARTMENT REVISED ESTIMATE ADD'L COST C/S AIR VENTS DOES NOT WORK IN FLOOR MODE TW 11-30 -130Pexpelción Re oreper 11-30 . KGNATUBE/OR INHIAL > By law, you may choose another liconsed Smag Chack facility to perform any needed repairs or adjustments which the Smog Chock test Indicates ara necessary." **POWER OF ATTORNEY** The undersigned hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said SANTA PAULA CHEVROLET insured's power of attornoy to sign or endorso 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. DATE OMBUREON ARRANGEMENTS FOR PAYMENT IN FULL MUST BE MADE PRIGR TO DELIVERY LE.
METHODS OF PAYMENT WE ACCEPT THE FOLLOWING:
MASTERCARD - VISA + DISCOVER - AMERICAN EXPRESS COMPANY OR PERSONALIZED CHECK WITH THE FOLLOWING:

ASI 08(BA (Afternat (DiFst)URCE, INC - 1000) 844-4255 - (605) 405-8855

<sup>ĸĸĸĸ</sup>ĸĹŎŢſŎĔ<sup>ĸ</sup>ŦŎŎŎŎŊŊŊŊĸĸĸĸĸĸĸĸĸĸ

HARD COPY

NAME ADDRESS (NO PO. BOX), AND TELEPTIONE NUMBER, IMPRINTED ON CHECK.
 VAUD CALPONNIA DRIVERS LICENSE.
 MAJOR CREDIT CARD.

3. Mediation of the matter paid upon ultivery of vehicle california mayirange occupitation of the enabled on account: oue to the nature of the scot shop repair, we cannot promise a completion date.  $\frac{249859}{249859}$ 

CUSTOMER No.	ADVISOR	<u> </u>	ITAG No.	LINDICACE DATE	
<u>42423</u>	CLIFE SHANLEY	<u> </u>		INVOICE DATE	INVOICE No.
	LABOR RATE LLIC	ENSE No.	ILEAGE	01/02/12 COLOR	CVW5249859 STOCK No.
	YEAR / MAKE / MODEL		<u>46,740</u>	BLACK/	C2482
VENTURA, CA	08/CHEVROLET/	MALIBU/4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37, 682
,	VEHICLE 10, No. 1 G 1 7 G 5			SELLING DEALER NO	PRODUCTION DAYE
	FT É No.	P.O. 190.		R O. DATE	01/01/08
	COMMENTS	<u></u>		11/28/11	
	- ONINETTO				
LABUR & PARTS					<u> </u>
C/S R/R DOOR PULL HANDLE BRO FOUND CLIPS ON R/R DOOR PANE REPLACED R/R DOOR PANEL BEZA	L NOT HOLDING		28.10		
PARTSQTYFP-NUMBERDE JOB # 1 1 25864420 RF	SCRIPTIONu/COST ZEL 10.777 23.42	-E/COST U/PRIO	CE		
" - 1 EGOOTIES DE	ZEL 10.777 23.42 JOB # 1 COST TOTAL	7.1 47 32	79 32.79	İ	
	JOB #	1 TOTAL PARTS	32.79		
	JOB # 1 TOTA	L LABOR & PARTS	60,89	į	
J# 2 15CVZ1 15A DEPARTMENT	HOURS 7 20 TEAUGY 200		683.72		
NECESSARY TO REMOVE DASH ASS: THAT THE VAVLE DOOR IS DEFECTED FOR THE VAVLE DOOR IS DEFECTED FOR THE VAVLE DOOR IS DEFECTED FOR THE VARRANTY R/O 247386 09/05 FIRST HEATER CASE/VALVE CAMBOORDER NEW CASE, EXTRA RENTAL PART, ALSO CENTER CONSOLE TREMOVAL OF DASH, PART#2593113	IN FLOOR MODE Y TO GAIN ACCESSTO CONCERN TIVE AND WONT OPEN. RECENT GE WAS 42.846 DATED 09-16- 09/11 MILIAGE 42.846 IN DAMAGED SO WE HAD TO R. DAYS WHILE WE WAITED FROM IM PLATE WAS BROKEN UPON 36 CHARGE TO 67D PER BILL	. FOUN LY 11 E-			
PARTSQTYFP-NUMBER	JUB # 2 CUST [U]AL	-E/COSTU/PRIC 54.46 76.2 17.70 17.7 72.16 2 TOTAL PARTS	76.24 0 17.70 93.94		
	JOB # 2 TOTAL	LABOR & PARTS	777.66		
# 4+50CVZ *BRAKES  dded Operation (CSHANLEY @ 12/05/2011 16	IMES I SENSOR VORKING		56.20		
ARTS QTY FP - NUMBER DES	SCRIPTIONU/COST	E/COSTU/PRIC	E		
" · · · · · · · · · · · · · · · · · ·	12 CZO, PL 4,025	12.40 17.30 12.40	6 17.36		
	J08 #	4 TOTAL PARTS	17.36		
	JOB # 4 TOTAL	LABOR & PARTS	73.56		
UBLETPO#VEND INV#-INV.DATE-D OB # 2 89138 254452 12/06/11 E	DESCRIPTION		75,00		
25452 12700/11 2	WIEKLK125	TOTAL - SUBLET	342.00 342.00		
MMENTS.  THEATER CASE CAME IN 11/30/211  ID HEATER CASE CAME IN 12/02/211  (XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	XXX XXXXXXXX NO 254452 PO 89138				
PAGE 1 OF 5 WARRANTY COPY	-W [CONTIN	UED ON NEXT PAGE]	12:14pm		

USTOMER No		ADVISOR		TAG No	INVOICE DATE	INVOICE No.
	<u></u>	CLIFF SHANLEY LABOR RATE LICENSE VI	515	8531	01/02/12	
		LABOR RATE LIGHTER	MILI	EAGE	COLOR	CVW5249859 STOCK No.
		YEAR / MAKE / MODEL	1	<u>46,740</u>	BLACK/ DELIVERY DATE	C2482
ENTURA, CA		08/CHEVROLET/MALTE	3U/4D		07/15/17	DELIVERY MILES
CHIORA, CA		VEHICLE I.D. No.		-	07/15/11 SELLING DEALER NO.	37.68
		<u>.1 G 1 7 G 5 7 B 8</u> F T. E. No.	_8 <u>_</u> <b>F</b>   ₽.0-70-		R.O. DATE	01/01/08
					11/28/11	
		COMMENTS				
MMENTS						·
LL EDWARDS SIGNED	FOR 2.0 EXCEPTIONAL DIAG	NOSIS TIME.				
		R/0	TAY	0.00		
	2	ŘŽŎ	TOTALS	1254,11		
RRANTY CLAIM DETAIL	. TOTALS					
10.7	AL, 50.89					
120	02.06					
	73.56					
AIM TOTALS 133	36.51				İ	
APPROVED BY SIG	NATIOE				1	
VLLWOACO DI ST	INAT ORC					
					!	
	•					
					•	
AGE 2 OF 5	WARRANTY COPY-W	(CONTINUED O				

VII OD OD NOI RE	B CARD 249859 IN OMETER INDICATOR OMETER IN-GM VEHICLE FERENCE NUMBER B PAY TYPE TRANS W ZRE	161ZG57B88F M 46740 N	JO SE FO DRY ERA CLAI	ET/MALIE  5 7 B 8  PAIRING BA B CARD OPE RVICE ADVI REIGN TOUR	8 F P.O.N	114587 11/28/2011 812638458	1 01/02/12 COLOR 740 BLACK/ DELIVERY DATE 07/15/11 SELLING DEALER NO R O DATE 11/28/11	CVWS249859 STOCK ND C2482 DELIVERY MILES 37,68 PRODUCTION DATE 01/01/08
S AUDIT SLIP JON ODI ODI REI	OB CARD 249859  N OMETER INDICATOR OMETER NI-GM VEHICLE FERENCE NUMBER  R PAY TYPE TRANS W ZRE	161ZG57B88F M 46740 N	PAR / MAKE / MODEL  20	ET/MALIE  5 7 B 8  PAIRING BA B CARD OPE RVICE ADVI REIGN TOUR	BU/4D  8 F P.O.N  C N DATE SOR GMIN IST	114587 11/28/2011 812638458	COLOR  740 BLACK/ DELIVERY DATE 07/15/11 SELLING DEALER NO	C2482 DELIVERY MILES 37,68 PRODUCTION DATE
G AUDIT SLIP JON  VII ODI NOI REI JOB	OB CARD 249859  N OMETER INDICATOR OMETER NI-GM VEHICLE FERENCE NUMBER  R PAY TYPE TRANS W ZRE	161ZG57B88F M 46740 N	ORY ERA CLAI	FAIRING BAB CARD OPERVICE ADVI	B F P.O. N  C N DATE SOR GMIN  IST	114587 11/28/2011 812638458	OELIVERY DATE  07/15/11  SELLING DEALER NO	DELIVERY MILES 37,68 D. PRODUCTION DATE
G AUDIT SLIP JON  VII ODI NOI REI JOB	OB CARD 249859  N OMETER INDICATOR OMETER NI-GM VEHICLE FERENCE NUMBER  R PAY TYPE TRANS W ZRE	161ZG57B88F M 46740 N	ORY ERA CLAI	FAIRING BAB CARD OPERVICE ADVI	B F P.O. N  C N DATE SOR GMIN  IST	114587 11/28/2011 812638458	07/15/11 SELLING DEALER NO	37,68 D. PRODUCTION DATE
AUDIT SLIP JOB ODI REI JOB	OB CARD 249859  N OMETER INDICATOR OMETER NI-GM VEHICLE FERENCE NUMBER  R PAY TYPE TRANS W ZRE	161ZG57B88F M 46740 N	RE JO SE FO	PAIRING BAB CARD OPE RVICE ADVI REIGN TOUR	B F P.O. N  C N DATE SOR GMIN  IST	114587 11/28/2011 812638458	BELLING DEALER NO	<ol><li>PRODUCTION DATE</li></ol>
JOB VII OD OD NOI REI JOB	OB CARD 249859  N OMETER INDICATOR OMETER NI-GM VEHICLE FERENCE NUMBER  R PAY TYPE TRANS W ZRE	161ZG57B88F M 46740 N	OMMENTS  RE JO SE FO  ORY ERA CLAI	PAIRING BA B CARD OPE RVICE ADVI REIGN TOUR	C N DATE SOR GMIN IST	114587 11/28/2011 812638458	_	
JOB VII OD OD NOI REI JOB	OB CARD 249859  N OMETER INDICATOR OMETER NI-GM VEHICLE FERENCE NUMBER  R PAY TYPE TRANS W ZRE	161ZG57B88F M 46740 N	RE JO SE FO	B CARD OPE RVICE ADVI REIGN TOUR  M# OEM	C N DATE SOR GMIN IST	114587 11/28/2011 812638458	_	
JOB VII OD OD NOI REI JOB	OB CARD 249859  N OMETER INDICATOR OMETER NI-GM VEHICLE FERENCE NUMBER  R PAY TYPE TRANS W ZRE	161ZG57B88F M 46740 N	RE JO SE FO DRY ERA CLAI	B CARD OPE RVICE ADVI REIGN TOUR  M# OEM	N DATE SOR GMIN IST	11/28/2011 812638458		
JOB VII OD OD NOI REI JOB	OB CARD 249859  N OMETER INDICATOR OMETER NI-GM VEHICLE FERENCE NUMBER  R PAY TYPE TRANS W ZRE	M 46740 N TYPE CATEGO	JO SE FO DRY ERA CLAI	B CARD OPE RVICE ADVI REIGN TOUR  M# OEM	N DATE SOR GMIN IST	11/28/2011 812638458		
JOB VII OD OD NOI REI JOB	OB CARD 249859  N OMETER INDICATOR OMETER NI-GM VEHICLE FERENCE NUMBER  R PAY TYPE TRANS W ZRE	M 46740 N TYPE CATEGO	JO SE FO DRY ERA CLAI	B CARD OPE RVICE ADVI REIGN TOUR  M# OEM	N DATE SOR GMIN IST	11/28/2011 812638458		
JOB VII OD OD NOI REI JOB	OB CARD 249859  N OMETER INDICATOR OMETER NI-GM VEHICLE FERENCE NUMBER  R PAY TYPE TRANS W ZRE	M 46740 N TYPE CATEGO	JO SE FO DRY ERA CLAI	B CARD OPE RVICE ADVI REIGN TOUR  M# OEM	N DATE SOR GMIN IST	11/28/2011 812638458		
OD OD NO REI JOB	OMETER INDICATOR OMETER IN-GM VEHICLE FERENCE NUMBER  B PAY TYPE TRANS W ZRE	M 46740 N TYPE CATEGO	JO SE FO DRY ERA CLAI	B CARD OPE RVICE ADVI REIGN TOUR  M# OEM	N DATE SOR GMIN IST	11/28/2011 812638458		
OD OD: NO! RE! JOB	OMETER INDICATOR OMETER IN-GM VEHICLE FERENCE NUMBER  B PAY TYPE TRANS W ZRE	M 46740 N TYPE CATEGO	JO SE FO DRY ERA CLAI	B CARD OPE RVICE ADVI REIGN TOUR  M# OEM	N DATE SOR GMIN IST	11/28/2011 812638458		
ODI NOI REI JOB	OMETER IN-GM VEHICLE FERENCE NUMBER B PAY TYPE TRANS W ZRE	46740 N TYPE CATEGO	SE FO DRY ERA CLAI	RVICE ADVI REIGN TOUR	SOR GMIN	812638458		
REI JOB	FERENCE NUMBER PAY TYPE TRANS W ZRE	TYPE CATEGO	FO DRY ERACLAI	REIGN TOUR  M# OÉM	IST	<b></b>		
JOB	PAY TYPE TRANS W ZRE	TYPE CATEGO EG	ORY ERACLAI	 М# ОЕМ	SAP TRAI			
JOB 1	w ZRS	TYPE CATEGO EG	ORY ERA CLAI	M# OEM	SAP TRAI		· <del>-</del>	
1	w ZRS	ÉĢ				N.#VĒR		
			249859-1	001	10821835	7 0004		
	JOB COMPLETION DA	ATF: 12/16/201	11					
	TECHNICIAN G	MIN: 50245039	2					
I At	BOR OPERATION BASE	C NAUDE						
C	3540	0.3						
	U451 4 T LIT							
CO	MPLAINT CODE: 0890	ION. C/C n/n /	3000 000 000	. F. BBAUELL				•
	COMPLAINT DESCRIPT	ION: C/2 K/K I	JOOR PULL HAND	LE BROKEN				
CAL	USE CODE: 6021							
(	CAUSE DESCRIPTION:	FOUND CLIPS (	ON R∕R DOOR PA	NEL NOT HO	LDING			
(	CORRECTION DESCRIPT	TION: REPLACE	) R/R DOOR PAN	EL BEZAL C	ERTIFIED	USED CAR		
	USAL PART: 25864420							
P/	ART NUMBER	OTY UNIT CO:	REPLACEMEN	T SERIAL#	TRANE P	NON . CM		
	5864420	1 23.4	12	. ucninc#	HVHDL I	ear (di)		
		TOTAL MAD :	TLV	v				
	PARTS HANDLING	TOTAL W/O 7	ΓΑΧ ΤΑ .37	X	TOTAL			
	PARTS	23	.42	0.00	3	32.79		
	LABOR NET LIEMS		.10	0.00		28.10		
PA	RTICIPATION AMOUNT	Ü	. 00	0.00		0.00 0.00)	İ	
	TRANSACTION	60	.8 <del>9</del>	0.00	ŧ	50 . 8 <del>9</del>	ļ	

PAGE 4 OF 5

WARRANTY COPY-W

### CVWS249859

STOMER No	42422	ADVISOR	TAG No	INVOICE DATE	INVOICE No
·	<u> 42423                                      </u>	CLIFE SHANLEY 51' LABOR RATE LICENSE No. 1	5 8531 Mileage	01/02/12	CVW5249859
			46,740	COLOR BLACK	STOCK No.
		YEAR / MAKE / MODEL	101110	DELIVERY DATE	DELIVERY MILES
NTURA,	CA	08/CHEVROLET/MALIBU/4D	7.5	07/15/11 SELLING DEALER NO.	37,68
		<u> 1612657888 F</u>	_		01/01/08
		F. T & No. P.O. 190	<u>.</u>	R O. DATE	,
		COMMENTS		11/28/11	1
			<u> </u>	<del></del>	
AUDIT SLI					
	JOB CARD 249859				
	VIN - 1G1ZG57E	88F REPAIRING BAC	114587		
	ODOMETER INDICATOR M ODOMETER 46740	JOB CARD OPEN DATE SERVICE ADVISOR GMIN	11/28/2011		
	NON-GM VEHICLE N	FOREIGN TOURIST	812038458		
	REFERENCE NUMBER				
		TEGORY ERA CLAIM# OEM SAP TRAN			
	2 W ZREG	249859-2 001108218531	0002		
	JOB COMPLETION DATE: 12/16 TECHNICIAN GMIN: 50245	5/2011 10392			
	LABOR OPERATION BASE HOURS OF 5.3	THER 2.0			
	COMPLAINT CODE: 0722 COMPLAINT DESCRIPTION: C/S A	JR VENTS DOES NOT WORK IN FLOOR MODE			
		TR VENTS DOES NOT WORK IN FLOOR MODE	-		
	CAUSE CODE: 6021 CAUSE DESCRIPTION: TIME TO I	NSPECT FOUND HEATER CASE BROKEN MIDL	E VENTDOOR		
	WARRANTT R/U 247.386 (197097	ACED HEATER CASE AND TRANSFER RELATE 11 MILIAGE 42.846 FIRST HEATER CASE ARDS 5.3 PLUS 2.0 IOTAL HR 7.3	ED PARTS PAR SHIPED WAS		
	CAUSAL PART: 15844208				
	PART NUMBER OTY UNIT	_COST_ REPLACEMENT SERIAL# TRADE N	ION CM		
	15844208 1	54.46	iou. au		
		48.31			
	NET AMOUNT CODE INVOICE NO 342.00 NIC		DAYS REASON		
	32.47 NIF	5GAKRCED2CJ100323	9 P		
	TOTAL W	1/O TAX TAX TOTAL			
	PARTS HANDLING	41.10			
	PARTS LABOR	102.77 0,00 14 683.72 0.00 68	13.87		
	NET ITEMS	374.47 0.00 37	33.72 74.47		
	PARTICIPATION AMOUNT		0.00)		
	TRANSACTION 1	202.06 0.00 120	02.06	1	

[CONTINUED ON NEXT PAGE] 12:14pm

TOMER No	ADVISOR			AG No.	INVOICE DATE	INVOICE No.
<u>42423</u>	CLIFF_	SHANLEY LICENSE No.	515	<u>8531</u>	01/02/12	CVW5249859
	LABOR RATE	LICENSE No.	Mil	AGÉ	COLOR	STOCK No.
	YEAR / MAKE	(MODE)		<u>46,740</u>	<u>BLACK/</u>	Ç2482
	OR/CHE	VROLET/MALIB	1/45		DELIVERY DATE	DELIVERY MILES
NTURA, CA	VEHICLE I D	No.			07/15/11 SELLING DEALER NO	37.68
	161	<u> </u>	8 F			01/01/08
	F. T. E No		P.Q No.		R.O. DATE	121,7,017,018
	COMMENTS	ми			<u> 11/28/11 </u>	
	,				<del></del>	
JOB CARD 249859	•••••				İ	
JOS CARD 249859						
ĀĪЙ ~	1G1ZG57B88F	REPAIRING BAC	112	1587		
ODOMETER INDICATOR	м ——	JOB CARD OPEN	DATE 112	/28/2011	Ì	
ODOMETER NON-GM VEHICLE	46740 N	SERVICE ADVIS	OR GMIN 812	638458		
REFERENCE NUMBER	N	FOREIGN TOURI	ST			
******************						•
JOB PAY TYPE TRANS 4 W 7RF	TYPE CATEGORY ER,		SAP TRAN.#	VER		
	<b>u</b> , 5.	859-4 0011	08218698	0002		
JOB COMPLETION DA	NTE: 12/16/2011					
TECHNICIAN GN	IIN: 502450392				}	
LABOR_OPERATION BASE	HOURS DIAGNOSTS					
H2642	0.3 0.3					
CONDITITE CODE GLOA	· ·					
COMPLAINT CODE: 0124	ON: C/S STOP LIGHTS	IN OD COUE TIMES			ļ	
VOIII DIZINI DESCRITITI	.cm, cra bior Lights .	IN OF SOME TIMES				
CAUSE CODE: 6579	TUTE					
CAUSE DESCRIPTION:	INTERNAL FAILURE BRAN	KE SWITCH SENSOR				
CORRECTION DESCRIPT	ION: REPLACED BRAKE	SENSOR NOW WORK	ING CERTIFE	en ucen	İ	
CAR	Wideb Broning	PENDOR , NOW WORK	ING CENTIFE	ED OZÉO		
CAUSAL PART: 22666955						
VAUJAE FART. 22000955	1					
PART NUMBER	QTY UNIT COST REPLA	ACEMENT SERIAL# 1	TRADE NON-	GM	1	
22666955	1 12.40	· ·				
	TOTAL W/D TAX	TAX	TOTAL			
PARTS HANDLING	4.96	1774	TUTAL			
PARTS	12.40	0.00	17.3		1	
LABOŘ NET ITEMS	56.20 0.00	0.00	56.2		1	
PARTICIPATION AMOUNT	0.00	0.00	0.0			
	*	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		-		
TRANSACTION	73.56	0.00	73. <del>5</del>	6		

### CVIS249859

USTOMER No.			ADVISOR		•••	TAG No.	INVOICE DATE	INMOVIE E
4	2423		CLIFE SHAP	ILEY	515	8531	01/02/12	INVOICE No.
			LABOR RATE	· · · · · · · · · · · · · · · · · · ·	MI	LEAGE	COLOR	CVIS249859 STOCK No.
		}	YEAR / MAKE / MODI	ii.	_	<u>46,740</u>		C2482
ENTURA, CA			08/CHEVROL	ET/MALIBU/	4D		07/15/11	DELIVERY MILES 37,68.
			VEHIÇLE I.D. No.	5 <u>7 B 8 8</u>			SELLING DEALER NO.	PRODUCTION DATE
			F. T. E No.	_5 <u>/                                   </u>	F.O. No.		R.O. DATE	01/01/08
			COMMENTS				11/28/11	
			COMMENTS			-		
ABOR & PARTS						<del>-</del>	<del></del>	
# 2 MRTSOTV	-FP-NUMBER	OFCCOTO						
)B # 2 1 )B # 2 1		PLATE 1	10N   . 252	UNIT	PRICE- 60.39	50.30		
B#2 1	Z5001 ,	OVN			18 46	60.39 18.46		
				JOB # 2 TOTAL	PARTS	78.85		
			JØB # 2	TOTAL LABOR &	PARTS	78.85		
MMFNTS								
I HEATER CASE	CAMP IN 11/20/22				<b>.</b>			
	CAME IN 12/02/211 XXXXXXXXXXXXXXXXXXXXXXX	YYYYYYYYY						
XXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	<del>ŶŶŶŶ</del> ŶXXXXXXXXXX	CX .					
TERPRISE RENTA LL EDWARDS SIG	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	D NO 2544	52 PO 89138					
TALS		BIVIL DIVIDIO	) HINL:			į		
ITROL#	ACCOUNT NUMBER /							
482	, , , , , , , , , , , , , , , , , , ,	TIODITI . ,		TOTAL LABO	ıR	0.00		
				TOTAL PART	Υ	78. <b>8</b> 5		
				TOTAL SUBL TOTAL G.O.	ET	0.00 0.00		
				TOTAL MISC	CHG.	0.00		
				TOTAL MISC TOTAL TAX.	.DISC	0.00		
						0.00		
				TOTAL INV	OICE 1	78.85		
ADDD7WEN D	Y"SIGNATURE"	<u> </u>				:		
VILLIONED B	: STRINK! UKE							
						ļ		
						i		
AGE 1 OF 1	ACCOUNT)							

A2423   CLIFF SHANLEY   S1S	Indiana -
VENTURA, CA  VENTURA  VENTURA, CA  VENTURA, CA  VENTURA, CA  VENTURA, CA  VENTURA, CA  VENTURA, CA  VENTURA, CA  VENTURA, CA  VENTURA, CA  VENTURA, CA  VENTURA, CA  VENTURA, CA  VENTURA, CA  VENTURA, CA  VENTURA,	INVOICE No. CVCS249859
VENTURA, CA  OS/CHEVROLET/MALIBU/40  OS/CHEVROLET/MALIBU/40  OS/CHEVROLET/MALIBU/40  O7/15/11  SELING DELIVERY DATE  1 G 1 Z G 5 7 B 8 8 F F T E No.  COMMENTS  1 1 2 G 5 7 B 8 8 F F T E No.  COMMENTS  COMME	STOCK No.
VENTURA, CA	C2482 DELIVERY MILES
LABOR & PARTS  J# 1 15CV22  C/S R/R DOOR PULL HANDLE BROKEN FOUND CLIPS ON R/R DOOR PAREL NOT HOLDING REPLACED R/R DOOR PAREL BEZAL  CERTIFIED USED CAR  PARTS  JOB # 1 TOTAL LABOR & PARTS  C/S AIR VENTS DEES NOT WORK IN FLOOR MODE TIME TO INSPECT FOUND HEATER CASE BROKEN HIDLE VENTDOOR REPLACED FLATER CASE AND TRANSFER CASE BROKEN HIDLE VENTDOOR REPLACED HATER CASE AND TRANSFER FLOOR MODE FIRST HEATER CASE AND TRANSFER SO, OF TOTAL RAT. 3  PARTS  PARTS  QTYFP. NUMBER.  C/S AIR VENTS DOES NOT WORK IN FLOOR MODE TIME TO INSPECT FOUND HEATER CASE BROKEN HIDLE VENTDOOR REPLACED HEATER CASE AND TRANSFER SORE PART WARRANTY R/O 247386 09/09/11 HILLIAGE 42.846 SIGNED BILL EDWARDS 5.3 PLUS 2.0 TOTAL RAT. 3  PART WARRANTY R/O 247386 09/09/11 HILLIAGE 42.846 SIGNED BILL EDWARDS 5.3 PLUS 2.0 TOTAL RAT. 3  PARTS  QTYFP. NUMBER.  QTYFP. NUMBER.  QTYFP. NUMBER.  DESCRIPTION.  LIST PRICE-UNIT PRICE- UNIT PRIC	37 69
LABOR & PARTS  ## 1 15CV22  C/S R/R DOOR PULL HANDLE BROKEN FOUND CLIPS ON R/R DOOR PANEL BROKEN FOUND CLIPS ON R/R DOOR PANEL BROKEN FOUND CLIPS ON R/R DOOR PANEL BEZAL CERTIFIED USED CAR  PARTS: QTY FP.NUMBER.  DESCRIPTION LIST PRICE-UNIT PRICE- JOB # 1 TOTAL LABOR & PARTS 0.00  ## 2 15CVZ1  JSA DEPARTMENT C/S AAR VENTS DOES NOT WORK IN FLOOR MODE TITHE TO INSPECT FOUND HEATER CASE BROKEN HIGLE VENTDOOR REPLACED HEATER CASE AND TRANSFER RELATED PARTS PART MARRANTY R/O 247386 99/09/11 MILIAGE 42.046 FIRST HEATER CASE AND RANSFER RELATED PARTS PART MARRANTY R/O 247386 99/09/11 MILIAGE 42.046  STONED BILL EDWARDS 5.3 PLUS 2.0 TOTAL HR 7.3  PARTS: QTY - FP.NUMBER. DESCRIPTION LIST PRICE-UNIT PRICE- JOB # 2 1 25901136 PLATE 10.252 WARRANTY JOB # 2 1 25901 OVN JOB # 2 TOTAL PARTS  JOB # 2 TOTAL LABOR & PARTS  JOB # 2 TOTAL LABOR & PARTS  O.00  ## 34-13CV5  TIRE PRESSURE CHECK AND INFLATE SERVICE INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING. RIGHT REAR 30 LEFT FRONT 30 RIGHT REAR 30 AIR TIRES TO 35 PSI	01/01/08
LABOR & PARTS  C/S R/R DOOR PULL HANDLE BROKEN FOUND CLIPS ON R/R DOOR PANEL BEZAL CERTIFIED USED CAR  PARTS. OTY. FP NUMBER. DESCRIPTION. LIST PRICE-UNIT PRICE- 108 # 1 1 25864420 BEZEL 10.777 JOB # 1 TOTAL PARTS 0.00  JOB # 1 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JWF 2 15CVZ1 15A DEPARTMENT.  C/S AIR VENTS DOES NOT MORK IN FLOOR HODE TIME TO INSPECT FOUND HEATER CASE BROKEN MIDLE VENTDOOR REPLACED HEATER CASE AND TRANSFER RELATED PARTS PART WARRANTY NO 247386 09/09/11 MILIAGE 42.046 FIRST HEATER CASE AND TRANSFER RELATED PARTS FIRST HEATER CASE SHIPED WAS DAMAGED STORED BILL EDWARDS 5.3 PLUS 2.0 TOTAL HR 7.3  PARTS. OTY. FP-NUMBER. DESCRIPTION- LIST PRICE-UNIT PRICE- 108 # 2 1 25931136 PLATE 10.252 WARRANTY 108 # 2 1 25931136 PLATE 10.252 WARRANTY 108 # 2 1 25001 OVN JOB # 2 TOTAL DARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  LETT FRANT JOB LETT FRANT	1
J# 1 15CV22  15A DEPARTMENT C/S R/N DOOR PULL HANDLE BROKEN FOUND CLIPS ON R/R DOOR PANEL NOT HOLDING REPLACED R/R DOOR PANEL BEZAL CERTIFIED USED CAR  PARTS. QTY FP NUMBER. DESCRIPTION LIST PRICE-UNIT PRICE- JOB # 1 TOTAL PARTS 0.00  JOB # 1 TOTAL LABOR & PARTS 0.00  JW 2 15CVZI  C/S AIR VENTS DUES NOT WORK IN FLOOR MODE TIME 10 INSPECT FOUND HEATER CASE BROKEN MIDLE VENTDOOR REPLACED HEATER CASE AND TRANSFER RELIATED PARTS PART WARRANTY R/O 247386 09/09/11 MILIAGE 42.846 FIRST HEATER CASE SHIPED WAS DAMAGED SIGNED BILL EDWARDS 5.3 PLUS 2.0 TOTAL HR 7.3  PARTS QTY FP NUMBER. DESCRIPTION LIST PRICE-UNIT PRICE- JOB # 2 1 25931.136 PLATE 10.252 JOB # 2 1 15844208 VALVE 9.786  WARRANTY JOB # 2 TOTAL PARTS 0.00  JOB # 2 TOTAL PARTS 0.00  JOB # 2 TOTAL PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JIRE PRESSURE CHECK NOT INFLATE SERVICE INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.  ITRES INFLATED TO (PSI) ITRES INFLATED TO THE RECOMMENDED TIRE PRESSURE RATING.  ITRES INFLATED TO THE RECOMMENDED TIRE PRESSURE RATING.  LEFT FRONT 30  LEFT FRONT 30  LEFT FRONT 30  AIR TIRES TO 35 PSI	<u> </u>
REPLACED RAY DURN PANEL BEZAL  PARTS QTY FP - NUMBER DESCRIPTION LIST PRICE-UNIT PRICE- JOB # 1 1 25864420 BEZEL 10.777  JOB # 1 TOTAL PARTS 0.00  JOB # 1 TOTAL LABOR & PARTS 0.00  J# 2 15CVZ1 15A DEPARTMENT C.SE BROKEN MIDLE VENTDOOR REPLACED HEATER CASE AND TRANSFER RELATED PARTS PART MARRANTY R/O 247366 09/09/11 MILIAGE 42,846 FIRST HEATER CASE SHIPED WAS DAMAGED STONED BILL EDWARDS 5.3 PLUS 2.0 TOTAL HR 7.3  PARTS QTY FP - NUMBER DESCRIPTION LIST PRICE-UNIT PRICE- JOB # 2 1 Z5901 DVN JOB # 2 1 Z5001 DVN JOB # 2 1 T580420B VALVE 9.786 WARRANTY JOB # 2 1 Z5001 DVN JOB # 2 TOTAL PARTS 0.00  JOB # 2 TOTAL PARTS 0.00  JOB # 2 TOTAL PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 3+13CV5 TTRE PRESSURE CHECK TOWN THE RECOMMENDED TIRE PRESSURE CHECK THE RECOMMENDED TIRE PRESSURE CHECK THE RECOMMENDED TIRE PRESSURE CHECK AND INFLATE SERVICE INFLATE TO THE RECOMMENDED TIRE PRESSURE RATING. RIGHT FRONT 30 LEFT FRONT 30	
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JOB # 1 TOTAL PARTS 0.00  JOB # 1 TOTAL LABOR & PARTS 0.00  JOB # 1 TOTAL LABOR & PARTS 0.00  JOB # 1 TOTAL LABOR & PARTS 0.00  JOB # 1 TOTAL LABOR & PARTS 0.00  JOB # 1 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  PARTS OTY -FP.NUMBER - DESCRIPTION LIST PRICE-UNIT PRICE-JOB # 2 1 25931136 PLATE 10.252  JOB # 2 1 25001 OVN WARRANTY WARRANT	
## 2 15CVZ1    15A DEPARTMENT   TECH(S):339   WARRANTY	
TIME TO INSPECT FOUND HEATER CASE BROKEN MIDLE VENTOOOR REPLACED HEATER CASE AND TRANSFER RELATED PARTS PART WARRANTY R/O 247386 09/09/11 MILIAGE 42.846 FIRST HEATER CASE SHIPED WAS DAMAGED STGNED BILL EDWARDS 5.3 PLUS 2.0 TOTAL HR 7.3  PARTS	
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PART WARRANTY NO 24/386 09/09/11 MILIAGE 42.846  FIRST HEATER CASE SHIPED WAS DAMAGED  SIGNED BILL EDWARDS 5.3 PLUS 2.0 TOTAL HR 7.3  ARTSQTYFP-NUMBER	
SIGNED BILL EDWARDS 5.3 PLUS 2.0 TOTAL HR 7.3  PARTS	
PARTS	
DOB # 2	
JOB # 2 TOTAL PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  TIRE PRESSURE CHECK TECH(S):339  TIRE PRESSURE CHECK AND INFLATE SERVICE INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING. TIRES INFLATED TO (PSI) RIGHT FRONT 30 LEFT FRONT 30 RIGHT REAR 30 LEFT REAR 30 AIR TIRES TO 35 PSI	
JOB # 2 TOTAL PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 2 TOTAL LABOR & PARTS 0.00  JOB # 3+13CV5 TIRE PRESSURE CHECK Added Operation (CSHANLEY @ 12/05/2011 16:09) TIRE PRESSURE CHECK AND INFLATE SERVICE INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING. TIRES INFLATED TO (PSI) RIGHT FRONT 30 LEFT FRONT 30 RIGHT REAR 30 LEFT REAR 30 AIR TIRES TO 35 PSI	
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LEFT FRONT 30 RIGHT REAR 30 LEFT REAR 30 AIR TIRES TO 35 PSI	
ARISOTV. ED MIMDEO	
ARISQTYFP-NUMBER	
JOB # 3 TOTAL LABOR & PARTS 0.00	
# 4+50CVZ *BRAKES TECH(S):339 WARRANTY  dded Operation (CSHANLEY @ 12/05/2011 16:10)  C/S STOP LIGHTS IN OP SOME TIMES  INTERNAL FAILURE BRAKE SWITCH SENSOR  REPLACED BRAKE SENSOR , NOW WORKING  CERTIFIED USED CAR	
ARTSQTYFP-NUMBERDESCRIPTIONLIST PRICE-UNIT PRICE- OB # 4 1 22666955 SENSOR KI 4.625 WARRANTY	
PAGE 1 OF 2 ACCOUNTING COPY [CONTINUED ON NEXT PAGE] 01:24pm	



PARTS AND SERVICE DEPT. HOURS MONDAY THRU FRIDAY: 7:00 A.M. TO 7:00 P.M. SATURDAY 8:00 A.M. TO 3:00 P.M. VEHICLES CAN NOT BE RELEASED AFTER SERVICE DEPT. HOURS

250589

BAR # AH168380 EPA # CAD981652258 101 W. HARVARD BLVD. • P.O. BOX 70 SANTA PAULA, CA 93061 PHONES: (805) 647-2756 • 525-2127 www.santapaulachevrolet.com RECOMMENDED SERVICES OPERATION OPERATION DESCRIPTION MO/MIN FOR TOTAL OPERATION OPERATION MO/MICT SERVICE HISTORY DATE BEPAIR ORDER MILEAGE ADVISOR TECHNICIAN I TYPE OPERATION DESCRIPTION 11/28/11 249859 46740 515 W 15A DEPARTMENT 15A DEPARTMENT TIRE PRESSURE CHECK 11/01/11 249032 \*BRAKES 45206 9327 TIRE PRESSURE CHECK "ELECTRICAL SALESPERSON NO. 524 BRIAN SCOTT-WHITTAKE RVSTATE REG# AH168380 VEHICLE FD. NO ALL PARTS YEAR/MAKL/MODEL PRODUCTION DATE STOCK NO. 1G1ZG57B88F A.O. NO. ARE NEW 08/CHEVROLET/MALIBU/4D <u>01/01/08</u> <u>Ç2482</u> UNLEGS 50589 CUSTOMER NO SERVICE CONTRACT DELIVERY MILES SPECIFIED R.O. DATE <u>4</u>2423 07/15/11 37,682 EXPIRATION DATE OTHERWISE /23/11 СОСОК CONTRACT NO VENTURA, CA TAGINO. 8531 ALL PARTS EXPIRATION MILES BLACK/ WILL BE DISCARDED Mil CAGE ADVISOR NO N CVZZ UNILESS Υ 47,689 A 515 CLIFF SHANLEY SPECIFIED ESTIMATES DO NOT LABOR CHARGES ARE BASED UPON INDIVIDUAL LABOR OPERATIONS AND OTHERWISE INCLUDE SALES TAX ARE NOT BASED UPON CLOCK HOURS. □ SAVE ALL MARTS AFTE NEW OIL D.C.M. UNLESS OF MEHWISE SPECIFIED ( REFUSE ANY OF THE RECOMMENDED SERVICES 08:34am| 07:00pm 12/23/11 APPOINTMENT LISTED ABOVE. LABOR RATE INCL GUARANTTE ON RUST WORK FLRMS: STRICTLY CASH UNLESS ARRANGEMENTS (**X**) Yes MAGE IN AUVANICA. EUSZYMER ACKNOWLEDGESITECTIFT OF A COPY HEIRUF. . □ No AICKET AND X CUST. PRIORAL \$ JOB | ... INITIAL NOTICE PLEASE REMOVE ALL PLASONAL ARTICLES VALUABLES, COINS, ETC FROM YOUR VEI CLE, WE ARE <u>NOT</u> RESPONSIBLE FOR ANY LOSS OR DAMAGE. CUSTOMER INITIAL IS YOUR VEHICLE ALAHM IN VALET POSITION? \_ REVISED ESTIMATE ADD'L COST PERSON GUNIACTED BY WHOM COMMENTS: TIME DATE ☐ VIA PHONE
☐ IN PERSON 1ST HEATER CASE CAME IN 11/30/211 PHONE 2ND HEATER CASE CAME IN 12/02/211 HEASON REVISED ESTIMATE Αρρή άδετ PERSON CONTACTED BY WHOM TIME DATE ☐ VIA PHONE ☐ IN PERSON D NO 254452 PO 89138 C \* 15CVZ1 PHONE REABON 15A DEPARTMENT CIS TRACTION CONTROL SWITCH Lacknowledge notice and oral approval of an increase in the original ostimate price SIGNATURE/OR INITIAL X

THARDOWN ESTIMATE: I understand that my vehicle will be reassembled within days of the date shown above if I choose not to authorize the services recommended. 2 18CVZZ18 CERTIFIED & GO 2011 CERTIFIED & GO SERVICE. LUBE, OIL, AND FILTER CHANGE.FOUR WHEEL TIRE ROTATION \*By law, you may choose another ticensed Smog Check facility to perform AND MULTI POINT INPECTION. any needed repairs or adjustments which the Smog Check test indicates are necessary." POWER OF ATTORNEY The undersigned hereinatter called "insured", for the consideration of repairs made to "insured"s "automobile, does hereby grant to said SANTA PAULA CHEVROLET 3 C \* 13CV5 TIRE PRESSURE CHECK TIRE PRESSURE CHECK AND INFLATE SERVICE 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) ARRANGEMENTS LOR PAYMENT IN FULL MUST BE MADE PRIOR TO DELIVERY OF VEHICLE "C METHODS OF PAYMEN!" WE ACCEPT THE FOLLOWING: MASTERCARD - VISA - DISCOVER - AMERICAN EXPRESS

^S+09\$**.Р.Д. (Л**ЕЕҢN**АХ**((ЛЕР) (ЛИССЕ, INC - (800) 344-4256 - (805) 493-8855

HARD COPY

NAME, ADDRESS (NO P.O. LOX), AND TELEPHONE NUMBER, IMPRINTED ON CHICK.
 VALID CALIFORNIA D'INVERS LICENSE
 MAJOR CREDIT CARD.

INSURANCE DEFIDICTIBLE OF CLAIM MIEST RE PAID UPON DELIVERY OF VEHICLE CALIFORNIA INSURANCE CODE FORDIDS IT TO RE CHARGED ON ACCIDING DUE TO THE NATURE OF THE BODY SHOP REPAIR, WE CANNOT PROMISE A COMPLETION DATE.

COMPANY OR PERSONALIZED CHECK WITH THE FOLLOWING

250589

CUSTOMER No.							
424	123	i	ADVISOR		TAG No.	INVOICE DATE	INVOICE No.
	· · · · · · · · · · · · · · · · · · ·	<del></del>	CLIEF SHANLEY ABOR RATE	515	853 <u>1</u>	12/27/11	CVWS250589
		L			47,689	COLOR BLACK/	C2482
		[	CAR / MAKE / MODEL			DELIVERY DATE	DÉLIVERY MILES
VENTURA, CA			08/CHEVROLET/N	IALTBU/4D		07/15/11 SELLING DEALER NO	37.68
		_	<u> 1                                   </u>	888F		SELLING DEALER NO	PRODUCTION DATE 01/01/08
		H	T E. No.	P O No.		R.O. DATE	111/1/1/10
₹		-	OMMENTS		<u>.</u> .	<u> 12/23/11</u>	<u></u>
ABUR & PARTS D# 1 15CVZ1	15A DEDARTMENT	MAINE	0.60 TECH(S):339				
C/S TF	ACTION CONTROL SW	ITCH "OUKS:	0.60 TECH(5):339	25 m m m m m m	56.20		
ON 1 NS	SPECTION FOUND OPE ED_TRACTION CONTR	N CIDCHT ON T	RACTION CONTROL SWI	TCH			
CEPTIC	TED LIADDATY	Or SMITCH					
PARTSQTYFP-} 10B # 1 1 1	IUMBER	DESCRIPTIO	Nu/cost	E/COSTU/PRI	CF		
war I j	19832331	2014 JUL 4.7	4U 111.3U	10 (0) 14	42 14.4 <u>2</u>		
		306	# 1 COST TOTAL	10.30 1 TOTAL PARTS	1/ /2		
					14.42		
WW. INC.			JOB # 1 TOTAL	LABOR & PARTS	70.62		
# 2 18CVZZ18	CERTIFIED & GD	HOURS:	TECH(S):353		9.66	1	
LUBE.	CRITETED & GO SERV OIL, AND FILTER CH	VICE. MANGE ENID WH	EEL TIDE BATATION		7.00		
Ann p	ILII MUINI INPELII	ON.	CEL TIRE RUTATION				
CERTIE	E COMPLETE. IED USED CAR MAIN	T DI AN					
WK (2 D) Y • • FP - N	HMRFR	DESCRIPTION	N	E/COST. U/DD1/	∿ċ		
IOB # 2 1 1	.2605566	LILIEK I.O	30 a 62	462 6.	47 6.47		
		JOB	# 2 COST TOTAL	4.62			
				2 TOTAL PARTS	6.47		
*			JOB # 2 TOTAL	Labor & Parts	16.13		
.0.6. & SUPPLIES				*			
10B # 2 1.0 10	W-30 OIL	(a	12.400 /UNIT		12.40		
				TOTAL - GOG	12.40		
ISC···CODE· ОВ # 2 н	DESCRIPTION		<b></b>	ROL NO			
1767 T C	M UNITAKDOO2 MAZIE	<u>-</u>			1.47		
FCOMMENDATIONS				TOTAL - MISC	1.47		
ECOMMENDATIONS EC AIR FILTER	*************				•		
· · - <b>-</b> · <b>-</b> 11						•	
				R/O TAX	0.00		
A D D LANDON				R/O TOTALS	100.62		
ARRANTY CLAIM DETA	IL TOTALS						
ΤΟ	TAL						
	70.62						
	30.00						
LAIM TOTALS	100.62						
"ADDBAUEN "NV -							
"APPROVED BY 5	USNATUKE						· ·

	43.433		ADVISOR	***		TAG No.	INVOICE DATE	INVOICE No.
	<u>42423                                  </u>		CLIEF SHAN	L <u>EY</u>	519	8531	12/27/11	CVW525051
			LABOR RATE			MILEAGE	COLOR	STOCK No ""
			YEAR/MAKE/MODE			. <u>47.689</u>	BLACK / DELIVERY DATE	CZ482
TURA, (	·Δ		<u>08/CHEVROL</u>	ET/MALI	<u>BU/4D</u>		07/15/11	DELIVERY MILES
			VEHICLE 1 D No.	5700	0 -		SELLING DEALER NO	PRODUCTION DA
			F. T. E. No.		P.O. 44		R.O. DATE	01/01/0
			COMMENTS				12/23/11	
		$\epsilon$						
UDIT SLIP								
ODII ZEIM	JOB CARD 250589		• • • • • • • • • • • • • • • • • • • •			• • • • • • • • • • • • • • • • • • • •		
	VIN .		-					
	ODDMETER INDICATOR	1G1ZG57B88 M		PAIRING DA B CARD OPE	KC N MATE	114587		
	ODOMETER	47689	SE	ERVICE ADVI	SOR GMIN A	12/23/2011 812638458		
	NON-GM VEHICLE REFERENCE NUMBER	N	FC	DREIGN TOUR	RIST			
	300 DAY TYPE TRANS	Type		• • • • • • • • • •				
		TYPE CATE	GORY FRACIAL	M# 0EN	I SAP TRAN 108853626	.# VER		
				100	10000000	0002		
	JOB COMPLETION D TECHNICIAN G	MIN: 5024503	011 92	-				
	LABOR OPERATION BAS							
	N2585	E HOURS DIA	GNUS1S 0.3					
	COMPLAINT CODE: 0590		* **					
	COMPLAINT DESCRIPT	ION: C/S TRA	CTION CONTROL S	WITCH			ı	
	CAUSE CODE: 6579		_					
	CAUSE DESCRIPTION:	ON INSPECTION	ON FOUND OPEN C	IRCUT ON T	RACTION CO	NTROL SWIT		
	OII						}	
	CORRECTION DESCRIP	TION: REPLACE	ED TRACTION CON	TROL SWITC	H CERTIFIE	D WARRNTY		
	CAUSAL PART: 1583533						İ	
	PART NUMBER 15835337	QIY UNIT CO	OST REPLACEMEN .30	T SERIAL#	TRADE NO	N-GM		
	PARTS HANDLING	TOTAL W/O	TAX TA 1.12	X	TOTAL			
			).30	0.00	14	. 42		
	PARTS					5.20		
	PARTS LABOR NET ITEMS	56	5.20	0.00				
	PARTS	56		0.00 0.00 (	0	1.00 1.00}		
	PARTS LABOR NET ITEMS	56 (	5.20		0 0			

	23	YEAR / MAKE 08/CHE VEHIGLE I D	E/MODEL  VROLET/MAL  No.  Z G 5 7 B	IBU/4D	746 No. 8531 BLEAGE 47 689	07/15/11 SELLING DEALER NO. R.O. DATE	INVOICE No.  CVWS250589 STOCK No.  C2482 DELIVERY MILES 37, 682 PRODUCTION DATE 01/01/08
OCS AUDIT SLIPJOB		YEAR/MAKE  08/CHE VEHICLE 10  1 G 1  F.T. E. No.	E/MODEL  VROLET/MAL  No.	IBU/4D	ILEAGE	COLOR BLACK/ DELIVERY DATE 07/15/11 BELLING DEALER NO.	C2482 DELIVERY MILES 37,682 PRODUCTION DATE
CS AUDIT SLIPJOB		08/CHE VEHICLE I D I G 1 F. T. E No.	VROLET/MAL	IBU/4D		BLACK/ DELIVERY DATE 07/15/11 SELLING DEALER NO. R.O. DATE	C2482 DELIVERY MILES 37,682 PRODUCTION DATE
CS AUDIT SLIPJOB		08/CHE VEHICLE I D I G 1 F. T. E No.	VROLET/MAL	IBU/4D 8 8 F		07/15/11 SELLING DEALER NO. R.O. DATE	DELIVERY MILES  37,682 PRODUCTION DATE
CS AUDIT SLIPJOB		1 <u>G 1</u> F. T. E No.	Z G 5 7 B	8 8 F	,	R O. DATE	PRODUCTION DATE
JOB		1 <u>G 1</u> F. T. E No.	Z G 5 7 B	8 8 F		R O. DATE	
JOB		F. I. E. NO.		P.G			<u> </u>
JOB		COMMENTS		<u></u>			1
JOB		COMMENTS				$\perp$ 12/23/11	
JOB							
COMP COMP COMP CAUS	GM VEHICLE RENCE NUMBER  PAY TYPE TRANS 1 W ZREE  JOB COMPLETION DAY TECHNICIAN GMI R OPERATION BASE 27 C  LAINT CODE: 0021 MPLAINT DESCRIPTION	TE: 12/27/2011 TE: 12/27/2011 TN: 494535063 HOURS0 DN: 2011 CERTIFIED & RE ROTATION AND MULT	FOREIGN TO  A CLAIM# 0	PEN DATE 1 VISOR GMIN 8 URIST EM SAP TRAN, 01108853844	# VER 0002		
CO	RRECTION DESCRIPTI	ON: CERTIFIED USED	CAR MAINT PLAN				
CAUS	AL PART: 12605566						
NET	AMOUNT CODE IN 30.00 NIM	VOICE NO. DISTANCE	RENTAL VIN OF LOF	R INFO DA	YS REASON		
<del>P</del> ART'	PARTS HANDLING PARTS LABOR NET ITEMS (CIPATION AMOUNT	TOTAL W/O TAX 0.00 0.00 0.00 30.00	TAX 0.00 0.00 0.00	0 30	.00 .00 .00 .00)		
	TRANSACTION	20.00	·····	*			
	LOUISAC LTOM	30.00	0.00	30	.00		

CUSTOMER No.	פור	ADVISOR			TAG No	Turing and the second	
<u> </u>	<u>ــــــــــــــــــــــــــــــــــــ</u>	CLIF	SHANLEY	515	1	INVOICE DATE	INVOICE No.
		LABOR R	SHANLEY ATE	N	1 8531 EAGE	12/23/11_	CVC\$25058
			AKÉ / MODEL		4 <u>7,689</u>		STOCK No.
VENTURA, CA		08/04	EVROLET/MALIE		··· · · · · · · · · · · · · · · · · ·	DELIVERY DATE	C2482 DELIVERY MILES
VIVI, CA		VIII II II II II II II II II II II II II	.D. NO.			07/15/11	77 6
		1 <u>G</u> F T. E. No	1	8 F		SELLING DEALER NO.	PRODUCTION DAT
4		- 1. E. NO	•	P.O. NO.		R.O. DATE	01/01/08
1		COMMENT	<u>rs</u> —————	<u>,                                      </u>		<u> 12/23/1</u> 1	
LYBOK & PARIS						· <del></del>	<del></del>
ON INS REPLAC CERTIF	15A DEPARTMENT ACTION CONTROL SWI PECTION FOUND OPEN ED TRACTION CONTROL IED WARRNTY -NUMBER	CIRCUT ON TRACTION SWITCH	TECH(S):339		WARRANTY)		
PARTS···QTY··-FP JOB # 1 1	15835337	SWITCH 4.710			WARRANTY		
			JOB # 1 TOT		0.00		
		J(	DB # 1 TOTAL LABOR	& PARTS	0.00		
SERVIÇI CERTIF	JIL, AND FILTER CHA LTI POINT INPECTION E COMPLETE, EED USED CAR MAINT	NGE.FOUR WHEEL TIR · PLAN	E ROTATION		WARRANTY		
PARTSQTYFP. 108 # 2 1	NUMBER	111411 1.030	JOB # 2 TOTA	L PARTS	WARRANTY 0.00		
M 3 136VE	Tto:	JU: 	B # 2 TOTAL LABOR	& PARTS	0.00		
TIRES I RIGHT F LEFT FR RIGHT K LEFT RE AIR TIR	ALL TIRES TO THE A NFLATED TO (PSI) RONT 30 ONT 30 EAR 30 AR 30 ES TO 35 PSI	⊩LATE SERVICE RECOMMENDED TIRE P∤			0.00		
ARTSQTYFP-1	NUMBER	DESCRIPTION					
	•••		JUB # 3 101A	L PARTS	0.00		
A A A AU-		ДО <u>С</u>	# 3 TOTAL LABOR (	B PARTS	0.00		
.O.G. & SUPPLIES )B # 2			***				
	3 <b>0</b> 01L	(di	/UNIT	coc	WARRANTY 0.00		
SCCODE B # 2 HW	-DESCRIPTION HAZARDOUS WASTE		CONTROL NO	· • • • • • • •			
			TOTAL -	MTCC	WARRANTY 0.00		
TIMATE STOMER HEREBY ACKNO					0.00		
ORIGINAL EST	WLEDGES RECEIVING IMATE OF \$0.00	(+TAX)					
C AIR FILTER				*			
AGE 1 OF 2	ACCOUNTING	Chov	[CONTINUED ON N		1		

254089



PARTS AND SERVICE DEPT. HOURS MONDAY THRU FRIDAY: 7:00 A.M. TO 7:00 P.M. SATURDAY 8:00 A.M. TO 3:00 P.M. VEHICLES CAN NOT BE RELEASED AFTER SERVICE DEPT. HOURS

BAR # AH168380 EPA # CAD981652258

www.santapaulachevrolet.com

101 W. HARVARD BLVD. • RO. BOX 70 SANTA PAULA, CA 93061 PHONES: (805) 647-2756 • 525-2127 RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	/ MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
18CVZ10 18CVZ17 18CVZ27 18CVZ30 22CVZ17	AUTO TRANS SERVICE FUEL FILTER SERVICE 6,000 MILE SERVICE 30,000 MILE SERVICE FUEL FILTER SERVICE	MI MI MI MI MI	109.00 69.95 127.16 272.96 69.95	18C∨Z28   40C∨Z10	TIRE ROTATION VEHICLE INSPECTION 12,000 MILE SERVICE AUTO TRANS SERVICE COOLING SYSTEM SVC	MI MI MI MI MO	23.98 0.00 172.36 139.95 114.76

#### SERVICE HISTORY

3

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/01/12	252861	51856	122	222	W	50CVZ10	A.B.S ELECTRICAL
12/23/11	250589	47689	515	222 339	W	50CVZ 15CVZ1	BRAKES 15A_DEPARTMENT
11/28/11	249859	46740	515	353 353 339	W	18CVZZ18 13CV5 15CVZ2 -+	CERTIFIED & GO TIRE PRESSURE CHECK 15A DEPARTMENT

SALESPERSON NO. 524 BRIAN SCOTT-WHITTAKE	SERVICE	STA	TE REG# AH168380
ALL PARTS ARE NEW UNLESS  VEHICLE ID. NO YGAR/MAKE/MODEL 08/CHEVE	OLET/MALIBU/4D (	01/01/08 C2482	1.0 NO. 54089
SPECIFIED OTHERWISE	42423	07/15/11   37,682	9911NG DEALER NO.   A.O. DATE   .   04/05/12
ALL PARTS VENTURA, CA	BLACK/		EXPIRATION MILES TAG NO 2848
DISCARDED UNLESS	N CVZZ Y Y A	53,898 249	OCTAVIO PEREZ
SPECIFIED OTHERWISE	INCLUDE SALES TAX   ARE NOT BASED U	ARE BAŞED UPON INDIVIDUAL IPON CLOCK HOURS.	LABOR OPERATIONS AND
SAVE THE RECEIVED OATOMISEU 07:00pm PRIORITY	AS I, PANTS ARE NEW UR O.E.M. UNLESSED	THERWISE SPECIFIES	FECOMMENDED SERVICES
APPOINTMENT LABOR PATE  ☐ Yes	MQ OUARAN I & C MADE IN ADVANCE. CUSTOMER ACKNOWLEDGES RECEIPT OF ACCIPT NERFOR.	ON MUST WORK. Tehms: Strictly Cash (inless) 4rrandemen)	-
<u>iX</u> №	RECEPTED X	ORGANA. S	CUST. INITIAL

DTAL 90.00 13CV5 TIRE PRESSURE CHECK TIRE PRESSURE CHECK AND INFLATE SERVICE **C** 64CV12 ALIGNMENT PERFORM FRONT END ALIGNMENT SET UP, MEASURE & MAKE NECESSARY ADJUSTMENTS 15A DEPARTMENT CUST STATES THAT CENTER LEFT A/C VENT CAME APART

13CVZ TIRE ROTATION PERFORM TIRE ROTATION, INCLUDING BRAKE LINING INSPECTION FRONT 60% REAR 80%

Bolance 385.4 215/60 RIF Bridgstone Bridgstone PLEASE REMOVE ALL PERSONAL ARTICLES, VALUABLES, COINS, ETC. FROM YOUR VEHI-DUE, WE ARE NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE CUSTOMER IS YOUR VEHICLE ALARM IN VALET POSITION? \_ REVISED ESTIMATE ADD'L COST PERSON CONTACTED | BY WHOM TIME ☐ VIA PHONE ☐ IN PERSON DATE PHONE REASON REVISED ESTIMATE ADDILCOST PERSON CONTACTED BY WHOM TIME DATE ☐ VIA PHONE ☐ IN PERSON PHONE REASON

I acknowledge notice and oral approval of an increase in the original estimate price. SIGNATURE/OR INITIAL X

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within days of the date shown above if I choose not to authorize the services.

"By law, you may choose another liconsed Smog Check facility to perform any needed repairs or adjustments which the Smog Check lest indicates are necessary."

POWER OF ATTORNEY

The undersigned hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said SANTA PAULA 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.

DATE (INSURED) ADDANGEMENTS FOR PAYMENT IN FULL MUST BE MADE PRIOR TO DELIVERY OF VEHICLE

LL METHODS OF PAYMEN! WE ACCEPT THE FOULOWING: MASTERCARD • VIȘA • DISCOVÜR • AMERICAN EXPRESS

#### COMPANY OR PERSONALIZED CHECK WITH THE FOLLOWING:

- 1 NAME ADDRESS (NO P.O. BOX), AND TELEPHONE NUMBER. MYPRINTED ON CHECK.
  2 VALID CALIFORNIA DRIVERS LICENSE.
  3 MAJOR CREDIT CARD.

INSURANCE DEDUCTIBLE OF CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE CALIFORNIA INSURANCE CODE FORBIDS IT TO ULC INARGED ON ACCOUNT. OUR TO THE NATURE OF THE BODY SHOP REPAIR, WE CANNOT PROMISE A COMPLETION DATE 254089

CUSTOMER No.

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40400		OVISOR	. 17	AG No.	INVOICE DATE	INVOICE No
<u> 42423</u>	<u></u>	OCTAVIO PEREZ	249	2848 EAGE	04/05/12	CVC5254089
					COLOR	STOCK No.
	Ţ.	EAR/MAKE/MODEL		<u>53,898</u>	DELIVERY DATE	C2482 DELIVERY MILES
VENTURA, CA	( v	18 <u>/CHEVROLET/MALIBU</u> EHRGLEID NO			07/15/11 SELLING DEALER NO.	37,68
	F	1 <u>G1ZG5_7B8_8</u> TE.No	F.O. No.			01/01/08
			P.O. No.		RO DATE 	, , , , , , , , , , , , , , , , , , , ,
-	C	OMMEN'IS		#n#	<u> </u>	<del></del>
J# 1 13CV5 TIRE TIRE PRESSUR INFLAT RIGHT FRONT LEFT FRONT RIGHT REAR 3 LEFT REAR 30	E MRESSURE CHECK FIRES TO THE RECOMMENDED FIRES TO (PSI) 30 30 30	TECH(S):385 ICE TIRE PRESSURE RATING.		0.00		
PARTSQTYFP-NUMBE	ERDESCRIPT	IONLIST PRICE-UNIT	PRICE.			
		JOB # 1 TOTAL	PARTS	0.00		
)# 0 54646		JOB # 1 TOTAL LABOR 8	PARTS	0.00		
PERFORM FRON	GNMENT NT END ALIGNMEN'T IRE & MAKE NEODSEADY ADJUS	TECH(S):385	***	69,95		
PARTS • QTY FP - NUMBE	RDESCRIPT	IONLIST PRICE-UNIT	BOLOV		•	
		JUS # 2 101AL	PARTS	0.00	ĺ	
		JOB # 2 TOTAL LABOR &	PARTS	69.95		
	THAT CENTED LEET A CONTROL			0.00		
ARTSQTYFP-NUMBE OB # 3 0 25910 PART ON SPECIAL C ** C	RDESCRIPT) 1448 OUTLET 9 DRDER DUANTITY 1 IS SPECIAL ORDE	(ONLIST PRICE-UNIT .262 60.70	PRICE- 60.70	0.00		
	a an an an an an an an an an an an an an	JOB # 3 TOTAL	PARTS	0.00		
		JOB # 3 TOTAL LABOR &	PARTS	0.00		
)# 4 13CVZ TIRE	ROTATION ROTATION, INCLUDING BRAF % REAR	TECH(S):385	•	0.00 19.95		
Rotate Tires	08/12			17,70		
ARTSQTYFP-NUMBE	RDESCRIPTI	IONLIST PRICE-UNIT	PRICE.			
		JUB # 4 101AL	PARTS	0.00		
CTTMATE		JOB # 4 TOTAL LABOR &	PARTS	19. <del>9</del> 5		
USTOMER HEREBY ACKNOWLEDG URIGINAL ESTIMATI RECOMMENDATIONS	GES RECEIVING					
REPLACE REAR TIRES						
PAGE 1 OF 2	ACCOUNTING COPY	[CONTINUED ON N	EXT PAGE]	12:00pm		

CUSTOMER No.				
<u></u>	ADVISOR	TAG No.	INVOICE DATE	INVOIGE No.
	LABOR RATE	249 2848	04/05/12	_CVC5254089
		53,898	COLOR ACK /	STOCK No.
VENTURA, CA	VEAR / MAKE / MODEL 1		DELIVERY DATE	DELIVERY MILES
,	I VEHICLE I U NO.		07/15/11 SELLING DEALER NO.	PRODUCTION DATE
	1 G 1 Z G 5 7 B 8 8	F.O. No	R.O DATE	01/01/08
f .	COMMENTS		04/05/12	
<u>-</u>			<u></u>	
TIRE PRESSURE CHECK AND INFLATE INFLATE ALL TIRES TO THE RECOMM TIRES INFLATED TO (PSI) RIGHT FRONT 30 LEFT FRONT 30 RIGHT REAR 30 LEFT REAR 30	MENDED TIRE PRESSURE RATING.	0.00		
PARTSQTYFP-NUMBERDES	SCRIPTION	F BRICE		
	JOB # 1 TOTAL	PARTS 0.00		
1# 2 54CM2	JOB # I TOTAL LABOR &	PARTS 0.00		
ION 2 DACKIZ ALTGNMENT				
PERFORM FRONT END ALIGNMENT SET UP MEASURE & MAKE NECESSARY Align Front Wheels All	ADJUSTMENTS	69.95		
PARTSDES	CONTINUE LICE PRICE	_		
	JOB # 2 TOTAL	PRICE- PARTS 0.00		
J# 3 15CVZ 15A DECARTMENT	100 # 0 TOTAL LADOR 4	*		
J# 3 15CVZ 15A DEPARTMENT CUST STATES THAT CENTER LEFT AV	TECHNOLING			
SPECIAL ORDERED VENT	C VENT CAME APART	0.00		
PARTSQTYFP-NUMBER	00.70	PRICE 60.70 0.00		
	J08 # 3 TOTAL	PARTS 0.00		
3# Δ 130V7	JOB # 3 TOTAL LABOR &			
PERFORM TIRE ROTATION, INCLUDING FRONT REAR	G BRAKE LINING INSPECTION	19.95		
PARTSQI'YFP-NUMBERDESC	CRIPTION-,	00705		
	JOB # 4 TOTAL	PARTS 0.00		
FSTIMATE	JOB # 4 TOTAL LABOR &	PARTS 19.95		
COTIFECT				
ORIGINAL ESTIMATE OF				
RECOMMENDATIONS \$90.00 (+TA) REPLACE REAR TIRES	^) 	-44		
		, i		
				i
PAGE 1 OF 2 ACCOUNTING COPY	(CONTINUED ON N	EXT PAGE) 12:00pm		



PARTS AND SERVICE DEPT. HOURS MONDAY THRU FRIDAY: 7:00 A.M., TO 7:00 P.M. SATURDAY 8:00 A.M., TO 3:00 P.M. VEHICLES CAN NOT BE RELEASED AFTER SERVICE DEPT. HOURS

252861

			BAR # A	H168380 EF	00 # CADO	20100000	Goo	xdwrend	ch
101 W. HARV	ARD BLVD. • P.O. BOX 7 DISËRVICES	O SANTA PAULA	A, CA 93061	PHONES: (80	)5\ 6472	756 • 605 0405			
RECOMMENDED OPERATION					· • • • • • • • • • • • • • • • • • • •	7 30 • 525-2127	www.santa	paulachevroi	et.com .
18CVZ10	*AUTO TRANS SERVI			V	ON 🤊 🕛	OPERATION	DESCRIPTION	MO/MI	TOTAL
18CVZ17   18CVZ27	1 "FIJEL BILTED CEDA	/ I '	69.93	18čýžni	1	TIRE ROTATIO	DN	MI	
18CVZ30 72CVZ17	6,000 MILE SERVIC 30,000 MILE SERVI FUEL FILTER SERV	CE MI	272.9ĕ	18CVZ28 1 40CVZ10		VEHICLE INST L2,000 MILE AUTO TRANS	SEDMICE	MI MI	23.98 0.00 172.36
ERVICE HISTOR	<del></del>	ATUE MI	69.95	18CVZ03		COOLING SYST	LEW SAC	MI MO	139.95 114.76
DATE	RECOMMENDATION REPAIR ORDER	IS EROM RO# 250	589 RFC /	AIR FILTER				<u> </u>	<u>-</u>
12/23/11	250589	4766		INICIAN TYP	E C	PERATION	OPERA	TION DESCRI	PTION
7.1.750 And		47669	515   3	39 W	15CV 18CV	ZZ18	15A DEPART	MENT	
11/28/11	249859	46740	515	53 C 39 w 39 w	13CV 15CV	5 Z2	TIRE PRESS	URE CHECK	
ALECDER COLUMN			3	39   8	15cv 13cv		15A DEPART TIRE PRESS	MENT	
ALESPERSON NO	NO.	OTT-WHITTAKE		VIC	_ <u></u> F		144	TE REG# A	A H 4 600 04
ARE NEW 1G1Z	G57B88F	YEAR/MAKE/MODEL	COLET/MAL	<del></del> -		PRODUCTION DATE	STOCK NO.	1 C INCO# A	ND 108380
PECIFIED THEHWISE		<u> </u>	CUSTOMER NO.	SERVICE CONTR	RACY	01/01/08 DELIVERY DATE	C2482 DELIVERY MILES	SEULING DEALCH NO	252861
	RA, CA	i	42423	<u> </u>	CÓNT	07/15/11 RACT NO.	37,682		D. R.O. рите 03/01/1;
WILL DE ISCARDED			BLACK/				EXPIRATION DATE	EXPIRATION MILES	1671
UNLESS HECIFIAD			N CVZZ		TRANS A	MILEAGE 51,856	ADVISOR NO. 122	ROBERT I	
THERWISE			ESTIMATES DI	S TAX I ARE NO	CHARGE	S ARE BASED UP	ON INDIVIDUAL	LABOR OPERA	TIONS AND
1 SAVE   05:46	om 03/01/12 0	7:00pm		ALL PARIS ARE NEW	VUII O.E.M. UNLES	IS QUIERWISE STACKINED	JURS.	TI I REFUSE ANY	OF THE
POINTMENT Y98	·	LABOR RATE	Main in appearing accounts	RÁCKAUWI FOGES RECERTINA	NO GHARANTI	E ONAUST WOAK, TENAS: STRICTLY	PAPIL I	RECOMMEND	ED BERVICES E.
X No	CAN ON THE WAY TO SEE THE SECOND		SIGNED AND HECKIPITO X	INACKADWA FOGES RECEIPT OF	VCOS A HELITOE	CHITCHES ESTIMATE		CUST.	
	+	er andre de de de de de de de de de de de de de						. INITIAL	
/ logicati	NAL CITETRUES FOR	TOTAL	(2	クシナ	· !	PCEASE REMOVE ALL PER CLE, WE ARE NOT RESON	NOTICE SONAL ANTICLES, VALU	146	FROM YOUR VEHI-
		232.00			F 1	CLE. WE ARE <u>NO</u> T RESPON B YOUR VEHICLE ALARM (N	ASSOCIATION WAS COSE	JH DAMAGE.	OMER
C 50CVZ10	0 46					REVISED ESTIMATE	ADD'L COST	PERSON CONTACTED	
CUSTOMER S	TATES TRACTION C	B.S ELECTRICA ONTROL LIGHT	4. CAME ON		[7	TME	DATE	☐ VIA P	HONE
C 50CV7	*D	2000-COE	561	\$1	7	PHONE	REASON	LO IN PE	ASON
CUSTOMER S	TATES BRAKE LIGH	TS STAY ON AT	TIMES	16		IEVIBEO ESTIMATE	ADD'L COST	PERSON CONTACTED	8Y W,НОМ ::
					7	IME	DATE	. UNF	HONE
					F	HONE	REASON	□ VIA P) □ IN PE	HBON
					11	scknowledge notice and o		ease in the relained and	Maria
					8	IONATURE/OCUMITIAN X			·
						EARDOWN ESTIMATE.  days of the day commended.	ito shown above if t c	vehicle will be roas: hoose not to authori	80mbled within 20 the sarvices
					"[ ai	By law, you may choo ny needod repairs or	se another licensed	Smog Check faci	ility to perform
					[ -	- 1-000aaaa y	POWED the Arm	n.m.,	
						re undersigned hereinaf "insured's" automobile Sured's power of etter	ter Called "inspred", fo : daes beroby propt (	or the consideration.	
	/				D3	vable to insured, and :	icy to skip or endors	e any checks and/	
1					"	damages to the above	described automobile		
	* A 3				L.	DATE		PASUREDI	
			0		A O	MANGEMENTS FOR P F VEHICLE		ST BE MADE PRIOH	
	at 12572	702	~ ///	ik ik		METHODS OF MASTERÇARD	PAYMENT WE ACCE VIBA - DISCOVER	PT THE POLLOWING AMERICAN EXPRE	3: :98
	ろ////////////////////////////////////	1/12/17	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	A CONTRACTOR			PA 644		

ASEASCHA CAFERINA FOR SOURCE, INC. (800) 344-4255 (805) 495-8855

HARD CÓPY

 NAME. ADDRESS (NO PO. BOX). AND TELEPHONE NUMBER, IMPRINTED ON CHECK
 VALID CALIFORNIA DRIVERS LICENSE.
 MALOR CREDIT CARD. S, MANAIR CREED VOIDS.

INSURANCE DEDUCTIBLE OF GLAIM MUST BE PAID UPON DELIVENY OF VEHICLE CALIFORNIA. INSURANCE CODE FORDIOS IT TO SE CHARGED ON ACCOUNT.

DUE TO THE NATURE OF THE BODY SHIEP REPAIR, WE CANNOT PROMISE A COMPLETION WATER OF THE BODY SHIEP REPAIR, WE CANNOT PROMISE A COMPLETION WATER OF THE BODY SHIEP REPAIR.

COMPANY OR PERSONALIZED CHECK WITH THE FOLLOWING:

	<u>_42423</u>	ADVISO		"	TAG No.	INVOICE DATE	INVOICE No.
	<u> </u>	—— <u>ROB</u> E	RT CABRAL	12	2 1671	03/16/12	CVW525286
		LABOR	CATE		MILEAGE ""	COLOR	STOCK No
		YEAR/N	IAKE / MODEL		<u>51.8</u> 56	BLACK/	⊂2482
/ENTURA	, CA	<u>08/⊂</u>	HEYROLET/I	MALIBU/4D		07/15/11	DELIVERY MILES
	·	1 ACHICCE	LLD. NO.			SELLING DEALER NO	37,68
		F. T ⊨ N	<u>17657</u> °.	<u> </u>	lo	R.O DATE	01/01/08
		·	- <u> </u>			03/01/12	
		COMMEN	NTS			T 03/01/12	_1
אאי א אטעי	([5	ION			<u> </u>		
# 1 50CVZ1	.O ARSHECTO	TCAL HOURS A A		<b>-</b>			-
	INSPECT AND FOUND FAI	HITY SUITED LIGHT (A)	ME ON		58.12		
nore o	REPLACED TRACTION CO	NTROL SWITCH.					
vrış•Q )B#1	REPLACED TRACTION CON TYFP-NUMBER 0 20989771 ** QUANTITY	·DESCRIPTION	U/COST	-E/COSTu/P	RICE		
\= # -	** QUANTITY	PLATE 10.252 LIS SPECIAL OPDERED :	53.82	0.00 7	5.35 0.00		
08 # 1	1 15835337	SWITCH 4.710	10.50	10.50 1		i	
		JOB # 1	COST TOTAL	10.50			
			JOB #	1 TOTAL PART	5 14.70		
		•	JOB # 1 TOTAL	LABOR & PART	5 72.82		
‡ 2 50CVZ	*BRAKES CUSTOMER STATES BRAKE		TECUCEN SOC				
	CUSTOMER STATES BRAKE	LIGHTS STAY ON AT T	/ TECH(S):222 [MES		77.49		
	BCM HAS INTERNAL FATI	AF CASOT SEKHOKW DIAGN	IOSIS FOUND				
DTC o							
K(S() )B#2	TYFP-NUMBER 1 20943341	··-DESCRIPTION	U/COST	E/COSTU/PI	RICE		
)B#2 ° NB#2	1 20943341 1 Z5001	MODULE 2.560	121.02	121.02 169	.43 169.43		
		DESCRIPTION MODULE 2.560 OVN JOB # 2	10.34 COST TOTAL	10.34 10	0.34 10.34		
		JOB # 2			0.34 10.34		
		" 2	JOB #	2 TOTAL PARTS	0.34 10.34 5 179.77		
B   FT • • [	DOM: YOUR THANK TA	J	JOB #	2 TOTAL PARTS	0.34 10.34 179.77		
B   FT • • [	DOM: YOUR THANK TA	J	JOB #	2 TOTAL PARTS	0.34 10.34 179.77		
B   FT • • [		J	JOB #	2 TOTAL PARTS	0.34 10.34 5 179.77 6 257.26		
BLET	PO#VEND INV#-IN 91692 00000 03	V.DATE-DESCRIPTION /05/12 RENTAL CAR	JOB # OB # 2 TOTAL	2 TOTAL PARTS LABOR & PARTS TOTAL - SUBLET	0.34 10.34 5 179.77 6 257.26 - 76.00 76.00		
BLETB B # 2	PO#VEND INV#-IN 91692 00000 03	V.DATE-DESCRIPTION /05/12 RENTAL CAR	JOB # OB # 2 TOTAL	2 TOTAL PARTS LABOR & PARTS TOTAL - SUBLET	0.34 10.34 5 179.77 6 257.26 - 76.00 76.00		
BLETB B # 2	PO#VEND INV#-IN 91692 00000 03	V.DATE-DESCRIPTION /05/12 RENTAL CAR	JOB # OB # 2 TOTAL	2 TOTAL PARTS LABOR & PARTS TOTAL - SUBLET	0.34 10.34 5 179.77 6 257.26 - 76.00 76.00		
BLETB B # 2	PO#VEND INV#-IN 91692 00000 03	V.DATE-DESCRIPTION /05/12 RENTAL CAR	JOB # OB # 2 TOTAL	2 TOTAL PARTS LABOR & PARTS TOTAL - SUBLET	0.34 10.34 5 179.77 6 257.26 - 76.00 76.00		
BLET	PO#VEND INV#-IN 91692 00000 03	V.DATE-DESCRIPTION /05/12 RENTAL CAR	JOB # OB # 2 TOTAL	2 TOTAL PARTS LABOR & PARTS TOTAL - SUBLET	76.00 76.00		
BLET····· B # 2	PO#VEND INV#-IN 91692 00000 03 (481	V.DATE-DESCRIPTION /05/12 RENTAL CAR SFACTION REASONS.	JOB #	2 TOTAL PARTS LABOR & PARTS TOTAL - SUBLET  R/O TAX R/O TOTALS	0.34 10.34 5 179.77 6 257.26 76.00 76.00		
BLET F B # 2	PO#VEND INV#-IN 91692 00000 03 (481 PAIRS PER CUSTOMER SATI	V.DATE-DESCRIPTION /05/12 RENTAL CAR SFACTION REASONS.	JOB #	2 TOTAL PARTS LABOR & PARTS TOTAL - SUBLET  R/O TAX R/O TOTALS	0.34 10.34 5 179.77 6 257.26 76.00 76.00		
BLET	PO#VEND INV#-IN 91692 00000 03  C481 PAIRS PER CUSTOMER SATI	V.DATE-DESCRIPTION /05/12 RENTAL CAR SFACTION REASONS.	JOB #	2 TOTAL PARTS LABOR & PARTS TOTAL - SUBLET  R/O TAX R/O TOTALS	0.34 10.34 5 179.77 6 257.26 76.00 76.00		
BLET	PO#VEND INV#-IN 91692 00000 03  C481 PAIRS PER CUSTOMER SATI	V.DATE-DESCRIPTION /05/12 RENTAL CAR SFACTION REASONS.	JOB #	2 TOTAL PARTS LABOR & PARTS TOTAL - SUBLET  R/O TAX R/O TOTALS	0.34 10.34 5 179.77 6 257.26 76.00 76.00		
BLET F B # 2 S MMENTS #2G1WG5Ek DWILL REF	PO#VEND INV#-IN 91692 00000 03  C481 PAIRS PER CUSTOMER SATI AIM DETAIL TOTALS 72.82 333.26	V.DATE-DESCRIPTION /05/12 RENTAL CAR SFACTION REASONS.	JOB #	2 TOTAL PARTS LABOR & PARTS TOTAL - SUBLET  R/O TAX R/O TOTALS	0.34 10.34 5 179.77 6 257.26 76.00 76.00		
BLET F B # 2 S MMENTS N#2G1WG5Ek DDWILL REF RRANTY CLA	PO#VEND INV#-IN 91692 00000 03 C4B1 PAIRS PER CUSTOMER SATI AIM DETAIL TOTALS 72.82 333.26	V.DATE-DESCRIPTION /05/12 RENTAL CAR SFACTION REASONS.	JOB #	2 TOTAL PARTS LABOR & PARTS TOTAL - SUBLET  R/O TAX R/O TOTALS	0.34 10.34 5 179.77 6 257.26 76.00 76.00		
BLET	PO#VEND INV#-IN 91692 00000 03  C481 PAIRS PER CUSTOMER SATI AIM DETAIL TOTALS 72.82 333.26	V.DATE-DESCRIPTION /05/12 RENTAL CAR SFACTION REASONS.	JOB #	2 TOTAL PARTS LABOR & PARTS TOTAL - SUBLET  R/O TAX R/O TOTALS	0.34 10.34 5 179.77 6 257.26 76.00 76.00		
BLET F B # 2 S MMENTS N#2G1WG5Ek DDWILL REF RRANTY CLA	PO#VEND INV#-IN 91692 00000 03  C481 PAIRS PER CUSTOMER SATI AIM DETAIL TOTALS 72.82 333.26	V.DATE-DESCRIPTION /05/12 RENTAL CAR SFACTION REASONS.	JOB #	2 TOTAL PARTS LABOR & PARTS TOTAL - SUBLET  R/O TAX R/O TOTALS	0.34 10.34 5 179.77 6 257.26 76.00 76.00		
BLET F B # 2 S MMENTS N#ZG1WG5Ek DDWILL REF RRANTY CLA	PO#VEND INV#-IN 91692 00000 03 CABILITY PAIRS FER CUSTOMER SATI AIM DETAIL TOTALS TOTAL 72.82 333.26 406.08	V.DATE-DESCRIPTION /05/12 RENTAL CAR SFACTION REASONS.	JOB #	2 TOTAL PARTS LABOR & PARTS TOTAL - SUBLET  R/O TAX R/O TOTALS	0.34 10.34 5 179.77 6 257.26 76.00 76.00		
BLET F B # 2 S MMENTS MZGLWG5Ek DDWILL REF RRANTY CLA	PO#VEND INV#-IN 91692 00000 03  C481 PAIRS PER CUSTOMER SATI AIM DETAIL TOTALS 72.82 333.26	V.DATE-DESCRIPTION /05/12 RENTAL CAR SFACTION REASONS.	JOB #	2 TOTAL PARTS LABOR & PARTS TOTAL - SUBLET  R/O TAX R/O TOTALS	0.34 10.34 5 179.77 6 257.26 76.00 76.00		
BLET F B # 2 S MMENTS MZGLWG5Ek DDWILL REF RRANTY CLA	PO#VEND INV#-IN 91692 00000 03 CABILITY PAIRS FER CUSTOMER SATI AIM DETAIL TOTALS TOTAL 72.82 333.26 406.08	V.DATE-DESCRIPTION /05/12 RENTAL CAR SFACTION REASONS.	JOB #	2 TOTAL PARTS LABOR & PARTS TOTAL - SUBLET  R/O TAX R/O TOTALS	0.34 10.34 5 179.77 6 257.26 76.00 76.00		
BLET F B # 2 S MMENTS N#ZG1WG5Ek DDWILL REF RRANTY CLA	PO#VEND INV#-IN 91692 00000 03 CABILITY PAIRS FER CUSTOMER SATI AIM DETAIL TOTALS TOTAL 72.82 333.26 406.08	V.DATE-DESCRIPTION /05/12 RENTAL CAR SFACTION REASONS.	JOB #	2 TOTAL PARTS LABOR & PARTS TOTAL - SUBLET  R/O TAX R/O TOTALS	0.34 10.34 5 179.77 6 257.26 76.00 76.00		
BLET	PO#VEND INV#-IN 91692 00000 03 CABILITY PAIRS FER CUSTOMER SATI AIM DETAIL TOTALS TOTAL 72.82 333.26 406.08	V.DATE-DESCRIPTION /05/12 RENTAL CAR SFACTION REASONS.	JOB #	2 TOTAL PARTS LABOR & PARTS TOTAL - SUBLET  R/O TAX R/O TOTALS	0.34 10.34 5 179.77 6 257.26 76.00 76.00		
BLET	PO#VEND INV#-IN 91692 00000 03 CABILITY PAIRS FER CUSTOMER SATI AIM DETAIL TOTALS TOTAL 72.82 333.26 406.08	V.DATE-DESCRIPTION /05/12 RENTAL CAR SFACTION REASONS.	JOB #	2 TOTAL PARTS LABOR & PARTS TOTAL - SUBLET  R/O TAX R/O TOTALS	0.34 10.34 5 179.77 6 257.26 76.00 76.00		
BLET F B # 2 S MMENTS N#ZG1WG5Ek DDWILL REF RRANTY CLA	PO#VEND INV#-IN 91692 00000 03  CAB1 PAIRS PER CUSTOMER SATI AIM DETAIL TOTALS TOTAL 72.82 333.26 406.08	V.DATE-DESCRIPTION /05/12 RENTAL CAR SFACTION REASONS.	JOB #	2 TOTAL PARTS LABOR & PARTS TOTAL - SUBLET  R/O TAX R/O TOTALS	0.34 10.34 5 179.77 6 257.26 76.00 76.00		

PAGE 2 OF 3

WARRANTY COPY-W

### CVWS252861

				TAC No	INVOICE DATE	INVOICE No.
<u> 423                                    </u>	ROBERT	CABRAL	122_	1671	03/16/12	CVWS25286
	LABOR RATE	LICENSE NA	MJL	EAGE	COLOR	STOCK No.
	YEAR/MAKE	<b></b>		<u> </u>	BLACK/ DELIVERY DATE	C2482
	<u>08</u> /C <u>HE</u>	VROLET/MALIB	ט/4ט			37.68
			o –		SELLING DEALER NO	PRODUCTION DATE
	FTE No.	<u>~ \1 } /,DQ</u>	P.O. No.		R O. DATE	01/01/08
	COMMENT				03/01/12	
	COMMENTS					
						•
JOB CARD 252861	·····		******			
		DEDATE MAD DAG				
DOMETER INDICATOR M	12021000F130231	JOB CARD OPEN	DATE 03	4587 /01/2012		
		SERVICE ADVIS	OR GMIN 92	4679567		
		FURGIGN TOURI	21			
DB PAY TYPE TRANS TYDI	CATEGORY FO	A CLAIMA OF		***		
			SAP TRAN.# 21277624	VER 0002		
JOB COMPLETION DATE: TECHNICIAN GMIN:	03/16/2012 602901866					
ABOR OPERATION BASE HO N2585 0.3	JRS DIAGNOSIS 0.3					
COMPLAINT CODE: 0621 COMPLAINT DESCRIPTION:	CUSTOMER STATES	TRACTION CONTROL	LIGHT CAME	ON		
CAUSE CODE: 6579			7723111 31112	2		
			ē			
PART NUMBER QTY 15835337 1	UNIT COST REPI 10.50	ACEMENT SERIAL#	TRADE NON	- GM		
SERVICE MANAGEMENT AUTHOR REASON FOR AUTHORIZATION	RIZATION CODE: A : FOR CUSTOMER SA	TISFACTION				
DADTE HANDI YAO		TAX	TOTAL			
PARTS HANDLING PARTS		ስ ልስ	1.4	70		
LABOŘ	58.12	0.00	58.	12		
ARTICIPATION AMOUNT	0.00	0.00	0.	00		
	70.00	************				
TRANSACTION	72.82	0.00	72.	82		
	JOOMETER INDICATOR M JOOMETER 510 JOOMETER 510 JOOMETER 510 JOOMETER 510 JOB VEHICLE N REFERENCE NUMBER  JOB COMPLETION DATE: TECHNICIAN GMIN: LABOR OPERATION BASE HOL N2585 0.3 COMPLAINT CODE: 0621 COMPLAINT CODE: 0621 COMPLAINT DESCRIPTION: CAUSE CODE: 6579 CAUSE DESCRIPTION: INSI CORRECTION DESCRIPTION CAUSAL PART: 15835337  PART NUMBER 0TY 15835337 1 SERVICE MANAGEMENT AUTHOR REASON FOR AUTHORIZATION.  TO PARTS HANDLING PARTS	OB/CHE VEHICLE TO 1 G I F T E NO.  COMMENTS  JOB CARD 252861  IN 1G1ZG57B08F196231  JOMETER INDICATOR M JOMETER S1856  OB PAY TYPE TRANS TYPE CATEGORY ER L W ZREG VPOL 252  JOB COMPLETION DATE: 03/16/2012 TECHNICIAN GMIN: 602901866  LABOR OPERATION BASE HOURS DIAGNOSIS N2585 0.3 0.3  COMPLAINT CODE: 0621 COMPLAINT CODE: 0621 COMPLAINT DESCRIPTION: CUSTOMER STATES  CAUSE CODE: 6579 CAUSE CODE: 6579 CAUSE DESCRIPTION: INSPECT AND FOUND FA CORRECTION DESCRIPTION: REPLACED TRACTI CAUSAL PART: 15835337  PART NUMBER OTY UNIT COST REPL 15835337 1 10.50  SERVICE MANAGEMENT AUTHORIZATION CODE: A REASON FOR AUTHORIZATION: FOR CUSTOMER SA  PARTS HANDLING PARTS 10.50  TOTAL W/0 TAX PARTS HANDLING PARTS 10.50  TOTAL W/0 TAX PARTS HANDLING PARTS 10.50 PARTS 10.50 PARTS 10.50 PARTS PARTS 10.50 PARTS PA	OB/CHEVROLET/MALIB  VEHICLE TO No.  1 G 1 Z G 5 7 B 8  F T E No.  COMMENTS  COMPLETE NO 1612656 SERVICE ADVIS FOREIGN TOURI  COMPLETION DATE: 03/16/2012  TECHNICIAN GMIN: 602901866  LABOR OPERATION BASE HOURS DIAGNOSIS N.2585  COMPLAINT CODE: 0621  COMPLAINT CODE: 0621  COMPLAINT DESCRIPTION: CUSTOMER STATES TRACTION CONTROL CAUSE CODE: 6579  CAUSE CODE: 6579  CAUSE CODE: 6579  CAUSE DESCRIPTION: INSPECT AND FOUND FAULIY SWITCH.  CORRECTION DESCRIPTION: REPLACED TRACTION CONTROL SWITCH  CAUSAL PART: 15835337  PART NUMBER  OTY UNIT COST REPLACEMENT SERIAL#  15835337  10.50  COMPLAINT CODE: A  REASON FOR AUTHORIZATION CODE: A  REASON FOR AUTHORIZATION: FOR CUSTOMER SATISFACTION  TOTAL W/O YAX  4.20  PARTS HANDLING  PARTS HANDLING  OO 00  COMMENTS	OB CARD 252861  OTN 1612G57B08F196231 REPAIRING BAC 11 DOOMETER INDICATOR M JOB CARD OPEN DATE 03 DOOMETER INDICATOR M JOB CARD OPEN DATE 03 DOOMETER NOT SERVICE ADVISOR GMIN 92 FOREIGN TOURIST  OB PAY TYPE TRANS TYPE CATEGORY ERA CLAIM# OEM SAP TRAN.# I W ZREG VPOL 252861-1 001121277624  JOB COMPLETION DATE: 03/16/2012 TECHNICIAN GMIN: 602901866  LABOR OPERATION BASE HOURS DIAGNOSIS N2585 0.3 0.3  COMPLAINT CODE: 0621 COMPLAINT DESCRIPTION: CUSTOMER STATES TRACTION CONTROL LIGHT CAME CAUSE CODE: 6679 CAUSE DESCRIPTION: INSPECT AND FOUND FAULIY SWITCH.  CORRECTION DESCRIPTION: REPLACED TRACTION CONTROL SWITCH.  CORRECTION DESCRIPTION: REPLACED TRACTION CONTROL SWITCH.  CAUSAL PART: 15835337  PART NUMBER OTY UNIT COST REPLACEMENT SERIAL# TRADE NON 15835337  PART NUMBER OTY UNIT COST REPLACEMENT SERIAL# TRADE NON 15835337  PART NUMBER OTY UNIT COST REPLACEMENT SERIAL# TRADE NON 15835337  PART NUMBER OTY UNIT COST REPLACEMENT SERIAL# TRADE NON 15835337  PART SHANDLING 4.20 PARTS 10.50 0.00 14. LABOR 58.12 0.00 58. NET TITEMS 58.12 0.00 58. NET TITEMS 0.00 0.00 14. NET TITEMS 0.00 0.00 0.00	OS/CHEVROLET/MALIBU/4D  VEHICLETD NO.  1 G1 Z G S 7 B 8 8 F  F Y E No.  COMMENTS  COME	OB/CHEVROLET/MALIBU/4D

[CONTINUED ON NEXT PAGE] 06.29am

USTOMER No.	43400	ADVISOR		TAG No	INVOICE DATE	INVOICE No.
	<u> 42423                                  </u>	ROBERT CABRAL	122	1671	03/16/12	CVWS252861
		LABOR RATE		LEAGE	COLOR.	STOCK No.
		YEAR / MAKE / MÖDEL		<u>_51,856</u>	BLACK/ DELIVERY DATE	C2482 DELIVERY MILLES
NTURA,	CA	08/CHEVROLET/MALD	<u> </u>		07/15/11	37.68
		13617657R	8 8 F		SELLING DEALER NO	01/01/08
		F. T. E. No	P. Q. 140		N.O. DATE	1
		COMMENTS		<u></u>	03/01/12	T-10-
					<del></del>	
S AUDIT SLI	J08 CARD 252861	· • • · · · · · · · · · · · · · · ·				
		<u> </u>	·			
	VIN 1GIZGS ODOMETER INDICATOR M ODOMETER 51855 NON-GM VEHICLE N	JOB CARD OF	'EN DATE - 03 /ISOR GMIN 92	L4587 3/01/2012 24679567		
	REFERENCE NUMBER	roverdi Toc	WIDI			
	JOB PAY TYPE TRANS TYPE ( Z W ZREG	CATEGORY ERA CLAIM# DE VPOL 252861-2 00	M SAP TRAN #	VER 0002		
	JOB COMPLETION DATE: 03/ TECHNICIAN GMIN: 602	901866				
	LABOR OPERATION BASE HOURS N4800 0.5	DIAGNOSIS 0.3				
	COMPLAINT CODE: 0621 COMPLAINT DESCRIPTION: CUS	TOMER STATES BRAKE LIGHTS ST	AY ÔN AT TIM	1ES		
	CAUSE CODE: 6579 CAUSE DESCRIPTION: INSPECT HAS INTERNAL FAILURE.	AND FOUND CODE CO561.PERFOR	M DIAGNOSIS	FOUND BCM		
	CORRECTION DESCRIPTION: RE	PLACED BOM AND REPROGRAMMED,	RE-CHECK OK.			
	CAUSAL PÄRT: 20943341					
	PART NUMBER QTY UN: 20943341 1	TT COS! REPLACEMENT SERIAL# 121.02	TRADE NON	I-GM		
	NET AMOUNT CODE INVOICE P 76.00 NIC 10.34 NIE	NO. DISTANCE RENTAL VIN OP 2G1WG5EK4B1	TNED DAY			
	SERVICE MANAGEMENT AUTHORIZAT REASON FOR AUTHORIZATION: FOR	TION CODE: A CCUSTOMER SATISFACTION				
	PARIS HANDLING	W/0 TAX TAX 48,41	TOTAL			
	PARTS Labor	121.02 77.49 0.00	169.			
	NET ITEMS PARTICIPATION AMOUNT	86.34 0.00	77. 86.			
		(	0.	00)		
	TRANSACTION	333.26 0.00	333.	26		
Δ= 0 O= =						
GE 3 OF 3	WARRANTY COPY-W	[ END	OF INVOICE	] 06:29am		



PARTS AND SERVICE DEPT. HOURS MONDAY THRU FRIDAY: 7:00 A.M. TO 7:00 P.M. SATURDAY 8:00 A.M. TO 3:00 P.M. VEHICLES CAN NOT BE RELEASED AFTER SERVICE DEPT. HOURS BAR # AH168380 EPA # CAD981652258

254886

101 W. HARVARD BLVD. • P.O. BOX 70 SANTA PAULA, CA 93061 PHONES: (805) 647-2756 • 525-2127 RECOMMENDED SERVICES

www.santapaulachevrolet.com

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	l	
18CVZ10 18CVZ01 18CVZ28 40CVZ10	AUTO TRANS SERVICE VEHICLE INSPECTION 12,000 MILC SERVICE AUTO TRANS SERVICE COOLING SYSTEM SVC	IM IM IM IM OM	109.00 0.00 172.36	18CV217 18CV227 18CVZ30 22CVZ17	FUEL FILTER SERVICE 6,000 MILE SERVICE 30,000 MILE SERVICE FUEL FILTER SERVICE WIPER BLADES	MI MI MI MI MI MI	69.95 127.16 272.96 69.95 29.95
SERVICE MICTOR			· · · · · · · · · · · · · · · · · · ·	110		1.72	4.9.93

ERVICE HISTORY RECOMMENDATIONS FROM RO# 254089 REPLACE REAR REPAIR ORDER MILEAGE ADVISOR TECHNICIAN DATE TYPE OPERATION OPERATION DESCRIPTION 04/05/12 254089 53898 249 385 385 0000 13CV5 64CV12 TIRE PRESSURE CHECK ALIGNMENT 15CVZ 13CVZ 20CVZ10 12 385 15A DEPARTMENT TIRE ROTATION A.B.S ELECTRICAL BRAKES 03/01/12 252861 51856 122 SALESPERSON NO. 524 <u>S E R V</u> I C E STATE REG# AH168380 VENICLE LD, NO AUL PARTS YEAR/MAKE/MODEL PRODUCTION DATE STOCK NO. 1G1ZG57B88F1 ARE NEW R.O. NO. 08/CHEVROLET/MALIBU/4D UNLESS 01/01/08 C2482 254886 CUSTOMER NO. SPECIFIED DELIVERY DATE DELIVERY MILES R.O. DATE 42423 OTHERWISE |07/15/<u>1</u>1 37,682 05/01/12 COLOR VENTURA... CONTRACT NO. ALL PARTS EXPIRATION DATE EXPIRATION MILES 3642 BLACK / WILLBE MILEAGE 56,046 DISCARIDED ERAHI ADVISOR lcvzz Ν UNITESS Α 249 OCTAVIO PEREZ SPECIFIED STIMATES DO NOT LABOR CHARGES ARE BASED UPON INDIVIDUAL LABOR OPERATIONS AND OTHERWISE AX ARE NOT BASED UPON CLOCK HOURS. NCLUDE SALES TAX □ SAVE 09:15am 05/91/12 I REFUSE ANY OF THE RECOMMENDED SERVICES 07:00pm APPOINTMENT MO GUAHANTEE ON RUST WORK. TERMS: STRETTY CASH UNLESS ARRANGEMENTS LABOR RATE LISTED ABOVE. ☐ Yos MADE IN ADMINISTRACTION MER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. ∭ No SAGANTO AND INCOMPREN X CUST. Joe'l: INITIAL NOTICE AL CUSTOMER ESTIMATE TOTAL PLEASE REMOVE <u>all</u> personal articles, valuables, coins, etc. from your vehi GLE WE ARE NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE. 0.00 CUSTOMER IS YOUR VEHICLE ALARMIN VALET POSITION?. INITIAL REVISED ESTIMATE TROO J'OOA PERSON CONTACTED BY WHOM 13CV5 TIRE PRESSURE CHECK ПМЕ TIRE PRESSURE CHECK AND INFLATE SERVICE DATE ☐ VIA PHONE ☐ IN PERSON PHONE REASON 2 W \*15CVZ 15A DEPARTMENT REVISED ESTIMATE CUST STATES THAT CENTER LEFT A/C VENT CAME APART ADD'L COST PERSON CONTACTED **BYWHOM** TIME DATE 3 W \*15CVZ1 ☐ VIA PHONE
☐ IN FERSON 15A DEPARTMENT CUST STATES THAT CENTER DASH VENT HAS EXCESSIVE MILDEW SMELL PHONE HEASON **W**<sup>™</sup>18CVZZ18 I acknowledge notice and oral approval of an increase in the original ostimale price 4 CERTIFIED & GO 385.6 SIGNATURE/OR INITIAL X 2011 CERTIFIED & GO SERVICE. TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within days of the date shown above if I choose not to authorize the services recommended. LUBE, OIL, AND FILTER CHANGE FOUR WHEEL TIRE ROTATION AND MULTI POINT INPECTION. "By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test Indicates 200 are nocessary." are nocessary.

POWER OF ATTORNEY

The undersigned hereinafter called "insured", for the consideration of repairs made Pais 60 RIG BRIDGE STONE 1051 97 TO to "insured's" automobile, does hereby grant to said SANTA PAULA 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. DATE ilNSpirom ARRANGEMENTS FOR PAYMENT IN FULL MUST BE MADE PRICH TO DELIVERY OF VEHICLE. LE. METHODS OF PAYMENT WE ACCEPT THE FOLLOWING: MASTERCAND • VISA • DISCOVER • AMERICAN EXPRESS

COMPANY OR PERSONALIZED CHECK WITH THE FOLLOWING:

NAME, ADDRESS (NO PCI BOX), AND TELEPHONE NUMBER, MAPRINTED ON CHECK.
 VALID CALLFORNIA DRIVERS LICENSE.
 MAJOR CREDIT CARD.

B. MAJOR CHEMIC CALM MUST BE PAUD UPON DELIVERY OF VEHICLE CALIFORNIA INSURANCE GROWING TO BE CHAINED ON ACCOUNT PROMISE A COMPLETION DATE OF THE BODDY SHOP INFRAIR, WE CANNOT PROMISE A COMPLETION DATE 2 5 4 8 8 6

AUI 03RA CAFEINA DESCURCE, INC - (1100) 344-4290 - (1105) 495-1105

HARD COPY

### CVWS254886

42423_		ADVISOR	1	ΓΛG No.	INVOICE DATE	INVOICE No.
<del></del>	<u> </u>	OCTAVIO PEREZ	249 MILE	3642 AGE	05/04/12	CVWSZ54886 STOCK No.
		YEAR / MAKE / MODEL		56,046	BLACK/	C2482
/ENTURA, CA		08/CHEVROLET/M	ALIBU/4D		DELIVERY DATE 07/15/11	DELIVERY MILES
VENTORA, CA		1 G 1 Z G 5 7			SELLING DEALER NO.	PRODUCTION DATE 01/01/08
1		F. T. E. No.	P.O. No.		R.O. DATE	<u> </u>
		COMMENTS			05/01/12	<del></del>
PART ORDEREI	THAT CENTER LEFT A/C ND FOUND FAULTY A/C N D WHEN UNDER WARRANTY	/HNI		38.74		,
REPLACED VFI ARTSOTYFP-NUMBER'	NT. RECHECKED OK DESCRI	[PTIONU/COST	F/COST II/PRICE	-		
OB # 2 1 259104	48 OUTLET	「 9.262 30.35 JOB # 2 COST TOTAL	30.35 42.49			
		JOB #	30.35 2 TOTAL PARTS	42.49		
		JOB # 2 TOTAL	LABOR & PARTS	81.23		
LUBE OIL ANI SERVICE COM	D FILTER PLFTF	JRS: TECH(\$):385	• • • • • • • • • • • • • • • • • • • •	11.11		
108 # 4 1 126055	CE PERFORM LUBE OIL A	(PTTON+-+++++-  //COST	E/COSTU/PRICE 4.62 6.42			
30B # 4 6 890215	66 FILTFF 93 5W30 (	JOB # 4 COST TOTAL	10.86 2.07 15.48			
		JOB #	4 TOTAL PARTS	18.89		
		JOB # 4 TOTAL	LABOR & PARTS	30.00		
COMMENTS CUSTOMER HAS CERTIFIED U CODE A ON DEFLECTOR WAS	SED MATNT PLAN FOR LI	INF A				
			R/O TAX R/O TOTALS	0.00 111.23		
			•			
		•	•			. <u></u>
		••••••••••••••••••••••••••••••	•			RORM ANCO
CLAIM# TOTAL	<u>.</u> .		•		Taxis	と関係が
CLAIM# TOTAL	3 0 	••••	•		Date S	くとはなる
CLAIM# TOTAL	3 0  3		•		Date State of the course of th	25-12 25-12 E P B G
CLAIM# TOTAL	3 0  3		•		Date S	25-12 25-12 EPBG
CLAIM# TOTAL	3 0  3		•		Date State of the course of th	25-12 25-12 E P B G
81.2: 30.0: CLAIM TOTALS 111.2:	3 0  3		•		Date State of the course of th	25-12 25-12 E P B G

USTOMER No.		ADVISOR		IAG Na.	INVOICE DATE	INVOICE No.
	<u>42423                                  </u>	OCTAVIO PEREZ	249	3642	05/04/12	CVW5254886
		LODOK KATE	MILE	56,046	COLOR*	C2482
		YEAR (MAKE / MODEL )	LEBU /45		DELIVERY DATE	DELIVERY MILES
ENTURA,	CA	08/CHEVROLET/MA VEHICLE I.D. No.			07/15/11 SELUNG DEALER NO.	37,68
		1 G 1 7 G 5 7 I	8 8 F		R.O. DATE	01/01/08
					05/01/12	<u> </u>
		COMMENTS				
S AUDIT SLI	JOB CARD 254886	******	, <b>-</b> \			
	VIN 1G1ZG5	BRRE DEGATOTAL		1507		
	ODOMETER INDICATOR M	JOB CARD	OPEN DATE 05.	1587 /01/2012		
	ODOMETER 56046 NON-GM VEHICLE N	SERVICE FOREIGN	ADVISOR GMIN 38: TOURIST	7035255	i	
	REFERENCE NUMBER	*,,,,,,				
	JOB PAY TYPE TRANS TYPE ( 2 W ZREG	CATFGORY ERA CLAIM# VPOL 254886-2	OEM SAP TRAN.# 001132663358	VER 0002		
	JOB COMPLETION DATE: 05/0 TECHNICIAN GMIN: 502/	94/2012 50392				
	LABOR OPERATION BASE HOURS 0.4					
	COMPLAINT CODE: 0790 COMPLAINT DESCRIPTION: CUS	STATES THAT CENTER LEFT	A/C VENT CAME /	<b>NPART</b>		
	CAUSE CODE: 6021 CAUSE DESCRIPTION: INSPECTI DER WARRANTY REF RO# 25408	ED AND FOUND FAULTY A/C V	ent part orderei	) WHEN UN	İ	
	CORRECTION DESCRIPTION: RE	PLACED VENT. RECHECKED OK				
	CAUSAL PART: 25910448					
	PART NUMBER QTY UN 25910448 1	T COST REPLACEMENT SERI 30.35	AL# TRADE NON	-GM		
	SERVICE MANAGEMENT AUTHORIZA REASON FOR AUTHORIZATION: ORI PIRED	TION CODE: A DERED WHILE COVERED BY CP	O WHICH JUST RE	CENTLY EX		
	TOTAL PARTS HANDLING	W/O TAX TAX	TOTAL			
	PARTS	12.14 30.35 0.00				
	LABOR NET ITEMS	38.74 0.00 0.00 0.00				
	PARTICIPATION AMOUNT		( 0.0			
	TRANSACTION	81.23 0.00	81.:	23		
					•	
AGE 2 OF 3	WARRANTY COPY-W	(CONTINU)	ED ON NEXT PAGE	09:11am		

	42423	ADVISOR		TAG No.	INVOICE DATE	INVOICE No.
	<u> </u>	OCTAVIO PER LABOR RATE	EZ	249 3642	05/04/12 color	<u>CVWS254886</u>
				5 <u>6</u> ,046	BLACK/	STOCK No.
		YEAR/MAKE/MODEL 08/CHEVROLE	T/MALTOU/AD	· · ·	DELIVERY DATE	DELIVERY MILES
NTURA,	CA	VEHICLE ( D. No.		<u>'                                      </u>	07/15/11 SELLING DEALER NO	37,68 PRODUCTION DATE
		1 G 1 7 G 5	7 B 8 8 F	o	R.O. DATE	01/01/08
		COMMENTS			05/01/12	_]
		COMMENTS				
AUDIT SLI	[P					
	JOB CARD 254886				1	
	VIN . 1G12G57	B88F REP	AIRING BAC	114587		
	ODOMETER INDICATOR M ODOMETER 56046	JÓB	CARD OPEN DATE	05/01/2012		
	NON-GM VEHICLE N REFERENCE NUMBER	FOR	/ICE ADVISOR GM EIGN TOURIST	IIN 38/035255		
		***				
	4 W ZREG	ATEGORY ERA CLAIM 254886-4	# OEM SAP T 001132663	RAN.# VER 1440 0002		
	JOB COMPLETION DATE: 05/0 TECHNICIAN GMIN: 9974	1/2012 528 <b>8</b> 3				
	LABOR OPERATION BASE HOURS 72327 0.0					
	COMPLAINT CODE: 0021 COMPLAINT DESCRIPTION: LUBE	OIL AND FILTER				
	CAUSE CODE: 9099 CAUSE DESCRIPTION: SERVICE	COMPLETE.				
	CORRECTION DESCRIPTION: CPO	MAINTENCE PERFORM I	TIRE OTL AND ET	TER SERVICE		
	NET AMOUNT CODE INVOICE N		. VIN OR INFO			
	30.00 NIM	LOF	. VIN UK INFO	DAYS REASON		
	TOTAL	W/O TAX TAX	тот	AL.		
	PARTS HANDLING PARTS	0.00 0.00	0.00	0.00		
	LABOR NET ITEMS	0.00	0.00	0.00		
	PARTICIPATION AMOUNT	30.00	0.00	30.00 0.00)		
	TRANSACTION	30.00	0.00	30.00		
				99-99		
			••••			
	•					
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				i		
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					1	

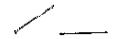
WARRANTY COPY-W

### CVWS254886

47477	ADVISOR			INVOICE DATE	INVOICE No.
42423	OCTAVIO PEREZ LABOR RATE LICENS	249 E No MI	<u>  3642</u>   BAGE	05/04/12 color	CVWS254886
			56,046		C2482
	YEAR / MAKE / MODEL		•	DELIVERY DATE	DELIVERY MILES
ENTURA, CA	08/CHEVROLET/MA	LIBU/4D		OZ/15/11 SELLING DEALER NO.	37,68
	_1_G_1_Z_G_5_Z_I	8 8 F			01/01/08
	F T F No	PO No		05/01/12	
	COMMENTS	l		1 03/01/12	1
				Γ	
# 2 15CVZ 15A DEPARTMENT CUST STATES THAT CENTER INSPECTED AND FOUND FAUL PART ORDERED WHEN UNDER REPLACED VENT. RECHECKED	TY A/C VÉNT WARRANTY REF RO∯ 254089 OK		38.74		
ARTSQTYFP-NUMBÉR DB # 2 1 25910448	OUTLET 9.262 30.35	30,35 42.			
	JOB # 2 COST TOTAL JOB #	30.35 2 TOTAL PARTS	42.49		
	JOB # 2 TOTAL	LABOR & PARTS	81.23		
# 4 18CVZ 3,000 MILE SERVI LUBE OIL AND FILTER SERVICE COMPLETE.	CE HOURS: TECH(S):385		11.11		
CPO MAINTENCE PERFORM LU ARTSOTYFP-NUMBER	BE OIL AND FILTER SERVICE DESCRIPTIONU/COSTF	//C0ST•U/PRI	CE		
OB # 4 1 12605566 OB # 4 6 89021593	FILTER 1.836 4.62 5W30 OIL 1.81	4.62 6. 10.86 2.	47 6.47		
	JOB # 4 COST TOTAL	15.48 4 TOTAL PARIS	18.89	1	
	JOB # 4 TOTAL		30.00		
OMMENTS · · · · · · · · · · · · · · · · · · ·	300 W 4 TOTAL	LABOR & FARTS			
UMMENIS USTOMER HAS CERTIFIED USED MAINT PLA ODF A ON DEFLECTOR WAS ORDERED WHILE	N FOR LINE 4		•		
		R/O TAX R/O TOTALS	0.00 111.23		
ARRANTY CLAIM DETAIL TOTALS					
LAIM#TOTAL				7.55	SOL CUNO
81.23 30.00					
					7
LAIM TOTALS 111.23					EPBG_
APPROVED BY SIGNATURE				XPF	200- 1
				E A A A A A A A A A A A A A A A A A A A	Signature Saltura

[CONTINUED ON NEXT PAGE] 09:11am

CUSTOMER No.		ADVISOR		TAG No.	INVOICE DATE	INVOICE No.
<u> </u>		ROBERT CABRAL LICENS	122		03/05/12	CVC5252861
		LABOR RATE LICENS	E No M	ILEAGE	Leorok	STOCK No.
		YEAR/MAKE/MODEL	<u></u>	<u>51.,856</u>	BLACK/ DELIVERY DATE	C2482 DELIVERY MILES
/ENTURA, CA		08/CHEVROLET/MA	LIBU/4D		07/15/11	37 68
		VEHICLE I.D. No. 1 G. 1 Z G 5 7 I	- 0 O -		SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. No	P.O. No.		R.O DATE	01/01/08
		COMMENTS			03/01/12	<u> </u>
		r.commetal 3				
CUSTOMER S INSPECT AN	B S FLECTRICAL	ONTROL LIGHT CAME ON		WARRANTY		
PART ON SPECIAL	ÖRDÉR		CE-UNIT PRICE-	WARRANTY		
DB # 1 1 158	QUANTITY 1 IS S 35337	PECIAL ORDERED ** SWITCH 4.710 JOB #	1 TOTAL PARTS	WARRANTY 0.00		
		JOB # 1 TOTAL i	LABOR & PARTS	0.00		
#250CVZ *8	RAKES	TECHICAL SSS		WARRANTY		
CUSTOMER S INSPECT AN BCM HAS IN REPLACED B	TATES BRAKE LIGH D FOUND CODE COS TERNAL FAILURE. CM AND REPROGRAM	TS STAY ON AT TIMES 61.PERFORM DIAGNOSIS FOUND MED.RE-CHECK OK.				
^RTSQTYEP-NUM 08	+2241	DESCRIPTIONLIST PRIC MODULE 2.560 OVN	CE-UNIT PRICE-	WARRANTY WARRANTY		
		JOB # 2	2 TOTAL PARTS	0.00		
		JOB # 2 TOTAL I	ABOR & PARTS	0.00		
JBLET PO# V	ND INV#-INV DAT	F-DESCRIPTION		• •		
20 H S 31035 ()	,000 03/ <b>0</b> 5/1	Z RENTAL CAR TO	OTAL - SUBLET	WARRANTY 0.00		
JSTUMER HEREBY ACKNOWLI ORIGINAL ESTIM	EDGES RECEIVING ATE OF	(+TAX)		-		



STOMER No	42423	ADVISÕR		TAG No	INVOIGE DATE	INVOICE No.
	<u> </u>	OCTAVIO PEREZ	<u>.                                    </u>	2848	04/05/12 color	CVC5254089
		i		53,898		STOCK No. C2482
ENTURA,	$C\Delta$	YEAR/MAKE/MODEL 08/CHEVROLET/	MALIBU/4D		DELIVERY DATE	DELIVERY MILES
	Ç.A.	VEHICLE I.D. No.		- //	07/15/11 SELLING DEALER NO	37,68
		I, <u>I, G, I, Z, G, 5</u> F T E, No.	P.O. No.		R O DATE	01/01/08
		COMMENTS	I		<u> 04/05/12</u>	
BOR & PARTS	3 11	<u> </u>				
1 13CV5	TIRE PRESSURE OF TIRE PRESSURE CHECK AND	INFLATE SERVICE F RECOMMENDED TIPE DESCRIPE DA	5	0.00		
RTSQ	TYFP-NUMBER	DESCRIPTIONLIST JOB	PRICE-UNIT PRICE- # 1 TOTAL PARTS	0.00		
		JOB # 1 TOT	AL LABOR & PARTS	0.00	1	
2 64CV12	ALIGNMENT PERFORM FRONT END ALIGN	""" ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( )		69.95		
	SET UP, MEASURE & MAKE N Align Front Wheels All	MENT ECESSARY ADJUSTMENTS				
RTSq	TYFP-NUMBER	DESCRIPTIONLIST	PRICE-UNIT PRICE-		_	
		JOB	# 2 HDTAL PARTS	0.00		
		JOB # 2 TOT	AL LABOR & PARTS	69.95		
3 15CVZ	15A DEPARTMENT CUST STATES THAT CENTER SPECIAL ORDERED VENT	TECH(S):12 LEFT A/C VENT CAME APART	<del></del>	0.00		
RTS(† B # 3 PART	ON SPECIAL ORDER	DFSCRIPTIONLIST OUTLET 9.262 S SPECIAL ORDERED **	PRICE UNIT PRICE- 60.70 60.70	0.00		
	,	JOB	# 3 TOTAL PARTS	0.00		
• • • • • • • • • • • • • • • • • • • •		JOB # 3 TOT	AL LABOR & PARTS	0.00		
4 13CVZ	TIDE DOTATION	V		19.95	}	
	PERFORM TIRE ROTATION, FRONT & REAR Rotate Tires 08/12	INCLUDING ROADS LIMING INCOCKT	ĪON	13.30		
RTSQ	TYFP-NUMBER	OESCRIPTIONLIST JOB	PRICE-UNIT PRICE- # 4 TOTAL PARTS	0.00	<b>\$</b>	
		JOB # 4 TOT	AL LABOR & PARTS	19.95		
TIMATE	EBY ACKNOWLEDGES RECEIV	· -				
ORI	GINAL ESTIMATE DE 🕻 🖎	ΙΔΟ /±ΤΑΥΣ			•	•
CUMMENDATI PLACE REAR	UNN			-		
AGE 1 OF 2	ACCOUN	TING COPY [CON	IINUED ON NEXT PAG	E] 12:00pm		

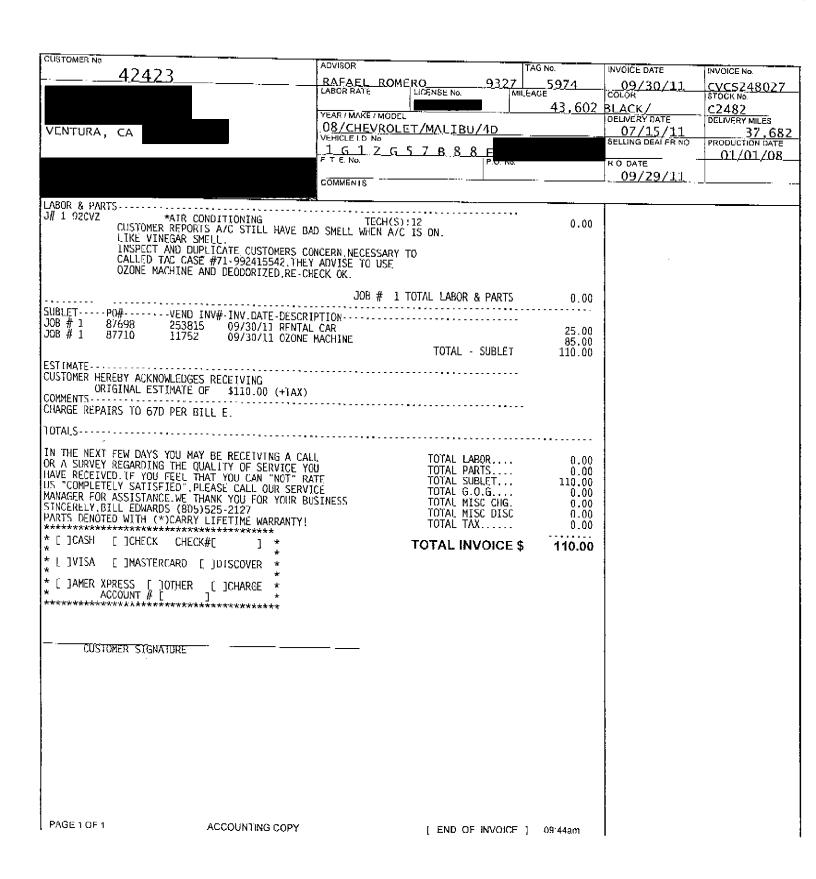
# CVCS250589\_

STOMER No.		ADVI	SOR		1AG No	INVOICE DATE	INVOICE No.
	42423	i	TEE SHANLEY	515	8531	12/23/11	CVCS250589
	_1 = _1 = _1	17709	PRATE LICENSE N	o. Mi	LEAGE	COLOR	STOCK No.
		Sam A a	R/MAKE/MÖDEL		47,689	BLACK/ DELIVERY DATE	CZ482 DELIVERY MILES
			/CH <u>EVROLET/MAL</u> I	RU/4D		07/15/11	37.682
ENTURA,	CA	VÉH	CLE I.D. No.			SELLING DEALER NO.	PRODUCTION DATE
		1	<u>G 1 Z G 5 7 B 3</u> E. No.	8 8 F		R O DATE	01/01/08_
		r i.	E. NO.	0 113.		12/23/11	
		COM	IMENTS		·	<u>,                                    </u>	
						·-·	
	` <del>-</del>		TECH(S):339		WARRANTY		
	15A DEPARTM C/S TRACTION CONTRO ON INSPECTION FOUND	L SWITCH OPEN CIRCUT ON TRA	CTION CONTROL SWITCH	•	WARRANTI		
	REPLACED TRACTION C CERTIFIED WARRNTY						
ARTSQT 08 # 1	TYFP-NUMBER 1 15835337	DESCRIPTIO	NLIST PRICE	-UNIT PRICE-	WARRANTY		
**			JOB # 1	IDIAL PARIS	0.00		
		<b> </b>	JOB # 1 TOTAL LA	BOR & PARTS			
# 2 18CVZZ18	8 CERTIFIED 8 2011 CERTIFIED & GO	k GO 1 SERVICE	TECH(S):353		WARRANTY		
	LUBE. OIL, AND FILT AND MULTI POINT INI SERVICE COMPLETE. CERTIFIED USED CAR	FER CHANGE.FOUR WHEE PECTION.	L TIRE ROTATION				
ARTSQ	TYFP-NUMBER	·····DESCRIPTIO	NLIST PRICE	-UNIT PRICE	WARRANTY		
IOR # 5	1 12605566	PILIER 1.0	JOB # 2	TOTAL PARTS			
			JOB # 2 TOTAL LA	BOR & PARTS	0.00		
∄ 3 13CV5	TIRE PRESS TIRE PRESSURE CHEC	URE CHECK K AND INFLATE SERVI TO THE RECOMMENDED (PSI)	TECH(S):353		0.00		
PARTS0	QTYFP-NUMBER	DESCRIPTI	ONLIŞT PRIÇI	E-UNIT PRICE		1	
			<b>.</b> -	TOTAL PARTS		•	
			JOR # 3 TOTAL L	ABUR & PARIS	0.00		
G.O.G. & SUI JOB # 2	PPLIES 1.0 10W-30 OIL	(8	/UNI (	OTAL - GOG	WARRANTY 0.00		
MISCC	ODEDESCRIPT	ION	CONTRO	L NO	 WARRANTY		
JOB # 2	HW HAZARDOU:	S WASTE	Т	OTAL - MISC	0.00		
CUSTOMER HE	REBY ACKNOWLEDGES RI	ECEIVING					
RECOMMENDAT REC AIR FIL							
PAGE 1 OF 2	» Ar	COUNTING COPY	[CONTINUI	ED ON NEXT PA	AGE) 10:34am		

STOMER No.	43433	ADVISOR			TAG		INVOICE DATE	INVOICE No.
	<u>42423</u>	CLIFF LABOR RATE	SHANLEY		515 MILEAGE	8531	01/02/12 color	CVWS249859   stock No.
						46.740	BLACK/	C2482
		YEAR (MAKE OS/CHE	E/MODEL VROLET/MA	ALTBU/	4D		DELIVERY DATE 07/15/11	37.68
ENTURA,	CA	VEHICLE I O	No.				5ELLING DEALER NO	PRODUCTION DATE 01/01/08
			<u> 7 G 5 7</u>	.в. <u>А А</u>	P.O. No.		RO DATE	, <del>  1/1/1/1/1/1</del>
		COMMENTS					11/28/11	
		OOMMENTO					<del></del>	
	JEA DEDARTM			• • • • • • •		2810		
1 15CVZ2	15A DEPARTM C/S R/R DOOR PULL H	ANDLE BROKEN	1501/37.003			20.20		
	FOUND CLIPS DN'R/R REPLACED R/R DOOR P	DOOR PANEL NOT HOLDING ANEL BEZAL						
IDTO OT	CERTIFIED HISED CAR	DESCRIPTION	T200\U'	F/C0ST	U/PRICE		}	
38 # 1	1 25864420	BEZEL 10.777	23.42	Z3.4Z	32.79	32.79		
		JOB # 1, C	OST TOTAL JOB #	23.42 1 TOTAL	PARTS	32.79	Ì	
		10	B#1TOTAL			60.89	1	
	,					683.72		
# 2 15CVZ1	C/S AIR VENTS DOES	NOT WORK IN FLOOR MODE				903.74		
	NECESSARY TO REMOVE	E DASH ASSY TO GATH ACCES R IS DEFECTIVE AND WONT C	SSTO CONCERN. SPEN RECENTI	FOUN				
	REPLACED ON RO#247:	386. MILEAGE WAS 42.846 U	XTED 09-16-1	ä			1	
	- FIRST HEATER CASE/	247386 09/09/11 MILIAGE 4 VALVE CAME IN DAMAGED SO	WE HAD TO RE	<u>:</u>			ļ	
	ORDER NEW CASE, EX	TRA RENTAL DAYS WHILE WE CONSOLE TRIM PLATE WAS BE	WAITED FROM				į	
	REMOVAL OF DASH. P.	ART#25931136 CHARGE TO 6	7D PER BILL					
ARTSOT	EDWARDS.	DESCRIPTION	U/COST	-E/COST-	U/PRICE			
10B#2	1 15844208	VALVE 9.786 OVN	54.46 17.70	54.46 17.70	76.24 17.70	76.24 17.70		
108 # 2	1 Z5001	JOB # 2	COST_TOTAL	72,16			1	
			JOB #			93.94	- 1	
		J	08 # 2 TOTAL	L LABOR A	PARTS	777.66		
J# 4+50CVŽ	*BRAKES	HOURS: 0.60	TECH(S):339			56.20		
Added Opera	tion (CSHANLEY @ 12 C/S STOP LIGHTS IN	2/05/2011 16:10) I OP SOME TIMES					Ì	
	TNTERNAL FATILIRE E	BRAKE SWITCH SENSOR						
	REPLACED BRAKE SEN CERTIFIED USED CAP	3	н /олст	E /CACT	11/poter		-	
PARTS·····Q JOB # 4	1YFP-NUMBER 1 22666955	DESCRIPTION SENSOR KI 4,625	12.40	12.40	17.30	17.36	ı	
,		JOB # 4	COST TOTAL	12.40 4 TOTA	L PARTS	17.36	,	
			002 / 008 # 4 TOTA			73. <del>5</del> 6	, <del> </del>	
						,		
SUBLET	PO#VEND INV	#-INV.DATE-DESCRIPTION 12/06/11 ENIERPRISE	<b>***</b>			342.00		
υσυ π Δ	23130 FATTE	TOLANI CO. COLONIA LINAS		TOTAL -	SUBLET	342.00	<b>'</b>	
COMMENTS				<b></b>				
1ST HEATER	CASE CAME IN 11/30/ CASE CAME IN 12/02/	211 211					1	
YYYYYYXXXXX	***********	XXXXXXXXXXXXXX						
YXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	(XXXXXXXXXXXXXXXXXXXXX   RENTAL   VIN   SGAKRCED	XXXXXXXXXXXXXXXXXXXX 2CJ D NO 254452 PO	89138					
ENTERODICE								
ENTERPRISE	KENNE ATH SERVICES							

CVWS249012-\_\_\_

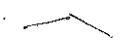
USTOMER No.		ADVISOR		TAG No	INVOICE DATE	INVOICE No.
42423		RAFAEL ROMERO LABOR RATE LICEN	9327 ISE No. M	7685	11/08/11 COLOR	CVWS24901.2
				45,206	1 ' " .	C2482
		YEAR / MAKE / MODEL  08/CHEYROLET/M	ALTRU /An		DELIVERY DATE 07/15/11	DELIVERY MILES 37.68
VENTURA, CA		VEHICLE I.D. No.			SELLING DEALER NO	PRODUCTION DATE
		<u> 1 G 1 7 G 5 7</u> FTENO	<u> </u>	<del></del>	R.O. DATE	01/01/08_
					11/01/11	
		COMMENTS				
ABOR & PARTS -						
CUSTOMER INSPECT A	ELECTRICAL HOUR REPORTS D/SIDE FRONT DOO ND FOUND FAULTY DOOR LOC D/SIDE FRONT DOOR LOCK A	R LOCK IS INOP;ADVISE. K ACTHATOR		84.29		
'ARTS • • • - • QTY - • FP • NUMB	BERDESCRIP 95608 LOCK 10	TIONU/COST -470 48.90	48.90 68.			
		JOB # 2 COST TOTAL JOB #	48.90 2 TOTAL PARTS	68.46		
			. LABOR & PARTS			
CUSTOMER P/SIDE RE INSPECT / FAULTY DO	LECTRICAL HOUR REPORTS D/SIDE REAR DOOR AR DOOR LOCK WILL NOT UN NO FOUND FAULTY DOOR LOC DOR LOCK ACTUATOR PASSENG BOTH REAR DOOR LOCK ACTUA	R LOCK WILL NOT UNLOCK. BLOCK OK ACTUATOR. SER SIDE		159.22		
PARTSQTYFP-NUME NOB # 3 1 2092	BERDESCRIP 22251 LOCK 10 22250 LOCK 10	PTION	62.22 87.	ICE .11 87.11 .11 87.11		
		JOB #	3 TOTAL PARTS	174.22		
		JOB # 3 TOTAL	LABOR & PARTS	333.44		
Added Operation (RAFA CUSTOMER INSPECT	POWER DOOR LOCKS HOUR ALLR @ 11/01/2011 11:29) REPORTS RIGHT REAR DOOR AND FOUND FAULTY DOOR LOC RIGHT REAR DOOR LOCK ACT	LOCK ACTUATOR IS INOP: CK ACTUATOR. FUATOR,RE-CHECK OK.	ADVIS			
			LABOR & PARTS	0.00		
COMMENTSCOMMENTSCOMMENTSCOR. CARJ3CODE 3 FOR OPI	POSITE SIDE LOCK					
			R/O TAX R/O TOTALS	0.00 486.19		
WARRANTY CLAIM DETAIL	TOTALS				:18	
	L 2.75 3.44					ADGSWA AND THE STATE OF THE STA
CLAIM TOTALS 48	6.19				Date	E B G
APPROVED BY SIG	NATURE	<u> </u>			1 1	Signature
	WARRANTY COPY-W		NUED ON NEXT PA	GE] 08:06am		



والمتحققة فيتحق والمتاوية



STOMER No			L A TIV	nsor -	· · · · · · · · · · · · · · · · · · ·	TAG No.	INVOICE DATE	INVOICE No
	42423			FAEL ROMERO OR RATE LICENS	9327	5974	09/16/11	CVCS247386
			ga j	OR RATE LICENS	L No.	42,846_		C2482
				R/MAKE/MODEL		, <u>, , , , , , , , , , , , , , , , , , </u>	DELIVERY DATE	DELIVERY MILES
ENTURA,	ĆΛ		<u>  08</u>	B/CHEVROLET/MA	LIBU/4D		07/15/11 SELLING DEALER NO	37.68
INTUKA,	CM P		1	G 1 7 G 5 7 E	3 8 8 F		R.O DAYE	01/01/08
			FΪ	E No	P.O. No.		09/09/11	
			COL	MMENTS			<u> </u>	
							<u> </u>	
BOR & PARTS 1 13CV5	:2 TI	<b>DE DRESSE</b>	DE CHECK	TECH(S):122		INTÉRNAL	1	
	TIRE PRESS	URE CHECK L T∄RES 1 ATED TO ( IT 30	AND INFLATE SERVIO O THE RECOMMENDED	CE FIRE PRESSURE RATIN	G.			
	RIGHT REAR LEFT REAR	30 30						
ARTSQ	TYFP-NUM	18CR	·DESCRIPTI	ONLIST PRI JOB #	CE-UNIT PRICE- 1 TOTAL PARTS	0.00		
				JOB # 1 TOTAL	LABOR & PARTS	0.00	}	
# 2 92CVZ	*/	IR CONDI	rioning .	TECH(S):122		WARRANTY		
	CHISTOMER &	REPORTS I HEATER CA	A BAD SMELL FROM SE, TRANSFER ALL NEC	A/C WHEN UN.				
OR # 2	1 22	MBER /37146	DESCRIPTI CASE 9.21	ONLIST PR	ICE-UNII PRICE-	WARRANTT		
10B # 2 10B # 2	1 15 1 25 1 20	844208	CASE 9.21 VALVE 9.7 CABLE 9.6	786 547		WARRANTY WARRANTY		
10B # 2	1 20	927963	PAD 9.743	\$	2 TOTAL PARTS	WARRANTY 0.00		
				JOB # 2 TOTAL	LABOR & PARTS	0.00	Ì	
)# 3 15CVZ	1 CLEAN REA JOB COMPL	R SEAT.	MENT	TECH(S):12		INTERNAL		
PARTS	QTYFP-NL	IMBER	DESCRIPT	IONLIST PR JOB #	ICE-UNIT PRICE- 3 TOTAL PARTS	0.00		
					LABOR & PARTS			
SUBLET JOB # 2	PO# 87327	VEND INV <sub>1</sub> 253645	-INV.DATE-DESCRIPT 09/16/11 RENTAL C	IONAR	TOTAL - SUBLET			
CÚSTOMER HE	REBY ACKNO	WLEDGES R	ECEIVING \$0.00 (+TAX)			-		
OH	RIGINAL EST	IMAIC UF	<b>⊅U.UV (™!MA)</b>					
							Ì	
							l	



CUSTOMER No.	422	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
<u> </u>	<u>423                                    </u>	BRIAN FOX 5	33 4876	08/11/11	CVCS246395
			MILEAGE 40,504	COLOR BLACK	STOCK No. C2482
		YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4D	-	DCLIVERY DATE	DELIVERY MILES
VENTURA, CA		VEHICLE I D. No.		O7/15/11 SELLING DEALER NO	<u>37,682</u> PRODUCTION DATE
		1 G 1 Z G 5 7 B 8 8 F	No.	R O. DATE	01/01/08
		COMMENTS	<u> </u>	08/10/11	1/2/1/2/1
				کر ت <sup>و</sup> رہہ	17/ NO. 60_
ABOR & PARTS # 1 92CVZ01 CUSTO	AIR CONDITIONING MER STATES THAT THE AZC SMC	TECH(S):1/2 LLS MUSTY WHEN USED.	INTERNAL	12 Sund	N ZU ZOL
A/C K	IT USED TO REMOVE MUSTY SMEL	u ( )	1 1	)	
	BY BILL E. 08-10-11 1645hr		/ IIV		<b>'</b>
ARISQTYF DB # 1	P·NUMBERDESCF 7092A A/C F	RIPTIONLIST RRICE-UNIT PRI	CE-	1 ₩	$\sim$
	A/C I	JOB # 1 TOTAL PAR	TS INTERNAL 0.00	'	, , 0
	**	JOB # 1 TOTAL LABOR & PAR	TS 0,00		/_ ' \b
# 2 20CVZ0	FLECTRICAL	*	WARRANTY	1	りっとん
A UOY	USTOMER STATES THAT THE BRAY PPLY THE BRAKES. THEY ARE OF	KE LIGHTS TURN OFF WHEN NALL THE TIME, CHECK	**CANANA	117,	XX (
RENTA	L NEEDED	THE PARK GILLIN		$\omega_{\nu}$	W. Kl
POOR (	CONNECTION IN DOC#1996721	1 COMMISSIONS		14000	" TOO W
DL - LLI	IED CONCERN, REMOVED ALL BCM ECTRIC GREASE AND REINSTALLE	1 CONNECTORS AND APPLIED ED. VERFIRIED WORKING	ì		~ .\ <del>V</del>
TO FA	CTURY SPECS AFTER			N	Mir Or
ж (5QTYF)	P-NUMBERDESCF	RIPTIONLIST PRICE-UNIT PRI JOB # 2 TOTAL PAR	ÇE-	(	70~" 0 <u>,</u>
				(	ケヘビ
# 3 20CVZ		JOB # 2 TOTAL LABOR & PAR	TS 0.00		
CUSTO	*ELECTRICAL MER STATES THAT THE CRUISE O ED DIRECTLY TO JOB # 2.	TECH(S):122 CONTROL IS NOT WORKING	WARRANTY		
\RTSFI	P-NUMBERDESCR	RIPTIONLIST PRICE-UNIT PRIC	<sub>CF</sub> . $\sim$ \(^*/		
	T.	JOB # 3 TOTAL PAR	īš <b>P</b> V6.00		
		JOB # 3 TOTAL LABOR & PAR	TS 0.00		
# 4 13CV5	TIRE PRESSURE CHECK	TECH(S):122	0.00		
1NF L.A:	PRESSURE CHECK AND INFLATE S TE ALL TIRES TO THE RECOMMEN	FDVICE	2,00		
RIGHT	FRONT 30	THE PERSON NAMED IN COLUMN TWO			
1.FFT F	FRONT 30 REAR 30				
LEFT F	REAR 30				
ARTSQTYFF	-NUMBERDESCR	IPTIONLIST PRICE-UNIT PRICE	GF.		
		JOB # 4 TOTAL PART	řš 0.00		
		JOB # 4 TOTAL LABOR & PART	rs 0.00		
JBLETPO# JB # 2 86371	VEND INV#-INV.DATE-DESCR	IPTION			
DB # 2 86371	253339 08/11/11 RENTA	l TOTAL - ŞÜBLE	WARRANTY T 0.00		
AGE 1 OF 2	ACCOUNTING COPY	[CONTINUED ON NEXT P	'AGE] 02:31pm		
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### CVWS246559



171		ADVISOR		11.	AG No	INVOICE DATE	INVOICE No.
<u> </u>	23	BRIAN FO	x	533	4876	08/25/11	CVWS246559
		LABORRATE	IJICENSÉ No.	∫MLL⊏	AGE	COLOR	STOCK No.
					40,974	BLACK/	C2482
		YEAR / MAKE / MA				DELIVERY DATE	DELIVERY MILES
ENTURA, CA		VEHICLE I.D. No.	OLET/MALIBU/	40		07/15/11 SELLING DEALER NO	37,68
· · -		1612	G 5 7 B 8 8	F			01/01/08
,		F. T. E. No.		P.O. No.		R.O. DATE	
		COMMENTS				08/16/11	
		COMMICIALS					
BOR & PARTS							
# 2 92CVZ	*AIR CONDITIONIN	G HOURS: 6.10 TECH	(S):122		571.33		
COSTON	MER REPORTS THAT AC TLY IN FOR SAME COM	SYSTEM STILL SMELLS MA	317.				
EVAPOR	RATOR FAILURE						
RÉPL <b>A</b> (	CED THE EVAPORATOR.	TESTED AFTER.				1	
OK NOV		DECODE DESCRIPTION (	MODEL FIGURE	HIMPTOT			
1R#2 1 '	25012637	DESCRIPTION1  EVAPORATO 9 210	7/C051E/C051- 163.82 163.82	229.35			
DB # 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Z5001	FED EX	28.66 28.66	28.66	28.66		
)B # 2 1	12377951	COOLING C 8 800	41.46 41.46	58.04			
DR # S T	/U9ZA	A/C KIT 8.800 JOB # 2 COST	20.95 20.95 TOTAL 254.89	29.33	3 29.33		
		300 # 2 CQ31	JOB # 2 TOTAL	. Parts	345.38		
		"IOR #	2 TOTAL LABOR	PARTS	916.71		
						1	
# 3 15CVZ4	SEATS/SEAT TRIM	HOURS: TEC	H(S):122				
CUSTO SEAT	MER STATES THAT THE WHEN DRIVING	RE IS A CLUNK HEARD FR	JM UNDER THE			1	
INSPE	CTED SEAT RAIL MOUN	ITS. FOUND TO BE SECURE	AND			1	
ΤΊGHΥ	. NOT ABLE TO FIND	ANYTHING LOOSE. TEST D	ROVE BUT				
NOT A	BLE TO DUPLICATE CO	ONCERN. BOUND MILES = 40978					
1521	DNOVE 4 MILES, UDIE		3 TOTAL LABOR	PARTS	0.00		
NELET PAR	1/maple ====#				• • • • • • • • • • • • •		
NUBLETPO#	VEND INV#-1NV.U 253377 08/19	DATE-DESCRIPTION			114.00		
		COLD INCIDENT	TOTAL -	SUBLET	114.00		
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OO 11 2 00354			B /A #4	ď	0.00		
00 W E 00334			R/0 TA R/0 TO		0.00 1030.71		
			R/O TÓ	TALS	1030.71		
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CUSTOMER No. 42086	·	ADVISOR		TAG No.	INVOICE DATE	<del>GAJoles N</del>
547 <u>00</u>	·	OCTAVIO PEREZ LABOR RATE LICENSE No.	249	4038	07/20/11	CVC5245589
			I MAII	37 <u>.</u> 802	COLOR ACK /	STOCK No. C2482
VFNTURA, CA		YEAR/MAKE/MODEL 08/CHEVROLET/MALIB	U /4D	<u></u>	DELIVERY DATE	DELIVERY MILES
VENTORA, CA		VEHICLE I D. No.			SELLING DEALER NO	37,649 PRODUCTION DATE
		1 G 1 7 G 5 7 B 8	8 F P.O. No	<u>.,</u>	RO DATE	<u> </u>
BUSINESS	PHONE -	COMMENTS			07/18/11	
LABOR & PARTS	<u> </u>					
J# 1 13CV5   TIRE Pi   TIRE PRESSURF (	RESSURE CHECK CHECK AND INFLATE SER RES TO THE RECOMMENDE TO (PST)	TECH(S):14652 NICE D TIRE PRESSURE RATING.	<del>-</del>	0.00		
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3472 200	-	JOB # 1 TOTAL LABOR	& PARTS	0.00		of the s
J# 2 64CVZSTEER STEERIN	NG AT THERE IS THUMPING	TECH(S):14652		WARRANTY		/\ <sup>(</sup> )
DIAGNOSED AND	T WHEN DRIVING T WHEN DRIVING IRACED TO FAULTY STEE RING GEAR ASSEMBLY AN	DING COAD			Kara	
PARTSQTYFP-NUMBER- JOB # 2 1 25902150 JOB # 2 -1 25902150		I D.BUB		WARRANTY WARRANTY 0.00	V	` '\
		JOB # 2 TOTAL LAHOR	& PARTS	0.00	$\mathcal{L}_{\alpha}$	. Z1
CUSTOMER HEREBY ACKNOWLEDGES	RECEIVING		• • • • • • • • • • • • • • • • • • • •		3000	
COMMENTS CERTIFIED USED CAR WARRANTY			<b></b>			1/2
					6	
PAGE 1 OF 2	ACCOUNTING COPY	(CONTINUED ON	NEXT PAGE	] 12:20pm		:

bak 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-Mile<sup>2</sup>

**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

Whenhel omes had Suit producing south a grantfer conductivity. grande opresión in observa inspec Beron opray por in 1984 o in The second of th

#### 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

# 1 G 1 Z G 5 7 B 3 1 F

4-Spd Automatic Transi 37,649 miles Vileage:

Drive Train: FWD

#### FEATURES

Traction Control Air Conditioning Power Coor Looks Pauler Steering AN FIN Stered Dua' ∸ r Bags Finer Sest

Stock C2482

Engine, 4-Cyl, 2.4 Liter

#### ABS (4-Wheel)

Power Vindows Oru se Contro" The Aires ម្**ខារ S**ក់ផ្លាខមិនប Side 4 < \$28.58

### STANDARD EQUIPMENT

#### EXTERIOR

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MESHANICAL FRONT WHEEL DRIVE Buspension, 4-vineel maependent Battery mainter ance-free with rundown erotection Steering Electric Pawer Steering (EPS) ass st Transmission 4-speed automatic riectronically controlled with overdrive SAFETY

Daytime running lamps ·Tra pressure monitor Brakes, 4-wheel antilock, 4-wheel cisc Traction control, all-speed

### Selling Price: \$18,940.00

2011 Kelle, Blue Book Co., Inc. 74/44-7/11 Felltlon for California, All Rights Reserved. The spe iffe information ) quired to determine the value for this particular vehicle was supplied by the dealer for by a third vary on behalf of the dealer) generating this window sticker. Vehicle value tions neurer for my a minut pares on ormin manic neurer generating one remote neurer extinct value of are approximations and may vary from schicle to vehicle. This window sticker is intended for the theiridual use of the leuler and may not be sold or transmitted to another parts. Kelley Blis Book sessings a responsibility for errors or amissions.

7 2011 GM Corp. At rights reserved. Sucho up. Am

		F	ETAIL	. INSTALLMENT	SAL	E CONTRA	CT – SIMPLE FIR	NANCE CHARGE
Dealer Nu	ımbar		c	ntract Number		ñ	.O.S. Number	Stock Number
	ame and A	ddress ind Zip Code)		Co-Buya (Includin	r Nami g Cour	and Address and Zip Cod	de)	Creditor-Saller (Name and Address)
agreemen	ts on the fr	ent and back o	I this co	ntract. You agree to	pay the	Creditor • Sel	ler (sometimes "e" o	tract, you choose to buy the vehicle on credit under the rus in this contract) the Amount Financed and Finance Truth-In-Lending Disclosures below are part of this contract
New Used	Year	Make and Mod	le!	Odometer		Vehicle Ida	ntification Number	Primary Use For Which Purchased
,								personal, family or household business or commercial
		FEDERAL	TRUT	H-IN-LENDING I	DISC	OSUBES		STATEMENT OF INSURANCE
PERC R The your	NUAL ENTAGE ATE cost of credit as anly rate.	FINANC CHARG The doth amount if credit w cost you	E IE Yr To II	Amount Financed The amount of orcal previded to you or on your behalf.	P The work you t pa	Total of ayments amount you also caid after have made all lyments as cheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$	NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance obtain onto a Your drop on to buy or not our other insurance will not be a factor in the credit approval process.  Vehicle Insurance  Term Premium
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^		savment and trad: Gen Contract tion		ation) di		¢	ю.	reached your 65th birthday. (2) You are eligible for
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S.	Other (to w	from paid:				\$	(\$)	Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY
To		ice (A through S)					S	NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR 'N THE
1		i to Public Offici				=		LAST 6 MONTHS (Refer to "Total Disabilities Not Colered" in your policy for details).
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e_yer Co-Buyer	Buyer S 272 X
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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-Mile<sup>1</sup> 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 Monicor system
- · Tire Rotations
- · Multi-Point Vehicle Inspections (MPVI)2

#### Two Warranties

You get a 12-Month/12,000-Mile<sup>4</sup> Bumper-to-Bumper Warranty (that's four times better coverage than Chrysler and Ford), plus our 5-Year/100,000-Mile<sup>4</sup> Powertrain Limited Warranty.

### 24/7 Roadside Assistance and Courtesy Transportation<sup>5</sup>

### 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 trial<sup>6</sup> of OnStar Directions & Connections<sup>9</sup> 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<sup>a</sup> 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 30,000<sup>1</sup> Mile Maintenance plan. It provides peace of mind by covering the following routine maintenance services:

- ✓ Oil and Filter Change²
- ✓ Tire Rotation
- ✓ Multi Point Vehicle Inspection³

This program is not to be combined with any other GM service offers. Customers must have their principal residence in the U.S. to participate in this program.

Fluid top offs are NOT covered.

I understand the Standard Certified Pre plan services outlined above.	-Owned 2-Year or 30	0,000 <sup>1</sup> Mile Maintenance
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Vehicle Identification No.	Date of delivery	Mileage at delivery
第457年 2章 12章 5 - 5 - 5 - 2 4 - 1 1477 - 244 25 - 73		27/12/2014
Dealer Name, City, State	Authorized Signature *	Date
Park of Park		<i>₹ .</i>
Customer Name	Signature	Date

May 2011

<sup>&#</sup>x27;Whichever comes first. See dealer for details.

<sup>&</sup>lt;sup>2</sup>Based on your Oil Life Monitor system or as otherwise indicated in the owner's manual

<sup>&</sup>lt;sup>3</sup>A 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 award 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.

price of the vehicle being traded for is less than the purchase price of the vahirla being returned, the purchaser will receive credit for the

ck one of the following	Caristanian Guaratan (3-Day/150-Mile Vehicle Exchange Policy)
☐ Vehicle (refer to VIN below) is eligible for	or return under the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy)
	- OR -
for the vehicle's ineligibility i Vehicle is a fleet pu	very, taxi or delivery d below has previously returned a vehicle under the Customer Satisfaction Guarantee (3- Day/150-
ade-in Vehicle – (Original)	<u> </u>
idel Year: wiake:	1. Actual Purchase/Trade-in Value
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### **BUYERS GUIDE**

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IMPORTANT: Spo	ken promises are d	lifficult to enforce	e. Ask the dea	aler to put all promises in writing	ıg.
Keep this form.	Malibu		2008	1G1ZG57B88F	
Chevrolet vehicle MAKS	MODEL		YEAR	VIN NUMBER	
C2482					
DEALER STOCK NUMBER (O					
WARRANTIES FO	R THIS VEHICLE:				***************************************
			REFA	PPART	16
		. NO	VV	RRANT	
2 0 4			100 MG 537		

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 IMITED 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 warrantles" may give you even more rights.

#### SYSTEMS COVERED:

MANUFACTURER'S WARRANTY APPLIES. The Manufacturer's original warranty will be reinstated on this vehicle beginning on the date of Certified purchase. Consult the manufacturer's warranty booklet for details as to warranty coverage, service location, atc 5 yr/100,000 mile Powertrain Limited Warranty includes: Engine. Transmissions/Transaxle/Transfer Case and Drive Systems. Consult Manufacturer's 5-yr/100,000-Mile Powertrain Warranty card for details as to warranty coverage, service location, etc. Non-OEM installed features/options are NOT subject to GM Limited warranties

#### **DURATION:**

12-months or 12,000-miles from the date of Certified Pre-Owned purchase, whichever occurs first. 5-Years or 100,000-miles from the vehicle's original in-service date, whichever occurs first.



Simonallada

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.

HP: 19.3 GMS: 18737.40 SUPPLR: 19573.83 MRM: 20170.00 MEMO 826.00

TOTAL MODEL & OPTIONS 19520.00 18523.00 ACT 231 18587.40
DESTINATION CHARGE 650.00 650.00 H/B 261 585.60
LAM DEALER CONTRIBUTION 195.20 ADV 261 195.20
LAM GROUP CONTRIBUTION 195.20 EXP 65A 195.20

TOTAL 20170.00 19563.40 PAY 310 19563.40

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 18590.90

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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.

CLIPPINGER CHEVROLET



Patricia Garcia/Austin/GM1 07/17/2012 12:25 PM To dwight.roberts@gm.com

cc paul.byrne@gm.com

bcc

Subject DDMA Email Notification W/ TAC Involvement - 71-1087364661,

RE: Customer Last Name: Service Request: 71-1087364661

2008 Chevrolet Malibu

Vehicle Identification Number: 1G1ZG57B88F

Customer Relationship Specialist: Patricia Garcia

Telephone: (866) 790-5700 x 41262

Dear Dwight Roberts and Paul Byrne:

This email is to follow up on my voice mail regarding Service Request 71-1087364661 for customer The customer's vehicle is a 2008 Chevrolet Malibu with 58,730 miles. The VIN is 1G1ZG57B88F The Customer has been working with Santa Paula Chevrolet in Santa Paula, CA AND Clippinger Chevrolet in West Covina, CA

The Technical Assistance Center has been involved in this case. TAC SR# 71-992415542

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 settlement options 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 response). Please note: you will be notified of the final resolution once a settlement has been reached.
- B) I am not aware of this vehicle or customer's concerns. Please note: you will be notified of the final resolution once a settlement has been reached.

Due to time constraints, your response to this e-mail is required within 48 hours. \*If a response is not received within 48 hours the default assumption is option "B".

Your feedback will be documented and your e-mail attached to our case, it 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** 



#### paul.byrne@chevrolet.com 07/17/2012 08:47 PM

To patricia\_garcia@gmexpert.com

CC

bcc

Subject Re: DDMA Email Notification W/ TAC Involvement - 71-1087364661,

"B"

From: patricia\_garcia@gmexpert.com

To: dwight.roberts@gm.com
Cc: paul.byrne@gm.com
Date: 07/17/2012 09:40 AM

Subject: DDMA Email Notification W/ TAC Involvement - 71-1087364661,

RE: Customer Last Name:

Service Request: 71-1087364661

2008 Chevrolet Malibu

Vehicle Identification Number: 1G1ZG57B88F

Customer Relationship Specialist: Patricia Garcia

Telephone: (866) 790-5700 x 41262

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Sincerely,

General Motors

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.

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THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND, IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

\*\*\*\*\*\*\*\*\*\* DO NOT DETACH - REGISTERED OWNER INFORMATION



REGISTRATION CARD VALID FROM: 03/08/2012 TO: 03/08/2013

YR MODEL VH 16th Softh MARK VALE CLÁSK YR TYPE VEH TYPE LIC. CHEV 2008 2008 DX 2011 120 11 BOOY TYPE MODEL 28.52 ÞΚ VEHICLE ID NUMBER G 4DTU 1GIZG57B88F TYPE VEHICLE USE DATE ISSUED CC/ALCO DT FEE RECVD PCC-STICKER ISSUED AUTOMOBILE 07/19/12 56 07/19/12 8

PR EXP DATE: 03/08/2012 REGISTERED OWNER AMOUNT FAID

AMOUNT DUE AMOUNT RECVO

CASH : 316.00 CHCK : 316.00

CRDT:

\$ 316.00

VENTURA CA

LIENHOLDER

CAR FIN CAPITAL PO BX 278401

SACRAMENTO

95827

#### RELEASE OF LIEN INFORMATION

	(Client's Name)
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hereby authorize <u>'a</u>	
	(Lien holder Name)
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(Lien holder Address)	(Lien holder Phone Number)
to release any and all information	on regarding my loan account #
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to General Motors Company, inclosing payoff amount, and per dies	cluding but not limited to a complete payment history of my account, a m information.
Date 7/20/12	_•
	VEHICLE INFORMATION
The current vehicle mileage is	60643 Date mileage read: 7/20/12.
Signature	Signature



www.santapaulachevrolet.com PO Box 70, 101 West Harvard Blvd. Santa Paula, CA 93061-0070 805-525-2127 Fax 805-525-8042 Toll Free 800-410-CHEVY

### **FAX COVER SHEET**

#### Confidentiality Notice

This Facsimile is intended only for the use of the addressee below and may contain information that is privileged and confidential. If you are not the intended recipient or the employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that the unauthorized dissemination, distribution or copying of this communication, or the taking of any action in reliance on the contents of this information is strictly prohibited. If you have received this facsimile in error, please notify us immediately by telephone and return the original message to us by mail.

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Attention:	Patricia 1.	-8ld-432-1681
From The Desk of: _	Dora A Novoa.	Fax # <u>805-525-8042</u>
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AUG-03-2012 14:03 From:805-525-8042		Page:3/9
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		NOT COVER CONDITIONS FOR WHICH YOU HAVE
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2. Amounts Paid to Public Officials		LAST 6 MONTHS (Refer to "Total Disabilities Not
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B. Registration/Transfer/Titling Fees	s 104.60 <sub>8</sub> )	You want to buy the credit insurance.
C. California Tire Fees	\$ 8. 75(C)	x N/A N/A
D. Other <b>N/A</b>	\$ N/RO)	Date Buyer Signature Age
Total Official Fees (A through D)	\$ 218.75(2)	x N/A
3. Amount Paid to Insurance Companies	\$ <u></u>	
(Total premiums from Statement of Insurance column a + b)	\$N/A3)	
( Construction in Statement of Insurance Column 8 + 6)		OPTIONAL GAP CONTRACT A gap contract (debt cancella- tion contract) is not required to obtain credit and will not be
4. ☐ Smog Certification or ☐ Exemption Fcc Paid to State	\$N/A(4)	I provided unless you sign below and agree to pay the extra
5. Subtotal (1 through 4)	\$ <u>184<b>94.0</b>6(5)</u>	<ul> <li>CD8FGB, If VOU CD0054 to him a dan contract, the charge is shown.</li> </ul>
6. Total Downpayment	And the second s	in item 1Q of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides, it is
A. Agreed Trade-In Value Yr 2803 Make TOYOTA	\$ <u>3202.00</u> A)	a part of this contract.
Model CAMRY SOLARA Odom 180965		Term N/A Mos. N/A
VIN 2T 1CE22PX3C		Name of Gap Contract
B. Less Prior Credit or Lease Balance WILSHIRE CONSUM	ER 🗲 4300. 200	I want to buy a gap contract.
C. Net Trade-In (A less B) (indicate if a negative number)	\$ -1100.000	the state of the s
D. Deferred Downpayment	\$ N/AD	Buyer Signs X N/A
E. Manufacturor's Rebate	S N/RE	OPTIONAL SERVICE CONTRACT(S) You want to
F. Other N/A	\$ N/AF)	I Durchase the service contract(s) written with the following
G. Cash		company(les) for the term(s) shown below for the charge(s), shown in item 1K,1L, 1M, 1N, and/or 1O.
	s <u>2500. 00</u> G)	The second secon
Total Downpayment (C through G)	\$ 14 <b>00.00</b> (6)	1K Company N/A
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number or	n line 1P above)	Term N/A Mos. or N/Mes
7. Amount Financed (5 less 6)	\$ <b>17064.0</b> E <sub>(7)</sub>	1L Company N/A
CELL ED ADDICESTO LOAN		. I
SELLEK ASSISTED LOAN		I THIS TO THE MICH OF THE TRANSPORT
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SANTA PAULA CHEVROLET Seller Signs

Guarantor X

Address

ADAM O

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyor's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X

Address

FIN MGR

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A Public Service Agency () へんつっ REPORT			WXXV.	/ 39306623
DATE SOLD (MO./DAVYY)	QF SALE-	-USED VEHIC	LE Kin all	)
07/15/2011	DATE OPERATED	(MOJDAYAYA) 7/15/2011	<u></u>	NRM/IND
CHEVROLET 2008 4	. Түре D	MOTIVE POWER GAS	NUMBER OF AXLES	UNLADEN WEIGHT
VEHICLE IDENTIFICATION NUMBER 1617657888F		M/C ENGINE NUMBER OF	ADDITIONAL IDENTIFICATION	N NUMBER
LAST REGISTERED IN STATE OF		YEAR REGISTERED	LICENSE NUMBER	
IF REVIVED JUNK OR SALVAGE -DISMANTLER NOTICE OF ACQUISITION NUM	4HED	THE ATTLESIOTE RED	LICENSE NUMBER	VENTURA-
SOLD TO: PHINT TRUE FULL				
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AND OR (2) BUSINESS OR RESIDENCE ADDRESS		міодіє		DRIVER LICENSE/ID CARD NO.
		APT. NUMBER CITY	ENTURA	STATE ZIE
MAILING ADDRESS—IF DIFFERENT FROM ABOVE OR LOCATION (FOR TRAILE	P COACH/VESSEL)	APT. NUMBER CITY		STATE ZIP CODE
SANTA PAULA CHEVROLET		CHRIS RO	OMALDO LOPEZ	
101 W. HARVARD BLVD, PO BOX 70	·		SANTA PI	OIL O
DEALER'S NUMBER 7162	<del></del>	SALESPERSON'S NUMBE		
SIGNATURE OF SUPPROPRIES Y		S649543		
(1) X JAWO ffolder	, <u></u>	(2)		

### REMINDERS TO PERSONS PREPARING THIS REPORT

- Use these reports in numerical sequence.
- Do not forget to have purchasor sign Report of Sale.
- 3. Make sure Temporary Identification copy is affixed to vehicle before delivery.
- 4. When necessary to void a report, refer to instructions enclosed in the Report of Sale package.

Cartinance Capital Lie



REG 262 (REV. 2/2007)

### VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

	INSTRUCTIONS ON REVERSE SIDE A	It must acco	mpany th	e titi	ling docum	ent o	r applicatio	n for a duplicate title.
으 등	SECTION 1: Vehicle/Vessel Description	LL SIGNATI	<u>URES MU</u>	ST E	BE IN INK	<u> P</u>	<u>IOTOCOPI</u>	ES NOT ACCEPTED
esse	IDENTIFICATION NUMBER	VEAD		<del></del> -				
중	1G1ZG57BA8F	YEAR MODEL	MAKE		LICENSE PLAT	E/CF#	MOTO	PRCYCLE ENGINE #
ş	SECTION 2: Bill of Sale	MALIBU	CHEVRO	_=	4			
			<del></del>	., .	· ·	· ·		
<u>a</u>	I/We <u>SANTA PAULA CHEVROLET</u> (PRINT SELLER'S NAM			_ 86	elf, transfe <i>r</i> ,	and d	deliver the a	above vehicle/vessel
of Sale	to	NE[S])	07					
Š	(PRINT BUYER'S NAME[S])		on 07	15 DAY	2 0 1 1 VB	for th	ne amount (	of \$16901.00
	If this was a gift, indicate relationship.				***			(SELLING PRICE).
	If this was a gift, indicate relationship:	N/ <del>B</del>		'e.g.,	parents, spo	ouse, f	riend, etc.)	\$ N/A
	SECTION 3: Odometer Disclosure Statem	Cont (Volume	( a grai					(GIFT VALUE)
	Federal and State Law requires that	ient (voia ii	wileage )	S A	itered or E	ased	)	<u></u>
	Federal and State Law requires that you providing a false statement may result in	i state the n fines and/or	nil⊕age u Limprisor	роп	transfer o	f owi	nership. Fa	allure to complete of
<u></u>				//////////////////////////////////////	772,			
	The odometer now reads37	, <u>6</u>   8	_ 2 /	10 tha /	no tenths) i	nilee	and to the	best of my knowledge
5	reflects the actual mileage unless one of th	e following :	statemen	ts is	checked.	1111017,	and to the	nest of thy knowledge
	WΔR	NING-ODO						
	Odometer reading is <b>NOT</b> the actual miles Explain odometer discrepancy:	age	□ м	4ilea	ge exceeds	the o	dometer m	echanical limits
ŀ								
-	SECTION 4: Buyer and Seller (MUST print	this or her r	iame, dat	e an	d sign this	secti	on.)	
- 1			BLIVED		•			
	I acknowledge the odometer reading and to the laws of the State of California that the	ne facts of th <u>for</u> egoing is	ie transfei s true and	r. I cor I cor	ertify (or de rect	clare	) under per	nalty of perjury under
٤		SIGNATION		<del>-</del> -			WIL.	DE ID OR DEALER#
'n		<b>*₹ X</b> -   Si0					07/15/11	
		X.					07/15/11	DL. ID OR DEALER #
	PRINT NAME	SIGNATORE				[	ALC 1/10	DL. ID OH DEALER #
i		X						
		VENTURA			STATE		ZIF	DAYTIME PHONE #
Ţ		0	ELLER		<u> </u>			
	l certify (or declare) under penalty of perju correct.	ry under the	laws of t	he \$	State of Car	iforni	a that the	foregoing is true and
Ī	PHINT NAME CHUIS GOST	SIGNATURE	<del></del>		·		_	
	SANTA PAULA CHEVROLET	x (				ا	07/15/11	DE, ID OR DEALER #
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, ,	PRINT NAME	X				i		
		SIGNATURE X				P	ATE	DL 10 OH DEALER #
ħ	MAILING ACCINESS	CITY			STATE		ZIP	DAYTIME PHONE #
+		SANTA PAUL	_A		Ci	٠	•	0(805)525-2127
3	SECTION & Development	1 1	a 7		,	A		
ı	//We						MTO COL	A. CHEURS: ==
	(PRINT NAME[S])				appoin			A CHEVROLET
5	as my attorney in fact, to complete all necessary d	ocuments, as a	nceded, to	trans	fer ownershi	p as re	quired by la	W.
1 -	wer of Ai	torney					DATE	·
S	ignature robured by person appointing the	torney	·				07/15	
<u> </u>	X						DATE 07/15	/2011

### COPY OF APPLICATION FOR REGISTRATION COVERING THE FOLLOWING DESCRIBED AUTOMOBILE IN COMPLIANCE WITH THE PROVISIONS OF THE VEHICLE CODE OF THE STATE OF CALIFORNIA

Resident County of	Ventura
Sold to Name	DUNTY RESIDENCE)
P.O Box or Street Address	
	a 93004 county Ventura
Make and Cyls	
Date First	
SoldY	
VIN. 1617657B	Model, Name Matibu
Dato First Oporated	
Motive Power	MONTH DAY YEAR
Have engine and serial numbe been checked against the vehi	rs cie? \(\(\rho\) \(\rho\)
Legal Owner <u>Car fi</u>	rs cle? Dealer's No. 7/100.
P.O. Box or Street Address P.O. Box	$\sim 2784 \Delta 1$
	Ca. 95827-840/county
	THIS IS TO CERTIFY that the undersigned dealer
(No.)	has on this data dally and the pro-
No 7/	THIS REGULES MEDALL OF SIGN OPEN APPRICACE AND DEC. T
accordingly Yr	Covering the above described automobile, and that
	license plates No have been attended above.
	MINIAPAULMUMPHONICA
	P.O. BOYZO
	TAPADLA, TABISTIANA
Dated at	By
Dated at	
//// FORM NO. 66	
© 1906 Reynolds	(REV. 3/98) and Reynolds Order Toll Free 1-800-344-0996



CHEVROLET BUICK DIME

#### **CUSTOMER SATISFACTION GUARANTEE** 3-Day/150-Mile Certified Pre-Owned vehicle Exchange Policy

Within the first 3-business days or 150 miles from date of purchase/lease (whichever comes first) the purchaser/lessee may return an eligible CERTIFIED PRE-OWNED vehicle (not including Cadillac or HUMMER) to the selling dealer for an exchange of another eligible CERTIFIED PRE-OWNED vehicle (not including Cadillac or HUMMER) or a "new" GM vehicle if not completely satisfied with the vehicle.

If, during the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy) period, the purchaser/lessee chooses to trade in the vehicle listed below to the selling dealer for another eligible CERTIFIED PRE-OWNED vehicle (not including Cadillac or HUMMER) or a "new" GM vehicle, the purchaser/lessee will receive credit for the following amounts paid toward the vehicle returned: the "down payment", the "Agreed-Upon Trade-In Value," and any amounts paid toward the principal balance/capitalized cost of the finance agreement.

If the purchase price of the vehicle being traded for is less than the purchase price of the vehicle being returned, the purchaser will receive credit for the difference. If the purchase price of the vehicle being traded for is more, the purchaser will pay the difference.

Theck one of th	ne following				
☐ Vehic	:le (refer to V	IN below)	is eligible for n	eturn under the Customer Satisfaction Guarantee (3	-Day/150-Mile Vehicle Exchange Policy)
				- OR -	
]	for the v	vehicle's in Vehicle is Vehicle u The custo	eligibility is (a s a fleet purch ised for livery,	under the Customer Satisfaction Guarantee (3-Day/ 1 re) (please check the appropriate box below — see Ex ase or fleet lease taxi or delivery dow has previously returned a vehicle under the Cust Policy)	clusions on reverse for additional details):
Trade-in Vehic	le – (Original)	)			
Model Year:	2003	Make: _	TOYOTA	Model: CAMRY	/ SOLARA
"Agreed-Upon	Trade-in Valu	ie" (\$):		1. Actual Purchase/Trade-in Value 3200.00	)
				2. Less Trade-in tien 4300.00	3
				3. "Agreed-Upon Trade-in Value"1100.00	)
Vehicle Exchan return under th previously retu immediately pr	ige Policy). If a ne Customer! irned a vehicl receding the o ige Policy), no	applicable, Satisfaction e under the date of exc	I understand n Guarantee (: e Customer Sa cution of this	this form and understand the provisions of the Custo and acknowledge that the CERTIFIED PRE-OWNED von 3-Day/150-Mile Vehicle Exchange Policy). Furthermo atisfaction Guarantee (3-Day/150-Mile Vehicle Excha agreement, I am not eligible to participate in the Custo ase of a CERTIFIED PRE-OWNED vehicle or the Custo	chicle I am purchasing/leasing is not eligible for tre, I understand and acknowledge that if I have nge Policy) in the 12 calendar months stomer Satisfaction Guarantee (3-Day/150-Mile
Customer Nam	ne:			<u> </u>	11
Customer Signa	ature:			<i>?</i> ************************************	37682
Make/Model T		ROLET BU		vin: 1G1ZG57B88F:	
Retail Facility:	SANTA P	AULA C	HEVROLET	BAC Code:	
Sales Consultai	nt Signature:	(			** 

White Copy - Customer Yellow Copy - Dealer



# Standard Certified Pre-Owned 2-Year or 30,000 Mile Maintenance Plan

## Customer Acknowledgement Form

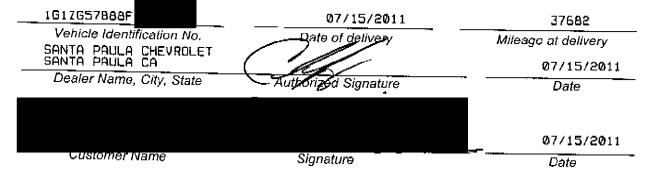
All Certified Pre-Owned Chevrolet, Buick, GMC, Pontiac and Saturn vehicles purchased on or after June 11, 2011 now come with the Standard Certified Pre-Owned 2-Year or 30,000<sup>1</sup> Mile Maintenance plan. It provides peace of mind by covering the following routine maintenance services:

- √ Oil and Filter Change²
- ✓ Tire Rotation
- ✓ Multi Point Vehicle Inspection<sup>3</sup>

This program is not to be combined with any other GM service offers. Customers must have their principal residence in the U.S. to participate in this program.

Fluid top offs are NOT covered.

I understand the Standard Certified Pre-Owned 2-Year or 30,000<sup>1</sup> Mile Maintenance plan services outlined above.



<sup>&</sup>lt;sup>1</sup>Whichever comes first. See doaler for details.

 $<sup>^2</sup>$ Based on your Oil Life Monitor system or as otherwise indicated in the owner's manual

<sup>&</sup>lt;sup>3</sup>A 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.



PO Box 57053 Irvine, CA 92619-7053

Date Printed: 8/17/2012 10:49:27 AM



### Payment History

ensaction ite	Transaction	Code	Principal	Interest	Fees	Loan Balance	Payoff Amount
	New Loan set up	22	\$ 17,004.06	\$.0.00	\$ 0.00	\$ 17,004.06	\$ 17,084.77
9/6/2011	Allocation payment	30A	\$ 75.72	\$ 337.51	\$ 0.00	\$ 16,928.34	\$ 16,935.65
10/11/2011	Debit adjustment late charges	46L	\$ 0.00	\$ 0.00	\$ 15.00	\$ 16,928.34	\$ 17,206.31
10/24/2011	Allocation payment	30A	\$ 62.60	\$ 350,63	\$ 0.00	\$ 16,865.74	\$ 16,888.02
10/25/2011	Credit adjustment late charges	36L	\$ 0.00	\$ 0.00	\$ 15.00	\$ 16,865.74	\$ 16,880.29
11/26/2011	Debit adjustment late charges	46L	\$ 0.00	\$ 0.00	\$ 20.66	\$ 16,865.74	\$ 17,141.12
12/1/2011	Allocation payment	30A	\$ 136.68	\$ 276.55	\$ 0.00	\$ 16,729.06	\$ 16,756.94
12/24/2011	Debit adjustment late charges	46L	\$ 0.00	\$ 0.00	\$ 20.66	\$ 16,729.06	\$ 16,958.07
1/3/2012	Allocation payment	30A	\$ 175.01	\$ 238.22	\$ 0.00	\$ 16,554.05	\$ 16,602.51
1/23/2012	Allocation payment	30A	\$ 270.37	\$ 142.86	\$ 0.00	\$ 16,283.68	\$ 16,332,03
2/25/2012	Debit adjustment late charges	45L	\$.0:00	\$ 0.00	\$ 20.66	\$ 16,283.68	\$ 16,591.59
3/23/2012	Allocation payment	30A	\$ 0.00	\$ 413.23	\$ 0.00	\$ 16,283.68	\$ 16,361.05
4/19/2012	Allocation payment	30A	\$ 215.15	\$ 198.08	\$ 0.00	\$ 16,068.53	\$ 16,137.44
5/16/2012	Allocation payment	30A	\$ 226.02	\$ 187.21	\$ 0.00	\$ 15,842.51	\$ 15,911.32
6/21/2012	Allocation payment	30A	\$ 167.13	\$ 246.10	\$ 0.00	\$ 15,675.38	\$ 15,744.12
7/10/2012	Extension	315	\$ 0.00	\$ 0.00	\$ 0.00	\$ 15,675.38	\$ 15,872.64
7/18/2012	Allocation payment	30A	\$ 230.60	\$ 182.63	\$ 0.00	\$ 15,444.78	\$ 15,513.42
8/16/2012	Allocation payment	30A	\$ 219.96	\$ 193.27	\$ 0.00	\$ 15,224.82	\$ 15,293.37



PO Box 57053 Irvine, CA 92619-7053

Date: Aug 17, 2012



Re: Payoff Statement for Account Number:

Dear

Payment of the following amount will satisfy all obligations of this loan if received by the close of business on the good through date indicated below:

Payoff amount:

\$15.359.07

Per Diem:

6.569

Good through date:

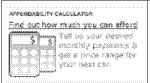
08/27/2012

Sincerely, CarFinance.Com Customer Service Ask the Car People.

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Home > Used Cars > Chevrolet > Malibu > 2008 Malibu Sedan > Prices with Options > Prices with Options > Prices with Options Results







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Colors & Options

Condition & Mileage

27709 LETOATE: Pricing for

True Market Value®

#### 2008 Chevrolet Malibu Sedan - What Your Car is Worth



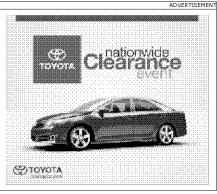
True Market Value®						
Trade-in	Dealer Retail					
\$8,674	\$11,085					
Private Party Sale	\$9,927					

Pricing Details for a 2008 Chevrolet Malibu Sedan LS 4dr Car

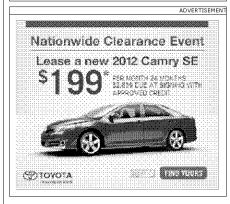
#### Customized True Market Value® Prices

	Trade-In	Private Party	Dealer Retail
National Base Price	\$8,711	\$9,970	\$11,133
Optional Equipment	\$0	\$0	\$0
Color Adjustment - Black	\$-39	\$-45	\$-50
Regional Adjustment - for Zip Code 27709	\$2	\$2	\$2
Mileage Adjustment - 60,643 miles	\$0	\$0	\$0
Condition Adjustment - Clean	\$0	\$0	\$0
Total	\$8,674	\$9,927	\$11,085

Buying a Certified Used Vehicle	Dealer Retail
Certified Used Price	\$12,231











Price: \$13,998 2008 Chevrolet Malibu LS



Price: \$16,961 2011 Chevrolet Malibu LT2



Price: \$12,995 2009 Chevrolet Malibu LT2



Price: \$19,995 2011 Chevrolet Malibu LT1

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VIA FAX ONLY

August 30, 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:

Regarding the above case. General Motors would like to make the following repurchase offer on your client's 2008 Chevrolet Malibu for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments	\$ 4,545.53 (which includes sales tax of \$ 1,229.3)	0):
Total down payment	\$ 2,500.00	
License/Title/Registration	S 316,00	
Subtotal:	\$ 7,361.53	
Less Usage/Depreciation (based at 2,822 miles)	- \$ 484.67	
Less Negative Equity	- \$1,100.00	
Less Theft Detterent Device	- S 695.00	
Subtotal:	\$ 5.081.86	
Attomey's Fees	\$ 3,500.00	
Subtotal:	\$ 8.581.86	

<sup>\*</sup> Payoff to lien holder (good through 8/27/12) \$15,359.07



\* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Repurchase Offer

\$ 23,940.93

Total due to attorney and client:

\$ 8,581.86

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

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

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

CLIRRENT VEHICLE MILEAGE:

Client's Signature

Client's Signature

S/31/12

Date

Date



## Patricia Garcia/Austin/GM1 09/11/2012 02:55 PM

To Howard Silver <a href="mailto:hsilver283@aol.com">hsilver283@aol.com</a>>@SITELCWEB

bcc

Subject Re: Service Request - 71-1087364661

Dear Mr. Silver:

Hope all is well

Just a friendly follow up, we are still pending the executed release and W9 regarding this matter :) 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

Howard Silver

Howard Silver < hsilver 283@aol.com>

09/06/2012 11:05:47 PM



Howard Silver <hsilver283@aol.com> 09/06/2012 11:05 PM

Patricia,

On the settlement agreement can you change the excess mileage allowed to 2,000 from 1,000? If you can, please email agreement on Friday and I will have the signed notarized agreement for you on Monday.

Thank you.

Howard Silver Sent From My I Phone

On Sep 4, 2012, at 10:18 AM, patricia garcia@gmexpert.com wrote:

```
Garcia/Austin/GM1
                                                                           To
              09/04/2012 01:16
                                        hsilver283@aol.com@SITELCWEB
>
              PM
                                                                           СC
>
                                                                      Subject
                                         Re:
                                                                      Service
> > > >
                                         Request - 71-1087364661 (Document
                                         link: Patricia Garcia)
>
>
>
>
>
>
> Dear Mr. Silver:
> I apologize for the confusion. I am in receipt of the exceuted offer
> letter.
> However, please find attached the release that I will need. Also, I will
> need a current copy of your W9. Please send this as soon as possible as
> RVDC (our repurchasing department) will not accept this without these
> documents.
> Once I receive the executed release and your W9 from your offices, we may
> proceed with the repurchase.
> 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
>
>
>
              hsilver283@aol.co
>
>
                                                                           То
>
              09/04/2012 12:18
                                         patricia garcia@gmexpert.com
>
              PΜ
                                                                           CC
>
                                                                      Subject
> > > > >
                                         Re:
                                                                      Service
                                         Request - 71-1087364661
```

```
>
>
> Patricia,
> I sent you the executed offer letter last week. Do you have it.
> Howard Silver
> ----Original Message----
> From: patricia garcia <patricia garcia@gmexpert.com>
> To: hsilver283 <hsilver283@aol.com>
> Sent: Tue, Sep 4, 2012 6:13 am
> Subject: Re:
                                        Service Request - 71-1087364661
> Dear Mr. Silver:
> Thank you.
> Please also send in the executed offer letter, as we will need that.
> 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
>
>
>
>
              hsilver283@aol.co
>
>
                                                                           To
>
              08/31/2012 03:34
                                         patricia garcia@gmexpert.com
>
              PM
                                                                           CC
>
>
                                                                      Subject
>
                                                                      Service
>
                                         Request - 71-1087364661
>
>
>
>
>
>
>
>
>
> Patricia,
```

```
> Executed release attached.
>
> ----Original Message----
> From: patricia_garcia <patricia_garcia@gmexpert.com>
> To: hsilver283 <hsilver283@aol.com>
> Sent: Thu, Aug 30, 2012 1:36 pm
                                       Service Request - 71-1087364661
> Subject: Fw:
>
> Mr Silver:
> In reply to your email, dated 8/30/12 1:21pm. As you can see I did in fact
> sent you over the revised offer. Please find it forwarded below again for
> your convenience and confirm you received it
> 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 Patricia Garcia/Austin/GM1 on 08/30/2012 04:34 PM ----
>
>
              Patricia
>
              Garcia/Austin/GM1
>
                                                                          To
>
              08/30/2012 12:55
                                        hsilver283@aol.com@SITELCWEB
>
              PΜ
                                                                          CC
>
>
>
>
                                                                     Subject
                                                                     Service
                                        Request - 71-1087364661 (Document
>
                                        link: Patricia Garcia)
>
>
>
>
>
>
> Dear Mr. Silver:
> General Motors will not agree to reimburse for the theft detterent device,
> based on that it is a non-manufacturer item.
> The amount on the offer for the registration was the pro-rated amount, as
> General Motors generally reimbuses only for the months the customer will
> not get use out of. However, in attempt to settle this matter, General
> Motors has agreed to reimburse the registration in full. Please find the
> offer attached below, reflecting the updated figures.
```

```
> (See attached file: Revised Offer 8-30-12.TIF)
> 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
>
>
>
              hsilver283@aol.co
>
>
                                                                           To
>
              08/28/2012 06:39
                                        patricia garcia@gmexpert.com
>
              PM
                                                                           CC
>
                                         vald49@gmail.com
>
                                                                      Subject
>
                                         Re:
                                                                     Service
>
                                         Request - 71-1087364661
>
>
>
>
>
>
>
>
>
>
> Patricia,
> I sent you proof of DMV fees just paid ($316.00). Please add to offer. I
> also expecting to see the reduction for the theft deterrent system
> eliminated for the reasons mentioned earlier.
> Howard Silver
>
> ----Original Message----
> From: patricia garcia <patricia garcia@gmexpert.com>
> To: hsilver283 <hsilver283@aol.com>
> Sent: Fri, Aug 24, 2012 7:48 am
> Subject: Re:
                                        Service Request - 71-1087364661
> Dear Mr. Silverman:
> General Motors is in the process of reviewing this case. Im hopeful to
> have the offer to you by early next week.
> 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
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> 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service
request
> number above.
> Sincerely,
> General Motors
>
>
>
              hsilver283@aol.co
>
>
                                                                          То
>
              08/23/2012 03:40
                                        patricia garcia@gmexpert.com
>
              PΜ
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>
                                                                     Subject
>
                                        Re:
                                                                     Service
>
>
>
                                        Request - 71-1087364661
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>
> Patricia,
> I sent you the updated financial information for this file days ago. When
> are you sending an offer. We don't want this to drag out into September
> please.
> Please advise.
> Howard Silver
> ----Original Message----
> From: patricia garcia <patricia garcia@gmexpert.com>
> To: hsilver283 <hsilver283@aol.com>
> Sent: Fri, Aug 10, 2012 12:39 pm
> Subject: Re:
                                 : Service Request - 71-1087364661
> RE: Customer Last Name:
> Service Request: 71-1087364661
> Customer Relationship Specialist: Patricia Garcia
> Telephone: (866) 790-5700 x 41262
> Fax: (866) 432-1681
> Dear Mr. Silver:
> Please find the revised offer attached below. I will wait for you to send
> that information over, thank you!
> (See attached file: Revised 115-Offer sent 8-10-12.TIF)
```

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> If you have further questions, please contact the Customer Relationship
> Specialist at the telephone number and extension above or contact The
> Business Resource Center at 1-800-231-1841 Monday through Friday between
> 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service
request
> number above.
> Sincerely,
> General Motors
>
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>
              hsilver283@aol.co
>
              m
>
                                                                          To
>
              08/09/2012 11:03
                                       patricia garcia@gmexpert.com
>
              MΑ
                                                                           CC
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>
                                                                     Subject
>
                                         Re:
                                                                     Service
>
                                         Request - 71-1087364661
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>
> Patricia,
> I have your emails and am working on getting you the information you need.
> One quick thing, I have been getting $3,500.00 for attorney's fees from GM
> for sometime now, so the $3,000.00 offer you made is not acceptable.
> Thank you.
> Howard Silver
> ----Original Message----
> From: patricia garcia <patricia garcia@gmexpert.com>
> To: hsilver283 <hsilver283@aol.com>
> Sent: Mon, Aug 6, 2012 10:09 am
                                       Service Request - 71-1087364661
> Subject: Re: 1
>
>
>
>
> Good morning Mr. Silver:
> I wanted to confirm that you received the offer regarding this case, dated
> 7-31-12 and if you have had a chance to review it with your client?
> Please advise. Thank you for your time
> If you have further questions, please contact the Customer Relationship
```

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> 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
>
>
>
              hsilver283@aol.co
>
>
                                                                           To
>
              07/23/2012 11:55
                                         patricia garcia@gmexpert.com
>
              ΑM
                                                                           CC
>
>>>>>>>
                                                                      Subject
                                                                  Service
                                         Request - 71-1087364661
>
>
>
>
>
>
> Patricia,
> Per your request, attached are the purchase agreement, registration and
> finance information for the above case.
> Howard Silver(See attached file: Scan - GM Documents .pdf)
> (See attached file: Scan - Executed Release .pdf)
> <Release.TIF>
```



hsilver283@aol.com 09/11/2012 04:52 PM To patricia\_garcia@gmexpert.com

CC

bcc

Subject Re:

Service Request -

71-1087364661

1 attachment



Scan - Executed Release .pdf

Patricia, Executed release attached. Howard Silver

----Original Message-----

From: patricia\_garcia <patricia\_garcia@gmexpert.com>

To: hsilver283 <hsilver283@aol.com> Sent: Tue, Sep 11, 2012 11:55 am

Subject: Re Service Request - 71-1087364661

Dear Mr. Silver: Hope all is well

Just a friendly follow up, we are still pending the executed release and

W9 regarding this matter :)

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

Howard Silver < hsilver283@aol.c om>

09/06/2012 11:05

"patricia garcia@gmexpert.com"

<patricia garcia@gmexpert.com>

РМ

Subject

e: Service

Request - 71-1087364661

### Patricia,

On the settlement agreement can you change the excess mileage allowed to 2,000 from 1,000? If you can, please email agreement on Friday and I will have the signed notarized agreement for you on Monday.

Thank you.

Howard Silver Sent From My I Phone

On Sep 4, 2012, at 10:18 AM, patricia garcia@gmexpert.com wrote:

```
>
> (See attached file: Release.TIF)
> ----- Forwarded by Patricia Garcia/Austin/GM1 on 09/04/2012 01:17 PM
>
>
          Patricia
>
          Garcia/Austin/GM1
                                                   То
>
          09/04/2012 01:16
                                   hsilver283@aol.com@SITELCWEB
>
          PΜ
                                                    CC
                                               Subject
>
                                                      Service
                            Re:
                            Request - 71-1087364661(Document
                            link: Patricia Garcia)
> > > >
>
>
> Dear Mr. Silver:
```

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> letter.
> However, please find attached the release that I will need. Also, I will
> need a current copy of your W9. Please send this as soon as possible as
> RVDC (our repurchasing department) will not accept this without these
> documents.
> Once I receive the executed release and your W9 from your offices, we may
> proceed with the repurchase.
> 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
>
>
>
          hsilver283@aol.co
>
>
          m
                                                    Τо
>
          09/04/2012 12:18
                                   patricia garcia@gmexpert.com
          PΜ
>
                                                     CC
>
                                                Subject
>
                            Re:
                                                       Service
>
                            Request - 71-1087364661
>
>
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>
> Patricia,
> I sent you the executed offer letter last week. Do you have it.
> Howard Silver
>
> ----Original Message-----
```

> I apologize for the confusion. I am in receipt of the exceuted offer

```
> From: patricia_garcia < patricia_garcia@gmexpert.com >
> To: hsilver283 < hsilver283@aol.com >
> Sent: Tue, Sep 4. 2012 6:13 am
> Subject: Re:
                                     Service Request - 71-1087364661
> Dear Mr. Silver:
> Thank you.
> Please also send in the executed offer letter, as we will need that.
> 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
>
>
          hsilver283@aol.co
>
>
>
                                                   То
>
          08/31/2012 03:34
                                   patricia garcia@gmexpert.com
>
          PΜ
                                                     CC
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>
                                                Subject
>
                            Re:
                                                      Service
>
                            Request - 71-1087364661
>
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>
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>
>
> Patricia,
> Executed release attached.
> ----Original Message-----
> From: patricia_garcia < patricia_garcia@gmexpert.com >
> To: hsilver283 < hsilver283@aol.com >
> Sent: Thu, Aug 30, 2012 1:36 pm
                                     Service Request - 71-1087364661
> Subject: Fw:
>
>
> Mr Silver:
> In reply to your email, dated 8/30/12 1:21pm. As you can see I did in
> sent you over the revised offer. Please find it forwarded below again for
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> your convenience and confirm you received it
> 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 Patricia Garcia/Austin/GM1 on 08/30/2012 04:34 PM
>
>
          Patricia
          Garcia/Austin/GM1
>
>
                                                    Τо
>
          08/30/2012 12:55
                                   hsilver283@aol.com@SITELCWEB
          PΜ
>
                                                     CC
>
>
                                                Subject
>
                            Re:
                                                      Service
                            Request - 71-1087364661(Document
>
                            link: Patricia Garcia)
>
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>
> Dear Mr. Silver:
> General Motors will not agree to reimburse for the theft detterent
device,
> based on that it is a non-manufacturer item.
> The amount on the offer for the registration was the pro-rated amount, as
> General Motors generally reimbuses only for the months the customer will
> not get use out of. However, in attempt to settle this matter, General
> Motors has agreed to reimburse the registration in full. Please find the
> offer attached below, reflecting the updated figures.
> (See attached file: Revised Offer 8-30-12.TIF)
> If you have further questions, please contact the Customer Relationship
> Specialist at the telephone number and extension above or contact The
> Business Resource Center at 1-800-231-1841 Monday through Friday between
> 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service
request
> number above.
>
> Sincerely,
> General Motors
>
>
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>
          hsilver283@aol.co
>
>
                                                   То
>
          08/28/2012 06:39
                                   patricia garcia@gmexpert.com
>
          PΜ
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>
                                                       Service
>
                            Request - 71-1087364661
>
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>
> Patricia,
> I sent you proof of DMV fees just paid ($316.00). Please add to offer. I
> also expecting to see the reduction for the theft deterrent system
> eliminated for the reasons mentioned earlier.
> Howard Silver
>
>
> ----Original Message-----
> From: patricia_garcia < patricia_garcia@gmexpert.com >
> To: hsilver283 < hsilver283@aol.com>
> Sent: Fri, Aug 24, 2012 7:48 am
> Subject: Re:
                                    Service Request - 71-1087364661
> Dear Mr. Silverman:
> General Motors is in the process of reviewing this case. Im hopeful to
> have the offer to you by early next week.
> 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
>
>
>
          hsilver283@aol.co
>
>
                                                   То
>
          08/23/2012 03:40
                                   patricia garcia@gmexpert.com
          PM
```

```
Subject
                                                       Service
                            Re:
                            Request - 71-1087364661
>
>
>
> Patricia,
> I sent you the updated financial information for this file days ago. When
> are you sending an offer. We don't want this to drag out into September
> please.
> Please advise.
> Howard Silver
>
>
> ----Original Message-----
> From: patricia_garcia <patricia_garcia@qmexpert.com>
> To: hsilver283 < hsilver283@aol.com>
> Sent: Fri, Aug 10, 2012 12:39 pm
> Subject: Re
                                     Service Request - 71-1087364661
> RE: Customer Last Name:
> Service Request: 71-1087364661
> Customer Relationship Specialist: Patricia Garcia
> Telephone: (866) 790-5700 x 41262
> Fax: (866) 432-1681
> Dear Mr. Silver:
> Please find the revised offer attached below. I will wait for you to send
> that information over, thank you!
> (See attached file: Revised 115-Offer sent 8-10-12.TIF)
> 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
>
>
>
          hsilver283@aol.co
>
>
                                                   То
          08/09/2012 11:03
                                   patricia garcia@gmexpert.com
          ΑM
                                                     CC
```

```
Subject
                            Re:
                                                       Service
                            Request - 71-1087364661
>
>
>
>
>
> Patricia,
> I have your emails and am working on getting you the information you
> One quick thing, I have been getting $3,500.00 for attorney's fees from
> for sometime now, so the $3,000.00 offer you made is not acceptable.
> Thank you.
> Howard Silver
> ----Original Message-----
> From: patricia_garcia <patricia_garcia@gmexpert.com>
> To: hsilver283 < hsilver283@aol.com>
> Sent: Mon, Aug 6, 2012 10:09 am
> Subject: Re:
                                    Service Request - 71-1087364661
>
>
>
> Good morning Mr. Silver:
> I wanted to confirm that you received the offer regarding this case,
> 7-31-12 and if you have had a chance to review it with your client?
> Please advise. Thank you for your time
> 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
>
>
>
          hsilver283@aol.co
>
                                                   То
          07/23/2012 11:55
                                   patricia garcia@gmexpert.com
          ΑM
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> Eubject
> Service
> Request - 71-1087364661
> Patricia,
> Per your request, attached are the purchase agreement, registration and finance information for the above case.
> Howard Silver(See attached file: Scan - GM Documents .pdf)
> (See attached file: Scan - Executed Release .pdf)
> <Release.TIF>
```

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE

PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

\*\*\*\*\*\*\* DO NOT DETACH - REGISTERED OWNER INFORMATION \*\*\*\*\*\*\*\*\*



REGISTRATION CARD VALID FROM: 03/08/2012 TO: 03/08/2013

YR MODEL VB 16th Softh MARK VALE CLÁSK YR TYPE VEH TYPE LIC. CHEV 2008 2008 DX 2011 120 11 BODY TYPE MODEL 28.52 ÞΚ VEHICLE ID NUMBER G 4DTU 1GIZG57B88F TYPE VEHICLE USE DATE ISSUED CC/ALCO DT FEE RECVD PCC-' STICKER ISSUED

AUTOMOBILE 07/19/12 56 07/19/12 8 PR EXP DATE: 03/08/2012

AMOUNT FAID

MOUNT DUE AMOUNT RECVO \$ 316,00 CASH :

CHCK: 316.00

CRDT:

\$ 316.00

VENTURA CA

REGISTERED OWNER

LIENHOLDER

CAR FIN CAPITAL PO BX 278401

SACRAMENTO

95827

## RELEASE OF CLAIM

1. We, hereinafter referred to as "Releasor(s)"), as buyers(s) of a
certain 2008 Chevrolet Malibu, bearing Vehicle Identification Number 1G1ZG57B88F
(hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Company of
\$23,940.93, said payment to be made as outlined below, does for themselves and each and all of their
representatives, heirs, successors and assigns, hereby releases and discharges General Motors
Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, divisions,
officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all
other persons, firms or corporations, who are or might be claimed to be liable (hereinafter referred to as
"Releasees"), of and from any and every claim, demand or right, including but not limited to those for
diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of
warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have
resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or
manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that
may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of \$8,581.86, made payable to The Law Offices of Howard D. Silver and the second in the amount of \$15,359.07, made payable to CAR FIN CAPITAL.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

- (a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to General Motors Company, will execute a limited Power of Attorney in favor of General Motors Company to correct any errors in title, and will execute an Odometer Statement.
- (b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before General Motors Company tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:
- (i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to General Motors Company upon receipt of \$23,940.93, less the estimated cost of repair to said Vehicle,
- (ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below General Motors Company shall make payment of said consideration to Releasor(s) of \$23,940.93, less said value of said Vehicle, and,
- (iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2008 Chevrolet Malibu as determined by the Edmunds book, at the time this Release is executed by Releasor(s).

- (iv) That the Vehicle shall not exceed 63,713 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of 0.445 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasees or its authorized dealer.
- (c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from Releasees by Releasor(s):
- (d) That neither General Motors Company's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by Releasees to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;
- (e) That Releasor(s) and their attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;
- (f) That Releasor(s) represents and warrant(s) that they are entitled to give a full and complete release of the claims which are the subject hereof;
- (g) That Releasor(s) have not assigned or otherwise transferred any interest in any claims which are the subject hereof;
- (h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;
- (i) That Releasor(s) do hereby for themselves, their heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless Releasees from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;
- (j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and Releasees.

INTENDING TO BE LEGALLY BOUND BY THE TERM UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE September, 20/2	
The undersigned has carefully read and understands this re- described above.	lease and signs it to resolve the claim
CURRENT VEHICLE MILEAGE 64187	DATE SIGNED: 9-10-12
WITNESS:	÷.

Claimant's Signature	Claimant's Signature			
() Address	Address			
Ventur CA  City, State, Zip Co.	de Ventura CA City, State, Zip Code			
STATE OF				
SAMUEL MORA Commission # 1912486 Notary Public - California Vantura County My-Comm: Expires Nov 7, 2014	Print, type or stamp Commissioned Name of Notary Public  Personally Known OR Produced identification  Type of identification Californic Diver Licenses  My commission expires: Nov. 07, 2014			

# Form (Rev. December 2011) Department of the Treasury

# Request for Taxpayer Identification Number and Certification

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

-	Name	ne (as shown on your income tax return)				
		Howard D. Silver				
જં	1	Business name/disregarded entity name, if different from above				
age	Law	Offices Of Howard D. Silver				
ã	Chec	ck appropriate box for federal tax classification:				
, s	☐ Individual/sole proprietor ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate					
Print or type Specific Instructions on page		Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnersl	hip) ▶ Exempt payee			
돌등		Other (see instructions) ▶				
: <u>ĕ</u>	Addr	ress (number, street, and apt. or suite no.)	Requester's name and address (optional)			
ğ	638	Lindero Canyon Road, Suite 421				
	City,	, state, and ZIP code				
See	Oak	Park, CA 91377				
	List a	account number(s) here (optional)				
Pai	rt !	Taxpayer Identification Number (TIN)				
to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> on page 3.  Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.			а			
Par	rt 11	Certification				
		alties of perjury, I certify that:				
	•	nber shown on this form is my correct taxpayer identification number (or I am waiting for a	a number to be issued to me), and			
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and						
3. I am a U.S. citizen or other U.S. person (defined below).						
Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 4.						
Sign Here	1 B	Signature of U.S. person ► Date Date	ter 5/3/2012			

#### **General Instructions**

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

### **Purpose of Form**

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

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

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

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

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

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

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





Originator Name: Elizabeth Rozinsky Elizabeth\_Rozinsky@gmexper.com

Created Date: 09/14/2012

Vehicle Info

Vehicle Comments & TAC Explanation:

 $N/\Delta$ 

Original Purchase Date: 07/22/2011

Vehicle Owner(s)

Entity Type Joint Owners
\* Names(s) on Title:

\* Primary Owner:

\* Address \* City

\* Day Phone: \* E-mail: Ventura

\* Repurchase Mileage: 04187
\* Original Purchase Condition: Used

\* Title State: CA

\* Secondary Owner: Isidro Valdivia

\* State C/\ \* ZIP Code: 
\* Home Phone: 
\* Cell Phone:

E-mail:

\* Fax Phone:

\* Reason Repurchase — Repeated presentations to the dealer due to mildewished from HVAC, evaporator failure. AC vents INCP.

UCC Codes (D3111) HVAC - General - Odor / Smell / Furnes

(D3509) HVAC - A/C Evaporator - Odor / Smell / Furnes (D2005) HVAC - Air Vents & Ducts - Inoperative

(acception of the contract of the person

Repurchasing Dealer: -

\* Dealer #: 114587 Dealer Name: SANTA PAULA CHEVROLETING

Region: 10 District: 5141

\* Phone: (805) 525-2127 Fax: (805) 525-2255

\* Contact Name: Rafael Romero \* Contact Title: Service Manager E-Mail:

Repair

\* Contact Name: \* Contact Title:

Vehicle Location: -

Gustomer's Attorney

Firm Name:

Legal Case Ref. #:Tax Id:385580368Tax Id Type: Fed IDFirm Name:Law Offices of Howard D. ...Contact:Howard D. Silver, Esq.1099;Y

 Address:
 638 Lindero Canyon Road

 Gity:
 Oak Park
 State:
 CA
 Zip Code:
 91377

Contact Person:

Phone: 818-597-2610 Fax: 318-879-0862 Local Counsel

Address:
City: State: Zip Code:
Phone: Fax: E-mail:

September 20, 2013 Page 1 of 2





Originator Name: Elizabeth Rozinsky Elizabeth\_Rozinsky@gmexper.com

2012-10-01

Created Date: 09/14/2012

Vehicle Lien Holder

Type of Secured Interest: Standard Lien \*Company: CAR FIN CAPITAL Account #:
Payoff Amount: 19654.72 Per Diem: 6.57 Payoff Date: 2012-10-11

Contact or Attention: Payoff Department Address 2075 Regent Blvd. Lock B.,

City rving State TX ZIP Code: 75063

Day Phone: 1-900-900-5150 Fax: E-mail:

Transaction Details

 Siebel Request #:
 71-1087084881
 \* Disposition:
 Auction
 Trans. State:
 CA

 \* Trans. Type:
 Straight
 Trans. Source:
 Farly Res - NISM - Val Mediated

Compliance Type: Compliance Date:

\* Closing Date: Repurchase Vehicle Replacement VIN:

Disposition:

\* Processing Instructions: Please send joint customer/attorney check to firms address. Please send vehicle to auction.

Money to Dealer:

0.0

Money to Manuf.: C.C.

Disbursement(s)

Payment TypePayeePayee Line 2AmountJoint Customer/Altomey ReporchaseElda on Is dro ValdiviaLaw Offices of Howard D Silver£581.86Lien PayoffCAR FIN CAPITAL15654.72

September 20, 2013 Page 2 of 2





Elizabeth Rozinsky Elizabeth\_Rozinsky@gmexpert.com **Originator Name:** 

09/14/2012 **Created Date:** 

Vehicle Info

1G1ZG57B88F MSRP: 20170.0 \*TAC #: 71-992415542 Year: 2008 Make: Chevrolet Model: Malibu

Vehicle Comments & TAC Explanation:

N/A

Original Purchase Date: 07/22/2011 Vehicle Owner(s)

\* Repurchase Mileage: 64187 \* Original Purchase Condition: Used

Joint Owners **Entity Type** 

\* Names(s) on Title: \* Primary Owner:

\* Address

\* City \* Day Phone: \* E-mail:

\* Title State: CA

Secondary Owner: Isidro Valdivia

\* State CA

\* ZIP Code: \* Home Phone: \* Cell Phone:

Zip Code:

E-mail:

91377

\* Fax Phone:

\* Reason Repurchase Repeated presentations to the dealer due to mildew smell from HVAC, evaporator failure, AC vents INOP.

**UCC Codes** (D0111) HVAC - General - Odor / Smell / Fumes

Ventura

(D0509) HVAC - A/C Evaporator - Odor / Smell / Fumes (D2005) HVAC - Air Vents & Ducts - Inoperative

Repurchasing Dealer:

114587 \* Dealer #: Dealer Name: SANTA PAULA CHEVROLET INC

District: 10 5141 Region:

\* Phone: (805) 525-2127 (805) 525-2255 Fax:

Rafael Romero \* Contact Name: \* Contact Title: Service Manager E-Mail:

Repair

\* Contact Title: \* Contact Name:

Vehicle Location:

**Customer's Attorney** 

Legal Case Ref. #: Tax Id: 385580368 Tax Id Type: Fed ID 1099:

Firm Name: Law Offices of Howard D. .. Contact: Howard D. Silver, Esq. Address: 638 Lindero Canyon Road..

City: Oak Park State: CA 818-597-2610 818-879-0862 Phone: Fax:

**Local Counsel** Firm Name:

**Contact Person:** Address:

City: State: Zip Code: Phone: Fax: E-mail:

September 20, 2012 Page 1 of 2





Originator Name: Elizabeth Rozinsky Elizabeth\_Rozinsky@gmexpert.com

**Created Date:** 09/14/2012

Vehicle Lien Holder

Type of Secured Interest: Standard Lien \*Company: CAR FIN CAPITAL Account #: Payoff Amount: 15654.72 Per Diem: 6.57 Payoff Date: 2012-10-11

Address - 0075 Department - Address - 0075 Depart Divil Leal D

Contact or Attention: Payoff Department Address 2975 Regent Blvd. Lock B.

 City
 Irving
 State
 TX
 ZIP Code:
 75063

 Day Phone:
 1-800-900-5150
 Fax:
 E-mail:

Transaction Details

Siebel Request #:71-1087364661\* Disposition:AuctionTrans. State:CA\* Trans. Type:StraightTrans. Source:Early Res - NISM - Vol Mediated

Compliance Type: Compliance Date:

\* Closing Date: 2012-10-01 Money to Dealer: 0.0 Money to Manuf.: 0.0

Repurchase Vehicle Replacement VIN:

Disposition:

\* Processing Instructions: Please send joint customer/attorney check to firms address. Please send vehicle to auction.

Disbursement(s)

Payment TypePayeePayee Line 2AmountJoint Customer/Attorney RepurchaseElda or Isidro ValdiviaLaw Offices of Howard D Silver8581.86

Lien Payoff CAR FIN CAPITAL Law Offices of Howard D Sliver 8581.86

September 20, 2012 Page 2 of 2



Patricia Garcia/Austin/GM1 09/21/2012 01:09 PM To paul.byrne@chevrolet.com@SITELCWEB

CC

bcc

Subject AVM Resolution Email - 71-1087364661,

9/21/12

RE:

Service Request: 71-1087364661

2008 Chevrolet Malibu

Vehicle Identification Number: 1G1ZG57B88F

Customer Relationship Specialist: Patricia Garcia

Telephone: (866) 790-5700 x 41262

Dear Mr. Byrne:

This email is to follow up on Service Request 71-1087364661- for customer customer 's vehicle is a 2008 Chevrolet Malibu with 64,187 miles. The VIN is 1G1ZG57B88F

After negotiations with the plaintiff's counsel, the final offer of a Straight Repurchase 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
paul.byrne

paul.byrne@chevrolet.com

07/17/2012 08:47:29 PM



paul.byrne@chevrolet.com

07/17/2012 08:47 PM

To patricia\_garcia@gmexpert.com

CC

Subject Re: DDMA Email Notification W/ TAC Involvement - 71-1087364661,

From: patricia\_garcia@gmexpert.com

dwight.roberts@gm.com To: Cc: paul.byrne@gm.com 07/17/2012 09:40 AM Date:

Subject: DDMA Email Notification W/ TAC Involvement - 71-1087364661,

RE: Customer Last Name:

Service Request: 71-1087364661

2008 Chevrolet Malibu

Vehicle Identification Number: 1G1ZG57B88F Customer Relationship Specialist: Patricia Garcia

Telephone: (866) 790-5700 x 41262

Dear Dwight Roberts and Paul Byrne:

This email is to follow up on my voice mail regarding Service Request 71-1087364661 for customer The customer's vehicle is a 2008 Chevrolet Malibu with 58,730 miles. The VIN is 1G1ZG57B88F customer has been working with Santa Paula Chevrolet in Santa Paula, CA AND Clippinger Chevrolet in West Covina, CA

The Technical Assistance Center has been involved in this case. TAC SR# 71-992415542

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. are reviewing this case for possible settlement in our Early Resolution program. The settlement options 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:

- I have information on this case that may assist in your review (please provide in your response). Please note: you will be notified of the final resolution once a settlement has been reached.
- I am not aware of this vehicle or customer's concerns. Please note: you will be notified of the final resolution once a settlement has been reached.

Due to time constraints, your response to this e-mail is required within 48 hours.

\*If a response is not received within 48 hours the default assumption is option "B".

Your feedback will be documented and your e-mail attached to our case, it 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

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.



hsilver283@aol.com 09/20/2012 04:02 PM

To patricia\_garcia@gmexpert.com

cc vald49@gmail.com

bcc

Subject Re: Service Request -

71-1087364661

### Patricia,

My clients need to wrap this case up immediately. They are in financial distress and need the settlement money to move forward with another vehicle.

Please advise.

Howard Silver

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

From: patricia\_garcia <patricia\_garcia@gmexpert.com>

To: hsilver283 <hsilver283@aol.com> Sent: Fri, Sep 14, 2012 8:18 am

Subject: Re: Service Request - 71-1087364661

Dear Mr. Silver:

Thank you. Please also forward a current copy of your W9 to complete the repurchasing paperwork we need to send to our repurchasing department. 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

hsilver283@aol.co

09/11/2012 04:52 PΜ

То patricia garcia@gmexpert.com

Subject Service

Request - 71-1087364661

Patricia,

Executed release attached.

Howard Silver

----Original Message----

From: patricia\_garcia < patricia\_garcia@gmexpert.com >

To: hsilver283 < hsilver283@aol.com > Sent: Tue, Sep 11, 2012 11:55 am

Subject: Re: Service Request - 71-1087364661

Dear Mr. Silver: Hope all is well

Just a friendly follow up, we are still pending the executed release and

W9 regarding this matter:)

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

Howard Silver
< hsilver283@aol.c
om> To

"patricia qarcia@gmexpert.com"

09/06/2012 11:05 < patricia qarcia@gmexpert.com>
PM

Subject
Re:
Re:
Request - 71-1087364661

Patricia,

On the settlement agreement can you change the excess mileage allowed to 2,000 from 1,000? If you can, please email agreement on Friday

and I will have the signed notarized agreement for you on Monday.

Thank you.

Howard Silver

```
Sent From My I Phone
On Sep 4, 2012, at 10:18 AM, patricia qarcia@qmexpert.com wrote:
>
>
> (See attached file: Release.TIF)
> ----- Forwarded by Patricia Garcia/Austin/GM1 on 09/04/2012 01:17 PM
>
          Patricia
>
          Garcia/Austin/GM1
                                                   То
          09/04/2012 01:16
                                   hsilver283@aol.com@SITELCWEB
          PM
>
                                                     CC
                                                Subject
                                                       Service
>
                            Request - 71-1087364661(Document
                            link: Patricia Garcia)
>
>
>
> Dear Mr. Silver:
> I apologize for the confusion. I am in receipt of the exceuted offer
> However, please find attached the release that I will need. Also, I will
> need a current copy of your W9. Please send this as soon as possible as
> RVDC (our repurchasing department) will not accept this without these
> documents.
> Once I receive the executed release and your W9 from your offices, we may
> proceed with the repurchase.
> Thank you
>
>
> If you have further questions, please contact the Customer Relationship
> Specialist at the telephone number and extension above or contact The
```

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> 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
>
>
          hsilver283@aol.co
>
>
          m
                                                   То
>
          09/04/2012 12:18
                                   patricia garcia@gmexpert.com
>
          PΜ
                                                    CC
>
                                               Subject
>
                                                      Service
                            Re
>
                            Request - 71-1087364661
>
>
>
>
>
>
>
>
>
> Patricia,
> I sent you the executed offer letter last week. Do you have it.
> Howard Silver
> ----Original Message-----
> From: patricia_garcia < patricia_garcia@gmexpert.com >
> To: hsilver283 < hsilver283@aol.com>
> Sent: Tue, Sep 4, 2012 6:13 am
> Subject: Re:
                                    Service Request - 71-1087364661
> Dear Mr. Silver:
> Thank you.
> Please also send in the executed offer letter, as we will need that.
> 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
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> 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service
request
> number above.
> Sincerely,
> General Motors
>
>
>
          hsilver283@aol.co
>
          m
>
                                                   То
>
          08/31/2012 03:34
                                   patricia garcia@gmexpert.com
>
          PΜ
                                                     CC
>
>
                                                Subject
                                                     Service
>
                            Re:
                            Request - 71-1087364661
>
>
>
>
>
>
>
>
>
> Patricia,
> Executed release attached.
> -----Original Message-----
> From: patricia_garcia < patricia_garcia@gmexpert.com >
> To: hsilver283 < hsilver283@aol.com >
> Sent: Thu, Aug 30, 2012 1:36 pm
> Subject: Fw:
                                     Service Request - 71-1087364661
>
> In reply to your email, dated 8/30/12 1:21pm. As you can see I did in
> sent you over the revised offer. Please find it forwarded below again for
> your convenience and confirm you received it
> 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 Patricia Garcia/Austin/GM1 on 08/30/2012 04:34 PM
```

```
Patricia
>
>
          Garcia/Austin/GM1
                                                    Τо
          08/30/2012 12:55
                                   hsilver283@aol.com@SITELCWEB
          PΜ
>
                                                Subject
>
                            Re: I
                                                      Service
>
                            Request - /1-108/364661(Document
>
                            link: Patricia Garcia)
>
>
>
>
>
> Dear Mr. Silver:
> General Motors will not agree to reimburse for the theft detterent
device,
> based on that it is a non-manufacturer item.
> The amount on the offer for the registration was the pro-rated amount, as
> General Motors generally reimbuses only for the months the customer will
> not get use out of. However, in attempt to settle this matter, General
> Motors has agreed to reimburse the registration in full. Please find the
> offer attached below, reflecting the updated figures.
> (See attached file: Revised Offer 8-30-12.TIF)
> 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
>
>
          hsilver283@aol.co
>
>
          m
>
                                                    То
          08/28/2012 06:39
                                   patricia garcia@gmexpert.com
          PΜ
>
                            vald49@gmail.com
>
                                                Subject
>
                            Re:
                                                       Service
>
                            Request - 71-1087364661
>
>
```

```
> Patricia,
> I sent you proof of DMV fees just paid ($316.00). Please add to offer. I
> also expecting to see the reduction for the theft deterrent system
> eliminated for the reasons mentioned earlier.
> Howard Silver
>
>
> -----Original Message-----
> From: patricia_garcia < patricia_garcia@qmexpert.com >
> To: hsilver283 < hsilver283@aol.com>
> Sent: Fri, Aug 24 2012 7:48 am
                                     Service Request - 71-1087364661
> Subject: Re:
> Dear Mr. Silverman:
> General Motors is in the process of reviewing this case. Im hopeful to
> have the offer to you by early next week.
> 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
reauest
> number above.
> Sincerely,
> General Motors
>
>
>
          hsilver283@aol.co
>
>
                                                    То
>
          08/23/2012 03:40
                                   patricia garcia@gmexpert.com
>
          PΜ
                                                     CC
>
>
                                                Subject
>
                                                       Service
>
                            Request - 71-1087364661
>
>
>
>
> Patricia,
```

```
> I sent you the updated financial information for this file days ago. When
> are you sending an offer. We don't want this to drag out into September
> please.
> Please advise.
> Howard Silver
> -----Original Message-----
> From: patricia_garcia < patricia_garcia@gmexpert.com >
> To: hsilver283 < hsilver283@aol.com>
> Sent: Fri, Aug 10, 2012 12:39 pm
                                    Service Request - 71-1087364661
> Subject: Re:
>
> RE: Customer Last Name:
> Service Request: 71-1087364661
> Customer Relationship Specialist: Patricia Garcia
> Telephone: (866) 790-5700 x 41262
> Fax: (866) 432-1681
> Dear Mr. Silver:
> Please find the revised offer attached below. I will wait for you to send
> that information over, thank you!
> (See attached file: Revised 115-Offer sent 8-10-12.TIF)
> 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
>
>
>
          hsilver283@aol.co
>
          m
>
                                                   То
>
          08/09/2012 11:03
                                   patricia garcia@gmexpert.com
>
          AΜ
                                                     CC
>
>
                                                Subject
>
                            Re:
                                                       Service
>
                            Request - 71-1087364661
>
>
>
```

```
> Patricia,
> I have your emails and am working on getting you the information you
need.
> One quick thing, I have been getting $3,500.00 for attorney's fees from
> for sometime now, so the $3,000.00 offer you made is not acceptable.
> Thank you.
> Howard Silver
>
>
> ----Original Message-----
> From: patricia_garcia < patricia_garcia@qmexpert.com >
> To: hsilver283 < hsilver283@aol.com >
> Sent: Mon, Aug 6, 2012 10:09 am
> Subject: Re:
                                     Service Request - 71-1087364661
>
>
>
> Good morning Mr. Silver:
> I wanted to confirm that you received the offer regarding this case,
> 7-31-12 and if you have had a chance to review it with your client?
> Please advise. Thank you for your time
> 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
>
>
>
          hsilver283@aol.co
>
          m
>
                                                    Τо
          07/23/2012 11:55
>
                                   patricia garcia@gmexpert.com
>
          AΜ
                                                     CC
>
>
                                                Subject 5 4 1
>
                                                   Service
>
                            Request - 71-1087364661
>
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```
    > Patricia,
    > Per your request, attached are the purchase agreement, registration and
    > finance information for the above case.
    > Howard Silver(See attached file: Scan - GM Documents .pdf)
    >
    > (See attached file: Scan - Executed Release .pdf)
    > <Release.TIF>
```

(See attached file: Scan - Executed Release .pdf)



Patricia Garcia/Austin/GM1 09/21/2012 01:06 PM

To rromero@santapaulachevrolet.com

CC

bcc

Subject Vehicle Surrender Information- 71-1087364661, \

RE: Customer Last Name:

Service Request: 71-1087364661

2008 Chevrolet Malibu

Vehicle Identification Number: 1G1ZG57B88F

Customer Relationship Specialist: Patricia Garcia

Telephone: (866) 790-5700 x 41262

Dear Mr. Romero:

The repurchase date for the above-referenced vehicle is scheduled for 10/1/12. The customer/attorney has been asked to call the dealership a day before the closing to confirm receipt of repurchase documents and to schedule a time for the inspection/vehicle surrender, which usually takes between 15-20 minutes to complete. Again, if there is any major damage beyond normal wear and tear, or modifications to subject vehicle, the customer will be responsible for all repair charges and the repurchase will be cancelled until such repairs are completed. If there are any additional questions or concerns, please feel free to contact me.

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



## Patricia Garcia/Austin/GM1 09/21/2012 01:01 PM

To hsilver283@aol.com@SITELCWEB

cc
bcc
Subject Re: Service Request - 71-1087364661

Dear Mr. Silver:

The repurchase date for your client's vehicle is scheduled for 10/1/12 at the Santa Paula Chevrolet Inc. dealership, where service manager, Rafael Romero (805) 525-2127, is the contact person. Please call the dealership a day before the closing to confirm receipt of repurchase documents and to schedule a time for the inspection/vehicle surrender, which usually takes between 15-20 minutes to complete. Again, if there is any major damage or modifications to subject vehicle, your client will be responsible for all repair charges and the repurchase will be cancelled until such repairs are completed. If there are any additional questions or concerns, please feel free to contact me.

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**

hsilver283 hsilver283@aol.com 09/20/2012 04:07:43 PM



hsilver283@aol.com 09/20/2012 04:02 PM

To patricia\_garcia@gmexpert.com

cc vald49@gmail.com

Subject Re: Liu a louis valaria, Service Request - 71-1087364661

Patricia.

My clients need to wrap this case up immediately. They are in financial distress and need the settlement money to move forward with another vehicle.

Please advise.

Howard Silver

----Original Message-----

From: patricia garcia <patricia garcia@gmexpert.com>

To: hsilver283 <hsilver283@aol.com> Sent: Fri, Sep 14, 2012 8:18 am

Subject: Re: Service Request - 71-1087364661

Dear Mr. Silver:

Thank you. Please also forward a current copy of your W9 to complete the repurchasing paperwork we need to send to our repurchasing department. 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

hsilver283@aol.co

m

09/11/2012 04:52 PM To patricia garcia@gmexpert.com

Re: Subject
Request - 71-1087364661

Patricia,

Executed release attached.

Howard Silver

----Original Message----

From: patricia\_garcia <patricia\_garcia@qmexpert.com>

To: hsilver283 < hsilver283@aol.com > Sent: Tue, Sep 11, 2012 11:55 am

Subject: Re: Service Request - 71-1087364661

Dear Mr. Silver: Hope all is well

Just a friendly follow up, we are still pending the executed release and

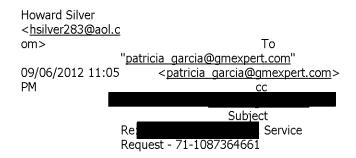
W9 regarding this matter :)

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



Patricia,

On the settlement agreement can you change the excess mileage allowed to 2,000 from 1,000? If you can, please email agreement on Friday and I will have the signed notarized agreement for you on Monday.

Thank you.

Howard Silver Sent From My I Phone

On Sep 4, 2012, at 10:18 AM, patricia garcia@gmexpert.com wrote:

```
> (See attached file: Release.TIF)
> ----- Forwarded by Patricia Garcia/Austin/GM1 on 09/04/2012 01:17 PM
----
> Patricia
> Garcia/Austin/GM1
> To
> 09/04/2012 01:16 hsilver283@aol.com@SITELCWEB
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PΜ
                                                     СС
>
                                                Subject
                            Re:
                                                      Service
                            Request - 71-1087364661(Document
                            link: Patricia Garcia)
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>
> Dear Mr. Silver:
> I apologize for the confusion. I am in receipt of the exceuted offer
> However, please find attached the release that I will need. Also, I will
> need a current copy of your W9. Please send this as soon as possible as
> RVDC (our repurchasing department) will not accept this without these
> documents.
> Once I receive the executed release and your W9 from your offices, we may
> proceed with the repurchase.
> 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
>
>
          hsilver283@aol.co
>
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          m
                                                   То
          09/04/2012 12:18
                                   patricia garcia@gmexpert.com
          PΜ
>
                                                     CC
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                                                Subject
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Re:
                                                      Service
>
                            Request - 71-1087364661
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>
> Patricia,
> I sent you the executed offer letter last week. Do you have it.
> Howard Silver
>
>
> ----Original Message-----
> From: patricia_garcia <patricia_garcia@gmexpert.com>
> To: hsilver283 < hsilver283@aol.com>
> Sent: Tue, Sen 4. 2012 6:13 am
> Subject: Re:
                                     Service Request - 71-1087364661
> Dear Mr. Silver:
> Thank you.
> Please also send in the executed offer letter, as we will need that.
> 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
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>
>
          hsilver283@aol.co
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>
                                                   То
>
          08/31/2012 03:34
                                   patricia garcia@gmexpert.com
>
          PΜ
> > >
                                                Subject
                                                      Service
                            Request - 71-1087364661
>
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>
> Patricia,
> Executed release attached.
> ----Original Message-----
> From: patricia_garcia < patricia_garcia@gmexpert.com >
> To: hsilver283 < hsilver283@aol.com>
> Sent: Thu, Aug 30, 2012 1:36 pm
> Subject: Fw:
                                     Service Request - 71-1087364661
>
>
>
> Mr Silver:
> In reply to your email, dated 8/30/12 1:21pm. As you can see I did in
> sent you over the revised offer. Please find it forwarded below again for
> your convenience and confirm you received it
> 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 Patricia Garcia/Austin/GM1 on 08/30/2012 04:34 PM
----
>
>
          Patricia
          Garcia/Austin/GM1
>
                                                   То
>
          08/30/2012 12:55
                                   hsilver283@aol.com@SITELCWEB
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          PΜ
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                                                Subject
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                                                      Service
>
                            Request - 71-1087364661(Document
>
                            link: Patricia Garcia)
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>
> Dear Mr. Silver:
> General Motors will not agree to reimburse for the theft detterent
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> based on that it is a non-manufacturer item.
> The amount on the offer for the registration was the pro-rated amount, as
> General Motors generally reimbuses only for the months the customer will
> not get use out of. However, in attempt to settle this matter, General
> Motors has agreed to reimburse the registration in full. Please find the
> offer attached below, reflecting the updated figures.
> (See attached file: Revised Offer 8-30-12.TIF)
> If you have further questions, please contact the Customer Relationship
> Specialist at the telephone number and extension above or contact The
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> 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service
request
> number above.
> Sincerely,
> General Motors
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>
>
          hsilver283@aol.co
>
                                                    То
>
          08/28/2012 06:39
>
                                    patricia garcia@gmexpert.com
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          PΜ
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                             Request - 71-1087364661
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>
> Patricia,
> I sent you proof of DMV fees just paid ($316.00). Please add to offer. I
> also expecting to see the reduction for the theft deterrent system
> eliminated for the reasons mentioned earlier.
> Howard Silver
> -----Original Message-----
> From: patricia_garcia < patricia_garcia@gmexpert.com >
> To: hsilver283 < hsilver283@aol.com>
> Sent: Fri, Aug 24, 2012 7:48 am
> Subject: Re:
                                     Service Request - 71-1087364661
> Dear Mr. Silverman:
> General Motors is in the process of reviewing this case. Im hopeful to
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device.

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> have the offer to you by early next week.
> 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
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>
          hsilver283@aol.co
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          08/23/2012 03:40
                                   patricia garcia@gmexpert.com
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                            Request - 71-1087364661
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>
> Patricia,
> I sent you the updated financial information for this file days ago. When
> are you sending an offer. We don't want this to drag out into September
> please.
> Please advise.
> Howard Silver
> ----Original Message-----
> From: patricia_garcia <patricia_garcia@qmexpert.com>
> To: hsilver283 < hsilver283@aol.com>
> Sent: Fri, Aug 10, 2012 12:39 pm
> Subject: Re
                                     Service Request - 71-1087364661
> RE: Customer Last Name:
> Service Request: 71-1087364661
> Customer Relationship Specialist: Patricia Garcia
> Telephone: (866) 790-5700 x 41262
> Fax: (866) 432-1681
> Dear Mr. Silver:
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> Please find the revised offer attached below. I will wait for you to send
> that information over, thank you!
> (See attached file: Revised 115-Offer sent 8-10-12.TIF)
> If you have further questions, please contact the Customer Relationship
> Specialist at the telephone number and extension above or contact The
> Business Resource Center at 1-800-231-1841 Monday through Friday between
> 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service
request
> number above.
> Sincerely,
>
> General Motors
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          hsilver283@aol.co
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                                                    То
>
          08/09/2012 11:03
                                   patricia garcia@gmexpert.com
          AM
>
                                                     CC
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                                                Subject
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                            Re:
                                                       Service
>
                            Request - 71-1087364661
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>
> Patricia,
> I have your emails and am working on getting you the information you
> One quick thing, I have been getting $3,500.00 for attorney's fees from
> for sometime now, so the $3,000.00 offer you made is not acceptable.
> Thank you.
> Howard Silver
> -----Original Message-----
> From: patricia_garcia < patricia_garcia@gmexpert.com >
> To: hsilver283 < hsilver283@aol.com>
> Sent: Mon, Aug 6, 2012 10:09 am
> Subject: Re:
                                    Service Request - 71-1087364661
>
>
>
> Good morning Mr. Silver:
> I wanted to confirm that you received the offer regarding this case,
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dated
> 7-31-12 and if you have had a chance to review it with your client?
> Please advise. Thank you for your time
> If you have further questions, please contact the Customer Relationship
> Specialist at the telephone number and extension above or contact The
> Business Resource Center at 1-800-231-1841 Monday through Friday between
> 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service
request
> number above.
> Sincerely,
>
> General Motors
>
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>
          hsilver283@aol.co
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                                                    То
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          07/23/2012 11:55
                                   patricia garcia@gmexpert.com
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>
                            Request - 71-1087364661
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>
> Patricia,
> Per your request, attached are the purchase agreement, registration and
> finance information for the above case.
> Howard Silver(See attached file: Scan - GM Documents .pdf)
>
> (See attached file: Scan - Executed Release .pdf)
> < Release.TIF>
```

(See attached file: Scan - Executed Release .pdf)



## hsilver283@aol.com 09/28/2012 02:22 PM

To patricia\_garcia@gmexpert.com

cc vald49@gmail.com

bcc

Subject Re: Service Request -

71-1087364661

Patricia,

As you know the dealer today and they do not have the GM paperwork to do the turn in.

My client is taking Monday off from work and is in dire need of the settlement funds so this deal must take place on Monday as planned.

Please advise.

**Howard Silver** 

----Original Message-----

From: patricia garcia <patricia garcia@gmexpert.com>

To: hsilver283 <hsilver283@aol.com> Sent: Fri, Sep 21, 2012 10:01 am

Subject: Re: Service Request - 71-1087364661

Dear Mr. Silver:

The repurchase date for your client's vehicle is scheduled for 10/1/12 at the Santa Paula Chevrolet Inc. dealership, where service manager, Rafael Romero (805) 525-2127, is the contact person. Please call the dealership a day before the closing to confirm receipt of repurchase documents and to schedule a time for the inspection/vehicle surrender, which usually takes between 15-20 minutes to complete. Again, if there is any major damage or modifications to subject vehicle, your client will be responsible for all repair charges and the repurchase will be cancelled until such repairs are completed. If there are any additional questions or concerns, please feel free to contact me.

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

hsilver283@aol.co m

09/20/2012 04:02

patricia garcia@gmexpert.com

PΜ

CC

То

vald49@gmail.com

Subject Re: Service

Request - 71-1087364661

Patricia,

My clients need to wrap this case up immediately. They are in financial distress and need the settlement money to move forward with another vehicle.

Please advise.

Howard Silver

----Original Message-----

From: patricia\_garcia <patricia\_garcia@gmexpert.com>

To: hsilver283 < hsilver283@aol.com > Sent: Fri, Sep 14, 2012 8:18 am

Subject: Re: Service Request - 71-1087364661

Dear Mr. Silver:

Thank you. Please also forward a current copy of your W9 to complete the repurchasing paperwork we need to send to our repurchasing department. 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

hsilver283@aol.co

09/11/2012 04:52 patricia garcia@gmexpert.com PM CC

Subject Re: Service Request - 71-1087364661

Patricia,

Executed release attached.

Howard Silver

----Original Message----

From: patricia\_garcia < patricia garcia@gmexpert.com >

To: hsilver283 < hsilver283@aol.com > Sent: Tue, Sep 11, 2012 11:55 am

Subject: Re: Service Request - 71-1087364661

Dear Mr. Silver: Hope all is well

Just a friendly follow up, we are still pending the executed release and

W9 regarding this matter:)

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

Patricia,

On the settlement agreement can you change the excess mileage allowed to 2,000 from 1,000? If you can, please email agreement on Friday and I will have the signed notarized agreement for you on Monday.

Thank you.

> documents.

> Thank you

> proceed with the repurchase.

Howard Silver Sent From My I Phone

On Sep 4, 2012, at 10:18 AM, patricia garcia@gmexpert.com wrote:

```
>
>
> (See attached file: Release.TIF)
> ---- Forwarded by Patricia Garcia/Austin/GM1 on 09/04/2012 01:17 PM
>
>
          Patricia
          Garcia/Austin/GM1
>
                                                   То
>
                                   hsilver283@aol.com@SITELCWEB
          09/04/2012 01:16
>
          PΜ
                                                     CC
                                                Subject
                            Re:
                                                      Service
>
                            Request - 71-1087364661(Document
                            link: Patricia Garcia)
>
>
> Dear Mr. Silver:
> I apologize for the confusion. I am in receipt of the exceuted offer
> letter.
```

> However, please find attached the release that I will need. Also, I will > need a current copy of your W9. Please send this as soon as possible as > RVDC (our repurchasing department) will not accept this without these

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>
          m
                                                   То
          09/04/2012 12:18
                                   patricia garcia@gmexpert.com
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                                                     CC
                                                Subject
>
                            Re:
                                                     ; Service
                            Request - 71-1087364661
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> Howard Silver
> ----Original Message-----
> From: patricia_garcia < patricia_garcia@gmexpert.com >
> To: hsilver283 < hsilver283@aol.com>
> Sent: Tue, Sep 4, 2012 6:13 am
> Subject: Re:
                                   Service Request - 71-1087364661
>
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> Dear Mr. Silver:
> Thank you.
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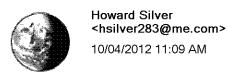
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> number above.
> Sincerely,
> General Motors
>
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          hsilver283@aol.co
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>
                                                   Τo
          08/31/2012 03:34
                                   patricia garcia@gmexpert.com
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                            Request - 71-1087364661
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> From: patricia_garcia < patricia_garcia@gmexpert.com >
> To: hsilver283 < hsilver283@aol.com>
> Sent: Thu, Aug 30, 2012 1:36 pm
> Subject: Fw:
                                  Service Request - 71-1087364661
>
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> Mr Silver:
> In reply to your email, dated 8/30/12 1:21pm. As you can see I did in
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> Sincerely,
> General Motors
> ----- Forwarded by Patricia Garcia/Austin/GM1 on 08/30/2012 04:34 PM
>
>
          Patricia
>
          Garcia/Austin/GM1
>
                                                    То
>
          08/30/2012 12:55
                                   hsilver283@aol.com@SITELCWEB
>
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                            Re:
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                            Request - 71-1087364661(Document
                            link: Patricia Garcia)
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> Dear Mr. Silver:
> General Motors will not agree to reimburse for the theft detterent
> based on that it is a non- manufacturer item.
> The amount on the offer for the registration was the pro-rated amount, as
> General Motors generally reimbuses only for the months the customer will
> not get use out of. However, in attempt to settle this matter, General
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> number above.
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> Sincerely,
> General Motors
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          hsilver283@aol.co
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>
                                                    То
          08/28/2012 06:39
                                   patricia garcia@gmexpert.com
          PM
                                                     CC
>
                                                Subject
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Request - 71-1087364661
>
>
> Patricia,
>
> I sent you proof of DMV fees just paid ($316.00). Please add to offer. I
> also expecting to see the reduction for the theft deterrent system
> eliminated for the reasons mentioned earlier.
> Howard Silver
>
>
> ----Original Message-----
> From: patricia_garcia <patricia_garcia@gmexpert.com>
> To: hsilver283 < hsilver283@aol.com>
> Sent: Fri, Aug 24, 2012 7:48 am
> Subject: Re:
                                    Service Request - 71-1087364661
> Dear Mr. Silverman:
> General Motors is in the process of reviewing this case. Im hopeful to
> have the offer to you by early next week.
> 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
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          hsilver283@aol.co
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                                                   То
          08/23/2012 03:40
>
                                   patricia garcia@gmexpert.com
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          PΜ
                                                Subject
                            Re:
                                                      Service
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>
                            Request - 71-1087364661
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>
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> From: patricia_garcia <patricia_garcia@gmexpert.com>
> To: hsilver283 <hsilver283@aol.com>
> Sent: Fri, Aug 10, 2012 12:39 pm
                                    Service Request - 71-1087364661
> Subject: Re:
>
> RE: Customer Last Name:
> Service Request: 71-1087364661
> Customer Relationship Specialist: Patricia Garcia
> Telephone: (866) 790-5700 x 41262
> Fax: (866) 432-1681
> Dear Mr. Silver:
> Please find the revised offer attached below. I will wait for you to send
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> Sincerely,
> General Motors
>
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          hsilver283@aol.co
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>
                                                   Τо
          08/09/2012 11:03
>
                                   patricia garcia@gmexpert.com
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          AΜ
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                                                Subject
>
                                                      Service
>
                            Request - 71-1087364661
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>
>
> Patricia,
> I have your emails and am working on getting you the information you
> One quick thing, I have been getting $3,500.00 for attorney's fees from
GΜ
> for sometime now, so the $3,000.00 offer you made is not acceptable.
>
> Thank you.
>
> Howard Silver
>
>
> ----Original Message-----
> From: patricia_garcia <patricia_garcia@gmexpert.com>
> To: hsilver283 < hsilver283@aol.com >
> Sent: Mon, Aug 6, 2012 10:09 am
> Subject: Re:
                                    Service Request - 71-1087364661
>
>
> Good morning Mr. Silver:
> I wanted to confirm that you received the offer regarding this case,
> 7-31-12 and if you have had a chance to review it with your client?
> Please advise. Thank you for your time
> If you have further questions, please contact the Customer Relationship
> Specialist at the telephone number and extension above or contact The
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          hsilver283@aol.co
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          07/23/2012 11:55
                                   patricia garcia@gmexpert.com
          AΜ
                                                Subject
                                                 Service
>
                            Request - 71-1087364661
>
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To patricia\_garcia@gmexpert.com cc gregory.garguilo@gm.com

bcc

Subject

History: Phis message has been replied to.

Please update on status of settlement check. Is it coming and if so when. If its not coming why not and what needs to be done.

As you know vehicle was turned in on Monday.

Howard Silver

Sent From My I Phone



## Patricia Garcia/Austin/GM1 10/04/2012 01:01 PM

To Howard Silver <hsilver283@me.com>@SITELCWEB

СС

bcc

Subject Re: Settlement

Yes, good morning Mr Silver:

I have confirmed with the dealership that the necessary paperwork was sent back to RVDC. Once they arrive to RVDC-RVDC can wrap up the case and will release the funds. I will follow up with them and provide you the tacking numbers pertaining to the settlement check as soon as they become available. 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**

**Howard Silver** Howard Silver <hsilver283@me.com> 10/04/2012 11:13:51 AM



Howard Silver <hsilver283@me.com> 10/04/2012 11:09 AM

To patricia garcia@gmexpert.com

cc gregory.garguilo@gm.com

Subject Settlement

Please update on status of settlement check. Is it coming and if so when. If its not coming why not and what needs to be done.

As you know vehicle was turned in on Monday.

Howard Silver

Sent From My I Phone



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# BBB AUTO LINE Customer Claim Form

Case number: CHV1228921 Contact Date: 09/21/12

Start Date:

Please make any necessary corrections to the information below, <u>print</u> or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INF	ORMATION		
Titled owner:			
Mailing address:			
City: Baton Rouge		State: LA Zij	p code:
Day phone:	Evening phone:	C <sub>€</sub>	ell phone:
Fax:	E-mail address:		
SECTION 2: VEHICLE INFOR	RMATION		
Make: Chevrolet	Model: Malibu	Year: 2010	Current mileage: 31000
Name(s) that appears on the vel	hicle title:		
Selling dealer/city/state: Gerry	y Lane Chevrolet, Baton Ro	ouge, LA	
Primary Servicing dealer/city/s	state: GERRY LANE CHEVRO	OLET,	
Acquired as 🛮 new 🔲 used	demo leased Is t	he vehicle in your poss	session? 🛛 yes 🗌 no
Purchase/lease date: 08/01/1	0 Mile	eage at purchase/lease	2:
First repair attempt date: How often is the vehicle used for business purposes (percentage)	Number of v	st repair attempt mileag vehicles owned y the business:	ge: Transmission type: 凶 Automatic   Manual
Has the vehicle been in an accide	ent/had body damage? 🔲 ye	s 🗵 no	Date of accident:
Description of damage:			
SECTION 3: DESIRED OUTC	OME (Describe what you	want done to reso	olve vour concern)
The customer would like the that functions properly, a vel also stated she afraid to driv The customer also mentioned defective and a road hazard. Chevrolet service request: 7	manufacturer to replace th hicle that doesn't have any re this vehicle, she' concern d that they no longer want	ne vehicle with one defects. The custor about her safety	mer
Please complete the missing			
VEHICLE INDENTIFICATI Lienholder/Leasing Comp	pany	Phone	
Account Number			

Case Number: CHV1228921 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the # of problem repair List the date, mileage, and days out of exist service for each repair attempt Problem Servicing dealer(s) attempts now? **Example:** 4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day A/C won't cool properly 2 Any Dealer, Inc. Traction control issue-1 yes traction light comes on Vehicle lacks power- reduced 1 yes power problem Brake malfunctioning / parts 1 yes replaced Electrical wires corroding 1 yes and rusting out. Power steering unit makes a 1 yes gurgling noise.

1

1

yes

yes

Total days out of service for all problems:				
Signature of Titled Owner(s)	Date			
Printed Name of Titled Owner(s)				

Power steering pump was

The vehicle died completely

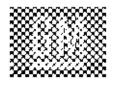
out in the middle of traffic

replaced.

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE 3033 Wilson Blvd., Suite 600 Arlington VA, 22201 Fax: 703-247-9700



#### VIA FAX ONLY

September 24, 2012

Attn: J.K. Khamiss

Dealer: Gerry Lane Enterprises, Inc.

Location: Baton Rouge, LA

RE: Customer:

Service Request: 71-1109820303 Veh: 2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZE5E78A4

Dear Mr. Khamiss:

This is a letter of notification regarding a Better Business Bureau claim involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if applicable),
- The incentives acknowledgement form
- Copy of Title and Registration
- The Actual Cash Value statement of any trade.
- All Service and body shop repair orders including all internal, customer pay, and warranty repair orders (please include front and back as well as technician notes).

Please fax them to the number below. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate. If any Social Security Numbers are present, please black out.

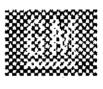
Your cooperation is greatly appreciated. If you have further questions, please contact me directly, or call our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., EST.

Sincerely,

General Motors

Brandy Fabian BRC Mediation Liaison Ph #: 1-866-790-5700 x 21314

Fax #: 1-866-480-3626





From JK FO Brandy

September 24, 2012

Atta: J.K. Khamiss

Dealer: Gerry Lane Enterprises, Inc.

Location: Baton Rouge, LA

RE: Customer:

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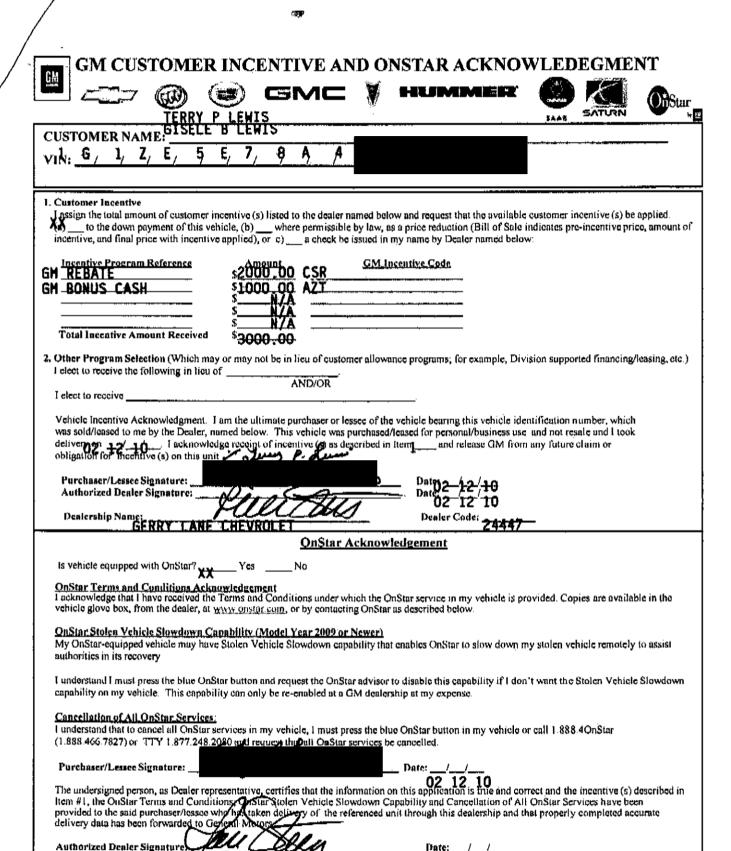
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Sincerely,

General Motors

Brandy Fabian BRC Mediation Liaison Ph #: 1-866-790-5700 x 21314 Pax #: 1-866-480-3626



Dealership Name:

<del>GERRY-LANE-CHEVROLET</del>

too due Types | Q70

## Incentive Management - VIN Incentive Look-Up: Results

Page 1 of 1

## VIN Incentive Look-Up: Results - Consumer Cash

| Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete | Complete

Report Congressed On: 02/12/2010 16:54:00 EST

	Program Nama	Start Date	End Date	Option Condition	Program #	Cash	Incentive Code
Þ	GM SOUTH CENTRAL REGION 2010 RETAIL CONS UMER CASH/APR/DEALER CASH INCENTIVES	02/10/2010	00/01/2010		10-32A-0	2000	GSR
<b>₽</b>	GM BONUS CASH PROGRAM	02/10/2010	03/01/2010		10-40AO-1	1000	AZT
E	PONTIAC & SATURN OWNER LOYALTY LEASE FR OGRAM	02/01/2010	03/31/2010		10-40CAC-1	500	ABM
<b>r</b> -	PONTIAC & SATURN OWNER FURCHASE PHOGH	0199449010	03/31/2010		10-400-412-1	1000	ALIN
(***	GM/GMAC 2010 FE CHUARY FULL AHEAD PROGR AM	02/02/2010	03/01/2010		10-02-1		1. 10 m. 1. 1. 10 m. 11.
1	2010 MOOFL YEAR OM CUSTOMER ASSISTANCE CENTER GOODWILL CERTIFICATE PROCESS	10/02/2009	00/30/2010		10 03 1		LCP
Г	2010 MODEL YEAR GM COLLEGE DISCOUNT PRI- CINC PROGRAM	01/18/2010	00/30/2010		10 04 3		GCG
Г	2010 MODEL YEAR GM CARD (BLUE/GOLD) PROGRAM	10/02/2009	09/30/2010		10-05-1		UDE
Γ-	2010 MODEL YEAR GM CARDS WITH REDEMPTIO N LIMITS COPPER/ PLATINUM AND FLEXIBLE EAR NINGS PROGRAMS	10/02/2009	09/00/2010		1Q-05A-1		UĎP
~	2010 MODEL YEAR GM BUŞINESS CARD PROGRA M	10/02/2000	09/80/2010		10-05B-1		UDB
1	2010 MODEL YEAR GM EXTENDED FAMILY CARD PROGRAM	10/02/2009	09/30/2010		10 05Ç-1		UDF
Γ.	2010 MODEL YEAR GM MOBILITY ADAPTIVE EQUI- PMENT PROGRAM	10/02/2009	09/30/2010		10-07-1		MÖB/MÖÖ
Γ"	2010 MODEL YEAR OM DRIVER EDUCATION PUR CHASE/LEASE PROGRAM	10/02/2009	09/30/2010		10-08-1	750	U4G
r-	2016 MODELLY[ARIGM CREDIT UNION MEMBER PRECOUNT PRIMARIE PROGRAM	01/18/2010	09/30/2010		10-11-4		CINI
Γ.	2010 GM CUSTOMER APPRECIATION CERTIFICAT E PRINGRAM	10/01/2009	00/30/2010		10-14	500	VHC
ŗ	2010 MODEL YEAR GM MILITARY DISCOUNT PRIC ING PROGRAM	01/18/2010	09/30/2016		10-16-3		OMM
1	2010 MODEL YEAR OM RETIRFE VOUCHER PRO- GRAM	10.05/3000	09/30/2010		10-18-1		MAC
7	TOYOTA LEXUSTEARING DER PRIVATE GEFFI PROURAM	01/7/2010	03/01/2010		10-40C AA		A2O
1	OM CONQUEST PRIVATE OFFER PROGRAM	01/27/2010	03/01/2010		10-10C AD	1000	AZH
177	PRUE AGENT DIRECT MAIL LEASE PRIVATE OFFE	02/03/2010	05/01/2010		10 40CAE	500	A.2X
_	FREE AGENT DIRECT MAIL PURCHASE PRIVATE OFFCH	02/02/2010	05/31/2010		10 40CAH	17)17(7)	AAC
<u> </u>	CHEVROLET SILVERADOIGMU SIEHHA GMTBODH YDRID OWNER LOYALLY/THADE-IN ASSISTANCE FROGRAM	01/05/9910	03/11/2010		10 4000 3	5000	WJ.I
1	GM NATIONAL COMMUNITY ACTION FOUNDATION (NCAF) PRIVATE OFFER	10/30/2009	10/30/2010		10-40CC	500	VWG
1	UNITED SERVICES AUTOMOBILE ASSOCIATION (UGAA) \$550 PRIVATE OFFER	01/16/2010	12/31/2010		10-1005-1	FSO	wwc
l	UNITED SERVICES AUTOMOBILE ASSOCIATION (USAA) \$1000 PRIVATE OFFER	01/16/2010	12/31/2010		10-40CT-1	1000	WWD
7	GM/CHASE LILTIMATE REWARDS PRIVATE OFFE IS PROGRAM	0105-2010	06/30/2010		10-40CV	500	AZF
٢	OM SELF OF BUSINESS/THADE ASSOCIATION PRI- VATE OF LER	01:05/2010	msav2010		10-40CX	500	крк

Total - > 3000

Fig. grand in red and with trass print united to AM Exception Condition - You must belief to program for operate alignfully comparising guidance. Deglar responsible to a discovering control of clinical distributions.

98U 342 ORDE VIN	MALIBU LTZ WHITE DIAMOND TRICOAT COCOA/CASHMERE R NO. NNDVXK/TRE STOCK NO 1G1 ZE5E 78 A4		GENERAL MORE RENAISSANCE DETROIT VEHICLE IN	CE CENTER MI 46 NVOICE LAG	9243-1114 938079249
1ZK6 CF5	SUNROOF, POWER TILT AND SLIDE	MSRP 26605.00 850.00	INV AMT 25141.73 748.00	RETAIL - INVOICE ( SHIPPED (	STOCK 09/11/09 09/11/09
	50-STATE EMISSIONS ENGINE, 3.6L V6 DOHC	N/C 0.00	N/C 0.00	EXP I/T 3	
MH2	6-SPEED AUTOMATIC TRANSMISSION HFV6 ENGINE PACKAGE: *3.6L V6 DOHC ENGINE (REPLACES STD/OPT ENGINE) *DUAL CHROME EXHAUST TIPS *HYDRAULIC POWER STEERING ASSIST		0.00	PRC EFF ( KEYS XXXX) WFP-F QTI BANK: GMI CHG-TO SHIP WT: HP:	09/11/09 0X XXXXX R OPT-1 AC - 084 24-447 3565
	1YR ONSTAR DIRECTIONS W/ AUTOMATIC CRASH RESPONSE AND TURN-BY TURN NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC GOVERAGE)	и/с	N/C	GMS: SUPPLR: MRM: DAN: MEMO	29055.04 30380.00 1LZ
ZFH	FRONT LICENSE PLATE BRACKET COMPACT SPARE TIRE (REPLACES TIRE SEALANT AND INFLATOR KIT)	15.00	88.00	GSU:	370.16
ZFH	COVERAGE) FRONT LICENSE PLATE BRACKET COMPACT SPARE TIRE (REPLACES TIRE SEALANT AND	100.00		MEMO	1333.

TOTAL MODEL & OPTIONS	29660.00	27030,13	ACT 231	27660.33
DESTINATION CHARGE	720.00	720.00	H/B 261	889.80
DEALER IMP CONTRIBUTION		296.60	ADV 261	296.60
LMA GROUP CONTRIBUTION		296.60	EXP 65A	296.60

TOTAL 30380.00 29143.33 PAY 310 29143.33

MEMO: TOTAL LESS HOLDBACK AND

GERRY LANE CHEVROLET

APPROX WHOLESALE FINANCE CREDIT 27721.43

\*\*\*\*\*\*\*\*\* INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE. \*\*\*\*\*\*\*\* THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

REMIT TO GMAC NO. 084 VIN 1G1ZE5E78A4 \$ 29143.33 INV 1AD38079249 DUE 10/02/09 DEALER 24-447

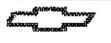
Mgr.

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# RETAIL INSTALLMENT SALE CONTRACT ( )

	Dealer	Number	Contract Number	
and Zip Code	)	(Includin	g Raffan and Zip Code)	GERRY LANE CHEVROLET
ÜGE		BATO!	N ROUGE LA CONTROLLE	BATON ROUGE LA 70806
ents on the t paid Finance	front and back Charges, if a	of this contract ny (your Princip	t. You agree to pay the Creditor - oal Balance), and Finance Charge	Igning this contract, you choose to buy the vehicle on credit Seller (sometimes "we" or "us" in this contract) the Amount In U.S. funds according to the payment schedule below. We
Year	Make and Model	Body Style	Vahicle Identification Numbo	er Primary Use For Which Purchased
2010	CHEVROL MAL I BU	4DR SON	1G1ZE5E78A4	☐ personal, family or household ☐ business ☐ agricultural ☐ personal
FEDERA	L TRUTH-II	N-LENDING I		
FINA CHAI The d amour credit cost	NOE RGE that oller कि that pt the cr will you.	Amount A Financed Amount of Amount o	Total of Total Sa Payments The amount you will have paid after you have made all payments as acheduled.  Total Sa Price Total	anyone you choose who is authorized to sell such insurance in Louislana. You are not required to buy any other insurance to obtain credit.  If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.  Check the insurance you want and sign below:
			· <del>Λ -33131 - 44</del> · 1 <del>- 33131</del>	Optional Credit Insurance
		When Pa	yments	☐ Credit Life: ☐ Buyer ☐ Co-Buyer
				Both Termmonths Premium: \$
		· · · · · · · · · · · · · · · · · · ·		☐ Credit Disability for Buyer  Term N/A months Premium: \$
% of the pay off all you are giving ation: See the pay of t	he part of the part or debt early, you a security intere its contract for i	yment that is late, may have to pay st in the vehicle be more information	whichever is greater. a penalty. eing purchased. including information about inonpaym	Home Office Address  Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be
ing \$	49 sales ta ake)	x) (Model)	\$N/A \$N/A \$N/A \$SOOO_00	provided unless you sign and agree to pay the extra cost. Credit life insurance pays all or part of the amount you owe under this contract if you de. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability pays all or part of the payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. See the policies or certificates from the named insurance companies for the details of the coverage these types of insurance provide, and for other terms and conditions.
Cash Price (1.4 Iduding Amounts part of these am at Credit Insuran propanies.  Insurance Paid aid to Governme contract xes Not Include cense and/or Re	minus 2)  Pald to Others or counts): nce Pald to Insura  to Insurance Comont Agencies d in Cash Price	n Your Behalf s	\$ 3000.00 \$ 26880.49 N/A \$ N/A \$ 10.00 \$ N/A \$ N/A \$ N/A \$ N/A \$ N/A \$ N/A	
	TEDERA  Para Para Para Para Para Para Para Par	Address and Zip Code)  To A UIGE  Ind Co-Buyer, If any), may be ents on the front and back paid Finance Charges, if a ance charge on a daily bas and Model  Pear and Model  CHEVROL MALIBU  FEDERAL TRUTH-II  FINANCE CHARGE The dollar amount the credit will cost you.  Schedule WIII Be:  Amount of Payments ARR 77 Mont  ARR 77 Mont  ARR 77 Mont  Tyment is not received in full was a security interest of the part of t	Amount of Payment is not received in full within 10 day and and work of the scheduled date and ADUNT FINANCED for the scheduled for Cash Price for many for Companies and to Great for the scheduled for Cash Price for many for Companies and to Great for the scheduled for Cash Price for the scheduled for Cash Price for the scheduled for Cash Price for the scheduled for Cash Price for the scheduled for Cash Price for the scheduled for Cash Price for the scheduled for Cash Price for the sched	Address (molucing Reliab) and Zip Code)  BATON ROUGE LA BATON ROUG

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to GMPP for SVC CO to N/A for N/A to N/A for N/A	XINSP/CONV/LA Dec	N/A 250.00 N/A N/A \$ 1952.50 (4) \$	Other optional magrance is not required to obtain credit Your decision to buy or not buy other optional insurance will not bota factor in the credit approval process. It will not be provided unless you sign and agree to pay the extraction of the insurance checked above.  I want the insurance checked above.  Buyer Signature  Co-Buyer Signature  Date
OPTION: You pay no finance charge if the A	nount Financed, Item 6, is pa	id in full on or before	Any insurance referred to in this contract does no include coverage for personal liability and property damage caused to others. This insurance will no provide the coverage required by Louisiana law (see
If this box is not checked, the late charge in the "Fo	days after it is due, you of the payment that is late, while derail Truth-In-Lending Disclosu	i will pay a late charge chever is less, res" still applies.	Chapter 5 of Title 32 of the Louisiana Reviser Statutes of 1950, La.R.S. §32:851 et seq.). Louisiana Reviser Statutes of 1950, La.R.S. §32:851 et seq.). Louisiana law requires all motorists to be covered by an automobile liability policy with legally prescriber liability limits. Fallure to obtain insurance that meets those limits will subject you to penalties, which may include the suspension or revocation of driving privileges.
Returned Check Charge: If any check you give us or ele tunds, you will pay us a charge of 5% of the amount of the	ectronic payment you make is returned the check or electronic payment or \$	d unpaid for Insufficient 5, whichever is less.	
OPTIONAL GAP CONTRACT. A gap contract (debt cancellation to buy a gap contract, the charge is shown in Item 4D of the Ite Term Mos.  I want to buy a gap contract.	n.contract) is not required to obtain crec mization of Amount Financed. See you N/A	gap contract for details on the	s you sign below and agree to pay the extra charge. If you choose terms and conditions it provides. It is a part of this contract.  Name of Gap Contract
Buyer Signs X			
State law does not provide for a "c you may only cancel it if the seller you change your mind. This notice BUYER'S WAIVER OF WARRANTIES Unless we give you a written warranty or enter express or implied, on the vehicle and you waive purpose, warranty of merchantability, warranty from hidden, latent or redhibitory defects. You reduction of the Cash Price for the vehicle for written new product warranty as your exclusive. The above waiver of warrantles has been read Buyer:	agrees or for legal ca does not apply to ho into a service contract with y- re all such warrantles, includ of fitness for the particular p also waive any right that your breach of any implied warranty with respect to the	use. You cannot come solicitation solicitati	the date of this contract, we make no warranties lied warranty of fitness for a specific or ordinary ed use, and any warranty that the vehicle is free that the sale be canceled (rescinded) or seek a s new, you accept the manufacturer's separate yiedge that you received a copy of it.
The Annual Percentage Rate ma and retain its right to receive a p	y be negotiable wit part of the Finance	h the Seller. The Charge.	Seller may assign this contract
HOW THIS CONTRACT CAN BE CHANGED. This contra and we must sign it. No oral changes are binding. But if any part of this contract is not valid, all other parts stay may extend the time for making some payments without e See back for other important agreements. Do not sign this contract on a Sunday.  NOTICE TO RETAIL BUYER: Do not signous sign. Keep it to protect your legal of the sign this contract on a sign this contract on a sunday.	yer Signs X valid. We may delay or refrein from xtending the time for making others	Co-B n enforcing any of our rights	luyer Signs X under this contract without losing them. For example, we
You agree to the terms of this contract, free to take it and review it. You confirm	You confirm that before	you signed this co	ntract, we gave it to you, and you were
Buyer Signs X.  Co-Buyers and Other Owners — A co-buyer is a person widees not have to-pay the debt. The other owner agrees to the	Dat 92/12/10 Co	b-Buyer Signs X	0.62/12/10
Other owner signs here ANE CHEVROLE I	Date 2/12/10 By	iresa X VIII Wey	Ku Shar Title
Beller assigns lis interest in this contract including without limit ocated 813404 BATON	tation, its rights as socured party und	er this contract, to (Assignee), (address of Assign	BATON ROUGE TELCO FCU nee) under the terms of Seller's agreement(s) with Assignee.
RRY LANE CHEVROLET Seller	XX Assigned without	recourse	Assigned with limited recourse
TORM NO. 553-LA 10/08 U.S. PATENT NO. D480.752 O2/08 The Reynolds and Heynolds Company TO ORDER: www.reyeobrice The PRINTER MAKES NO WARRANT, EXPRESS OR MARIED, AS TO CONFITHINGS POR FURFOCE OF THIS FORM. COMBULT YOUN CON LIGAL. COL			FILE COPY











## General Motors Business Resource Center

To: J.K. Khamiss

Company:

Fax: 225-935-2215

Phone:

From: **Brandy** 

Fax: (866)215-6750

Phone: (866)790-5700 x 21314

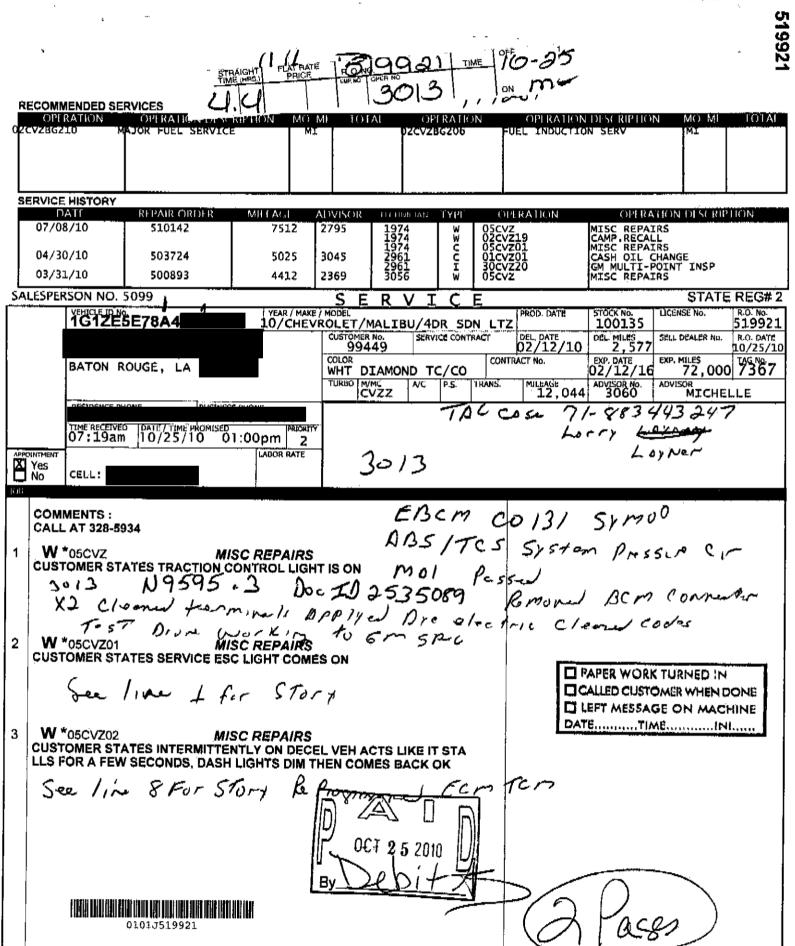
E-mail:

CC:

NOTES:

PAGE 1 OF 2

519921



CUSTOMER COPY

[CONTINUED ON NEXT PAGE]

519921

RECOMMENDED S OPTRATION 02CVZBG210	ERVICES  OPERATION DESC  MAJOR FUEL SERVICE		мі то	AI OP	FRATION		OPERATION	DISCRIPTION SERV	MO MI	TOTAL
SERVICE HISTORY										
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNIC DAN	TYPI		RATION		THOM DI SCRIP	HON
07/08/10	510142	7512	2795	1974 1974 1974	ă M	05CVZ 02CVZ 05CVZ	<u>.</u> 9	MISC REPA CAMP.RECA MISC REPA	ĻL	
04/30/10	503724	5025	3045	2961 2961 3056	C T	01CVZC 30CVZZ	1	CASH OTL		
03/31/10	500893	4412	2369	L.,	W	05cvz		MISC REPA	IRS	
SALESPERSON NO.		YEAR / MAK	S E	RVI	C E		PROD. DATE	STOCK No.	STATE	REG# 2
1G1ZE	SE78A4	10/CHE	VROLET/I	MALIBU/40	OR SON	LTZ		100135		519921 R.O DATE
			994 COLOR			K	02/12/10	DEL. MILES 2,577	SELL DEALER NO.	10/25/10
BATON	ROUGE, LA		WHT D	IAMOND TO		CONTRA		EXP. DATE 02/12/16		7367
			TURDO M	MC VZZ A/C	P.S. T	RANS.	12,044	ADVISOR NO.	ADVISOR MICHE	LLE
				,						
07:19a	m 10/25/10 0	1:00pm PRICELY	iv							
APPOINTMENT		LABOR RATE								
Yes No CELL:										
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Tag# \_7367

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Customer Name- Address			ese 78A41
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iereby authorize, the	repair work herein set forth to be	e done along with the necessa	ary material and agree that Gerry

Lane Chevrolot is not responsible for the loss of damages to the said vehicle or articles left in the vehicle in case of fire, eft, or any other cause beyond our control or delays caused by unavailability of parts or delays caused by scredule inflicts. I hereby grant GERRY LANE CHEVROLET and or your employees to operate the vehicle herein described or reets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic silen is hereous knowledged on the vehicle herein described to secure the amount of the repairs thereto.

I authorize \$70 diagnostic fee ustomer Signature.

#### Global Warranty Management

Update My Profile Michelle Rhodes

Connect

October 25, 2010

Global Warranty Management: Main 😨 Interface With Customer 🤝 View Vehicle Summary

INTERFACE WITH CUSTOMER

RECONCILE RESULTS

ANALYZE YTHARRAW MANAGEMENT PLANNING

PREPARE PARTS RETURN

(2)

**USER OPTIONS** 

- View Vehicle Summary Service Contract

--- View Vehicle Build

<u>View Vehicle</u>

→ Branded Title

Component Summary Vlew Vehicle Transaction History

View Vehicle Delivery Information

-- Warranty Block

For this vehicle:

Logout

#### View Vehicle Summary

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

#### Vehicle Information

VIN: 1G1ZE5E78A4

Model 12K69-2010 MALIBU LTZ

Service Contract: Yes

Branded Title: No

Warranty Block: No.

PDI Status, Yes

Order Type: 70 - RETAIL - STOCK

Field Actions 1 Open

#### Required Field Actions

Number

N100310

N100085

Original Nbr

10310

10085

Description

ENGINE STALL - REPROGRAM TCM/ECM -EXPIRES WITH BASE WARRANTY

AIRBAG READINESS LIGHT/SERVICE

AIRBAG MESSAGE - REROUTE

WIREHARNESS/REPLACE

09/17/2010

Release

Date

Open

Open field actions are

05/13/2010

Closed

highlighted

Status

Investigate Major Assembly History

Dotail

## Program **Branded Title**

Sorvico Update

Bulletins

Customer

Satisfaction

Type

"The VIN Information contained herein and information derived therefrom is the proprietary properly 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.

Vohicle has no current record of branded titles.

#### **Warranty Block**

Vehicle has no current record of warranty block.

#### Service Information

Type Number Description Posted

PIE0118 SIR/Alrhag Indicator/Light On, DTC B0012 or B0013 Set ΕI Εſ

09/29/2010

Grank, No Start, Decreased Performance/Acceleration Low/No Fuel Pressure. Inoperative Fuel Gauge

02/03/2010

#### OnStar and XM Satelilte Radio Information

Refer to Help page for details. For OnSter contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677).

OnStar Equipped: Y

XM Radio ID. LJ2R324V

OnStar Status: Active XM Status, Inactive DMN Enabled: Y

XM Equipped: Y OnStar Vehicle Diagnostics: Y

### Applicable Warranties

Valid warranties are highlighted

#### Global Warranty Management

Vaild	Description	Start Doto	Effective Odometer	End Date	End Odometer
	Powertrain Limited Warranty	02/12/2010	24 MI	02/12/2015	100,024 MI
	<b>Bumper to Bumper Limited Warranty</b>	02/12/2010	24 MI	02/12/2013	36,024 MI
	Corrosion Limited Warranty	02/12/2010	24 MI	02/12/2016	100,024 MI
	Emission Select Component Ltd Wty	02/12/2010	24 MI	02/12/2018	60,024 MI

#### Service Contract

Policy Number:

Owner.

Description: GMPP 72/72 MAJOR GUARD Effective Date: 02/12/2010

Effective Odometer: 2577 MI Daily Rental Limit: 35.00 Deductible Amount: 100.00 Expiration Date: 02/12/2016 Expiration Odometer: 74577 MI

Transaction	on mater	<i>y</i>			View Detail
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
07/08/2010	510142	ZFATField Action Recall	Add Credit	V2262 - 10085 - Replace Airbag Connectors and Secure Harness with Tie Strap (inc. checking DTCs, if Req';d)	7,512 MI
07/08/2010	510142	ZFATField Action Recall	Full Debit - Reversal	V2252 - 10085 - Replace Airbag Connectors and Secure Harness with Tie Strap (Inc. checking DTCs, If Req';d)	7,512 MI
07/08/2010	510142	ZFATField Action Recall		V2252 - 10085 - Replace Airbag Connectors and Secure Harness with Tie Strap (inc. checking DTCs, if Req';d)	7,512 MI
03/31/2010	500893	ZREGRegular Vehicle Transaction		J9992 - Customer Concern Not Duplicated - Engine Controls and Fuel	4,412 MI
09/11/2009	A28548	ZPDIPre- Dollvery Inspection		27000 - Pre-Oelivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

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Work Order: R000001

Chevrolet : Mailbu (including Classic) : 2008-10 : except Classic : 3.6L with Hydraulic Power Assisted Steering

Front : Left

Actual	Before	Specified Range
-1,2°	-1.4°	-1.8° -0.3°
3.8°	3.8*	2.2° 3.7°
0.10°	0.12°	0,00° 0.20°
12.8°	13.0°	
11.6°	11.6°	
	i	

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Actual	Before	Specified Rang
-0.7°	-0.6°	-1.5° 0.1°
3.7°	3.7°	2.2° 3.7°
0.13°	0.06°	0.00° 0.20°
12.5°	12.5°	
11.8°	11.8°	

#### Front

Cross Camber Cross Caster Cross SAI Total Toe Cross Turn Diff.

Actual	Before	Specified Range
-0.5°	-0,7°	-1.1* 0.5°
0.2"	0.2°	-0.8° 0.8°
0.2°	0.5*	
0.23°	0.18*	0.00" 0.40"

Rear: Left

Actual	Before	Specified Range
-0.8°	-1.3°	-1.4° -0.2°
0.12	0.07*	0.00° 0.20°

Camber Toe

Actual	Before	Specified Range
-0.7°	-1.2°	-1.4* -0.2*
0.12°	0.24°	0.00° 0.20°

Rear : Right

#### Rear

Cross Camber Total Toe Thrust Angle

Actual	Before	Specified Range
-0.1°	-0.1"	
0,25°	0.31°	0.00" 0.40"
0.00"	-0.08°	-0.30° 0.30°

2215

#### Tech2 Pass Thru: Final Instructions



#### ProgrammingComplete.

#### WarrantyClaim Code:

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

#### Post ProgrammingInstructions:

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

### Controller Specificinstructions:

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

VIN: 1G1ZE6E78A4128548

Print

Clear DTCs

Proceed with same VIN

New

Cancel

2010 Chevrolet Malibu | Malibu VIN Z Service Manual | Document ID: 2535089

#08-05-22-009C: Intermittently Brake Lights (Stop Lamps) Do Not Function Correctly, Cruise Control Inop, DTCs C0131/C0161/C0277 (Perform Repair Outlined) -(Sep 30, 2010)

Subject:

Intermittently Brake Lights (Stop Lamps) Do Not Function

Correctly, Extended Travel to Shift Out of Park, Cruise Control Inoperative, DTCs C0131, C0161 or C0277 Set (Perform Repair

as Outlined)



Models:

2004-2008 Chevrolet Malibu, Malibu Maxx

2008 Chevrolet Malibu Classic 2008-2011 Chevrolet Malibu

2005-2010 Pontiac G6 2007-2009 Saturn AURA

This bulletin is being revised to update the models. Please discard Corporate Bulletin Number 08-05-22-009B (Section 05 - Brakes).

## **Condition**

Some customers may comment that intermittently the brake lights do not function correctly. Other symptoms may include extended pedal travel required to shift out of PARK, cruise control does not function correctly, and DTC C0131, C0161 and/or C0277 may be set.

### **Cause**

The most likely cause of this condition is high resistance due to terminal fretting corrosion in the body control module (BCM) C2 or X2 connector (specifically pins 18, 31 and 59).

### Correction

**DO NOT replace the BCM for this condition.** Disconnecting the C2 or X2 connector, adding dielectric lubricant and reconnecting the connector per the procedure below will correct the high resistance condition due to terminal fretting corrosion.

- 1. Remove the right side front floor console side trim panel to access to the Body Control Module (BCM).
- 2. Locate the C2 or X2 connector on the BCM.
- 3. Unlatch the connector and disconnect the connector from the BCM.
- Apply dielectric lubricant (clear gel), GM P/N 12377900 (in Canada, use P/N 10953529) or
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10/25/2010

Page 2 of 2

Document ID: 2535089

- equivalent, on all the connector pins (apply with a one-inch nylon bristle brush). This will treat the pins-against fretting corrosion.
- 5. Reconnect the connector back on the BCM and re-latch. Wipe away any excess lubricant.
- 6. Reinstall the right side front floor console side trim panel.
- 7. Using the Tech 2®, check that the BPPS ratio is equal to BPPS learned home when the brake pedal is not depressed.
  - If they are equal, the brake lamps should be operating correctly and no further steps are necessary.
  - If they are not equal, perform the Brake Pedal Position Sensor Calibration procedure in SI to complete the repair.
- 8. Verify proper operation of the brake lights. If incorrect, refer to SI and perform normal diagnostics.

### **Warranty Information**

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
N9595*	BCM C2 or X2 Connector Repair	0.3 hr
* This is a unique labor ope Time Guide.	ration for bulletin use only. It will not be publis	hed in the Labor

GM builetins are intended for use by professional technicians, NOT a "do-it-yoursalfer". They are written to inform these technicians of conditions that may occur on some vahicles, or to provide information that could assist in the proper carvice of a vahicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly end safely. If a condition is described, DO NOT assume that the buildtin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION Document ID: 1985308

Page 1 of 3

2010 Chevrolet Malibu | Malibu VIN Z Service Manual | Document ID: 1985308

### **DTC C0131**

## **Diagnostic Instructions**

- Perform the <u>Diagnostic System Check Vehicle</u> prior to using this diagnostic procedure.
- Review Strategy Based Diagnosis for an overview of the diagnostic approach.
- <u>Diagnostic Procedure Instructions</u> provides an overview of each diagnostic category.

## **DTC Descriptor**

DTC C0131 00: Antilock Brake System (ABS) Traction Control System (TCS) Pressure Circuit

## Circuit/System Description

The brake pressure sensor is integral to the brake pressure modulator valve assembly. The electronic brake control module (EBCM) monitors the brake pressure sensor supply voltage and the signal voltage.

The EBCM uses inputs from the brake pedal position sensor and the brake pressure sensor for more accurate control during a Vehicle Stability Enhancement System (VSES) event.

### **Conditions for Running the DTC**

- System Voltage is above 9.6 volts.
- The vehicle speed is greater than 40 km/h (24 mph).

## Conditions for Setting the DTC

- Sensor supply voltage is less than 4.5 volts or greater than 5.3 volts for more than 1 sec.
- Sensor signal voltage is less than 0.12 volts or greater than 3.2 volts for more than 1 sec.
- The EBCM sees the brake pedal is applied, and does not see the brake pressure increase when stopping.
- The EBCM sees the brake pressure increase, and does not see the brake pedal is applied when stopping.
- Signal is erratic.

### **Action Taken When the DTC Sets**

If equipped, the following actions occur:

- The EBCM disables the Antilock Brake System (ABS), Traction Control System (TCS) Vehicle Stability Enhancement System VSES for the duration of the ignition cycle.
- · The Traction Control indicator turns ON.
- The ABS indicator turns ON.

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Page 2 of 3

- The red brake warning indicator could turn ON.
- The driver information center displays the Service Stability System message.

## Conditions for Clearing the DTC

- The condition for setting the DTC is no longer present.
- The EBCM automatically clears the history DTC when a current DTC is not detected in 100 ignition cycles.

#### **Reference Information**

#### **Schematic Reference**

Antilock Brake System Schematics

#### **Connector End View Reference**

Component Connector End Views

#### **Description and Operation**

ABS Description and Operation

#### **Electrical Information Reference**

- · Circuit Testing
- Connector Repairs
- Testing for Intermittent Conditions and Poor Connections
- Wiring Repairs

#### Scan Tool Reference

Control Module References for scan tool information

## Circuit/System Verification

- 1. Verify DTC C0161, C0277 or C0278 is not set.
  - ☐ If DTC is set, refer to Diagnostic Trouble Code (DTC) List Vehicle.
- Apply and release the brake pedal. Verify the brake lamps operate properly.
  - ☐ If the brake lamps do not operate properly, refer to <u>Symptoms Lighting</u>.
- 3. Ignition ON, observe the scan tool EBCM BPP Signal parameter while applying and releasing the brake pedal. The reading should change between Applied and Released.
  - ☐ If the parameter does not change between applied and released, replace the brake pressure modulator valve.
- 4. Clear the DTC and verify the DTC does not reset. If DTC resets, replace the EBCM.

Document ID: 1985308

**Repair Instructions** 

Perform the <u>Diagnostic Repair Verification</u> after completing the diagnostic procedure.

- Brake Pressure Modulator Valve Replacement
- Control Module References for EBCM replacement, programming and setup





## CHEVROLET

6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com

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0101ICVCS519921

99449	MICHELLE	3060	<sup>№</sup> 7367	10/25/10	CVCS519921
	LYRON HALR	NO. MILEAG	•	WHT DIAMOND	100135
	YEAR / MAKE / MODEL			DELIVERY DAYL	DELIVERY MILES
BATON ROUGE, LA	10/CHEVROLET/MA	LIBU/4DR SDM	N LTZ	02/12/10	2,577
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	P.T. E. NO.	H.O.NO.		H O DATE 10/25/10	
tan-ag-	COMMENTS		· · · · · · · · · · · · · · · · · · ·	10/23/10	
ABOR & PARTS				Warranty State	-a-t A-v wa
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	JOB #		0,00	or fitness for a p and neither assur	
	JOB # 1 TOTAL I	ABOR & PARTS	0,00	any other person	
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PARTSQTYFP-NUMBERDESCI	RIPTIONLIST PRIC	E-UNTT PRICE		EQUIPMENT OR	
	JÓB #	TOTAL PARTS	0.00	\$5.00 PER DAY	
••••	JOB # 2 TOTAL I	ABOR & PARTS	0,00	ASSESSED AFTER	
J# 3 05CVZ02 MISC REPAIRS CUSTOMER STATES INTERMITTENTLY OF LLS FOR A FEW SECONDS, DASH LIGHT	TECH(S):3013 L DECEL VEH ACTS LIKE IT	STA	WARRANTY	HAS BEEN NOTIF PICKUP. ****IMPORTAN	T MESSAGE****
SEE LINE & FOR STORY		•		IT IS VERY IMF	
	TRIVAL			THAT YOU ARI	E "COMPLETEL
PARTSQTY+FP+NUMBERDESCF	JOB # 3	E-UNIT PRICE-	0.00	SATISFIED" WIT YOU HAVE RECE	
	JOB # 3 TOTAL I	ABOR & PARTS	0.00	YOU MAY RECE	
# 4-04CVZ SUSPENSION/STEERING CUSTOMER STATES POWER STEERING MA			WARRANTY	THE MAIL ASKING US ON THIS SER	3 YOU TO GRAD
SE AIR IN POWER STEERING SYSTEM INSPECTED POWER STEERING SYSTEM F INSTALLED MITT VAC BLEAD AIR OUT WORKING TO GM SPEC	OR LEAKS NONE FOUND	·		IF YOU CANNO THE QUESTIONS SATISFIED" PLE SERVICE MANAG	S "COMPLETEL"
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	JOB # 4 TOTAL I	ABOR & PARTS	0.00		
# 5 05CVZ04 MISC REPAIRS CUSTOMER STATES TIRE PRESSURE MON CAN FILL UP AIR AND STILL DOES NO RIGHT REAR TIRE MONITOR INTERNAL REPLACED RIGHT REAR TIRE PRESSURE POSITION WORKING TO GM SPECS	T READ PROPERLY MALFUNCTION	also materialistic mana anno e	WARRANTY		

PAGE 1 OF 3

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The Reynolds and Reynolds Company FRAINTINVE GOODS





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010116062213271	* F.		CELL	
99449	ADVISOR MTCHELLE	3060 TAG NO. 7367	10/25/10	CVCS519921
	LABORI PATE LICENSE N	A LUI FACE	4 WHT DIAMOND	100135
	YEAR/MAKE/MODEL 10/CHEVROLET/MAL		DELIVERY DATE 02/12/10	DELIVERY MILES 2,57
BATON ROUGE, LA	VEHICLE LO. NO.  1 G 1 Z E 5 E 7	150/4DR 3DA C12	SELLING DEALER NO.	PRODUCTION DATE
	T G T Z E S E /	8 A 4	R 0 DATE 10/25/10	
ESIDENCE BUOM	GOMMENTS	· · · · · · · · · · · · · · · · · · ·	10/25/10	
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OB # 5 1 25920615	SENSOR 5.890	TOTAL PARTS 0.00	ranties on the pro	oducts sold herel
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# 6 30CVZ MAINTENANCE	DIATOR & BOOK	ADURANCES 0.00	disclaims all v	varranties, eith
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PREFORMED LOF TOPPED FLO	JIDS CHECKED TIRE PRESSURE RESET O	IL	or fitness for a	particular purpos
LIFE OT STANDED	<u> </u>	:	and neither assur	
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ARTSQTYFP-NUMBER	·····DESCRIPTIONLIST PRICE	E-UNIT PRICE.	IMPORIAN	T MESSAGE****
			TITIOT TOO MI	
	JOB # 7 TOTAL L	ABOR & PARTS 129.94	SATISFIED" WIT	'H THE SERVIC
# 8+02CVZ19 CAMP.RECALL RECALL AT #10310	TECH(S):3013	WARRANTY	YOU MAY RECE	
DOC 1D 2532149 REPROGRAI REPROGRAMMED ECM/TCM AS CODE S0324	M ECM/TCM PRE DOCUMENT CLEARED CODES CLAIM	,	THE MAIL ASKIN US ON THIS SEF	G YOU TO GRAD NICE VISIT,
ART57QTYFP-NUMBER	DESCRIPTIONLIST PRICE	TOTAL PARTS 0.00	THE QUESTION	S "COMPLETEI
	JOB # 8 TOTAL L		SALISPIED PL	EASE CALL OF
TEC COOS DEPONDATION		~ <b></b>		
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PAGE 2 OF 3

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12.07pm

The Reynolds and Reynolds Company LiftAintinnig GC602943 C (08/02)





## CHEVROLET

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	· ·	CELL:
99449	MICHELLE 3060 TAG NO. 7	367 10/25/10 CVC5519921
	LABOR HATE LICENSE NO. MILEAGE	L2,044 WHT DIAMOND 100135
BATON ROUGE, LA	10/CHEVROLET/MALIBU/4DR SDN L	
BATON ROUGE, CA	1. G 1, Z E 5 E 7 8 A 4	BELLING DEALER NO. PRODUCTION DATE
	F.T.E.,NO.	10/25/10
	COMMENTS	

IF YOU ARE NOT COMPLETELY SATISIFED AND CANNOT DEFINITELY RECOMMEND OUR SERVICE DEPARTMENT TO A FRIEND LET US KNOW IMMEDIATELY

TOTAL LABOR.... TOTAL PARTS.... TOTAL SUBLET... 139,94 17.50 0.00 TOTAL G.O.G... TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX.... 0.00 7.87 31.36

TOTAL INVOICE S 448.83

Warranty Statement, Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes Any other person to assume for it any liability in connection with the sale of said products.

NOT RESPONSIBLE FOR ANY AUDIO EQUIPMENT OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. A \$5.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE PICKUP.

\*\*\*\*IMPORTANT MESSAGE\*\*\*\*

IT IS VERY IMPORTANT TO US THAT YOU ARE "COMPLETELY SATISFIED" WITH THE SERVICE YOU HAVE RECEIVED.

YOU MAY RECEIVE A SURVEY IN THE MAIL ASKING YOU TO GRADE US ON THIS SERVICE VISIT.

IF YOU CANNOT ANSWER ALL THE QUESTIONS "COMPLETELY SATISFIED" PLEASE CALL OUR SERVICE MANAGER.



PAGE 3 OF 3

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[ END OF INVOICE ] 12:07pm

DELIVERY MILES 2,577

PHODUCTION DATE

100135

CVWS519921

## CHEVROLET

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CHEVROLET

				CELL
99449	MICHELLE	3	060 TAG NO. 7367	10/26/10
	LABOR RATE	LICENSE NO.	12,044	WHT DIAMOND
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PARTS	0.00	0.00 0.00	0.00 36.06	PICKUP. ****IMPORTAN
LABOR NET ITEMS PARTICIPATION AMOUNT	0.00	0.00	0,00 0,00)	IT IS VERY IMP
TRANSACTION	36.06	0.00	36.06	THAT YOU ARI SATISFIED" WIT YOU HAVE RECE

Warranty Statement. Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOT RESPONSIBLE FOR ANY AUDIO EQUIPMENT OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. A \$5.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE PICKUP.

\*\*\*\*IMPORTANT MESSAGE\*\*\*\*

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IF YOU CANNOT ANSWER ALL THE QUESTIONS "COMPLETELY SATISFIED" PLEASE CALL OUR SERVICE MANAGER.

PAGE 6 OF 6

SERVICE FILE COPY-W

[ END OF INVOICE ] 04:19pm

The Reynolds and Reynolds Company Crantinve Gosceto Q (0942)



## CHEVROLET

6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com





CHEVROLE:

CUSTOMER NO 10/26/10 99449 CVWS519921 3060 7367 MICHELLE LABOR RATE LICENSE NO. STOCK NO. 100135 12.044 WHT DIAMOND 2,577 YEAR / MAKE / MODE: 02/12/10 10/CHEVROLET/MALIBU/4DR SDN LTZ BATON ROUGE, LA SELLING DEALER NO. PHODUCTION DATE VEHICLE LD. NO. 1 G 1 Z E 5 E 7 8 A 4 FTENO P. O. NO. 10/25/10 COMMENTS

DCS AUDIT SLIP--JOB CARD 519921

VIN

ODOMETER INDICATOR **ODOMETER** 

NON-GM VEHICLE

JOB PAY TYPE

E0722

REFERENCE NUMBER

12044

TRANS TYPE CATEGORY

ZREG

JOB COMPLETION DATE: 10/25/2010

LABOR OPERATION BASE HOURS DIAGNOSIS

TECHNICIAN GMIN: 849563616

.6

1G1ZE5E78A4

REPAIRING BAC JOB CARD OPEN DATE

114281 10/25/2010 SERVICE ADVISOR GMIN 119001707

FOREIGN TOURIST

FRA CLATM#

OEM SAP TRAN.# VER 001078372857

0002

any other person to assume for it

any liability in connection with the sale of said products.

NOT RESPONSIBLE FOR ANY AUDIO EQUIPMENT OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. A \$5.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE

Warranty Statement, Any war-

ranties on the products sold hereby

are those made by the manu-

facturer. The Seller hereby expressly

disclaims all warranties, either

expressed or implied including any

implied warranty of merchantability or fitness for a particular purpose,

and neither assumes nor authorizes

PICKUR

CAUSE CODE: 7073

COMPLAINT CODE: 0190

CAUSE DESCRIPTION: RIGHT REAR TIRE MONITOR INTERNAL MALFUNCTION

OPERLY CAN FILL UP AIR AND STILL DOES NOT READ PROPERLY

٠3

CORRECTION DESCRIPTION: REPLACED RIGHT REAR TIRE PRESSURE MONITOR RELEARNED TIRE POSITION WORKING TO GM SPECS

COMPLAINT DESCRIPTION: CUSTOMER STATES TIRE PRESSURE MONITOR NEVER READS PR

519921-5

CAUSAL PART: 25920615

PART NUMBER 25920615

UNIT COST REPLACEMENT SERIAL# TRADE 1 35.68

PARTS HANDLING	101AL W/O TAX 14.27	TAX	TOTAL
PARTS LABOR	35,68 91,14	0.00	49.95
NET ITEMS PARTICIPATION AMOUNT	0.00	0.00	81.14 0.00
EXCITCIENTION MICONI			( 0,00)
TRANSACTION	131.09	0.00	131 00

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PAGE 5 OF 6

SERVICE FILE COPY-W

[CONTINUED ON NEXT PAGE] 04:19pm

The Reynolds and Reynolds Company CRAINTINVI:
GQ502943 Q (0602)





6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com







0101ICVWS519921

					CELL	
OUSTOMES NO. 99449	MICHELLE	30	60	7367	10/26/10	CVWS519921
1	LABOR HATE	LICENSE NO.	MILEAGE		WHT DIAMOND	100135
BATON ROUGE, LA		_ET/MALIBU/4D	R SDN	LTZ	02/12/10	2,577
DATON NOODL, EX	VENICLE I.D. NO.	5 E 7 8 A 4			SIELLING DIEALIEM NO.	PRODUCTION DATE
	MI E NO	P.O.	NO.		10/25/10	
	COMMENTS					

DCS AUDIT SLIP------JOB CARD 519921

VIN ODOMETER INDICATOR ODOMETER

12044 NON-GM VEHICLE

ZREG

114281 10/25/2010 REPAIRING BAC JOB CARD OPEN DATE 10/25/2010 SERVICE ADVISOR GMIN 119001707 FOREIGN TOURIST

OEM SAP TRAN.#

001078372815

VÉR

0002

REFERENCE NUMBER TRANS TYPE CATEGORY PAY TYPE ERA CLAIM#

1G1ZE5E78A4

JOB COMPLETION DATE: 10/25/2010 TECHNICIAN GMIN: 849563616

LABOR OPERATION BASE HOURS

E9050

COMPLAINT CODE: 0123

COMPLAINT DESCRIPTION: CUSTOMER STATES POWER STEERING MAKES A WHINNING/GRIN DING NOT SE

519921 4

CAUSE CODE: 9096

CAUSE DESCRIPTION: AIR IN POWER STEERING SYSTEM

TOTAL LLIO TAN

CORRECTION DESCRIPTION: INSPECTED POWER STEERING SYSTEM FOR LEAKS NONE FOUND INSTALLED MITI VAC BLEAD AIR OUT OF SYSTEM TEST DROVE WORKING TO GM SPEC

DARTE HANRIANA	TOTAL W/O TAX	IAX	TQTAL.
PARTS HANDLING	0.00		
PARTS	0.00	0.00	_0,00
LABOR	36.06	0.00	36,06
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			( 0.00)
			***
TRANSACTION	36.06	0.00	36.06

Warranty Statement. Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOT RESPONSIBLE FOR ANY AUDIO EQUIPMENT OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. A \$5.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE PICKUP.

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PAGE 4 OF 6

SERVICE FILE COPY-W

[CONTINUED ON NEXT PAGE] 04:19pm





## CHEVROLET

6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com





			CELL	.;
99449	MICHELLE	3060 TAGNO 7367	10/26/10	CVW5519921
	LABOH RATE LIGENSIE NO	MILEAGE 12,044	WHT DIAMOND	100135
BATON ROUGE, LA	10/CHEVROLET/MALIE	BU/4DR SDN LTZ	02/12/10	DELIVERY MILES 2,577
BATON ROOGE, CA	1 G 1 Z E S E 7 8	A 4	SELLING DEALER NO.	PHODUCTION DATE
	P # L NO.	P. O. NO.	10/25/10	
+	COMMENTS			

DCS AUDIT SLIP-

JOB CARD 519921

REFERENCE NUMBER

VIN ODOMETER INDICATOR ODOMETER NON-GM VEHICLE

12044

1G1ZE5E78A4:

REPAIRING BAC 114281 JOB CARD OPEN DATE 10/25/2010 SERVICE ADVISOR GMIN 119001707

FOREIGN TOURIST

JOB PAY TYPE TRANS TYPE CATEGORY ZREG

OEM SAP TRAN.# 001078372577 ERA CLAIM# 519921-1

VER 0002

JOB COMPLETION DATE: 10/25/2010 TECHNICIAN GMIN: 849563616

LABOR OPERATION BASE HOURS N9595

COMPLAINT CODE: 0621

COMPLAINT DESCRIPTION: CUSTOMER STATES TRACTION CONTROL LIGHT IS ON

CAUSE CODE: 9094

Þ

CAUSE DESCRIPTION: DTC CO131 SYM OO ABS/TCS SYSTEM PRESSURE CIR MALFUNCTION PASSED THIS IGNITION SEE DOC ID 2535089

CORRECTION DESCRIPTION: BULTIN TO REMOVE BCM CONNECTOR X2 CLEAN TERMINALS A PPLY DYE ELECTRIC PREFORMED REPAIR WORKING TO GM SPEC

PARTS HANDLING	TOTAL W/O TAX 0.00	ΤΛΧ	TOTAL
PARTS LABOR NET ITEMS PARTICIPATION AMOUNT	0.00 27.05 0.00	0.00 0.00 0.00	0.00 27.05 0.00 ( 0.00)
TRANSACTION	27.05	0.00	27.05

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PAGE 3 OF 6

SERVICE FILE COPY-W

[CONTINUED ON NEXT PAGE]

04:19pm



6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com





		CELL:
99449	MICHELLE 3060 736	7 10/26/10 CVWS519921
	LABOR HATE LICENSE NO MILEAGE 12,	,044 WHT DIAMOND 100135
PATON BOUGE	10/CHEVROLET/MALIBU/4DR SDN LTZ	02/12/10 DE IVERY MILES 2,577
BATON ROUGE, LA	VEHICLE 10 NO 1 G 1 Z E 5 E 7 8 A 4	SELLING DEALER NO. PRODUCTION DATE
	F. F. G. NO.	10/25/10
	COMMENTS	
	R/O TAX R/O TOTALS 23	0.00 Warranty Statement. Any war ranties on the products sold hereby
MARRANTY CLAIM DETAIL TOTALS		are those made by the manu
CLAIM# TOTAL		facturer. The Seller hereby expressive

27,05 36.06 131.09 36.06 CLAIM TOTALS 230.26

CHEVROLET

APPROVED BY SIGNATURE

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PAGE 2 OF 6

SERVICE FILE COPY-W

[CONTINUED ON NEXT PAGE] 04.19pm

The Reynolds and Raynolds Company CRAINTINGE GOS02840 G (00002)





## **CHEVROLET**

6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL.. (225) 926-4600 www.gerrylane.com





CUSTOMER NO.	99449	ADVISOR MICHELLE		306	TAO N	<sup>°</sup> 7367	CELL 10/26/10	CVWS519921
		LADOR RATIZ	LICENSIZ NO.	300	WILEYZE,		COLOR	STOCK NO 100135
		YEART/ MAKE/ MODEL			ļ		WHT DIAMOND	DELIVERY MILES
BATON ROL	JGE, LA	10/CHEVROLE	T/MALIBL	i/4DR	SDN	LTZ	DELIVERY DATE 02/12/10 SELLING DEALER NO.	2,577
	,	1 G 1 Z E !	5 E 7 8 /					PHODOCTION DATE
		ET E. NO.		P. O. N	io.		10/25/10	
HE		COMMENTS	· · · · · · · · · · · · · · · · · · ·					1
J# 1 05CVZ	MISC REPAIRS HOURS: CUSTOMER STATES TRACTION CONTROL LI DTC C0131 SYM 00 ABS/TCS SYSTEM PRE PASSED THIS IGNITION SEE DOC ID 253 BULTIN TO REMOVE BCM CONNECTOR X2 C	0.30 TECH(S): GHT IS ON SSURE CIR MALFUN 5089		7000		27.05	Warranty States ranties on the pro- are those made facturer. The Selles	ducts sold hereby by the manu-
	BULTIN TO REMOVE BOM CONNECTOR X2 C ELECTRIC PREFORMED REPAIR WORKING T	D CM SPEC	PPLY DYE	& PART	rs	27.05	disclaims all w expressed or Imp Implied warranty	arranties, eithei lied including any
J# 2 05CVZ01	MISC REPAIRS HOURS: CUSTOMER STATES SERVICE ESC LIGHT C	TECH(S) :				0.00	or fitness for a pa and neither assum	articular purpose les nor authorizes
	SEE LINE 1 FOR STORY	J0B # 2 T	OTAL LABOR	& PART	rs	0.00	any other person any liability in coi	
J# 3 05CVZ02	MISC REPAIRS HOURS:	TECH(S).	3013			0.00	sale of said produ	
	CUSTOMER STATES INTERMITTENTLY ON D LLS FOR A FEW SECONDS, DASH LIGHTS	ECEL VEH ACTS LI	KE IT STA			0.00	NOT RESPONSIBLE EQUIPMENT OR ITEMS LEFT IN T	ANY PERSONAL
	SEE LINE 8 FOR STORY	JOB # 3 T	OTAL LABOR	R PART	'S	0.00	\$5.00 PER DAY	
J# 4 04CVZ	SUSPENSION/STEERING HOURS: CUSTOMER STATES POWER STEERING MAKE	0:40 TECH(5):	3013	+			ASSESSED AFTER HAS BEEN NOTIFI PICKUR	
	SE AIR IN POWER STEERING SYSTEM INSPECTED POWER STEERING SYSTEM FOR INSTALLED MITI VAC BLEAD AIR OUT OF WORKING TO GM SPEC	SYSTEM TEST DRO		& PART	rs	36,06	""IMPORTANT IT IS VERY IMP THAT YOU ARE SATISFIED" WITH	ORTANT TO US
	MISC REPAIRS HOURS: CUSTOMER STATES TIRE PRESSURE MONITO CAN FILL UP AIR AND STILL DOES NOT RIGHT REAR TIRE MONITOR INTERNAL MA	0.90 TECH(S): OR NEVER READS P READ PROPERLY	3013 ROPERLY			81,14	YOU MAY RECENTHE MAIL ASKING	VED. VE A SURVEY IN YOU TO GRADE
	REPLACED RIGHT REAR TIRE PRESSURE M POSITION WORKING TO GM SPECS	ONITOR RELEARNED					US ON THIS SERV	
PARTS QTY	/FP-NUMBERDESCRIPTI 1	890     35. B # 5  COST TOTA	68 35,68	4	9.95	49.95 49.95	IF YOU CANNOTHE QUESTIONS SATISFIED" PLEASERVICE MANAGE	"COMPLETELY ASE CALL OUR
		JOB # 5 T	OTAL LABOR	& PART	'S	131.09		
	CAMP.RECALL HOURS: RECALL AT #10310 DOC ID 2532149 REPROGRAM ECM/TCM REPROGRAMMED ECM/TCM AS PRE DOCUMEN				•••••	36.06		
	CODE S0324	JOB # 8 Т	OTAL LABOR	& PART	's	36.06		
COMMENTSCALL AT 328-5	5934				Ĭ			
PAGE 1 OF 6	SERVICE FILE COPY-W	(cc	INTINUED ON	NEXT P	AGE]	04:19pm	The Revnoide and	



VIA FAX ONLY

September 24, 2012

Attn: J.K. Khamiss

Dealer: Gerry Lane Enterprises, Inc.

Location: Baton Rouge, LA

RE: Customer:

Service Request: 71-1109820303 Veh: 2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZE5E78A4

Dear Mr. Khamiss:

This is a letter of notification regarding a Better Business Bureau claim involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if applicable),
- The incentives acknowledgement form
- Copy of Title and Registration
- The Actual Cash Value statement of any trade.
- All Service and body shop repair orders including all internal, customer pay, and warranty repair orders (please include front and back as well as technician notes).

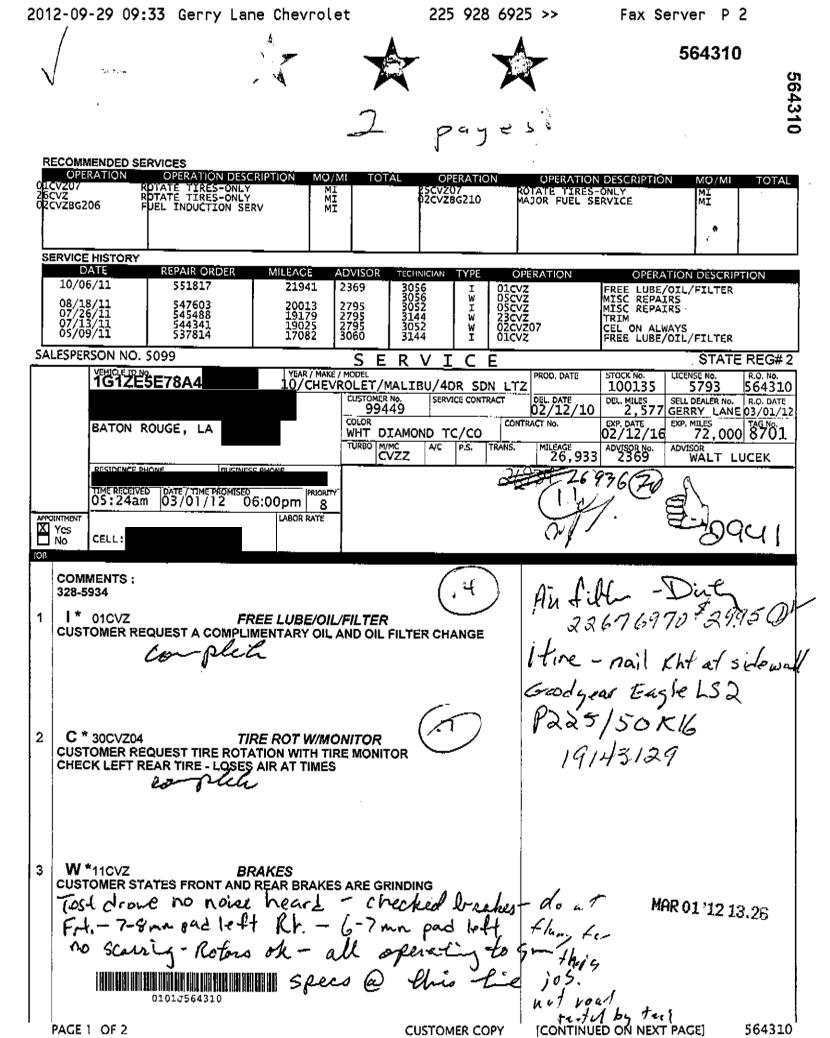
Please fax them to the number below. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate. If any Social Security Numbers are present, please black out.

Your cooperation is greatly appreciated. If you have further questions, please contact me directly, or call our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., EST.

Sincerely,

General Motors

Brandy Fabian BRC Mediation Liaison Ph #: 1-866-790-5700 x 21314 Fax #: 1-866-480-3626



#### 564310

56431

RECOMMENDED SERVICES OPERATION. OPERATION DESCRIPTION МО/ЙІ TOTAL OPERATION OPERATION DESCRIPTION MO/MI ROTATE TIRES-ONLY ROTATE TIRES-ONLY FUEL INDUCTION SERV TOTAL **ICV207** MI MI MI ROTATE TIRES-ONLY MAJOR FUEL SERVICE 25CVZ07 02CVZBG210 0|2CVZBG206 SERVICE HISTORY DATE REPAIR ORDER MILEAGE **ADVISOR** OPERATION OPERATION DESCRIPTION 10/06/11 3056 3056 3052 3144 3052 551817 21941 01CVZ 05CVZ 05CVZ 05CVZ 23CVZ 02CVZ07 2369 FREE LUBE/OIL/FILTER MISC REPAIRS MISC REPAIRS TRIM н≲кн≲н 08/18/11 07/26/11 07/13/11 05/09/11 547603 545488 544341 537814 20013 19179 19025 17082 2795 2795 2795 3060 CEL ON ALWAYS FREE LUBE/OIL/FILTER 3144 Olcvz SALESPERSON NO. 5099 R V STATE REG# 2 1G1ZE5E78A4 YEAR / MAKE / MODEL PROD DATE STOCK No. LICENSE No. O/CHEVROLET/MALIBU/4DR SON LTZ 100135 5793 564310 CUSTOMER No. SERVICE CONTRACT DEL. DATE 02/12/10 2,577 GERRY LANE 03/01/12 99449 COLOR EXP. DATE 02/12/16 EXP, MILES 72,000 TAG NO. 1 CONTRACT No. BATON ROUGE, LA WHT DIAMOND TC/CO TURBO M/MC MILEAGE 26,933 A/C P.S. TRANS. ADVISOR No. 2369 ADVISOR CVZZ WÂLT LUCEK 05:24am 03/01/12 Ö6:00pm APPOINTMENT LABOR RATE Yes No CELL 1OE W \*04CVZ 4 SUSPENSION/STEERING CUSTOMER STATES HEARS A NOISE OUTSIDE OF VEHICLE WHEN TURNING LEFT OR RIGHT Test drove-no noise heard, had some one tern wheel while outside veh. - no noise neard, checked steering ; surp. -all ok-no pro blem found a this tie

I hereby authorize, the repair work herein set forth to be done along with the necessary material and agree that Gerry Lane Chevrolet is not responsible for the loss of damages to the said vehicle or articles left in the vehicle in case or fire, theft. In any other cause beyond our control or delays caused by unavailability of parts or delays caused by schedule conflicts. I hereby grant Gerry Lane Chevrolet and or your employees to operate the vehicle herein described an streets, highways, or elsewhere for the ourpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle herein described to secure the amount of the repairs thereto.

I authorize diagnostic charge

Customer Signature -

## Vehicle Report Printed seri 02/29/2012 19:18:41

VIN: 1G1ZE5E78A4

Vehicle Model: 2010 MALIBU LTZ



**Delivery Date: 02/12/2010** 

Vehicle Summary

OnStar Status			Radio Status	Radio ID
Equipped - Inactive	No	No	Equipped - Inactive	LJ2R324V

Required Field Actions

Number	Туро	Doscription	Release Date	Status
10310	Service Update Bulletin	ENGINE STALL - REPROGRAM TCM/ECM - EXPIRES WITH BASE WARRANTY	09/17/2010	Closed
10085	Customer Satisfaction Program	AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIREHARNESS/REPLACE	05/13/2010	Closed

**Applicable Warranties** 

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Corrosion Limited Warranty	02/12/2010	24	02/12/2016	100024	Applicable
Emission Select Component Ltd Wty	02/12/2010	24	02/12/2018	80024	Applicable
Bumper to Bumper Limited Warranty	02/12/2010	24	02/12/2013	36024	Applicable
Powertrain Limited Warranty	02/12/2010	24	02/12/2015	100024	Applicable

**Service Contracts** 

Policy Number	Owner Namo	Description	Deductible Amount A	Dally Effective Rental Date Ilowance	Effective Odometer	Expiration Date	Expiration Odometer
		GMPP 72/72 MAJOR	\$100.00	\$35.00 02/12/2010	2577	02/12/2016	74577

Service Information

Туро	Number	Description	Date Posted

No Information found for this vehicle.

Vehicle Transaction History

Service Dato	R.O. Number	Transaction Type	OP Code	Description	Odomoter Reading	
10/06/2011	551817	ZREG	H2642	Brake Pedal Position Sensor Replacement	21941	Warranty
07/26/2011	545488	ZREG	B2852	Sunroof Housing Front Drain Hose Replacement	19179	Warranty
07/13/2011	544341	ZREG	J5584	Accelerator Pedal Position Sensor Roplacoment	19025	Warranty
05/09/2011	537814	ZREG	B4000	Front Side Door Adjustment - Right Side	17082	Warranty
05/09/2011	537814	ZREG	H0122	Front Brake Rotor Refinishing	17082	Warranty
10/25/2010	519921	ZFAT	V2323	10310 - Sequence Program TCM/ECM	12044	Warranty
10/25/2010	519921	ZREG	E0722	Tire Pressure Indicator Sensor Replacement	12044	Warranty
10/25/2010	519921	ZREG	E9050	Power Steering Pump Replacement	12044	Warranty
10/25/2010	519921	ZREG	N9595	BCM C2 Connector Repair	12044	Warranty



6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com

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40.06





COSTONER SIMMATURE

CHEVROLET

CELL CUSTOMER NO. WALT LUCEK 99449 2369 8701 03/01/12 CVCS564310 LADOR RATE MILEAGE 26,933 WHT DIAMOND 100135 DELIVERY MILES 2,577 02/12/10 10/CHEVROLET/MALIBU/4DR SDN LTZ BATON ROUGE, LA VEHICLE 1.D. NO. 1 G 1 Z E 5 E 7 8 A BELLING DEALER NO TICOUCTION DATE 4 GERRY LANE F. T. E. NO. P. O. NO. 03/01/12 COMMENTO MO: 26935 TOTALS-----IF YOU ARE NOT COMPLETELY SATISIFED AND CANNOT DEFINITELY RECOMMEND OUR SERVICE DEPARTMENT TO A FRIEND LET US KNOW IMMEDIATELY TOTAL LABOR.... 35.00 TOTAL PARTS.... 0.00 TOTAL G.O.G.... 0.00 1.75 TOTAL MISC CHG. TOTAL MISC DISC

**TOTAL INVOICE \$** 

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PAGE 2 OF 2

FILE COPY

[ END OF INVOICE ] 05:10pm





## CHEVROLET

6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com





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			CELL	
	WALT LUCEK 2369	8701	03/02/12	CVWS564310
	CAUCH HATC MILE	26,933	WHT DIAMOND	100135
	YEARL/MAKE/MODEL 10/CHEVROLET/MALIBU/4DR SI	DN LTZ	02/12/10	2,577
BATON ROUGE, LA	1 G 1 Z E 5 E 7 8 A 4		GERRY LANE	PRODUCTION DATE
	P.T.E.NO.		03/01/12	
RES	COMMENTS			мо: 26935
LABOR & PARTS	7770140A - 0044	0.00	Warranty Stater	nent. Any war-

J# 3 11CVZ BRAKES HOURS: TECH(S):
CUSTOMER STATES FRONT AND REAR BRAKES ARE GRINDING TECH(S):2941 ALL OPERATING TO GM SPECS JOB # 3 TOTAL LABOR & PARTS 0.00 SUSPENSION/STEERING HOURS: TECH(S):2941
CUSTOMER STATES HEARS A NOISE OUTSIDE OF VEHICLE WHEN
TURNING LEFT OR RIGHT J# 4 04CVZ 0.00 TEST DROVE - NO NOISE HEARD JOB # 4 TOTAL LABOR & PARTS 0.00 COMMENTS-----328-5934

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CVIS564310



## **CHEVROLET**

6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com





994	49	WALT LUC	EK	_	2369	TAG NO.	701	O3/02/12	CVISS64310
		LAUOR BATE	1000	115	Mile			COLOR WHT DIAMOND	3TOCK NO. 100135
BATON ROUGE, L	Δ	10/CHEVE	OLET/M	ALIBU/	/4DR S			02/12/10	DELIVERY MICES 2,57
		VEMICLE I.D. NO. 1 G 1 Z				_		SELLING DEALER NO. GERRY LANE	PRODUCTION DATE
		F.T.E.NO.		<u>.</u>	I. O. NO.			03/01/12	
		COMMENTS			<u>.                                    </u>			03/01/12	NO: 250
J# 1 01CVZ	FREE LUBE/OIL/FILTE	R HOURS: 0 40 TECH	1/21.2041					Warranty State	MO: 2693
CUSTOME SERVICE	R REQUEST A COMPLIME COMPLETE ED THE COMPLIMENTARY	NIARY OIL AND OIL FI	LTER CHA	NGE			10.00	ranties on the pro are those made	ducts sold hereb by the manu
ARTSOTVED.	NUMBER			HAITT	ήρ.τ <i>α</i> π			facturer. The Seller disclaims all w	r hereby express
	PK48 12345610X	PF48 O&F MOTOR OIL		UNT1	***		****	expressed or impl	lied including ar
	FACTORY RECOMMENDED	EILTED I OOG			3.58		21.48	implied warranty of or fitness for a pa	of merchantabilit articular purpose
		1101EK 1.050	J08 #	1 TOTAL	5.25 PARTS		5.25 26.73	and neither assum	es nor authorize
	• • • • • • • • • • • • • • • • • • • •	JOB #	1 TOTAL	LABOR &	PARTS		36.73	any other person any liability in cor	to assume for apection with th
ISCCODE OB # A SS OB # 1 FREE	DECCOTOTION		CONTF	ROL NO				sale of said produc	cts.
OB # 1 FRÉÉ	SHOP SUPPLIES / ENV ADVERTISING	TROMPENTAL		TOYAL			-36./3	NOT RESPONSIBLE EQUIPMENT OR	E FOR ANY AUDIO ANY IPERSONA
OMMENTS		***		TOTAL -	MISC		-30.75	ITEMS LEFT IN TI	HIS VEHICLE
28-5934			••••••	•••••	•••••			\$5.00 PER DAY C ASSESSED AFTER	THE CUSTOME
OTALS		********					ľ	HAS BEEN NOTIFII PICKUP	ED FOR VEHICL
ONTROL# ACC 00135	COUNT NUMBER AMOUNT	••	70	711 1 100	_		ľ	****IMPORTANT	MESSAGE****
			TO	TAL LABO	S		10.00 26.73	IT IS VERY IMPO	DRIANT TO US
			TO	TAL SUBL	G		0.00	THAT YOU ARE SATISFIED" WITH	"COMPLETELY
			TO	TAL MISC TAL MISC	.DISC		0.00 36.73	YOU HAVE RECEIV	ED.
				TAL TAX.				YOU MAY RECEIV	E A SURVEY IN
			10	TAL INV	OICE \$		0.00	THE MAIL ASKING US ON THIS SERVI	YOU TO GRADE ICE VISIT.
APPROVED BY SIG	NATURE	<del></del> -					[ ]	F YOU CANNOT	ANSWER ALL
							- 13	THE QUESTIONS SATISFIED" PLEA	SE CALL OUE
							Į;	SERVICE MANAGE	R.
AGE 1 OF 1	FILE COA	Y-1	Į EM	ND OF IN	/OICE 1	10:49-	,,,,		



PAGE 1 OF 2

RECOMMENDED SERVICES OPERATION OPERATION DESCRIPTION MO/MI TOTAL OPERATION OPERATION DESCRIPTION RDTATE TIRES-ONLY RDTATE TIRES-ONLY FUEL INDUCTION SERV 25CVZ07 )2CVZBG210 ROTATE TIRES-ONLY MAJOR FUEL SERVICE 6CVZ ZCVZBG206 SERVICE HISTORY REPAIR ORDER ADVISORAGE --- RATION DESCRIPTION 10/25/10 519921 MISC REPAIRS MISC REPAIRS MISC REPAIRS Ŏ4CVZ SUSPENSION/STEERING MISC REPAIRS MAINTENANCE 05CVZ04 SALESPERSON NO. 5099 Ε R V STATE REG# 2 1G1ZE5E78A4 YEAR / MAKE / MODEL LICENSE No. 10/CHEVROLET/MALIBU/4DR SON LTZ 100135 537814 CUSTOMER No. SERVICE CONTRACT DEL. DATE 02/12/10 DEL. MILES 2,577 SELL DEALER No. R.O. DATE 99449 05/09/11 COLOR CONTRACT No. 72,000 Z955 BATON ROUGE, LA EXP. DATE 02/12/16 WHT DIAMOND TC/CO TURBO M/MC CVZZ ADVISOR MICHELLE A/C P.S. 17,082 NONE \* ADVISOR No. TIME RECEIVED 07:25am 05/09/11 06:00pm LABOR RATE Yes No Yes JÓE COMMENTS: CALL AT FREE LUBE/OIL/FILTER CUSTOMER REQUEST A COMPLIMENTARY OIL AND OIL FILTER CHANGE PAPER WORK TURNED IN LICALLED CUSTOMER WHEN DONE Com Heled. DATE TO TIMES SPORING 2 C \* 30CVZ04 TIRE ROT W/MONITOR CUSTOMER REQUEST TIRE ROTATION WITH TIRE MONITOR ComPlebel. 3 **W** 11CVZ **BRAKES** found Rotos out round CUSTOMER STATES BRAKES SQUEAK ALOT WHEN APPLYING BRAKES AND WHEN BRAKING THERE IS A SHIMMY FELT, PLEASE CHECK OUT removed Roto and resurfaced Both word and sar tabel lads road test string feel has stoped SUSPENSION/STEERING CUSTOMER STATES THERE IS A WHINNING NOISE IN STEERING WHEN TURNING, PLEASE CHECK OUT 

CUSTOMER COPY

[CONTINUED ON NEXT PAGE]

537814

PAGE 2 OF 2

537814

F		IMENDED S		CAUTION MO							
216	ICVZ07 5CVZ 2CVZBG2	<u> </u>	OPERATION DESC ROTATE TIRES-ONLY ROTATE TIRES-ONLY FUEL INDUCTION SE	( M)	ĭ	2.5CV7	PERATION 707 BG210	N OPERATIO ROTATE TIRE MAJOR FUEL :	)N DESCRIPTION S-ONLY SERVICE	MO/MI	TOTAL
S		E HISTORY									<u> </u>
	10/2	DATE 25/10	REPAIR ORDER 519921	MILÉAGE 12044	ADVISOR 3060	3013 3013 3013 3013 3013 3013 3013	W W W	OPERATION 05CVZ 05CVZ01 05CVZ02 04CVZ 05CVZ04 30CVZ	OPERAT MISC REPAIR MISC REPAIR MISC REPAIR SUSPENSION/ MISC REPAIR MAINTENANCE	RS RS /STEERING RS	TION
SA	LESPER	RSON NO.			SE	RVI	CE		<u> </u>		E REG# 2
)Ot	W *	BATON I	m  05/09/11 00	6:00pm 1  LABOR RATE  ISC REPAIRS T DOOR DOES	CUSTOMER 994 COLOR WHT DO	MALIBU/46 R No. SERVI 149 IAMOND TO MC VZZ A/C	DR SDN ICE CONTRA	PROD. DATE  OEL. DATE  OZ/12/10  CONTRACT NO.  TRANS.  MILEAGE 17, 08	100135 DEL, MILES 2,577 EXP, DATE 02/12/16	LICENSE NO.  SELL DEALER NO.  EXP. MILES  72,000  ADVISOR  MICHE	R.O. No. 537814 R.O. DATE 05/09/11 TAG No. 2955
		1 (et iri anın man	BETRE HEIME BEEF EINE HAVINEREI MUST HEET	<b>8141 (85)</b>							
		ENTRINE BARANTAN	0101J537814	,IEI,IA01							

CUSTOMER COPY

Customer Signature



3955

		ara
Service Consultant-		
Service Date	Promise Date	
Customer Name	vin- A	
Address	Year	Model
	E Mail	رم
Portugated Market and		
Requested Maintenance:	•	
Oil Change Brake Service		
Rotate Tires Coolant Service	Air Filter	Tune Up
Concern Lqueel & sa w	han leran	on hear
le a		
De where en st		
B left front door	se out of cec	Johns
- ·		
hereby authorize, the repair work herein set forth to be	done along with the necessa	ry material and agree that Gorry
Lane Chevrolet: is not responsible for the loss of damages heft, or any other cause beyond our control or delays ca	used by unavailability of part	s or delays caused by schodule
onflicts. I hereby grant GERRY LANE CHEVROLET and or you	ar employees to operate the	Vehicle herein described on
reets, highways, or elsewhere for the purpose of testing cknowledged on the vehicle herein described to secure t	g and/or inspection. An expre the amount of the repairs the	ess mechanic's lien is hereby
I authorize	diese march	2 Danie
The Carlotte Carlotte Control of the	Le a as a la a la la la la la la la la la la la	semo Com Bell al

Update My Profile

E Logout

**USER OPTIONS** 

Michelle Rhodes Connect May 9, 2011 Global Warranty Management: Main > Interface With Customer > View Vehicle Summery INTERFACE WITH RECONCILE **ANALYZE** MANAGEMENT PREPARE PARTS CUSTOMER RESULTS WARRANTY PLANNING RETURN 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 Continut(a) if applicable, Warranty Block, Branded Title Information and OnStar and XM Radio information (il applicable). Vehicle Information VIN: 1G1ZE5E78A4 Model: 1ZK69-2010 MALIBU LTZ Service Contract: Yes Branded Title: No. Warranty Block: No PDI Status: Yos Order Type: 70 - RETAIL - STOCK Field Actions: 0\_Open Required Field Actions Open field actions are highlighted Original Release Туре Number Description Status Nbr Date Service Update N100310 10310 ENGINE STALL - REPROGRAM TCM/ECM -09/17/2010 Closed Bullotins EXPIRES WITH BASE WARRANTY Customor N100085 10085 AIRBAG READINESS LIGHT/SERVICE 05/13/2010 Closed Satisfaction AIRBAG MESSAGE - REPOUTE Program WIREHARNESS/REPLACE **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 whatseever. Vehicle has no current record of branded titles. Warranty Block Vehicle has no current record of warranty block. Service Information Posted Type Number Description Date Wheel Bearing/Hub Replacement - Antilock Brake System (ABS)/Traction 11/30/2010 Control System (TCS) Light On, DTCs C0035, C0040 Set 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 677.GET.XMST (877.438.9677). OnStar Equipped: Y OnStar Status: Inactive XM Equipped: Y XM Radio ID: LJ2R324V XM Status, Inactive

For this vehicle:

- Viow Vohicte Summary
  - ..., Şorvico Contract
  - Brandod Title
  - --- Warranty Block
- ── View Vehicle Build
- Viow Vohicle Component Summary View Vehicle
- Transaction History Detail
- Viow Vehicle Dolivory information
- <u>Invosticate Maior</u> Assembly History

OnStar Vehicle Diagnostics: N

Valid warranties are highlighted.

DMN Enabled: N

End Odometer

Valid Description Start Dote Effective Odometer End Date

Powertrain Limited Warranty	02/12/2010	24 MI	02/12/2015	100,024 MI
Bumper to Bumper Limited Warranty	02/12/2010	24 MI	02/12/2013	36.024 MI
Corrosion Limited Warranty	02/12/2010	24 MI	02/12/2016	100,024 MI
Emission Select Component Ltd Wty	02/12/2010	24 MI	02/12/2018	80,024 MI

Service Contract
Policy Number

Description, GMPP 72/72 MAJOR GUARD

Effective Oate: 02/12/2010 Effective Odometer: 2577 MI Daily Flental Limit: 35.00 Owner |

Deductible Amount: 100.00 Expiration Date: 02/12/2016 Expiration Odometer: 74577 MI

Job Card Date	Job Card Number	Transaction	Transaction	Labour Operation	Odometer
		Туро	Adjustment	Coods Operation	Reading
10/25/2010	519921	ZFATField Action Recall		V2323 - 10310 - Soquence Program TCM/ECM	12,044 MI
10/25/2010	519921	ZREGRegular Vohicle Transaction		E0722 - Tire Pressure Indicator Sensor Replacement	12,044 Mi
10/25/2010	519921	ZREGRogular Vohiclo Transaction		E9050 - Power Stooring Pump Replacement	12,044 MI
10/25/2010	519921	ZREGRegular Vehicle Transaction		N9595 - BCM C2 Connector Repair	12,044 MI
07/08/2010	510142	ZFATField Action Recall	Add Crodit	V2252 - 10085 - Roplace Airbag Connectors and Secure Harness with Tie Strap (Inc. checking DTCs, if Roq';d)	7,512 MI
07/08/2010	510142	ZFATFiold Action Recall	Full Dobit - Rovorsal	V2252 - 10085 - Replace Airbag Connectors and Secure Harness with Tie Strap (Inc. checking DTCs, if Reg'td)	7,512 MI
07/08/2010	510142	ZFATField Action Recall		V2252 - 10085 - Roplaco Alrbag Connectors and Securo Harnoss with Tie Strap (Inc. checking DTCs, if Roq'id)	7,512 MI
03/31/2010	500893	ZREGRegular Vohicle Transaction		J9992 - Customor Concern Not Duplicated - Engine Controls and Fuel	4,412 MI
9/11/2009	A28548	ZPDIPro- Delivery Inspection		Z7000 - Pre-Delivery Inspection Base Time	0 MI

Global Warranty Management: Site Map

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The Reynolds and Reynolds Company CHAINTINVE

CVCS537814



6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com





CHEVROLET

GUSTOMEN NO. CELL: 99449 MICHELLE 3060l 2955 Ȭ5̈̈Ṏ9/11 CVCS537814 LADOH HATE LICENSE NO. 100135 17,082 WHT DIAMOND DELIVERY MILES 2,577 02/12/10 10/CHEVROLET/MALIBU/4DR SDN LTZ BATON ROUGE, LA VEHICLE ID NO. 1 G 1 Z E 5 E 7 8 A 4 SELLING DEALER NO. HODUCTION DATE FTE.NO. NONE 05/09/11 REPRINT# 1 COMMENTS MO: 17084 ------DESCRIPTION-------LIST PRICE-UNIT PRICE-Warranty Statement. Any war-JOB # 5 TOTAL PARTS 0.00 ranties on the products sold hereby JOB # 5 TOTAL LABOR & PARTS are those made by the manu-0.00 MISC-----CODE-------DESCRIPTION------CONTROL NO-----facturer. The Seller hereby expressly SS SHOP SUPPLIES / ENVIRONMENTAL FREE ADVERTISING FREE ADVERTISING JOB # A JOB # 1 JOB # 1 disclaims all warranties, either expressed or implied including any INTERNAL -1.75 implied warranty of merchantability TOTAL - MISC 0.00 or fitness for a particular purpose, COMMENTS. and neither assumes nor authorizes CALL AT any other person to assume for it TOTALS----any liability in connection with the sale of said products. IF YOU ARE NOT COMPLETELY SATISIFED AND CANNOT DEFINITELY RECOMMEND OUR SERVICE DEPARTMENT TO A FRIEND LET US KNOW IMMEDIATELY TOTAL LABOR...
TOTAL PARTS...
TOTAL SUBLET...
TOTAL G.O.G...
TOTAL MISC CHG.
TOTAL MISC DISC
TOTAL TAX... 35.00 NOT RESPONSIBLE FOR ANY AUDIO Ŏ.ŌŌ EQUIPMENT OR ANY PERSONAL 0.00 ITEMS LEFT IN THIS VEHICLE. A 0.00 \$5.00 PER DAY CHARGE MAY BE 1 75 1 75 ASSESSED AFTER THE CUSTOMER 3.31 HAS BEEN NOTIFIED FOR VEHICLE PICKUP. **TOTAL INVOICE \$** 38.31 \*\*\*\*IMPORTANT MESSAGE\*\*\*\* JUSTUMER SIGNATURE IT IS VERY IMPORTANT TO US THAT YOU ARE "COMPLETELY SATISFIED" WITH THE SERVICE YOU HAVE RECEIVED. YOU MAY RECEIVE A SURVEY IN THE MAIL ASKING YOU TO GRADE US ON THIS SERVICE VISIT. IF YOU CANNOT ANSWER ALL THE QUESTIONS "COMPLETELY SATISFIED" PLEASE CALL OUR SERVICE MANAGER. PAGE 2 OF 2 FILE COPY [ END OF INVOICE ] 04:16pm

CVCS537814



6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com





CUSTOMEH NO 99449 MICHELLE 3060 2955 05/09/11 CVCS537814 LAUOH HATE LICENSE NO. 17.082 WHT DIAMOND 100135 YEAH / MAKE / MODEL 02/12/10 10/CHEVROLET/MALIBU/4DR SDN LTZ DELIVERY MILES BATON ROUGE, LA 2,577 1 G 1 Z E 5 E 7 8 A 4 PELLING DEALER NO. PHODUCTION DATE F. T. E. NO. NONE 05/09/11 REPRINT# 1 COMMENTA LABOR & PARTS-----MO: 17084 J# 1 01CVZ FREE LUBE/OIL/FILTER Warranty Statement. Any war-CUSTOMER REQUEST A COMPLIMENTARY OIL AND OIL FILTER CHANGE SERVICE COMPLETE COMPLETE COMPLETE THE COMPLETE CHANGE TECH(S):3144 INTERNAL ranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied including any INTERNAL Implied warranty of merchantability INTERNAL FACTORY RECOMMENDED or fitness for a particular purpose, JOB # 1 TOTAL PARTS 0.00 and neither assumes nor authorizes JOB # 1 TOTAL LABOR & PARTS any other person to assume for it 0,00 J# 2 30CVZ04 TIRE ROT W/MONITOR TECH(S any liability in connection with the TECH(S):3144 35.00 sale of said products. COMPLETED TIRE ROTATION AND RELEARNED TIRE PRESSURE MONITOR NOT RESPONSIBLE FOR ANY AUDIO EQUIPMENT OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. A PARTS------QTY---FP-NUMBER-------DESCRIPTION-------LIST PRICE-UNIT PRICE-\$5.00 PER DAY CHARGE MAY BE JOB # 2 TOTAL PARTS ASSESSED AFTER THE CUSTOMER 0.00 HAS BEEN NOTIFIED FOR VEHICLE JOB # 2 TOTAL LABOR & PARTS 35.00 PICKUP, J# 3 11CVZ BRAKES
CUSTOMER STATES BRAKES SQUEAK ALOT WHEN APPLYING BRAKES AND
WHEN BRAKING THERE IS A SHIMMY FELT. PLEASE CHECK OUT
CK FOUND ROTORS OUT OF ROUND CAUSING SHIMMY. SQUEAK NOISE
NORMAL WHEN HUMID AND ON FIRST BRAKING
RESURFACED ROTORS AND REASSEMBLED. TEST DROVE AND SHIMMY \*\*\*\*IMPORTANT MESSAGE\*\*\*\* WARRANTY IT IS VERY IMPORTANT TO US THAT YOU ARE "COMPLETELY SATISFIED" WITH THE SERVICE ELIMINATED YOU HAVE RECEIVED. PARTS ------QTY----FP-NUMBER--------DESCRIPTION -------LIST PRICE-UNIT PRICE-YOU MAY RECEIVE A SURVEY IN JOB # 3 TOTAL PARTS THE MAIL ASKING YOU TO GRADE US ON THIS SERVICE VISIT. 0.00 JOB # 3 TOTAL LABOR & PARTS 0.00 SUSPENSION/STEERING TECH(S):3144
CUSTOMER STATES THERE IS A WHINNING NOISE IN STEERING WHEN
TURNING. PLEASE CHECK OUT IF YOU CANNOT ANSWER ALL J# 4 04CVZ THE QUESTIONS "COMPLETELY INTERNAL SATISFIED" PLEASE CALL OUR AIR IN SYSTEM BLED SYSTEM AND TEST DROVE SERVICE MANAGER. PARTS-----QTY---FP-NUMBER-------DESCRIPTION------LIST PRICE-UNIT PRICE-JOB # 4 TOTAL PARTS 0.00 JOB # 4 TOTAL LABOR & PARTS 0.00 MISC REPAIRS
CUSTOMER STATES LEFT FRONT DOOR DOES NOT CLOSE FLUSH. APPEAR
S TO BE OUTOF ADJUSTMENT
VERIFIED DOOR OUT OF ADJUSTMENT
ADJUSTED DOOR AND IT IS NOW FLUSH J# 5 05CVZ WARRANTY PAGE 1 OF 2 FILE COPY [CONTINUED ON NEXT PAGE] 04:16pm

CVW\$537814

# **CHEVROLET**

6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com





99449	ADVISO	<del>,</del> <del>1</del> elle	30.CO TAGN	O	CELL	LINVOICE NO.
	LABOR		3060	2955	05/11/11	CVWS537814
	YEAH / F	MAKE / MODEL			WHT DIAMOND	100135
BATON ROUGE, LA	10/C	CHEVROLET/MALIBU	/4DR SDN	LTZ	02/12/10	2,57
	1 G	1 Z E 5 E 7 8 A			SELLING DEALER NO.	PROBUCTION DATE
NONE			P. O. NO.		05/09/11	
7	GOMME					MO: 1708
CK FOUND ROTORS OUT NORMAL WHEN HUMID A	RES SQUEAK ALOT WHEN A IS A SHIMMY FELT, PLEA ROUND CAUSING SHIM ND ON FIRST BRAKING ND REASSEMBLED. TEST D	MY. SQUEAK NOISE	DARTC	129.39	Warranty Stater ranties on the prod are those made facturer. The Seller disclaims all war expressed or impl	ment. Any wa ducts sold herel by the man- hereby express arranties, eith- ied including ar
VERIFIED DOOR OUT OF ADJUSTED DOOR AND IT	S HOURS: 0.5 FRONT DOOR DOES NOT MENT FADJUSTMENT IS NOW FLUSH	O TECH(S):3144 CLOSE FLUSH, APPEAR JOB # 5 TOTAL LABOR &		46.21 46.21	implied warranty of or fitness for a particular and neither assume any other person any liability in consale of said productions.	articular purposites nor authorize to assume for inection with the
MMENTS NLL AT 328-5934	******************	• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • • •		NOT RESPONSIBLE EQUIPMENT OR	FOR ANY AUDI
RRANTY CLAIM DETAIL TOTALS		R/O TAX R/O TOT	ALS	0.00 175.60	ITEMS LEFT IN TH \$5.00 PER DAY C ASSESSED AFTER HAS BEEN NOTIFIE PICKUP.	IIS VEHICLE. HARGE MAY B THE CUSTOME
AIM# TOTAL 129.39				Ì	****IMPORTANT	MESSAGE****
46.21 AIM TOTALS 175.60					IT IS VERY IMPO THAT YOU ARE SATISFIED" WITH YOU HAVE RECEIV	"COMPLETEL"
APPROVED BY SIGNATURE			·		YOU MAY RECEIVI THE MAIL ASKING US ON THIS SERVI	YOU TO GRADI CE VISIT.
				:	F YOU CANNOT THE QUESTIONS SATISFIED" PLEAS SERVICE MANAGES	"COMPLETELY SE CALL OUR
AGE 1 OF 3 SERVICE	FILE COPY-W	[CONTINUED ON NE	WT B. A.			

### CVWS537814



# CHEVROLET

6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com





CHEVROLE

CUSTOMER NO. CELL: 99449 MICHELLE 3060 2955 05/11/11 CVWS537814 LAUQH HATE LICENSE NO. 17,082 WHT DIAMOND 100135 1001 04LIVEHY MILES 2,577 02/12/10 10/CHEVROLET/MALIBU/4DR SDN LTZ BATON ROUGE, LA VEHICLE I.O. NO. LLING DEALER NO. PRODUCTION DATE 4 ET E NO NONE P.O. NO. 05/09/11 RESIDENCE PHONE COMMENTS MO: 17084 DCS AUDIT SLIP... Warranty Statement, Any war-JOB CARD 537814 ranties on the products sold hereby VIN 1G1ZE5E78A4.

ODOMETER INDICATOR ODOMETER NON-GM VEHICLE REFERENCE NUMBER

PAY TYPE

REPAIRING BAC 114281 JOB CARD OPEN DATE 05/09/201: SERVICE ADVISOR GMIN 119001707 FOREIGN TOURIST 05/09/2011

OEM SAP TRAN.# 001092933448

VER

0002

J0B 3 ZREG JOB COMPLETION DATE: 05/09/2011 TECHNICIAN GMIN; 984253582

17082

CATEGORY

N

TRANS TYPE

LABOR OPERATION BASE HOURS ADD PUB. H0122 .9

COMPLAINT CODE: 0124 COMPLAINT DESCRIPTION: CUSTOMER STATES BRAKES SQUEAK ALOT WHEN APPLYING BRA KES AND WHEN BRAKING THERE IS A SHIMMY FELT, PLEASE CHECK OUT

FRA CLAIM#

CAUSE CODE: 601

CAUSE DESCRIPTION: CK FOUND ROTORS OUT OF ROUND CAUSING SHIMMY. SQUEAK NOIS E NORMAL WHEN HUMID AND ON FIRST BRAKING

CORRECTION DESCRIPTION: RESURFACED ROTORS AND REASSEMBLED. TEST DROVE AND S HIMMY ELIMINATED

PARTS HANDLING	TOTAL W/O TAX 0.00	TAX	TOTAL
PARTS LABOR NET ITEMS PARTICIPATION AMOUNT	0.00 129.39 0.00	0.00 0.00 0.00	0.00 129.39 0.00 ( 0.00)
TRANSACTION	129.39	0.00	129.39

are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any llability in connection with the sale of sald products.

NOT RESPONSIBLE FOR ANY AUDIO EQUIPMENT OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. A \$5,00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE PICKUP.

## \*\*\*\*IMPORTANT MESSAGE\*\*\*\*

IT IS VERY IMPORTANT TO US THAT YOU ARE "COMPLETELY SATISFIED" WITH THE SERVICE YOU HAVE RECEIVED.

YOU MAY RECEIVE A SURVEY IN THE MAIL ASKING YOU TO GRADE US ON THIS SERVICE VISIT.

IF YOU CANNOT ANSWER ALL THE QUESTIONS "COMPLETELY SATISFIED" PLEASE CALL OUR SERVICE MANAGER.

CVWS537814

CELL:

05/11/11

02/12/10

05/09/11

WHT DIAMOND

SELLING DEALER NO.



# **CHEVROLET**

6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com



INVOICE NO. CVWS 537814

2,577

STOCK NO 100135

DELIVERY MILES

HODUCTION DATE



99449	MICHELLE		3060	TAG NO. 2955
	LAUOR RATE	LICENSEN	O.   MIL	πΑΩΕ 17,0
ATON ROUGE, LA	I VEHICLE I.D. NO.	OLET/MAL	IBU/40R S	
	1 G 1 Z	E 5 E 7	8 A 4	
DINGE BHOME	COMMENTS		. J. G. NG.	
	- John McItta	_		
JOB CARD 537814		•••••		
VIN IGIZESE7 ODOMETER INDICATOR M ODOMETER 17082 NON-GM VEHICLE N REFERENCE NUMBER	8A4:	REPAIRING I JOB CARD OF SERVICE ADV FOREIGN TOU	PEN DATE 05 /ISOR GMIN 11	4281 /09/2011 9001707
JOB PAY TYPE TRANS TYPE CA 5 W ZREG JOB COMPLETION DATE: 05/09 TECHNICIAN GMIN: 98425	TEGORY ERAC		M SAP TRAN.# 1092933504	VER 0002
LABOR OPERATION BASE HOURS B4000 .5	3582			
COMPLAINT CODE: 0490 COMPLAINT DESCRIPTION: CUSTON , APPEAR S TO BE OUTOF ADJUST	ER STATES LEFT MENT	FRONT DOOR	DOES NOT CLO	OSE FLUSH
CAUSE CODE: 6011 CAUSE DESCRIPTION: VERIFIED D	OOR OUT OF ADJ	USTMENT		
CORRECTION DESCRIPTION: ADJUS			JSH	
PARTS HANDLING PARTS PARTS LABOR NET ITEMS PARTICIPATION AMOUNT		0.00 0.00 0.00 0.00	TOTAL 0.0 46.2 0.0 0.0	0
TRANSACTION	46.21	0.00	46.2	

MO: 17084

Warranty Statement. Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOT RESPONSIBLE FOR ANY AUDIO EQUIPMENT OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. A \$5.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE PICKUP.

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YOU MAY RECEIVE A SURVEY IN THE MAIL ASKING YOU TO GRADE US ON THIS SERVICE VISIT.

IF YOU CANNOT ANSWER ALL THE QUESTIONS "COMPLETELY SATISFIED" PLEASE CALL OUR SERVICE MANAGER.

CVIS537814



# CHEVROLET

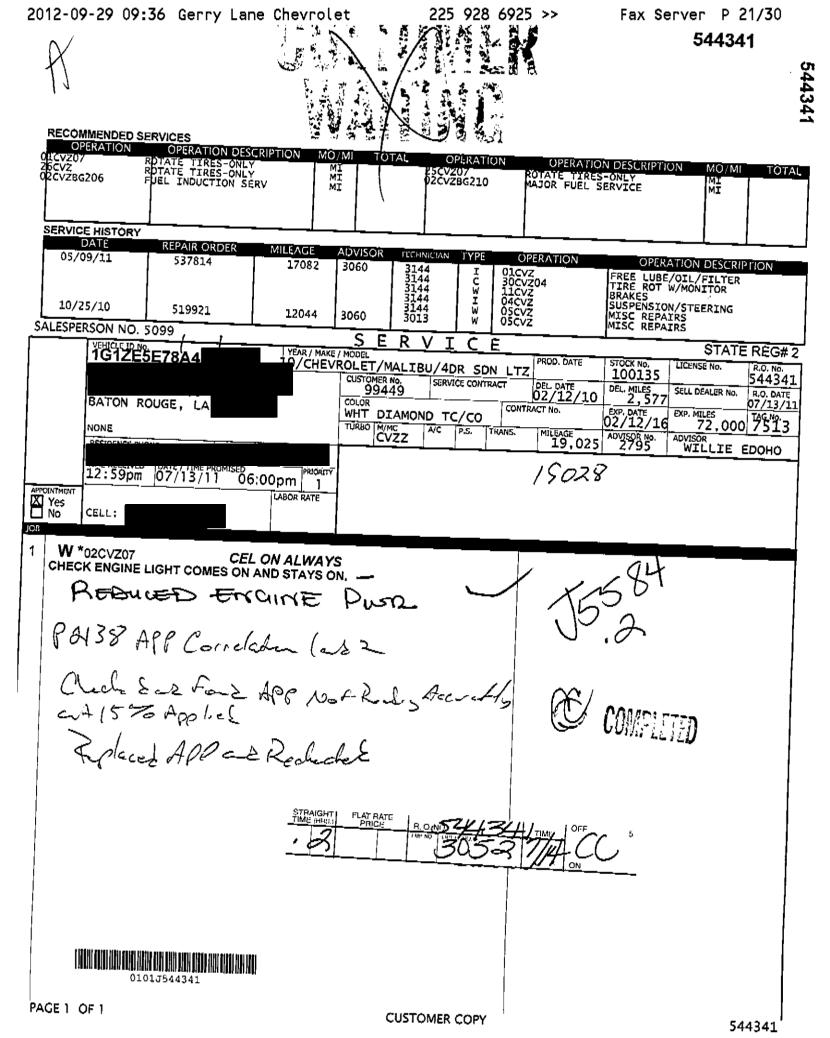
6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com





CHEVROLET

0101ICVT\$537814 CUSTOMER NO. CELL: 99449 MICHELLE 2955 05/11/11 3060 CVIS537814 LADOH HATE LICENSE NO 17,082 WHT DIAMOND 100135 YEAR / MAKE / MODE DECIVERY MILES 2, 577 02/12/10 10/CHEVROLET/MALIBU/4DR SDN LTZ BATON ROUGE, LA VEHICLE ID NO.
1 G 1 Z E 5 E 7 8 A 4 SELLING DEALER NO. RODUCTION DATE F. T. E. NO. NONE P. O. NO. 05/09/11 COMMENTS MO: 17084 J# 1 01CVZ FREE LUBE/OIL/FILTER HOURS: 0.40 TECH(S):3144 Warranty Statement. Any war-CUSTOMER REQUEST A COMPLIMENTARY OIL AND OIL FILTER CHANGE SERVICE COMPLETE 10.00 rantles on the products sold hereby COMPLETED THE COMPLIMENTARY OIL AND OIL FILTER CHANGE are those made by the manufacturer. The Seller hereby expressly PARTS-----QTY---FP-NUMBER-----disclaims all warranties, either JOB # 1 JOB # 1 89017524 expressed or implied including any 5.25 3.58 5.25 17.90 12345610X implied warranty of merchantability FACTORY RECOMMENDED or fitness for a particular purpose. JOB # 1 TOTAL PARTS 23.15 and neither assumes nor authorizes JOB # 1 TOTAL LABOR & PARTS any other person to assume for it 33.15 SUSPENSION/STEERING HOURS: 0.50 TECH(S):3144
CUSTOMER STATES THERE IS A WHINNING NOISE IN STEERING WHEN
TURNING. PLEASE CHECK OUT
AIR IN SYSTEM
BLED SYSTEM AND TEST DROVE J# 4 04CVZ any liability in connection with the 7.50 sale of said products. NOT RESPONSIBLE FOR ANY AUDIO EQUIPMENT OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. A JOB # 4 TOTAL LABOR & PARTS \$5.00 PER DAY CHARGE MAY BE 7.50 MISC-----CODE------DESCRIPTION------CONTROL NO-----ASSESSED AFTER THE CUSTOMER JOB # A JOB # 1 JOB # 1 SS SHOP SUPPLIES / ENVIRONMENTAL FREE ADVERTISING FREE ADVERTISING HAS BEEN NOTIFIED FOR VEHICLE CUSTOMER PICKUP. -40.65 CUSTOMER \*\*\*\*IMPORTANT MESSAGE\*\*\*\* TOTAL - MISC -40.65 COMMENTS-----IT IS VERY IMPORTANT TO US THAT YOU ARE "COMPLETELY SATISFIED" WITH THE SERVICE CALL AT TOTALS..... YOU HAVE RECEIVED. CONTROL# ACCOUNT NUMBER AMOUNT .. YOU MAY RECEIVE A SURVEY IN 100135 THE MAIL ASKING YOU TO GRADE TOTAL LABOR.... 17.50 23.15 TOTAL PARTS.... US ON THIS SERVICE VISIT. TOTAL SUBLET... 0.00 TOTAL G.O.G. TOTAL MISC.CHG. IF YOU CANNOT ANSWER ALL 0,00 THE QUESTIONS "COMPLETELY 0.00 TOTAL MISC.DISC SATISFIED" PLEASE CALL OUR -40.65 TOTAL TAX..... SERVICE MANAGER. 0.00 **TOTAL INVOICE \$** 0.00 APPROVED BY SIGNATURE

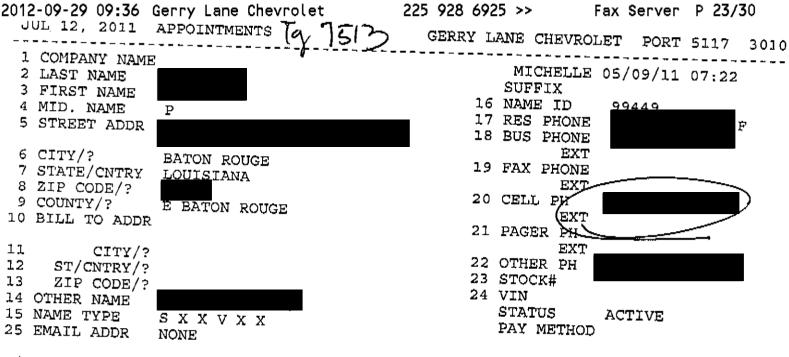


8157

PARKING SPOT_6/	
IN (OUT TOWN) 13	_



OUICAHOLF!
COUC Florida Blvd., P.O. Box 68458 Potos Potos
6505 Florida Blvd., P.O. Box 66456, Baton Rouge, LA 70896 (225) 826-4600
MAKE OF CAR Change P.O.# DATE 1/13/1
LOCATION OF VEHICLE 1) 887 Was Das La D
OWNER OF CAR
AUDRESS
DELIVERED TO July Lan Very July
WRECKER FEE  VIN  UN  UN  VIN  VIN  VIN  VIN  VIN
Signature
Total letoT



(S=SERV) (P=PARTS) (VA=VALUE) (G=GEN) (PV=PVCY) (Q=SEARCH) (DV=DOC VIEW) (LINE#) (M=MODIFY) (C=COMMENTS) (E=ENTER)

Connect

Willie Edoho July 13, 2011

Update My Profile Logour

Gredical Warcanty Management, Now in Interface With Custome in View Vehicle Summary

BY TRACES WITH たの数では保管的。

RECONCILE RESULTS

ANALYZE WARRANTY

MANAGEMENT PLANNING

PREPARE PARTS RETURN

USER OPTIONS

View Vehicle Summary Service

Contract

View Vehicle Build

View Vehicle Delivery

View Vehicle Component Summary View Vehicle Transaction History

Detail

Information

Investigate Major

- Branded Title

Worranty Block

For this vehicle:

View Vehicle Summary

The service and all vis tyle cases for a size Secretary of Vennie information. First Actions. Service information April acts. Containing the Service Indianal Electric Service Containing of applicable. Warranty Block. Brander Title information when the time word XIA is una information of applicable.

## Vehicle Information

VRM 1G1ZE5E78A4

incree Combant Yes Branded Into No. Model: 1ZK69-2010 MALIBU LTZ

Warranty Black No.

PD: Status Yes

Tarrer Type: 70 - RETAIL - STOCK

for the establish of Open

Release

09/17/2010

05/13/2010

Date

## Required Field Actions

Number

N100310

N100085

Original Nor

10085

10310

Description: ENGINE STALL - REPROGRAM TCM/ECM -

EXPIRES WITH BASE WARRANTY AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIREHARNESS/REPLACE

Open field actions and highlighted

Status

Closed

Closed

Assembly History

### Branded Title

Service Update

Bulletins

Customer

Sotisfaction

Program

Type

The Mike themselves to their here, and information derived therefrom in the propertory property of The Polk Company and a ready uses the respective and variants ventication and shall not be used for any other 433-490-530 within theory ago.

Vehicle has no current record of branded filles

### 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 GFT XMST (877 438,9677).

Over the temperature 🗡

wM hip epinoal 🗡 entre a Wellington Recognished N

XM Rodio to: LJ2R324V

OnStor Status Inactive XM Status Inactive

Valid warrantus are highlighted

DMN Enabled: N

## Applicable Warranties

Valid Description

Start Date

Effective Odometer - End Date - End Odometer 24 MI

02/12/2015

100,024 MJ

Powertrain Limited Warranty Corrosion Limited Warranty

02/12/2010 02/12/2010

24 MI

02/12/2016

100,024 MI

 Bumper to Bumper Limited Warranty
 02/12/2010
 24 MI
 02/12/2013
 36,024 MI

 Emission Solect Component Ltd Wty
 02/12/2010
 24 MI
 02/12/2018
 80,024 MI

## Service Contract

From y Nimpos

Description GMPP 72/72 MAJOR GUARD

Effective Oaks 02/12/2010 Effective Odernots: 2577 MI Oray Pentar Centr 35.00 Owner

Doductble Amount: 100.00 Expiration Date: 02/12/2016 E>piration Odemeter: 74577 MI

Transact	ion Histo	гу			View Details
$_{0}^{ac,b,C,0}\sigma$	Job Care Momber	t Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
05/09/2011	537814	ZREGRogular Vehicle Transaction		B4000 - Front Side Door Adjustment - Right Side	17,082 MI
05/09/2011	537814	ZREGRegular Vehicle Transaction		H0122 - Front Brake Rotor Refinishing	17,082 MI
10/25/2010	519921	ZFAT—-Field Action Recall		V2323 - 10310 - Sequence Program TCM/ECM	12,044 Mi
10/25/2010	519921	ZREGRegular Vehicle Transaction		E0722 - Tire Pressure Indicator Sensor Replacement	12,044 MI
10/25/2010	519921	ZREGRegular Vehicle Transaction		E9050 - Power Steering Pump Replacement	12,044 MI
10/25/2010	519921	ZREGRegular Vehicle Transaction		N9595 - BCM C2 Connector Repair	12,044 MI
07/08/2010	510142	ZFATField Action Recall	Add Credit	V2252 - 10085 - Reptace Airbag Connectors and Secure Harness with Tie Strap (inc. checking DTCs, if Reg'td)	7,512 MI
07/08/2010	510142	ZFATField Action Recall	Full Debit - Reversal	V2252 - 10085 - Replace Airbag Connectors and Secure Harness with Tie Strap (Inc. checking DTCs, if Req';d)	7,512 MI
07/08/2010	510142	ZFATField Action Recall		V2252 - 10085 - Replace Airbag Connectors and Secure Harness with Tie Strap (inc.	7,512 MI
03/31/2010	500893	ZREGRegular Vehicle Transaction		checking DTCs, If Req'id) J9992 - Customer Concern Not Duplicated (CCND) - Engine Malfunction Indicator Lamp	4,412 MI
09/11/2009	A2854\$	ZPDIPre- Delivery Inspection		(MIL) Active 27000 - Pre-Delivery Inspection - Base Time	0 МІ

Carolina Mornality, Narmage, ment. Mile Mileo

Philipping College 1 Township Ages

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PAGE 1 OF 1

\*\*PRE-WORKORDER\*\*

AP87911

RECOMMENDED S								
OPERATION OLCV207 26CVZ 02CVZBG206		MI		DPERATI 25CV207 02CV2BG210	BOTATE TIPE	ON DESCRIPTION S-ONLY SERVICE	MO/MI MI MI	TOTAL
SERVICE HISTORY				<u> </u>				
DATE 05/09/11	REPAIR ORDER 537814	MILEAGE 17082	ADVISOR 3060	TECHNICIAN TYPE			ON DESCRIP	TION
		17002	3000	3144 I 3144 C 3144 W 3144 I 3144 W	01CVZ 30CVZ04 11CVZ 04CVZ	FREE LUBE/O TIRE ROT W/I BRAKES SUSPENSION/S	MONITOR	
10/25/10 SALESPERSON 509	519921	12044	3060	3013 W	05CVZ 05CVZ	MISC REPAIR MISC REPAIR		
	55E78A4	YEAR / MAKE	/ MODEL	<u>RVIC</u>	PROD. DATE	STOCK No.   L	STATE	REG# 2
	ROUGE, LA	L 10/CHĘVI	CUSTOMER No 99449 COLOR	9	ON LTZ  FRACT DEL. DATE  O2/12/1(	100135 DEL. MILES 2,577	LL DEALER No.	AP87911 R.O. DATE 07/12/1: TAG No.
NONE	MOODE, EA		TURBO M/MC		TRANS, MILEAGE	02/12/16	72,000	<u> </u>
RESIDENCE		E DIMANE	-   CV2		18,36	5  2/95	WILLIE	EDOHO
06:00a		6:00pm γ						
APPOINTMENT Yes No CELL:		LABOR RATE						
	TE LIGHT COMES ON		N,_					
	0101J87911	1						

CUSTOMER COPY

CVCS544341



## CHEVROLET

6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com



CVCS544341

OELIVERY MILES 2,577

HODUCTION DATE

100135



CUSTOMPH NO CELL: 99449 7513 WILLIE EDOHO 2795 07/13/11 LABOM HATE LICENSE NO. COLOR 19.025 WHT DIAMOND YEAH / MAKE / MODEL 02/12/10 10/CHEVROLET/MALIBU/4DR SDN LTZ BATON ROUGE, LA 1 G 1 Z E 5 E 7 8 A 4 SELLING DEALER NO. E.T.E. NO. NONE P.O. NO. 07/13/11 COMMINES J# 1 02CVZ07 CEL ON ALWAYS CHECK ENGINE LIGHT COMES ON AND STAYS ON.
REDUCED ENGINE POWER.
P2138 ACCELERATOR PEDAL POSITION CORRELATION 1 AND 2.
CHECKED APP OPERATION AND FOUND AT 15% APPLIED SENSORS
1 AND 2 ARE NOT READING ACCURATLY. REPLACED ACCELERATOR
PEDAL ASSEMBLY AND RECHECKED AFTER REPIARS TECH(\$):3052 WARRANTY PARTS------QTY---FP-NUMBER---------DESCRIPTION-------LIST PRICE-UNIT PRICE-25778568 PEDAL 3.451 WARRANTY JOB # 1 TOTAL PARTS 0.00 JOB # 1 TOTAL LABOR & PARTS 0.00 G.O.G. & SUPPLIES... JOB # 1 1.0 1. 1.0 1. /UNIT WARRANTY TOTAL - GOG 0.00 TOTALS-----IF YOU ARE NOT COMPLETELY SATISIFED AND CANNOT DEFINITELY RECOMMEND OUR SERVICE DEPARTMENT TO A FRIEND LET US KNOW IMMEDIATELY TOTAL LABOR...
TOTAL PARTS...
TOTAL SUBLET...
TOTAL G.O.G...
TOTAL MISC CHG.
TOTAL MISC DISC 0.00 0.00 PICKUP. 0.00 0.00 TOTAL TAX..... 0.00 **TOTAL INVOICE \$** 

MO: 19025 Warranty Statement. Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOT RESPONSIBLE FOR ANY AUDIO EQUIPMENT OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. A \$5.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE

\*\*\*\*IMPORTANT MESSAGE\*\*\*\*

IT IS VERY IMPORTANT TO US THAT YOU ARE "COMPLETELY SATISFIED" WITH THE SERVICE YOU HAVE RECEIVED.

0.00

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IF YOU CANNOT ANSWER ALL THE QUESTIONS "COMPLETELY SATISFIED" PLEASE CALL OUR SERVICE MANAGER.

PAGE 1 OF 1

FILE COPY

[ END OF INVOICE ] 05:11pm

## CVWS544341



# CHEVROLET

6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com





USTOMER NO. CELL: 99449 WILLIE EDOHO 7513 2795 07/15/11 CVWS544341 LABOR RATE LICENSE NO. 19,025 WHT DIAMOND 100135 100... 2,577 02/12/10 10/CHEVROLET/MALIBU/4DR SDN LTZ BATON ROUGE, LA 1 G 1 Z E 5 E 7 8 A BELLING DEALEH NO. HODUCTION DATE P. T. E. NO. NONE 07/13/11 COMMENTS MO: 19025 J# 1 02CVZ07 Warranty Statement, Any war-CEL ON ALWAYS 18.48 ranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied including any PARTS---JOB # 1 implied warranty of merchantability 65.09 65.09 91.13 or fitness for a particular purpose, JOB # 1 COST TOTAL JOB # 1 TOTAL PARTS and neither assumes nor authorizes 91.13 any other person to assume for it JOB # 1 TOTAL LABOR & PARTS 109.61 any liability in connection with the sale of sald products. 1.0 1. @ 122.500 /UNIT 122.50 NOT RESPONSIBLE FOR ANY AUDIO TOTAL - GOG 122.50 EQUIPMENT OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE, A R/O TAX R/O TOTALS 0.00 \$5.00 PER DAY CHARGE MAY BE 232.11 WARRANTY CLAIM DETAIL TOTALS-----ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE |CLAIM#...<u>.</u>.... PICKUP. 232.11 \*\*\*\*IMPORTANT MESSAGE\*\*\*\* CLAIM TOTALS 232.11 IT IS VERY IMPORTANT TO US THAT YOU ARE "COMPLETELY SATISFIED" WITH THE SERVICE YOU HAVE RECEIVED. APPROVED BY SIGNATURE YOU MAY RECEIVE A SURVEY IN THE MAIL ASKING YOU TO GRADE US ON THIS SERVICE VISIT. IF YOU CANNOT ANSWER ALL THE QUESTIONS "COMPLETELY SATISFIED" PLEASE CALL OUR SERVICE MANAGER. SERVICE FILE COPY-W

PAGE 1 OF 2

[CONTINUED ON NEXT PAGE] 03:00nm

The Reynolds and Reynolds Company LIBAINTINVE CO502645 Q (00/02)

## CVWS544341

CELL

07/15/11

WHT DIAMOND

07/13/11

02/12/10 ELLING DEALER NO.



# **CHEVROLET**

6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com



CVWS544341

100±0 2,577

PHODUCTION DATE

100135



STOMER NO.	
99449	WILLIE EDOHO 2795 TAG NO. 7513
	LABOR RATE LIGENSE NO. MILEAGE
	YEAH / MAKE / MODEL 19, (
ATON ROUGE, LA	10/CHEVROLET/MALIBU/4DR SDN LTZ
ONE	1 G 1 Z E 5 E 7 8 A 4
WORNER HIGH	COMMENTS
S AUDIT SLIPJOB CARD 544341	
VIN	1G1ZE5E78A4: REPAIRING BAC 114281
ODOMETER INDICATO ODOMETER	JOB CARD OPEN DATE 07/13/2011
NON-GM VEHICLE REFERENCE NUMBER	19025 SERVICE ADVISOR GMIN 065932131 N FOREIGN TOURIST
************	NAME TURE
JOB PAY TYPE TR 1 W	RANS TYPE CATEGORY ERA CLAIM# 0EM SAP TRAN.# VER ZREG 544341-1 001097689944 0002
JOB COMPLETION TECHNICIAN	DN DATE: 07/13/2011 NN GMIN: 075488107
LABOR OPERATION E J5584	BASE HOURS .2
COMPLAINT CODE: 03	321 IPTION: CHECK ENGINE LIGHT COMES ON AND STAYS ON. REDUCED EN
GINE POWER.	STATE OF CHARME EXCENT COMES ON AND STATE ON . REDUCED EN
CAUSE CODE: 6573	
CAUSE CODE: 6573 CAUSE DESCRIPTION CORRECTION DESCRIPTION ORS 1 AND 2 ARE	ON: P2138 ACCELERATOR PEDAL POSITION CORRELATION 1 AND 2. RIPTION: CHECKED APP OPERATION AND FOUND AT 15% APPLIED SENS NOT READING ACCURATLY. REPLACED ACCELERATOR PEDAL ASSEMBLY KED AFTER REPIARS
CAUSE CODE: 6573 CAUSE DESCRIPTIO CORRECTION DESCR ORS 1 AND 2 ARE	ON: P2138 ACCELERATOR PEDAL POSITION CORRELATION 1 AND 2. RIPTION: CHECKED APP OPERATION AND FOUND AT 15% APPLIED SENS NOT READING ACCURATLY. REPLACED ACCELERATOR PEDAL ASSEMBLY KED AFTER REPIARS
CAUSE CODE: 6573 CAUSE DESCRIPTIO CORRECTION DESCR ORS 1 AND 2 ARE MBLY AND RECHECK	ON: P2138 ACCELERATOR PEDAL POSITION CORRELATION 1 AND 2. RIPTION: CHECKED APP OPERATION AND FOUND AT 15% APPLIED SENS NOT READING ACCURATLY. REPLACED ACCELERATOR PEDAL ASSEMBLY KED AFTER REPIARS
CAUSE CODE: 6573 CAUSE DESCRIPTIO CORRECTION DESCR ORS 1 AND 2 ARE MBLY AND RECHECK CAUSAL PART: 25778 PART NUMBER	ON: P2138 ACCELERATOR PEDAL POSITION CORRELATION 1 AND 2.  RIPTION: CHECKED APP OPERATION AND FOUND AT 15% APPLIED SENS NOT READING ACCURATLY. REPLACED ACCELERATOR PEDAL ASSEMBLY KED AFTER REPIARS  B568  OTY UNIT COST REPLACEMENT SERIAL# TRADE NON-GM 1 65.09  E INVOICE NO. DISTANCE RENTAL VIN OR INFO. DAYS DEACON.
CAUSE CODE: 6573 CAUSE DESCRIPTIO CORRECTION DESCRIPTION ORS 1 AND 2 ARE MBLY AND RECHECK CAUSAL PART: 25778 PART NUMBER 25778568 NET AMOUNT CODE 122.50 NIT	ON: P2138 ACCELERATOR PEDAL POSITION CORRELATION 1 AND 2.  RIPTION: CHECKED APP OPERATION AND FOUND AT 15% APPLIED SENS NOT READING ACCURATLY. REPLACED ACCELERATOR PEDAL ASSEMBLY KED AFTER REPIARS  8568  OTY UNIT COST REPLACEMENT SERIAL# TRADE NON-GM 1 65.09  E INVOICE NO. DISTANCE RENTAL VIN OR INFO DAYS REASON 8157 13
CAUSE CODE: 6573 CAUSE DESCRIPTIO CORRECTION DESCRIPTION ORS 1 AND 2 ARE MBLY AND RECHECK CAUSAL PART: 25778 PART NUMBER 25778568 NET AMOUNT CODE 122.50 NIT  PARTS HANDLI PAR	ON: P2138 ACCELERATOR PEDAL POSITION CORRELATION 1 AND 2.  RIPTION: CHECKED APP OPERATION AND FOUND AT 15% APPLIED SENS NOT READING ACCURATLY. REPLACED ACCELERATOR PEDAL ASSEMBLY KED AFTER REPIARS  B568  OTY UNIT COST REPLACEMENT SERIAL# TRADE NON-GM 1 65.09  E INVOICE NO. DISTANCE RENTAL VIN OR INFO DAYS REASON 8157 13  TOTAL W/O TAX TAX TOTAL  ING 26.04  RTS 65.09 0.00 91.13
CAUSE CODE: 6573 CAUSE DESCRIPTIO CORRECTION DESCRIPTION ORS 1 AND 2 ARE MBLY AND RECHECK CAUSAL PART: 25778 PART NUMBER 25778568 NET AMOUNT CODE 122.50 NIT	ON: P2138 ACCELERATOR PEDAL POSITION CORRELATION 1 AND 2.  RIPTION: CHECKED APP OPERATION AND FOUND AT 15% APPLIED SENS NOT READING ACCURATLY. REPLACED ACCELERATOR PEDAL ASSEMBLY KED AFTER REPIARS  B568  OTY UNIT COST REPLACEMENT SERIAL# TRADE NON-GM 1 65.09 E INVOICE NO. DISTANCE RENTAL VIN OR INFO DAYS REASON 8157 13  TOTAL W/O TAX TAX TOTAL  ING 26.04 RTS 65.09 0.00 91.13 B18.48 B18.48 B18.48

MO: 19025 Warranty Statement. Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sald products.

NOT RESPONSIBLE FOR ANY AUDIO EQUIPMENT OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. A \$5.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE PICKUP.

## \*\*\*\*IMPORTANT MESSAGE\*\*\*\*

IT IS VERY IMPORTANT TO US THAT YOU ARE "COMPLETELY SATISFIED" WITH THE SERVICE YOU HAVE RECEIVED.

YOU MAY RECEIVE A SURVEY IN THE MAIL ASKING YOU TO GRADE US ON THIS SERVICE VISIT.

IF YOU CANNOT ANSWER ALL THE QUESTIONS "COMPLETELY SATISFIED" PLEASE CALL OUR SERVICE MANAGER.

PAGE 2 OF 2

SERVICE FILE COPY-W

[ END OF INVOICE ] 03:00pm

CTIS544256



# CHEVROLET

6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com





CUSTOMER NO. 19150 07/15/11 KELLY 7501 3128 CTIS544256 LABON HATE STOCK NO. 89,751 WHITE/ DULIVERY DATE DELIVERY MILES 07/CHEVROLET TRUCK/SILVERADO 1500/CR BATON ROUGE, LA Z G C E C 1 3 Z 4 7 SELLING DEALER NO. MODUCTION DATE F.T.E.NO. P. O. NO. 07/13/11 BUSINESS PHONE COMMENTS MO: 89754 MISC REPAIRS HOURS: 1.00 TECH(S):3013
CUST. STATES ENGINE WORK WAS PERFORMED AND LEFT THE STEERING
WHEEL OFF CENTER.
NEW LEFT INNER TIE ROD INSTALLED SOMEWERE ELSE
RESET TOE TO AJOUST STEERING WHEEL TEST DROVE TRUCK HAS PULL
TO RIGHT CAUSED BY TIRES. TIRES NEED TO BE REPLACED BY THE
ALIGNMENT PRINT OUT THIS TRUCK SHOULD PULL TO THE LEFT
CASTER IS 1.9 LEFT SIDE 3.0 RIGHT SIDE Warranty Statement. Any war-22.00 ranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, JOB # 1 TOTAL LABOR & PARTS 22.00 and neither assumes nor authorizes COMMENTS.... any other person to assume for it CHARGE TO 67 D any liability in connection with the TOTALS----sale of said products. CONTROL# NOT RESPONSIBLE FOR ANY AUDIO ACCOUNT NUMBER AMOUNT.. EQUIPMENT OR ANY PERSONAL TOTAL LABOR.... TOTAL PARTS.... TOTAL SUBLET... 22.00 ITEMS LEFT IN THIS VEHICLE. A 0.00 \$5.00 PER DAY CHARGE MAY BE 0.00 TOTAL G.O.G.... ASSESSED AFTER THE CUSTOMER 0.00 TOTAL MISC.CHG. TOTAL MISC.DISC 0.00 HAS BEEN NOTIFIED FOR VEHICLE 0.00 PICKUP. TOTAL TAX..... 0.00 \*\*\*\*IMPORTANT MESSAGE\*\*\*\* TOTAL INVOICE & 22.00 IT IS VERY IMPORTANT TO US APPROVED BY SIGNATURE THAT YOU ARE "COMPLETELY SATISFIED" WITH THE SERVICE YOU HAVE RECEIVED. YOU MAY RECEIVE A SURVEY IN THE MAIL ASKING YOU TO GRADE US ON THIS SERVICE VISIT. IF YOU CANNOT ANSWER ALL THE QUESTIONS "COMPLETELY SATISFIED" PLEASE CALL OUR SERVICE MANAGER. PAGE 1 OF 1 FILE COPY-I [ END OF INVOICE ] 03:00pm



VIA FAX ONLY

September 24, 2012

Attn: J.K. Khamiss

Dealer: Gerry Lane Enterprises, Inc.

Location: Baton Rouge, LA

RE:

Customer:

Service Request: 71-1109820303 Veh: 2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZE5E78A4

ne met d

Dear Mr. Khamiss:

This is a letter of notification regarding a Better Business Bureau claim involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if applicable),
- The incentives acknowledgement form
- Copy of Title and Registration
- The Actual Cash Value statement of any trade.
- All Service and body shop repair orders including all internal, customer pay, and warranty repair orders (please include front and back as well as technician notes).

Please fax them to the number below. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate. If any Social Security Numbers are present, please black out.

Your cooperation is greatly appreciated. If you have further questions, please contact me directly, or call our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., EST.

Sincerely,

General Motors

Brandy Fabian BRC Mediation Liaison Ph #: 1-866-790-5700 x 21314 Fax #: 1-866-480-3626



RECOMMENDED S	SERVICES					
OPERATION OLCVZ07 Z5CVZ OZCVZBG206	OPERATION DESCRIPTION DESCRIPTION OF THE TIRES-ONLY FUEL INDUCTION SERV	MI	AL OPERATION 25CVZ07 02CVZBG210  R.O. VO. V.	OPERATION DESCR ROTATE TIRES-ONLY MAJOR FUEL SERVICE	MPTION MO/MI	TOTAL
SERVICE HISTORY	REPAIR ORDER			MONON		
07/13/11 05/09/11	\$44341 537814	19025 2795 17082 3060	3144 I 3144 W 3144 I	02CvZ07 CEL 0 01CvZ FREE 30CvZ04 TIRE 11CvZ BRAKE 04CvZ SUSPE	DERATION DESCRIPT N ALWAYS LUBE/OIL/FILTER ROT W/MONITOR S NSION/STEERING REPAIRS	ION
SALESPERSON NO	. 5099	S E	<u> </u>			DEC# 2
1G1Zi	ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET / CUSTOMER 994 COLOR WHT D TURBO M/	MALIBU/4DR SDN No. SERVICE CONTRAC 49  IAMOND TC/CO MC A/C P.S. TR	T DEL. DATE DEL. MIL	L35	REG# 2 R.O. No. 545488 R.O. DATE 17/26/11 100 9182 DOHO
Removed -	the roof Pane	FROM THE UPPER DO	or to refav	W hose c	isconnected  Connect ter  one sealact  come alant	hase
I MANA MILITANI	0101J545488					

PAGE 1 OF 1

CUSTOMER COPY

SS2 858 6925 >> Fax Server P 2/32

lsarses 09:39 Gerry Lane Chevrolet Adol

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HOME PHONE #	BUSINESS PHONE #:
'IN:	A4
ICENSE PLATE	COLOR:MODEL:
AG#: 162 SERVICE ADVI	ISORMILEAGE: 19179
ERVICE OPERATION 328	5934
<u>3≻8</u>	3767
ERVICE OPERATION	
SERVICE OPERATION	
JERNICE OPERATION	
REMARKS *	
	ACKNOWLEDGE
	ALL VALUABLES REMOVED FROM VEHICLE CUSTOMER WANTS USED PARTS RETURNED YES: NO:
	*MINIMUM DIAGNOSTIC FEE: \$50.00 / HR

THEARRY AUTHORIZE THE REPAIR WORK LISTED TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU Fax Server P 3/32 **SS2 858 952 >>** 

Wiillie Edoho Connect Corolal Warranty Management: Cast - Interface With Customer & View Venicle Summary PREPARÉ PARTS WITH ACT WITH RECONCILE ANALYZE MANAGEMENT RETURN PLANNING WARRANTY STANCES AND RESULTS View Vehicle Summary The part of which R4H parts to view the Roman to at Valuer Information, hield Actions, Service Information Pagetowalk, Vilgenerating, Transaction Featory, Science Controlling a population Warranty Brock, Branded Title information page Chatter, proc XAA Rejuble, extremagned of producented Vehicle Information Mode: 1ZK69-2010 MALIBU LTZ 78N 1G1ZE5E78A4 PO: Status Yes Consequent protected Yes Branded Jate, No. Wastanty Block: No The table 1999 70 - RETAIL - STOCK Tante Acres of Open KEQUEST AND FREE VISI Open field actions on: Required Field Actions highleghled Retease Onginal Status Type Number Date Nbr ENGINE STALL - REPROGRAM TCM/ECM -09/17/2010 10310 Closed Service Update N100310 EXPIRES WITH BASE WARRANTY Bulletina 05/13/2010 Closed Customer N100085 10085 AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIREHARNESS/REPLACE Satisfaction Program **Branded Title** The Tark of the majoral depleted beginning and a recommon derived therefrom is the proportory property of The Polk Regent pertected to be part of converse for percesse of warranty vertication and shall not be used for any other. But to high only have be our Volume has no correst record of branded titles Warranty Block Valuable has no correct report of wormity block. Service Information Methode has no operent record of potatanding service information. OnStar and XM Satellite Radio Information Refer to Help page for details. For OnStar contact 888.ON.STAR1 (988.667.8271) and for XM Radio Contact 877. GET.XMST (877.438.9677) OnStar Status Inactive The Portuguerope Y 27.0 lenguareses Y AM Radio Br LJ2R324V XM States Inactive

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For this vehicle:

### View Vehicle Summary

- Service Contract
- Branded Jitto
- Womanty Brook
- → View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History
- <u>Detail</u>
- View Vehicle Delivery information
- Investigate Major Assembly History

End Odomotor Start Date - Effective Odometer - End Date

Valid warranties are highlighted

DMN Enabled, N

24 MI 02/12/2013 36,024 MI Bumper to Bumper Limited Warranty 02/12/2010 100.024 MI 24 MI 02/12/2016 Corrosion Limited Warranty 02/12/2010

Like Title in North Report On Agreement of 18

Visid Description

Emission Select Component Ltd Wty 02/12/2010 24 MI 02/12/2018 80,024 MI Powertrain Limited Warranty 02/12/2010 24 MI 02/12/2015 100,024 MI

## Service Contract

Finding Manuface.

Descriptor GMPP 72/72 MAJOR GUARD

Enterchair Note: 02/12/2010 # fiber of cyclodismeters 2577 MI Sze Perry line 35.00

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Doductible Amount 100.00 Expination Oato 02/12/2016 Expiration Odemoler, 74577 MI

Transaction	on Histor	<b>y</b>			View Details
Joh Card Payo	Jub Card Mumber	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
07/13/2011	544341	ZREGRogular Vohicle Transaction		J5584 - Accelerator Pedal Position Sensor Replacement	19,025 MI
05/09/2011	537814	ZREGRogular Vehicle Transaction		B4000 - Front Side Door Adjustment - Right Side	17,082 MI
05/09/2011	537814	ZREGRegular Vehicle Transaction		H0122 - Front Brake Rotor Refinishing	17,082 MI
10/25/2010	519921	ZFATField Action Recall		V2323 - 10310 - Sequence Program TCM/ECM	12,044 MI
10/25/2010	519921	ZREGRegular Vehicle Transaction		E0722 - Tire Pressure Indicator Sensor Replacement	12,044 MI
10/25/2010	519921	ZREGRegular Vehicle Transaction		E9050 - Power Steering Pump Replacement	12,044 MI
10/25/2010	519921	ZREGRegular Vehicle Transaction		N9595 - BCM C2 Connector Ropair	12,044 MI
07/08/2010	510142	ZFATField Action Recall	Add Credit	V2252 - 10085 - Replace Airbag Connectors and Secure Harness with Tie Strap (inc. checking DTCs, if Req';d)	7,512 MI
07/08/2010	510142	ZFATField Action Recall	Full Debit - Reversal	V2252 - 10085 - Replace Airbag Connectors and Secure Harness with Tie Strap (Inc. checking DTCs, if Req'td)	7,512 MI
07/08/2010	510142	ZFATField Action Recall		V2252 - 10085 - Replace Airbag Connectors and Secure Harness with Tie Strap (inc. chocking DTCs, if Req';d)	7,512 MI
03/31/2010	500893	ZREGRegular Vehicle Transaction		J9992 - Customer Concorn Not Duplicated (CCND) - Engine Malfunction Indicator Lamp (MIL) Activo	4,412 MI
09/11/2009	A28548	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

<sup>300</sup> och Warnist Abenaganyah Gile May-

% 2005 (seneral Motors: All cights reserved.

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6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com





0101ICVCS545488

99449	WILLIE EDOHO	2795	<sup>NO</sup> .9182	CELL 07/26/11	CVCS545488
	LAUOH HATE LICENSE NO.	MILEAGI		WHT DIAMOND	8TOCK NO. 100135
	YEAR / MAKE / MODEL	//DD CDA	· · · · · · · · · · · · · · · · · · ·	02/12/10	DELIVERY MILES
SATON ROUGE, LA	10/CHEVROLET/MALIBU		LIG	SELLING DEALER NO.	2,577
	1 G 1 Z E 5 E 7 8 /	1: 0. NO.		H. O. DATE	
IONE	GOMMENTS			07/26/11	
ABOR & PARTS				Warranty State	MO: 1918
# 1 23CVZ TRIM CUST. STATES WATER COMING IN FROM DRIVER SIDE. FOUND THE WATER LEAKING FROM THE DISCOUNTED. REMOVED THE ROOF PANEL & SUNVISOR DRAIN HOSE & ADDED SOME GLUE TO R LEAKS. NO FOUND	SUNROOF DRAIN HOSE R TO REPAIR THE SUNROOF	& PARTS	0.00	ranties on the pro- are those made facturer. The Selle disclaims all we expressed or implimplied warranty or fitness for a pland neither assumany other person	e by the many r hereby express varranties, eith- died including ar of merchantabili varticular purpos nes nor authorize to assume for
F YOU ARE NOT COMPLETELY SATISIFED AND ANNOT DEFINITELY RECOMMEND OUR SERVICE	TOTAL LA	BOR	0.00	any liability in co sale of said produ	
ANNOT DEFINITELY RECOMMEND OUR SERVICE EPARTMENT TO A FRIEND LET US KNOW IMMEDIATELY	TOTAL PA TOTAL SL TOTAL G. TOTAL MI TOTAL MI TOTAL TA	BLET O.G SC CHG. SC DISC	0.00 0.00 0.00 0.00 0.00	NOT RESPONSIBLE OUIPMENT OR ITEMS LEFT IN 1 \$5.00 PER DAY ASSESSED AFTER	E FOR ANY AUD ANY PERSONA HIS VEHICLE. CHARGE MAY E
7. CONTONER SAGNATORE	TOTAL II	NVOICE \$	0.00	HAS BEEN NOTIF PICKUP.	
				IT IS VERY IMF THAT YOU ARE SATISFIED" WIT YOU HAVE RECE	PORTANT TO L E "COMPLETEL H THE SERVIC
				YOU MAY RECEI THE MAIL ASKING US ON THIS SER	3 YOU TO GRAD
				IF YOU CANNO THE QUESTIONS SATISFIED" PLE SERVICE MANAG	S "COMPLETEL ASE CALL OU
				ı	
PAGE 1 OF 1 FILE COPY	/ END OF	INVOICE ]	04:40pm		





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0101ICVWS545488

						CELL	
USTOMER NO. 9	9449	WILLIE	EDOHO	2795	9182	07/27/11	CVWS 545488
		LAUOH HATE	LICENSE NO.	MILEAGI		WHT DIAMOND	100135
		10/CHE	MODEL VROLET/MALIBU	/4DR SDN	LTZ	02/12/10	2,577
SATON ROUG	E, LA	VEHICLE I.D. N				SELLING DEALER NO.	PRODUCTION DATE
10117		F.T.C.NO.	2 2 3 2 7 0 7	P. O. NO.		07/26/11	
SECURE OF OR	LULINIAGUS DUZAIP	GOMMENTS				07/26/11	
ADOD R DADTE					·	Warranty State	MO: 19184 ment. Any war
DF F( D) RE DF	TRIM UST. STATES WATER COMING IN RIVER SIDE. OUND THE WATER LEAKING FROM ISCOUNTED. EMOVED THE ROOF PANEL & SUN RAIN HOSE & ADDED SOME GLUE EAKS. NO FOUND	FROM THE UPPER THE SUNROOF DRA VISOR TO REPAIR TO HOLD IN PLAC	IN HOSE THE SUNROOF E . CKED FOR		184.84	ranties on the pro are those mad- facturer. The Selle disclaims all v expressed or imp implied warranty	oducts sold herebe by the manu r hereby expressl varranties, eithe blied including an of merchantabilit
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ADDANTY CLATM	DETAIL TOTALS					EQUIPMENT OR	ANY PERSONA
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						IT IS VEDY IM	PORTANT TO U
APPROVED	BY SIGNATURE					THAT YOU AR	E "COMPLETEL" TH THE SERVIC
							IVE A SURVEY I IG YOU TO GRAD RVICE VISIT.
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PAGE 1 OF 2	SERVICE FILE CO	PY-W	(CONTINUED ON	NEXT PAGE]	03:53pm		nd Reynolde Company (IRAINT)





6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com





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99449	WILLIE EDOHO	2795 TAG NO. 918	2 07/27/11	CVWS545488
	LAUOH HATE LIGENSE		,179 WHT DIAMOND	100135
BATON ROUGE. LA	10/CHEVROLET/MAI	LIBU/4DR SDN LTZ	DELIVERY DATE 02/12/10	DELIVERY MILES 2,577
271 011 1000E, EA	1 G 1 Z E 5 E 7	8 A 4	SELLING DEALEH NO.	PHODÚCTION DATE
NONE	F. T. C. NO."	P.O. NO.	07/26/11	
ALSIDENCE PHONE	COMMENTS			MO: 19184

DCS AUDIT SLIP---JOB CARD 545488

REFERENCE NUMBER

VIN ODOMETER INDICATOR ODOMETER NON-GM VEHICLE

19179

1G1ZE5E78A4

REPAIRING BAC 114281 JOB CARD OPEN DATE 07/26/2011 SERVICE ADVISOR GMIN 065932131 07/26/2011

**OEM SAP TRAN.#** 

001098415880

VER

0002

FOREIGN TOURIST

JOB PAY TYPE TRANS TYPE CATEGORY ZREG JOB COMPLETION DATE: 07/26/2011 TECHNICIAN GMIN: 984253582

LABOR OPERATION BASE HOURS

82852

COMPLAINT CODE: 0824

COMPLAINT DESCRIPTION: CUST. STATES WATER COMING IN FROM THE UPPER DOOR FRA ME OF DRIVER SIDE.

ERA CLAIM#

545488-1

CAUSE CODE: 4061 CAUSE DESCRIPTION: FOUND THE WATER LEAKING FROM THE SUNROOF DRAIN HOSE DISC

CORRECTION DESCRIPTION: REMOVED THE ROOF PANEL & SUNVISOR TO REPAIR THE SUN ROOF DRAIN HOSE & ADDED SOME GLUE TO HOLD IN PLACE . CKED FOR LEAKS. NO FO O FOUND

CODE NET AMOUNT INVOICE NO. DISTANCE RENTAL VIN OR INFO DAYS REASON 15.00 NS2

PARTS HANDLING	TOTAL W/O TAX 0.00	TAX	TOTAL
PARTS LABOR NET ITEMS	0.00 184.84 15.00	0.00 0.00 0.00	0.00 184.84 15.00
PARTICIPATION AMOUNT			( 0.00)
TRANSACTION	199.84	0.00	199.84

Warranty Statement. Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warrantles, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOT RESPONSIBLE FOR ANY AUDIO EQUIPMENT OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. A \$5.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE PICKUP.

\*\*\*\*IMPORTANT MESSAGE\*\*\*\*

IT IS VERY IMPORTANT TO US THAT YOU ARE "COMPLETELY SATISFIED" WITH THE SERVICE YOU HAVE RECEIVED,

YOU MAY RECEIVE A SURVEY IN THE MAIL ASKING YOU TO GRADE US ON THIS SERVICE VISIT.

IF YOU CANNOT ANSWER ALL THE QUESTIONS "COMPLETELY SATISFIED" PLEASE CALL OUR SERVICE MANAGER.

PAGE 2 OF 2

SERVICE FILE COPY-W

[ END OF INVOICE ] 03:53pm

The Reynolds and Reynolds Company ERAINTING OCCUPATION INVOICE

RECOMMENDED OPERATION		intion No w	-a-'-					
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	REPAIR ORDER \$45488			NICIAN TYPE	OPERATION 23CVZ	OPERATI TRIM	ON DESCRIP	TION
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		10/CHEVRO	USTOMER No.	SERVICE CONTI		100135   DEL. MILES   SI	ELL DEALER NO.	547603 R.O. DATE
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6505 FEDRIDA BEVD. BAION KOUGE, LA 70000 Email CUSTOMER NAME: CITY: ADDRESS: BUSINESS PHONE #: HOME PHONE # VIN: LICENSE PLATE. MODEL: COLOR: SERVICE ADVISOR SERVICE OPERATION OL BR SOUTH SERVICE OPERATION SERVICE OPERATION. JERVICE OPERATION REMARKS **ACKNOWLEDGE** ALL VALUABLES REMOVED FROM VEHICLE

CUSTOMER WANTS USED PARTS RETURNED YES:\_\_\_\_ NO:\_

\*MINIMUM DIAGNOSTIC FEE: \$50.00 / HR

THEARRY AUTHORIZE THE REPAIR WORK LISTED TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU THE TIER RESIST NSIBLE FOR LOSS OR DAMAGE TO VEHICLE, ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OF ANY OTHER TAUSE THE MILLION OF THE ANY CELAYS CAUSED BY UNAVAIABLE PARTS OF DELAYS IN PARTS SHIPMENT BY THE SUPPLIER OF HARL GOWN WORLD OF ARRY DRANT YOU AND OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLS HEREIN DESCRIBED ON STREETS MOTOSPECT OF OWN DATE STRUCTURE BURNOSS OF TESTING AND OR INSPECTION

Walte fidoho Connect N. 1105 9.1 2011 the second of th Graph Water only Marcagoment, Fig. RECONCILE PREPARE PARTS MATERIAL VISION ANALYZE MANAGEMENT RETURN WARRANTY PLANNING \$ 1,50% A CVM/00,300 RESULTS View Vehicle Summary . In a sergion Although (Manager), serging Commercial (Commercial) and a sergion of Sergion Instruments of Papageures (Commercial), Announced sergion of Sergion (Commercial) and Artists of Sergion (Commercial) and a formation and the face of a field Major interesting to most or and Vehicle Information FAMISE 1ZK69-2010 MALIBU LTZ 1G1ZE5E78A4 talled to the No. Switchedge Charle No. PD: Status Yes taku ili ad ka **Yos** - 70 - RETAIL - STOCK pendi Armania - <u>O. Opon</u> REQUEST ANOTHER VIN Copie a final to the time and a **Required Field Actions** Lagit degetterd Comme Chargina Statut Matthews Dec 24.00 1336 Nika. ENGINE STALL - REPROGRAM TCM/ECM - 09/17/2010 Closed Service Update N100310 10310 EXPIRES WITH BASE WARRANTY Bulletins AIRBAG READINESS LIGHT/SERVICE 05/13/2010 N100085 10085 Closed Customer AIRBAG MESSAGE - REPOUTE Satisfaction WIREHARNESS/REPLACE Program **Branded Title** 3) After any engineer of the resistance of a role of the leg of the appropriate of the property of the POS. and any analogopy in a color of the resolution of the resolution of the resolution of the resolution of the and the least of the second Medicine has not carried the order of the order of little. Warranty Block Formula have two surround real earlier by a consecution to Service Information Vehicle high no correct record in antistanding some in the following in a OnStar and XM Satellite Radio Information Refer to Help early for details. For OnStar college, 889 ONLS LAR4 (888,557,8274) and by XM Redio SENSON OF CALCULATION AND STREET STATES AND SECTION OF THE SECTION Cyclin - Barberret 🗡 Confide asserts Inactive \*\* LJ2R324V NAMES I WAR Inactive 900 to 1, 5 3 Y DMM Lastingt, N. PANEAN GROUPS DISTANCE AND N yaleg was anners and hagningsteat. **Applicable Warranties** Sto Chore - Eh salve Odometer - End Date - End Odometer Vand Dimeriphes 24 MI 02/12/2016 100,024 MI Corrosion Limited Warranty 02/12/2010

Update My Profile 🖼 Logout

USER OPTIONS

View Vehicle Summary Service Contract

Brounded 1400

View Vehicle Build

Component Summary View Vehicle Transaction History

View Vehicle Delivory

Investigate Major Assembly History

View Vehicle

<u>Information</u>

Detail

Applicable forms

For this vehicle:

2/12/2011

Emission Select Component Ltd Wty 02/12/2010

24 MI

02/12/2018

80,024 MI

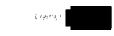
36,024 MI 02/12/2013 Bumper to Bumper Limited Warranty 02/12/2010 24 MI 100,024 MI 24 MI 02/12/2015 Powertrain Limited Warranty 02/12/2010

### Service Contract

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Characteric GMPP 72/72 MAJOR GUARD

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Transaction	on History	,			View Dotails
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07/26/2011	545488	ZREGRegular Vehicle Transaction		B2852 - Sunroof Housing Front Drain Hose Raplacement	19,179 MI
07/13/2011	544341	ZREGRegular Vehicle Transaction		J5584 - Accelerator Pedal Position Sensor Replacement	19,025 MI
05/09/2011	537814	ZREGRegular Vehicle Transaction		B4000 - Front Sido Door Adjustment	17,082 MI
05/09/2011	537814	ZREĞRogular Vahicla Transaction		H0122 - Front Brake Reter Refinishing	17,082 MI
10/25/2010	519921	ZFATFiold Action Recall		V2323 - 10310 - Sequence Program TCM/ECM	12,044 MI
10/25/2010	519921	ZREGRegular Vohicle Transaction		E0722 - Tiro Pressure Indicator Sensor Replacement	12,044 MI
10/25/2010	519921	ZREGRegular Vehicle Transaction		E9050 - Power Steering Pump Replacement	12,044 MI
10/25/2010	519921	ZREGRegular Vehicle Transaction		N9595 - BCM C2 Connector Repair	12,044 MI
07/08/2010	510142	ZFATField Action Recall	Add Credit	V2252 - 10085 - Replace Airbag Connectors and Securo Harness with Tie Strap (inc. checking DTCs, if Req';d)	7,512 MI
07/08/2010	510142	ZFATField Action Recall	Full Dobit - Roversal	V2252 - 10085 - Replace Airbag Connectors and Secure Harness with Tie Strap (inc. checking DTCs, if Req';d)	7,512 MI
07/08/2010	510142	ZFATField Action Recall		V2252 - 10085 - Replace Airbag Connectors and Secure Harness with Tio Strap (inc. checking DTCs, if Req';d)	7,512 MI
03/31/2010	500893	ZREGRogular Vehicle Transaction		J9992 - Customer Concern Not Duplicated	4,412 MI
09/11/2009	A28548	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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Communication of the contract of the

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0101ICVC8547603

99449	WILLIE ED	OHO	2795	<sup>8667</sup>	08/25/11	CVCS547603
	LANOH HATE	LIGENSE NO.	MILENG		COLOH	100135
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	COMMENTS					мо: 200
BOR & PARTS  CUST. STATES LOW TRACTION WARNING ON.  CHECKED AND FOUND NO CODES STORMAND FOUND VEHICLE TO WORK AS DESCRIBED.  BLETPO#VEND INV#-INV.DATE-DESCRIBE 1 365070 RENTED AND NOT DEFINITELY RECOMMEND OUR SERVICE PARTMENT TO A FRIEND LET US KNOW IMMEDIATED.	TECH( NG LIGHTS ON. RED ED IN VEHICLE. TE SIGNED AT THIS TI  JOB # CRIPTION TAL	ST DROVE ME  1 TOTAL LABOR  TOTAL A TOTAL PA TOTAL PA TOTAL G. TOTAL MI TOTAL MI TOTAL MI TOTAL TA	SUBLET  BOR RTS BLET O.G SC CHG.	0.00 0.00 0.00 0.00 0.00 0.00	Warranty State ranties on the pro are those made facturer. The Selle disclaims all w expressed or imp implied warranty or fitness for a p and neither assum any other person any liability in co sale of said produ NOT RESPONSIBL EQUIPMENT OR ITEMS LEFT IN T \$5.00 PER DAY ( ASSESSED AFTER HAS BEEN NOTIF PICKUP.  ""IMPORTANT IT IS VERY IMP THAT YOU ARE SATISFIED" WITH YOU HAVE RECEIT YOU MAY RECEIT THE MAIL ASKING US ON THIS SERV IF YOU CANNOT THE QUESTIONS SATISFIED" PLEA SERVICE MANAGE	ment. Any wild wild will be a by the mark of the mark

PAGE 1 OF 1

FILE COPY

[ END OF INVOICE ] 03:53pm

Fax Server P 14/32

2012-09-29 09:40 Gerry Lane Chevrolet

Walt Lucok

October 6, 2011

Update My Profile ☑ Logout

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

INTERFACE WITH CUSTOMER

PREPARE & SUBMIT TRANSACTIONS

RECONCILE RESULTS

ANALYZE WARRANTY MANAGEMENT PLANNING

PREPARE PARTS RETURN

(2)

**USER OPTIONS** 

## View Vehicle Summary

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

### Vohicle Information

VIN: 1G1ZE5E78A4 Service Contract: Yes

Branded Title: No.

Model: 1ZK69-2010 MALIBU LTZ

Warranty Block: No.

PDI Status Yes

Order Type, 70 - RETAIL - STOCK

Field Actions: O Open

### Required Field Actions

Service Update N100310

Original Number Nbr

N100085

10310

10085

Description

ENGINE STALL - REPROGRAM TCM/ECM -EXPIRES WITH BASE WARRANTY

AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIREHARNESS/REPLACE

09/17/2010

Closed

Open field actions are

highlighted

Status

Closed

05/13/2010

Release

Dato

Investigate Major Assembly History

For this vehicle:

 View Vehicle Summary Servico

Contract

View Vehicle Build

View Vohicle Delivery

Add a Repair Item

Begin Transaction

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

Dotail

Information

→ Branded Title.

→ Warranty Block

### Branded Title

Bulletins

Customer

Satisfaction

Program

Type

\*The VIN information contained herein and information derived therefrom is the proprietory 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

Vohicle 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: Y

XM Equipped: Y OnStar Vehicle Diagnostics: N

XM Radio ID: LJ2R324V

OnStar Status: Inactive XM Status Inactive

DMN Enabled: N

## Applicable Warranties Description

Valid warranties are highlighted

Corrosion Limited Warranty

Start Date Effective Odometer 02/12/2010 24 MI

02/12/2016

100,024 MI

**End Odometer** 

Emission Select Component Ltd Wty 02/12/2010

24 MI

02/12/2018

End Date

80,024 MI

https://www.autopartners.net/apps/owmpa/owm\_wah/shawt/aki-1-17:---Fax Server P 15/32

<< \$25 826 \$27

2012-09-29 09:41 Gerry Lane Chevrolet

Bumper to Bumper Limited Warranty 02/12/2010 24 MI 02/12/2013 36,024 MI 100,024 MI 02/12/2015 Powertrain Limited Warranty 02/12/2010 24 MI

#### Service Contract

Daily Rental Limit. 35.00

Policy Number:

Owner

Description, GMPP 72/72 MAJOR GUARD Effective Date: 02/12/2010 Effective Odometor, 2577 MI

Deductible Amount 100.00 Expiration Date, 02/12/2016 Expiration Odometer: 74577 MI

Transactio	n History	/			View Dotaits
Job Card Date	Job Card Number	Transaction Typo	Transaction Adjustment	Labour Operation	Odometer Reading
07/26/2011	545488	ZREGRegular Vehicle Transaction		B2852 - Hose, Sunroof Drain - Front - R&R Or Reptace	19,179 MI
07/13/2011	544341	ZREGRegular Vehicle Transaction		J5584 - Accolerator Pedal Position Sensor Replacement	19,025 MI
05/09/2011	537814	ZREGRegular Vehicle Transaction		B4000 - Front Side Door Adjustment - Right Side	17,082 MI
05/09/2011	537814	ZREGRegular Vehicle Transaction		H0122 - Front Brake Rotor Refinishing	17,082 MI
10/25/2010	519921	ZFATField Action Recall		V2323 - 10310 - Sequence Program TCM/ECM	12,044 MI
10/25/2010	519921	ZREGRegular Vehicle Transaction		E0722 - Tire Pressure Indicator Sensor Replacement	12,044 MI
10/25/2010	519921	ZREGRegular Vehicle Transaction		E9050 - Power Steering Pump Replacement	12,044 MI
10/25/2010	519921	ZREGRegular Vehicle Transaction		N9595 - BCM C2 Connector Repair	12,044 MI
07/08/2010	510142	ZFATFleid Action Recall	Add Credit	V2252 - 10085 - Replace Airbag Connectors and Secure Harness with Tie Strap (inc. checking DTCs, if Req';d)	7,512 MI
07/08/2010	510142	ZFATFleid Action Recall	Full Debit - Reversal	V2252 - 10085 - Replace Airbag Connectors and Secure Harness with Tie Strap (inc. checking DTCs, if Req';d)	7,512 MI
07/08/2010	510142	ZFATField Action Recali		V2252 - 10085 - Replace Airbog Connectors and Secure Harness with Tie Strap (inc. checking DTCs, if Req';d)	7,512 MI
03/31/2010	500893	ZREGRegular Vehicle Transaction		J9992 - Customer Concern Not Duplicated	4,412 MI
09/11/2009	A28548	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

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Document ID: 2535089 Page 1 of 2

Document ID: 2535089

# #08-05-22-009C: Intermittently Brake Lights (Stop Lamps) Do Not Function Correctly, Cruise Control Inop, DTCs C0131/C0161/C0277 (Perform Repair Outlined) - (Sep 26, 2011)



Intermittently Brake Lights (Stop Lamps) Do Not Function Correctly, Subject: Extended Travel to Shift Out of Park, Cruise Control Inoperative, DTCs C0131, C0161 or C0277 Set (Perform Repair as Outlined)

Models: 2004-2008 Chevrolet Malibu, Malibu Maxx

2008 Chevrolet Malibu Classic 2008-2009 Chevrolet Malibu 2005-2009 Pontiac G6 2007-2009 Saturn AURA

This bulletin is being revised to update the models. Please discard Corporate Bulletin Number 08-05-22-009B (Section 05 – Brakes).

#### Condition

Some customers may comment that intermittently the brake lights do not function correctly. Other symptoms may include extended pedal travel required to shift out of PARK, cruise control does not function correctly, and DTC C0131, C0161 and/or C0277 may be set.

#### Cause

The most likely cause of this condition is high resistance due to terminal fretting corrosion in the body control module (BCM) C2 or X2 connector (specifically pins 18, 31 and 59).

#### Correction

**DO NOT replace the BCM for this condition.** Disconnecting the C2 or X2 connector, adding dielectric lubricant and reconnecting the connector per the procedure below will correct the high resistance condition due to terminal fretting corrosion.

- 1. Remove the right side front floor console side trim panel to access to the Body Control Module (BCM).
- 2. Locate the C2 or X2 connector on the BCM.
- 3. Unlatch the connector and disconnect the connector from the BCM.
- 4. © 2011 General Motors. All rights reserved.

Apply dielectric lubricant (clear gel), GM P/N 12377900 (in Canada, use P/N 10953529) or equivalent, on all the connector pins (apply with a one-inch nylon bristle brush). This will treat the pins against fretting corrosion.

- 5. Reconnect the connector back on the BCM and re-latch. Wipe away any excess lubricant.
- 6. Reinstall the right side front floor console side trim panel.
- 7. Using the Tech 2®, check that the BPPS ratio is equal to BPPS learned home when the brake pedal is not depressed.
  - If they are equal, the brake lamps should be operating correctly and no further steps are necessary.
  - If they are not equal, perform the Brake Pedal Position Sensor Calibration procedure in SI to complete the repair.
- 8. Verify proper operation of the brake lights. If incorrect, refer to SI and perform normal diagnostics.

#### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
N9595*	BCM C2 or X2 Connector Repair	0.3 hr
* This is a unique labor ope Labor Time Guide.	eration for bulletin use only. It will not be put	olished in the

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safety. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.







6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com



99449	HOEIVOA		T/	4G NO	TINVOICE DATE	TINES
99449	WALT	LUČEK	2369 MILEZ	5023	10/06/11	CVCS551817
	YEAR / MAK			21,941	WHT DIAMOND	100135
BATON ROUGE, LA	(10/CH	EVROLET/MALIB	U/4DR SD	N LTZ	02/12/10	OKLIVERY MILES 2,577
		LZ E 5 E 7 8			SELLING DEALER NO. GERRY LANE	PRODUCTION DATE
NONE	F.T.C.NQ.		P.O.NO.		10/06/11	
HESIDENCE PHONE	фимента					MO: 2195
J# 1 01CVZ  FREE LUBE/OIL/FILTER  CUSTOMER REQUEST A COMPLIMEN SERVICE COMPLETE  COMPLETED THE COMPLIMENTARY  PARTSQTYFP.NUMBER  JOB # 1 1 89017524  1 89017524  1 1 2345610X FACTORY RECOMMENDED  J# 2 05CVZ  MISC REPAIRS CUSTOMER STATES LOW TRACTION ON AND GO OFF AT TIMES (4 TIME) DTC DTC 0131-00 ABS/TCS SYSTIME FOUND INCORRECT SIGNAL ON BR REPLACE BPS, CLEAR DTC AND RI  PARTSQTYFP-NUMBER	TARY OIL AND OIL OIL AND OIL FIL DESCRIPTION FILTER 1.836 MOTOR OIL  AND SERVICE ES MES RECENTLY) EM PRESSURE CIR AKE PEDAL SENSO ETEST CIRCUIT S DESCRIPTION SENSOR KI 4.625	JOB # 1 TOTAL LABOR TECH(S):3056 C MESSAGES COME CUIT MALFUCTION R CIRCUIT. IGNAL. ALL OK. JOB # 2 TOTAL B # 2 TOTAL LABOR TOTAL	IT PRICE- AL PARTS & PARTS  IT PRICE- AL PARTS & PARTS  MISC  BOR BLET O.G SC CHG. SC DISC X	WARRANTY 0.00 0.00 15.80 INTERNAL 15.80	Warranty State ranties on the pro are those made facturer. The Selle disclaims all w expressed or imp implied warranty or fitness for a p and neither assum any other person any liability in co- sale of said produ- NOT RESPONSIBL EQUIPMENT OR ITEMS LEFT IN T \$5.00 PER DAY O ASSESSED AFTER HAS BEEN NOTIFI PICKUP.  ****IMPORTANT  IT IS VERY IMPORTANT THAT YOU ARE SATISFIED" WITH YOU HAVE RECENT THE MAIL ASKING US ON THIS SERV IF YOU CANNOT THE QUESTIONS SATISFIED" PLEAS SERVICE MANAGE	ment. Any wa ducts sold heret by the manural properties, elthereby express farranties, elthereby express farranties, elthereby express for merchantability articular purposes nor authorized to assume for mection with the cts.  EFOR ANY AUDITABLE FOR ANY PERSONAL ANY PERSONAL FOR VEHICLE CHARGE MAY BETHE CUSTOME ED FOR VEHICLE COMPLETELY (COMPLETELY COMPLETELY COMPLETELY (ED.)  ANSWER ALICUMENT COMPLETELY (COMPLETELY COMPLETELY COMPLETELY COMPLETELY (COMPLETELY COMPLETELY COMPLETELY COMPLETELY (COMPLETELY COMPLETELY COMPLETELY COMPLETELY (COMPLETELY COMPLETELY COMPLETELY COMPLETELY (COMPLETELY COMPLETELY COMPLETELY COMPLETELY COMPLETELY (COMPLETELY COMPLETELY COMPLETELY COMPLETELY (COMPLETELY COMPLETELY COMPLETELY COMPLETELY (COMPLETELY COM
AGE 1 OF 1 FILE CO	<b>-</b>	[ END OF				





6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com



# O1011CVWS551817

994	49	WALT LUCEK	2369	NO.	CELL	INVOICE NO. CVWS551817
		LAUCH HATE	2309   MILEAC	5023	10/07/11 colon	STOCK NO.
		YEAH / MAKE / MODEL			WHT DIAMOND	100135
BATON ROUGE, L	.A	10/CHEVROLET/MALI		LTZ	02/12/10 8/LLING DEALER NO.	PHODUCTION DATE
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NONE		COMMENTS	r. G. NO.		10/06/11	_
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AGE 1 OF 2						

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WHT DIAMOND
DILLIVERY DATE
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ERRY LANE





## **CHEVROLET**

6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com



CVWS551817

PHODUCTION DATE

2,577

MO: 21955

100135



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IONE			E. I. E. NO.		P. O. NO.	
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•				LAIM# 0EN -2 001	1 SAP TRAN.# 103498669	VER 0002
	TECHNICIAN GM	IN: 3106956	04			
	LABOR OPERATION BASE H2642	HOURS .3				
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	CAUSE CODE: 7073 CAUSE DESCRIPTION: ON FOUND INCORRECT	DTC DTC 01: SIGNAL ON I	31-00 ABS/TCS BRAKE PEDAL S	SYSTEM PRESS	SURE CIRCUIT !	1ALFUCTI
	CORRECTION DESCRIPT	ION: REPLA	CE BPS, CLEAR	DTC AND RET	EST CIRCUIT S	IGNAL, A
	CAUSAL PART: 22666955					
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Warranty Statement. Any warranties on the products sold hereby
are those made by the manufacturer. The Seller hereby expressly
disclaims all warranties, either
expressed or implied Including any
implied warranty of merchantability
or fitness for a particular purpose,
and neither assumes nor authorizes
any other person to assume for it
any liability in connection with the
sale of said products.

NOT RESPONSIBLE FOR ANY AUDIO EQUIPMENT OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. A \$5.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE PICKUP.

\*\*\*\*IMPORTANT MESSAGE\*\*\*\*

IT IS VERY IMPORTANT TO US THAT YOU ARE "COMPLETELY SATISFIED" WITH THE SERVICE YOU HAVE RECEIVED.

YOU MAY RECEIVE A SURVEY IN THE MAIL ASKING YOU TO GRADE US ON THIS SERVICE VISIT.

IF YOU CANNOT ANSWER ALL THE QUESTIONS "COMPLETELY SATISFIED" PLEASE CALL OUR SERVICE MANAGER.

PAGE 2 OF 2

SERVICE FILE COPY-W

TRANSACTION

[ END OF INVOICE ] 10:08am

45.09

0.00

The Reynolds and Raynolds Company CRAINTINVIT. GORDENS Q (00/02)

45.09





6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com





CUSTOMER NO.	99449		WALT LUCEK	2369	5023	10/07/11	CVIS551817
			LAUOH HATE	MILLEAGE		GOLOH WHT DIAMOND	STOCK NO. 100135
			YEAR/MAKE/MODEL 10/CHEVROLET/MALI			DELIVIENY DATE 02/12/10	DELIVERY MILES 2,577
BATON RO	UGE, LA	-	VEHICLE I.D. NO.	•		SELLING DEALER NO.	PRODUCTION DATE
NONE			1 G 1 Z E 5 E 7 8	P.O.NO.		GERRY LANE	
NONE RESIDENCE PHONE	BUSINESS	PHONE	COMMENTS			10/06/11	
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			JOB # 1 TOTAL LABO	R & PARTS	36.73	any other person any liability in co	
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RECOMMENDED SERVICES OPERATION OPERATION DESCRIPTION MO/MI TOTAL SD.000 MILE SERVICE CDOLANT/SYS/SERVICE INSPECT BRAKES RDTATE TIRES-ONLY FUEL INDUCTION SERV OPERATION OPERATION DESCRIPTION TOTÂL MI 05CVZ18 01CVZ07 SERVICE TRANSMISSION ROTATE TIRES-ONLY ROTATE TIRES-ONLY MAJOR FUEL SERVICE CVZ06 6ČVZ 2CVZBG206 ΜĪ MI DZCVZBG210 SERVICE HISTORY DATE REPAIR ORDER MILEAGE **ADVISOR** ECHNICIAN OPERATION 08/23/12OPERATION DESCRIPTION 579875 31825 3245 1995 1995 11CVZ 01CVZ 30CVZ20 30CVZ BRAKES FREE LUBE/OIL/FILTER GM MULTI-POINT INSP MAINTENANCE HULH 1995 1995 2941 03/01/12 564310 26933 2369 Ϊ FREE LUBE/OIL/FILTER TIRE ROT W/MONITOR 294Ī C 30CVZ04 SALESPERSON NO. 5099 S E Ŕ STATE REG# 2 1G1ZE5E78A4 YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ PROD. DATE STOCK No. 100135 579986 CUSTOMER No SERVICE CONTRACT DEL. DATE 02/12/10 DEL. MILES 2,577 99449 SELL DEALER NO. GERRY LANE 08/24/12 COLOR WHT DIAMOND TC/CO BATON ROUGE, LA CONTRACT No. EXP. DATE 02/12/16 72,000 2906 M/MC CVZZ TURBO MILHAGE 31,835 P.S. ADVISOR No. ADVISOR RESIDENCE PHONE RAYMOND 05:35pm 08/24/12 06:00pm APPOINTMENT LABOR RATE Yes No CELL W \*11CVZ **BRAKES** CUSTOMER STATES ABS & TRACTION WARNINGS ON CLUSTER GM MÚLTI-POINT INSP PERFORM GM GOODWRENCH MULTI-POINT VEHICLE INSPECTION 860 27 La 718. J AB4 27 0 4:55 0101J579986

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RECOMMENDED SERVICES OPERATION OPERATION DESCRIPTION MO/MÏ OPERATION OPERATION DESCRIPTION TOTAL CVZ08 CVZ23 3D.000 MILE SERVICE CDOLANT/SYS/SERVICE INSPECT BRAKES ROTATE TIRES-ONLY SERVICE TRANSMISSI ROTATE TIRES-ONLY ROTATE TIRES-ONLY MAJOR FUEL SERVICE MΪ 05CV218 01CV207 MI MI lcvz06 cvz ΜĮ 26CVZ 02CVZBG206 MÏ MÏ )2CVZBG210 FUEL INDUCTION SERV SERVICE HISTORY DATE REPAIR ORDER MILEAÇE ADVISOR TECHNICIAN TYPE OPERATION OPERATION DESCRIPTION 03/01/12 564310 01CVZ 30CVZ04 11CVZ 04CVZ 26933 2369 2941 **HOW** FREE LUBE/OIL/FILTER TIRE ROT W/MONITOR 2941 2941 2941 3056 3056 BRAKES SUSPENSION/STEERING FREE LUBE/OIL/FILTER MISC REPAIRS 10/06/11 551817 21941 2369 01CVZ 05CVZ SALESPERSON NO. 5099 S E RV STATE REG# 2 1G1ZE5E78A4 YEAR / MAKE / MODEL PROD. DATE STOCK No. 100135 LO/CHEVROLET/MALIBU/4DR SDN LTZ 579875 CUSTOMER No. 99449 SERVICE CONTRACT DEL. DATE 02/12/10 2,577 SELL DEALER No. R.O. DATE **GERRY LANE 08/23/12** COLOR CONTRACT No. DATE 02/12/16 72,000 Z906 BATON ROUGE, WHT DIAMOND TC/CO TURBO M/MC ADVISOR RAYMOND A/C P.5. TRANS, MILEAGE 31,825 ADVISOR No. 3245 31,832 01:42pm 08/23/12 ์ 06:00pm LABOR RATE Yes No CELL: 225-328-3763 JOB COMMENTS: 328-3763 328-5934 W \*11CVZ BRAKES CUSTOMER STATES ABS & TRACTION WARNINGS ON CLUSTER WHILE DRIVING test = No DIC operating As designed I\* 01CVZ 2 FREE LUBE/OIL/FILTER CUSTOMER REQUEST A COMPLIMENTARY OIL AND OIL FILTER CHANGE **発酵 20 pm 5110** GUG RA AK BIAN 3 C \* 30CVZ20 GM MULTI-POINT INSP PERFORM GM GOODWRENCH MULTI-POINT VEHICLE INSPECTION TO THE PART HALL DOES HOW THE THE THE PART HAS A STATE OF THE PART HAS A STATE

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ŞAL	ESPER	SON NO.	5099	<u> </u>	S	ERV	I C E			STATE	
		YEST P	5E78A4	10/CH6	KE / MODEL	- /MALIBU/4	DR SDN	PROD. DATE	100135	ICENSÉ No.	579875
		10,22	<u> </u>	<u> </u>	CUSTOM		RVICE CONTR		10 DEL. MILES	ELL DEALER NO.	R.O. DATE 08/23/12
		RATON F	ROUGE, LA		COLOR	DIAMOND	TC /CO	CONTRACT No.		72,000	TAG No
		BATON	toode, th		TURBO			TRANS. MILEAGE 31,8		DVISOR RAYMON	
		RESIDENCE P	HONE BUSINE	SS PHONE	_	CVZZ		51.0	23 3273	ICA II-IOI	<u>,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,</u>
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JOB	NO				1						
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Tas 2906

Service Consultant			J1 - 4
Service Date	<del></del>	Promise Date	
Customer Name			
Address			Model
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Requested Maintenance:		•	
Oil Change-	Brake Service	Alignment-	Balance Tires
Rotate Tires	Coolant Service	Air Filter	Tune Up
Concern:		- M- WA	
Tran	·		179.
Concern: TPM			
• •			
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I hereby authorize, the repair work herein set forth to be done along with the necessary material and agree that Gerry Lane Chevrolet is not responsible for the loss of damages to the said vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond our control or delays caused by unavailability of parts or delays caused by schedule conflicts. I hereby grant Gerry Lane Chevrolet and or your employees to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle herein described to secure the amount of the repairs thereto.

Customer Signature

Customer Signature-

## Vehicle Report

Printed on: 08/23/2012 13:43:48

WORKBENCH

VIN: 1G1ZE5E78A4

Vehicle Model: 2010 MALIBU LTZ

Delivery Date: 02/12/2010

**Vehicle Summary** 

OnStar Status	OVD Enabled	DMN Enabled	Radio Status	Radio ID
Equipped - Inactive	No	No	Equipped - Inactive	LJ2R324V

Required Field Actions

Number	Туре	Description	Release Date	Status
10310	Service Update Bulletin	ENGINE STALL - REPROGRAM TOM/ECM - EXPIRES WITH BASE WARRANTY	09/17/2010	Closed
10085	Customer Satisfaction Program	AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIREHARNESS/REPLACE	05/13/2010	Closed

**Applicable Warranties** 

Doscription	Effective Date	Effective Odometer	End Date	End Odometor	Warranty Status
Corrosion Limited Warranty	02/12/2010	24	02/12/2016	100024	Applicable
Emission Select Component Ltd Wty	02/12/2010	24	02/12/2018	80024	Applicable
Bumper to Bumper Limited Warranty	02/12/2010	24	02/12/2013	36024	Applicable
Powortrain Limited Warranty	02/12/2010	24	02/12/2015	100024	Applicable

**Service Contracts** 

Policy Number	Owner Namo	Description	Deductible Amount	Daily Effective Rontal Date Allowance	Effective Odometer	Expiration Date	Expiration Odometer
818263832	LEWIS	GMPP 72/72 MAJOR GUARD	\$100.00	\$35.00 02/12/2010	2577	02/12/2016	

Service Information

		<u> </u>	
Туре	Number	Description	Date Posted

No information found for this vehicle.

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	
10/06/2011	551817	ZREG	H2642	Sensor, Brake Pedal Position - Replace	21941	Warranty
07/26/2011	545488	ZREG	B2852	Sunroof Housing Front Drain Hose Replacement	19179	Warranty
07/13/2011	544341	ZREG	J5584	Accelerator Pedal Position Sensor Replacement	19025	Warranty
05/09/2011	537814	ZREG	B4000	Front Side Door Adjustment	17082	Warranty
05/09/2011	537814	ZREG	H0122	Front Brake Rotor Refinishing	17082	Warranty
10/25/2010	519921	ZFAT	V2323	10310 - Sequence Program TCM/ECM	12044	Warranty
10/25/2010	519921	ZREG	E0722	Tire Pressure Indicator Sensor Replacement	12044	Warranty
10/25/2010	519921	ZREG	E9050	Power Steering Pump Replacement	12044	Warranty
10/25/2010	519921	ZREG	N9595	BCM C2 Connector Repair	12044	Warranty

Please Note: This document may be considered current for 24 hours from the fime it was printed.

2012-09-29 09:43 Gerry Lane Chevrolet

## Vehicle Report Printed on: 08/23/2012 13:43:48



VIN: 1G1ZE5E78A4

Vehicle Model: 2010 MALIBU LTZ

Delivery Date: 02/12/2010

## **Vehicle Transaction History**

Sorvice Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	
07/08/2010	510142	ZFAT	V2252	10085 - Replaco Airbag Connectors and Securo Harness with Tie Strap (inc. checking DTCs, if Req';d)	_	Warranty
07/08/2010	510142	ZFAT	V2252	10085 - Replace Airbag Connectors and Securo Harness with Tie Strap (inc. checking DTCs, if Req';d)	7512	Warranty
07/08/2010	510142	ZFAT	V2252	10085 - Replace Airbag Connectors and Secure Harness with Tie Strap (inc. checking DTCs, if Req';d)	7512	Warranty
03/31/2010	500893	ZREG	J9992	Customer Concern Not Duplicated (CCND) - Engine Malfunction Indicator Lamp (MIL) Active	4412	Warranty
09/11/2009	A28548	ZPD!	Z7000	Pre-Dolivery Inspection - Base Time	0	Warranty

\$0.00

#### EAN HOLDINGS, LLC, 6615 FLORIDA BLVD, BATON ROUGE, LA 708064466 (225) 926-0730

RENTAL AGREEMENT

REF# 3HZSH5

33992

RENTER

DATE & TIME OUT 08/24/2012 05:35 PM DATE & TIME IN 09/04/2012 02:43 PM

**BXLLING CYCLE** 

24-HOUR

VEH #2 2012 CHEV IMPA 4ALS VIN+ 2G1WF5E34C1

MILES DRIVEN 240

VEH #1 2012 CHEV IMPA 4ALS VIN# 2G1WF5E31C1

MILES DRIVEN 68

BILL TO ACCOUNT
GERRY LANE CHEVROLET--OB\*\*\*
ATTN: ROBINSON, RAYMOND
6505 FLORIDA BLVD
BATON ROUGE, LA 70806

CLAIM INFO

PO: 387971

SHOP: GERRY LANE CHEVROLET --

DB

PHONE: (225) 926-4600 ATTN: ROBINSON, RAYMOND SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	08/24 • 09/04	1.1	DAY	\$38.00	\$418.00
REFUELING CHARGE	08/24 - 09/04				\$0.00
		\$	ubtotal:	"	\$418.00
		Total C	harges:		\$418.00
Bill-To / Deposits					
GERRY LANE CHEVROLET-	-DB**		_		
TIME & DISTANCE	08/24 - 09/04	11	DAY		
REFUELING CHARGE	08/24 - 09/04				
***		s	ubtotal:	(	(\$418.00)

**Total Amount Due** 

PAYMENT INFORMATION
AMOUNT PAID TYPE

ÇREDIT CARD NUMBER





6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com



# 01011CVCS579986

99449	RAYMOND		∾ີ2906	INVOICE DATE	INVOICE NO.
	LABOR BATE LICENSE NO	3245 MILEAGI	•	09/04/12	CVCS579986
	YEAR / MAKE / MODEL		31,835	DELIVERY DATE	100135
BATON ROUGE, LA	10/CHEVROLET/MALIBU	/4DR SON	LTZ	02/12/10	DELIVERY MILES 2,577
<u> </u>	1 G 1 Z E 5 E 7 8 A			GERRY LANE	PRODUCTION DATE
TIESIDENCE PHONE	P. T. E. NO.	P. O. NO.		08/24/12	
	COMMENTS	<u> </u>		.,	MO: 3184
JOB # 1 1 15835337 CON SW JOB # 1 1 15835337 SW SW JOB PERFORM GM GOODWRENCH MULTI-POLY PERFORMED GM GOODWRENCH MULTI-POL	CHECKED ELECTRICAL SYSTEM FOR DIAGNOSTIC TEST OF BATTERY TERY CABLES WERE FINE. DID NOT ITHER. IS ALL WORKING FINE NOW. KE THIS WITH THE ABS AND TRACTION CONTROL SWITCH AT MANAGE-ATING AS DESIGNED AT THIS TIME SCRIPTION. LIST PRICE-UNITERY 90.6YR RERETURN ITCH 4.710  JOB # 1 TOTAL LABOR 8  TECH(S):1974  INT VEHICLE INSPECTION CONTROL OF TOTAL LABOR 8  CRIPTION. LIST PRICE-UNITERY TOTAL LABOR 8  CRIPTION. LIST PRICE-UNITERY DOB # 2 TOTAL LABOR 8  CRIPTION. LIST PRICE-UNITERY DOB # 2 TOTAL LABOR 8  CRIPTION. LIST PRICE-UNITERY DOB # 2 TOTAL LABOR 8  CRIPTION. LABOR 8  TOTAL LABOR 9	PRICE- PARTS PARTS PRICE- PARTS PARTS CUBLET  C. CHG. DISC	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	Warranty States ranties on the pro- are those made facturer. The Selles disclaims all w expressed or impl implied warranty or fitness for a pa- and neither assum any other person any liability in cor- sale of said product NOT RESPONSIBLE EQUIPMENT OR ITEMS LEFT IN TH \$5.00 PER DAY OF ASSESSED AFTER HAS BEEN NOTIFIE PICKUP.  ****IMPORTANT IT IS VERY IMPORTANT IT IS VERY IMPORTANT IT IS VERY IMPORTANT YOU ARE SATISFIED" WITH YOU HAVE RECEIV YOU MAY RECEIV THE MAIL ASKING US ON THIS SERVI IF YOU CANNOT THE QUESTIONS SATISFIED" PLEAS SERVICE MANAGEI	ment. Any war ducts sold hereby by the manural hereby expressly arrantles, either lied including any of merchantability articular purpose to assume for it assume for it assume for it nection with the cts.  FOR ANY AUDIO ANY PERSONAL HIS VEHICLE. A SHARGE MAY BE THE CUSTOMER ED FOR VEHICLE  MESSAGE****  ORTANT TO US "COMPLETELY THE SERVICE TED.  E A SURVEY IN YOU TO GRADE CE VISIT.  ANSWER ALL "COMPLETELY SE CALL OUR
PAGE 1 OF 1 FILE COPY	[ END OF IN	VOICE 1 o	8:57am		





6505 FLORIDA BLVD BATON ROUGE, LA 70806 TEL. (225) 926-4600 www.gerrylane.com





0101ICVWS579986

994	49	•	RAYM		•	324	A E TAO NO	2906	CEL	INVOICE NO. CVWS579986
	<u> </u>		LABORR		LICENSE NO.	324	MILEAGE		09/05/12 COLOR	STOCK NO.
			YEAH / M	AKE / MODEL	_ 4		<u> </u>		WHT DIAMOND	100135   DELIVERY MILES   2,577
BATON ROUGE, 1	LA		VEHICLE	I.D. NO.	ET/MALIE		SDN		DELIVERY DATE 02/12/10 SELLING DEALER NO.	2,577
			1 G		5 E 7 8	A 4	io.		GERRY LANE	
			COMMEN						08/24/12	
ABOR & PARTS			QQIMIQI4							MO: 3184
CUSTOM SEE HI NO COD FAULTS FOUND FIND A REPLAC BASED L MENTS PARTSQTYFP-N 10B # 1 1 81 10B # 1 1 81 10B # 1 1 81	ES FOUND IN AN THAT COULD CA THAT IT WAS NO NY UPDATES FOR ED FAULTY BATTON PREVIOUS IN IGHTS. REPLACE REQUEST. VEHICUMBER	& TRACTION WA  Y MODULES. CH USE THIS. DIA GOOD. BATTER MODULES EITH ERY. THIS IS CIDENTS LIKE D THE TRACTIO LE IS OPERATI	RNINGS O ECKED EL GNOSTIC Y CABLES ER. WORK THIS WITH N CONTRO NG AS DE TION 90-6YR TURN 4.710 JOB # 1	ECTRICAL TEST OF B WERE FIN ING FINE H THE ABS L SWITCH SIGNED ATU/CO 94 8 10 COST TOT. J	SYSTEM FOR ATTERY E. DID NOT NOW. AND TRAC- AT MANAGE- THIS TIME STE/COST .96 94.9 .00 8.0 .50 10.6 AL 97.4 DB # 1 TOT	6 12 0 1 6 AL PART	'S	136.44 279.81 418.00	ranties on the pricare those mad facturer. The Sellic disclaims all expressed or implied warranty or fitness for a pand neither assurany other personany liability in cosale of sald produced NOT RESPONSIBEQUIPMENT OR ITEMS LEFT IN \$5.00 PER DAY ASSESSED AFTE HAS BEEN NOTIFICATION ASSESSED ASSESTED ASSESSED ASSESTED ASSESSED ASSESTED ASSESSED ASSESTED ASSESTED ASSESSED ASSESTED AS	ement. Any wand oducts sold hereby in the manuar hereby expressly warranties, either plied including any of merchantability particular purpose mes nor authorizes in to assume for inconnection with the fucts.  LE FOR ANY AUDIC ANY PERSONAL THIS VEHICLE. ACCUSTOMER THE CUSTOMER T
					R/0 T R/0 T	ΑX	. •	418.00 0.00 697.81	PICKUP. ****IMPORTAN	T MESSAGE****
	IL TOTALS TAL 597.81		• • • • • • • • •						THAT YOU AR	PORTANT TO US E "COMPLETELY "H THE SERVICE IVED.
LAIM TOTALS 6	597.81							1	YOU MAY RECE THE MAIL ASKIN US ON THIS SER	IVE A SURVEY IN G YOU TO GRADE VICE VISIT,
APPROVED BY SI CS AUDIT SLIP JOB						••••			THE QUESTIONS	OT ANSWER ALL S "COMPLETELY SASE CALL OUR SER.
ODOM NON -	ETER INDICATOR ETER GM VEHICLE RENCE NUMBER	1G1ZE5E78 N 31835 N	3A4128548	JOE SER	AIRING BAC CARD OPEN VICE ADVIS EIGN TOURI	DR GMIN	114281 08/24/3 959379	2012 374		
JOB 1		INS TYPE CAT ZREG	EGORY 5	ERA CLAIM 79986-1		AP TRAN 3602825		ER 001		
	JOB COMPLETION TECHNICIAN	DATE: 09/04/ GMIN: 466818	2012 793							





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MO: 31844



0101ICVWS579986

			ÇELL	<u>:</u>
99449	RAYMOND 324	\$5 2906	09/05/12	CVWS579986
	5793	31,835	WHT DIAMOND	100135
BATON ROUGE, LA	YEAR/MAKE/MODEL 10/CHEVROLET/MALIBU/4DR	SDN LTZ	02/12/10	2,577
	1 G 1 Z E 5 E 7 8 A 4		GERRY LANE	PRODUCTION DATE
	F.T. Q. NO,	O.	08/24/12	
REWORKS CHOOSE	COMMENTS			•

LABOR OPERATION BASE HOURS DIAGNOSIS OTHER NOTION .2 .3 1.0

COMPLAINT CODE: 0621
COMPLAINT DESCRIPTION: CUSTOMER STATES ABS & TRACTION WARNINGS ON CLUSTER S
FF HISTORY

CAUSE CODE: 6573

CAUSE DESCRIPTION: NO CODES FOUND IN ANY MODULES. CHECKED ELECTRICAL SYSTEM FOR FAULTS THAT COULD CAUSE THIS. DIAGNOSTIC TEST OF BATTERY FOUND THAT I AT IT WAS NO GOOD. BATTERY CABLES WERE FINE. DID NOT FIND ANY UPDATES FOR FOR MODULES EITHER.

CORRECTION DESCRIPTION: REPLACED FAULTY BATTERY, THIS IS ALL WORKING FINE N OW. BASED ON PREVIOUS INCIDENTS LIKE THIS WITH THE ABS AND TRAC. TION LIGH LIGHTS. REPLACED THE TRACTION CONTROL SWITCH AT MANAGE- MENTS REQUEST. VEH VEHICLE IS OPERATING AS DESIGNED AT THIS TIME

CAUSAL PART: 89022163

PART NUMBER QTY UNIT COST REPLACEMENT SERIAL# TRADE NON-GM 15835337 10.50

89022163 1 86.96

NET AMOUNT CODE INVOICE NO. DISTANCE RENTAL VIN OR INFO DAYS REASON 11 P

GM WHOLESALE AUTHORIZATION COMMENTS: NEED AUTH FOR OLH AND EXTRA PART, MGMT A UTH REPLACEMENT OF TRACTION CONTROL SWITCH. SONE AS A 1 LINE CLAIM. ASK KING FOR 11 DAYS RENTAL. CUST GOT IN RENTAL FRI 8-24. PART DID NOT ARRI IVE TILL 8-31. DURING THAT TIME WE HAD A HURRICANE. AND LABOR DAY HOLID DAY. COMPLETED REPAIR 9-4.

PARTS HANDLING	TOTAL W/O TAX	TAX	TOTAL
PARTS LABOR	97.46 143.37	0.00	136.44 143.37
NET ITEMS PARTICIPATION AMOUNT	418.00	0.00	418.00 ( 0.00)
TRANSACTION	697.81	0.00	697 .81

Warranty Statement. Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOT RESPONSIBLE FOR ANY AUDIO EQUIPMENT OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. A \$5.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE PICKUP.

\*\*\*\*IMPORTANT MESSAGE\*\*\*\*

IT IS VERY IMPORTANT TO US THAT YOU ARE "COMPLETELY SATISFIED" WITH THE SERVICE YOU HAVE RECEIVED.

YOU MAY RECEIVE A SURVEY IN THE MAIL ASKING YOU TO GRADE US ON THIS SERVICE VISIT.

IF YOU CANNOT ANSWER ALL THE QUESTIONS "COMPLETELY SATISFIED" PLEASE CALL OUR SERVICE MANAGER.

PAGE 2 OF 2

SERVICE FILE COPY-W

[ END OF INVOICE ] 01:04pm

The Reynolds and Reynolds Company ERAINTINVE

2010 MALIBU LTZ		GENERAL M	OTORS COM	PANY
98U WHITE DIAMOND TRICOAT	/V6G			
342 COCOA/CASHMERE		RENAISSAN	CE CENTER	
ORDER NO. NNDVXK/TRE STOCK NO		DETROIT	MI 4	8243-1114
VIN 1G1 ZE5E 78 A4		VEHICLE I	NVOICE 1A	D38079249
*********	******	*****	******	13*24447s
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL -	STOCK
1ZK69 MALIBU LTZ	26605.00	25141.73	INVOICE	09/11/09
CF5 SUNROOF, POWER TILT AND SLIDE	850.00	748.00	SHIPPED	09/11/09
		N/C		10/02/09
LY7 ENGINE, 3.6L V6 DOHC	0.00	0.00	INT COM	10/02/09
MH2 6-SPEED AUTOMATIC TRANSMISSION				
PDQ HFV6 ENGINE PACKAGE:	1595.00	1403.60	KEYS XXX	XX XXXXX
*3.6L V6 DOHC ENGINE			WFP-F QT	R OPT-1
(REPLACES STD/OPT ENGINE)			BANK: GM	AC - 084
*DUAL CHROME EXHAUST TIPS			CHG-TO	24-447
*HYDRAULIC POWER STEERING				
ASSIST			SHIP WT:	3565
			HIP:	32.9
UE1 1YR ONSTAR DIRECTIONS W/	N/C	N/C	GMS:	27810.33
AUTOMATIC CRASH RESPONSE AND			SUPPLR:	29055.04
TURN-BY TURN NAVIGATION (ASK			MRM:	30380.00
DEALER ABOUT GEOGRAPHIC			DAN:	1LZ
COVERAGE)			MEMO	1333.00
VK3 FRONT LICENSE PLATE BRACKET	15.00	13.20	GSU:	378.16
ZFH COMPACT SPARE TIRE	100.00	88.00		
(REPLACES TIRE SEALANT AND				
INFLATOR KIT)				
98U WHITE DIAMOND TRICOAT	495.00	435.60		

TOTAL MODEL & OPTIONS	29660.00	27830.13	ACT 231	27660.33
DESTINATION CHARGE	720.00	720.00	H/B 261	889.80
DEALER IMR CONTRIBUTION		296.60	ADV 261	296.60
IMA GROUP CONTRIBUTION		296.60	EXP 65A	296.60

TOTAL 30380.00 29143.33 PAY 310 29143.33

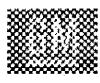
MEMO: TOTAL LESS HOLDBACK AND

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.

GERRY LANE CHEVROLET

REMIT TO GMAC NO. 084
VIN 1G1ZE5E78A4
\$ 29143.33 INV 1AD38079249
DUE 10/02/09 DEALER 24-447



VIA FAX ONLY

FROM JR FO Brandy

September 24, 2012

Atta: J.K. Khamiss

Dealer: Gerry Lane Enterprises, Inc.

Location: Baton Rouge, LA

RE: Customer:

Service Request: 71-1109820303 Veh: 2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZE5E78A4

Dear Mr. Khamiss:

This is a letter of notification regarding a Better Business Bureau claim involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if applicable).
- · The incentives acknowledgement form
- · Copy of Title and Registration
- · The Actual Cash Value statement of any trade.
- All Service and body shop repair orders including all internal, customer pay, and warranty
  repair orders (please include front and back as well as technician notes).

Flease fax them to the number below. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate. If any Social Security Numbers are present, please black out.

Your cooperation is greatly appreciated. If you have further questions, please contact me directly, or call our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., EST.

Sincerely,

General Motors

Brandy Fabian
BRC Mediation Liaison
Ph #: 1-866-790-5700 x 21314
Pax #: 1-866-480-3626

<u>GM</u>

## GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDEGMENT

TERRY P LENIS	HUMMERY OF SATURE OF SHIP
CUSTOMER NAME: SISELE B LEWIS VIN: G, 1, Z, E, 5 E, 7, 8 A, A	elissias er varan fraktyskelt y traktyskelt fraktyskelt skellede state en skellede state en skellede state en s
Lossign the total amount of customer incentive (s) listed to the dealer named be to the down payment of this vehicle, (b) where permissible by law, incentive, and final price with incentive applied), or c) a check be issued in	as a price reduction (Bill of Sale indicates pre-incentive price, amount of
### Insentive Program Reference   \$2000,00   CSR   GM.   ###################################	ncentive Code
C. Other Program Selection (Which may or may not be in lieu of customer allow I elect to receive the following in lieu of	ance programs; for example, Division supported financing/leasing, etc.)
Vehicle Incentive Acknowledgment. I am the altimate purchaser or lessee of the was sold/leased to me by the Dealer, named below. This vehicle was purchased deliverages to be a lacknowledge receipt of incentive (a) as described in obligation for incentive (a) on this unit.  Purchaser/Lessee Signature: Authorized Dealer Signature:  Dealership Name:	i/leased for personal/business use and not resale and I took
On\$tar Acknow	
Is vehicle equipped with OnStar? YesNo	
OnStar Terms and Conditions Acknowledgement Lucknowledge that I have received the Terms and Conditions under which the Condition box, from the dealer, at www.onstar.com, or by contacting OnSta	OnStar service in my vehicle is provided. Copies are available in the r us described below.
OnStar Stolen Vehicle Slowdown Capability (Model Year 2009 or Newer) My OnStar-equipped vehicle may have Stolen Vehicle Slowdown capability the authorities in its recovery	at enables OnStar to slow down my stolen vehicle remotely to assist
I understand I must press the blue OnStar button and request the OnStar advisor capability on my vehicle. This capability can only be re-enabled at a GM dealer	
Cancellation of All OnStar Services: I understand that to cancel all OnStar services in my vehicle, I must press the bl (1.888.466.7827) or TTY 1.877.248.2080 and reques the ball OnStar services by	ue OnStar button in my vehicle or call 1.888.4OnStar ne cancelled.
Purchaser/Lessee Signature:	Date://
The undersigned person, as Dealer representative, certifies that the information tem #1, the OnStar Terms and Conditions, UnStar Stolen Vehicle Slowdown Coprovided to the said purchaser/tessee who had taken delivery of the referenced delivery data has been forwarded to General Metors.	Capability and Concellation of All OnStar Services have been
Authorized Dealer Signature	Pate: / /
Dealership Name:	Dealer Code:
GERRY LANE CHEVROLET	24447

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.

Rev 7-01-2008

## Incentive Management - VIN Incentive Look-Up: Results

Page 1 of 1

## VIN Incentive Look-Up: Results - Consumer Cash

Eligible Programs for VIII—1G1ZE6E7RA4 distance for -021192010

Vehicle Details

VERSION OCCUPATION 2010 Chevrolal Mailing LTZ Sadan

Metric 12469 Inscriber Bakis New

Finding Eggs 010 Individual Date | Costs | 24447 | Find Eggs | 070

#### Delivery Destination

Region SOUTH CENTRAL 91/3: LOUISIANA 1944/ BATON ROUGE, LA Foxtal Cado 70817

County EAST BATON ROUGE

Report Consessed On 93112/2010 16:51:00 EST

	Program Nama	Start Date	End Date	Oplica Condition	Program #	Çaşh	incontive Code
<b>~</b>	OM SOUTH CENTRAL REGION 2010 RETAIL CONS UMER CASH/APR/DEALER CASH INCENTIVES	02/10/2010	00/01/2010		10-52A-0	2000	COM
V	GM BONUS CASH PROGRAM	02/10/2010	03/01/2010		10-40AQ-1	1000	AZT
E	PONTIAC & SATURN OWNER LOYALTY LEASE FR OGRAM	03/0.1/2010	03/31/2010		in ancac-i	500	ABM
(-	PONTAC A SATURN OWNER FUR HASE PRIZER AM	\$5,477.50.10	03/31/2010		10 40CAP 1	1000	ADIN
***	GMGMAD 2010 FERRIARY PULL AHEAD PROGR AM	0367,5910	Q3/11/2010		10-05-1		表情 () 6 宏報
٢	JOID MOOFL YEAR OM CUSTOMER ASSISTANCE CENTER GOODWILL CERTIFICATE PROGESS	10/02/2009	00/30/2010		10 03 f		LCP
1	2010 MODEL YEAR GM COLLEGE DISCOUNT PRI CINC PROGRAM	01/10/2010	00/30/2010		10 04 .1		GLÜ
Г	2010 MODEL YEAR GM CARD (BLUE/GOLD) PROGUM	10/02/2009	09/30/2010		10-05-1		UDE
L	2010 MODEL YEAR 6M CARDS WITH REDEMPTIO N LIMITS COPPER/ PLATINUM AND FLEXIBLE EAR NINGS PROGRAMS	10/02/2009	09/00/2010		10-0GA-1		UÓP
f	2010 MODEL YEAR GM BUSINESS CARD PROGRAM	10/04/2009	09/80/2010		10-055-1		U08
r-	2010 MODE). YEAR GM EXTÉNDED FAMILY CARD PROGRAM	10/02/2009	09/06/2010		10 05C-1		UDF
<b>!</b>	2010 MODEL YEAR GM MOBILITY ADAPTIVE EQUI- PMENT PROGRAM	10/02/2009	09/30/2010		10-07-1		MÖBMOÖ
Γ"	2016 MODEL YEAH GM DHIVER EDUCATION PUR CHASE/LEASE PROGRAM	10/02/2009	09/36/2010		10-01-1	750	U4C
1"-	2010 MORLE YEAR OM CPETET UNION MEMBER PRECOUNT PRIMING PROGRAM	01/18/2010	09/30/2010		10:11 4		mi
<b>,</b>	2010 SM CUSTOMUR APPRECIATION CERTIFICAT E PREMINAM	f0/01.⊴ <del>00</del> 9	03/30/3010		10-14	500	VHC
Γ	7010 MODEL YEAR GM MILITARY DISCOUNT PRIC ING PROGRAM	01/1W2Q10	(P)/3(V2010		10-16-3		OMM
1**	BOTO MODEL YEAR OM HETTRUE VOLICHER PRO- GRAM	1011/2000	00/30/2010		10-18-1		MAC
<i></i>	TOYOTA LENES LEASEHOLDER PRIVATE OFFER FROURAM	01/27/2010	0101-5010		10-40CAA		AZO)
1	OM CONQUEST PRIVATE OFFER PROJEMM	01/27/2010	03/01/2010		10-40CAB	1000	AZR
75	PIRE AGENT DIFICET MAIL TRASE PRIVATE OFFE D	01/01/2010	05/01/2010		10 40GAE	800	AZX
<b>I</b>	FREE AGENT DIRECT MAIL PURCHASE PRIVATE OFFCR	02/02/2010	05/11/2010		10 40CAH	17000	AAC
Γ.	CHEVHOLET SILVERADORANG EIEHHA GMYBOD H YDRID OWNER LOYAL LY/THADE-IN ASSISTANCE EDDORAM	01/05/2010	03/11/2010		10 40YB 3	5000	WLI
1	GM NATIONAL COMMUNITY ACTION FOUNDATION (NCAE) PRIVATE OFFER	1(V3()/2(09	10/30/2010		10-40CC	500	VWG
1	UNITED SERVICES AUTOMOBILE ASSOCIATION (UGAA) \$150 PRIVATE OFFER	01/16/2010	12/91/2010		10-40C5-1	ሥይሪ	wwc.
ľ	UNITED SERVICES AUTOMOBILE ASSOCIATION (UBAA) ±1000 PRIVATE OFFER	01/18/2010	12/31/2010		t0-40CT-1	1000	<b>WW</b> ()
ŗ	GMCHASE LILTIMATE REWARDS PRIVATE OFFE IS FROGRAM	0105/2010	06/30/2010		10-40CV	500	AZF
f	OM SELECT BUSINESS THAPE ASSOCIATION PRE- VATE OF LEE	01:05/2010	00302010		to-sec s	500	крк

Total - 2000

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2010 MALIBU LTZ 98U WHITE DIAMOND TRICOAT	/V6G	GENERAL M	otors com	PANY
342 COCOA/CASHMERE	,	RENAISSAN	CE CENTER	
ORDER NO. NNDVXK/TRE STOCK NO		DETROIT		9243-1114
VIN 1G1 ZE5E 78 A4	•	VEHIČLE I		
****	******	******		
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL -	STOCK
1ZK69 MALIBU LTZ	26605.00	25141.73	INVOICE	09/11/09
CF5 SUNROOF, POWER TILT AND SLIDE	850.00	748.00	SHIPPED	09/11/09
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T	10/02/09
LY7 ENGINE, 3.6L V6 DOHC	0.00	0.00	INT COM	10/02/09
MH2 6-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	PRÇ EFF	09/11/09
PDQ HFV6 ENGINE PACKAGE:	1595.00	1403,60	KEYS XXX	XXXXX XX
*3.6L V6 DOHC ENGINE			wff-f Qt	r opt=l
(REPLACES STD/OPT ENGINE)			BANK: CM	AC - 084
*DUAL CHROME EXHAUST TIPS			CHG-TO	24-447
*HYDRAULIC POWER STEERING				
TEIEEA			SHIP WT:	
			HP:	
UEL 1YR ONSTAR DIRECTIONS W/	N/C	N/C		27810.33
AUTOMATIC CRASH RESPONSE AND			SUPPLR:	29055.04
TURN-BY TURN NAVIGATION (ASK			MRM:	30380.00
DEALER ABOUT GEOGRAPHIC			DAN:	
COVERAGE)				1333.00
	15.00	13,20	CSU:	376.16
ZFH COMPACT SPARE TIRE	100.00	88.00		
(REPLACES TIRE SEALANT AND				
INFLATOR KIT)				
98U WHITE DIAMOND TRICOAT	495.00	435.60		

TOTAL MODEL & OPTIONS	29660.00	27030,13	ACT 231	27660.33
DESTINATION CHARGE	720.00	720.00	H/B 261	889.80
DEALER IMP CONTRIBUTION		296.60	ADV 261	296.60
LMA GROUP CONTRIBUTION		296.60	EXP 65A	296.60

TOTAL 30380.00 29143.33 PAY 310 29143.33

MEMO: TOTAL LESS HOLDBACK AND

GERRY LANE CHEVROLET

APPROX WHOLESALE FINANCE CREDIT 27721.43

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

REMIT TO GMAC NO. 084 VIN 1G1ZE5E78A4128548 \$ 29143.33 INV 1AD38079249 DUE 10/02/09 DEALER 24-447

## RETAIL INSTALLMENT SALE CONTRACT

٢ SIMPLE FINANCE CHARGE Dealer Number Contract Number **Buyer Name and Address** Co-Buyer Name and Address (Including Parlah and Zip Gode) Creditor-Saller (Name and Address) GERRY LANE CHEVROLET 6505 FLORIDA BLVO BATON ROUGE LA 70806 FAST BATON ROUGE You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed plus Prepaid Finance Charges, if any (your Principal Balance), and Finance Charge in U.S. tunds according to the payment schedule below. We will figure your finance charge on a daily basis at a Base Rate of \_\_6\_86% per year. The Truth-in-Lending Disclosures below are part of this contract. Make Body Primary Use For Which Purchased New/Used Year and Model Style Vahicle Identification Number personal, family or household CHEVROL business NEW 2010 MALIBU agricultural 4DR SON 1G1ZE5E78A4 XX-PERSONAL FEDERAL TRUTH-IN-LENDING DISCLOSURES Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is authorized to sell such insurance in Louisiana. You are not required to buy ANNUAL PERCENTAGE FINANCE CHARGE Amount 4
Financed Total Sale Price The jotal cost of Total of Payments
The amount you RATE The dollar. any other insurance to obtain credit. The cost of your purchase on credit, including your down amount the credit provided will have paid after If any insurance is checked below, policies or certificates from the named insurance comyour credit as crødit will to you or . you have made all. a yearly rate. cost you. on your behalf. payments as panies will describe the terms and conditions. acheduled. navment of **2000 , 00** is Check the insurance you want and sign below: 28832,99 6.80 6358, 45 \$ 35191.44 <del>38191 44</del> Optional Credit Insurance Your Payment Schedule Will Be: 🔲 Credit Life; 🔲 Buyer 🖺 Co-Buyer Amount of Payments Number of When Rayments Are Due Payments Both Monthly beginning 03/14/2010 72 489 77 months Premium: \$ ... Term Or As Follows: Credit Disability for Buyon Term N/A months Premium: \$ \_ Insurance Company Name \_\_ Late Charge, if payment is not received in full within \_\_\_\_\_tays after it is due, you will pay a late charge N/A of \$ 10.00 or 5 % of the part of the payment that is late, whichever is greater. Home Office Address. .... Prepayment, if you pay off all your debt early, you may have to pay a penalty. Credit lite insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit lite insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cest. Credit life insurance pays all or part of the amount you dwe under this contract if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability pays all or part of the payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the Security interest. You are giving a security interest in the vehicle being purchased. Additional information: See this contract for more information including information about nonpayment. dafault, any required repayment in full before the scheduled date and security interest. ITEMIZATION OF AMOUNT FINANCED 1 Cash Price (Including \$\_2219: 49\_ sales tax) \$-23880.49-(1) 2 Total Downpayment = Trado-in does not cover any increase in your payment or in the number of payments. See the policies or certificates from the named insurance companies for the details of the coverage these types of insurance provide, and for other terms and conditions. (Year) (Model) Gross Trade-In Allowance Loss Pay Off Made By Seller Equals Net Trade in N/A € Čash + Other GM REBATE 3000,00 3000 00 (2) (If total downpayment is negative, enter "0" and see 41 below) \$ 26880.49 (3) Other Optional insurance 3 Unpaid Balance of Cash Price (1:minus 2) 4 Other Charges including Amounts Paid to Others on Your Behalf s. THE NAME Type of Insurance (Soller may keep part of these amounts): 🖟 All Cost of Optional Credit insurance Paid folineurance: Coverage (Describe) N/A Company or Companies. Premium S Insurance Company Name H/A ... Disability B Other Optional Insurance Paid to Insurance Company of Companies Home Office Address A/A C Official Fees Paid to Government Agencies 10.00 D Optional Gap Contract II N/A E Government Taxes Not Included in Cash Price Type of Insurance F. Government License and/or Registration Foos Coverage (Describe) N/A HANDL/TEMP/LIC 15.00 Premium \$ \_\_\_\_\_ G Government Certificate of Title Fees 19.50 Janurance Company Name NAA H Government Waste Tire Fee 8 00 Other Charges (Seller must identify who is paid and Home Office Address N.A. describe purpose)

to N/A for Prifor Credit of Lease Balance \$ N/A to GMPP for SVC CONT \$ 1750 00	"Chier optional magrandate not required a potent credit. Your decision to buy or not buy other optional insurance will not buy a factor in the credit approval process, it will not
10GMPP	will not bole factor in the credit approval process, it will not be provided unless you sign and agree to pay the extra
toN/A forN/A s N/A	cost.
TO GERRY LANE CHEVE TO HOTARY/INSP/CONV/LA DOC 151.00	I want the Insurance checked above.
Total Other Charges and Amounts Paid to Others on Your Behalf \$ 1952 50 (4)	Buyer Signature Date
5 Prepaid Finance Charge 5 N/A (5)	A Transport of the Conference
6 Amount Financed (3 + 4 - 5) \$ 28832 99 (6)	Co-Buyer Signature Date  Any insurance referred to in this contract does not
OPTION: A You pay no linence charge if the Amount Financed, Item 5, is paid in full on or before	Include coverage for personal liability and property damage caused to others. This insurance will not
	provide the coverage required by Louisiana law (see Chapter 5 of Title 32 of the Louisiana Revised
If this box is checked, the following late charge applies to vehicles purchased primarily for business or	Statutes of 1950, La.Fi.S. §32:851 et seg.), Louisiana
agricultural use. If a payment is not received in full within the days after it is due, you will pay a late charge	law requires all motorists to be covered by an automobile liability policy with legally prescribed
of S or N/A % of the part of the payment that is late, whichever is less.	liability limits. Fallure to obtain insurance that meets
If this box is not checked, the late charge in the "Federal Truth-In-Lending Disclosures" still applies.	those limits will subject you to penalties, which may include the suspension or revocation of driving
Returned Check Charge: If any check you give us or electronic payment you make is returned unpaid for insufficient tunds, you will pay us a charge of 5% of the amount of the check or electronic payment or \$15, whichever is less.	privileges.
OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain cradit and will not be provided unless.	ou eign below and agree to pay the extra charge. If you choose
no day a gap contract, the charge is shown in from 40 of the homeon, of Amount Financed, 500 your gap contract for details on the far	ns and conditions it provides. It is a part of this confract,
	ame of Gap Contract
I want to buy a gap contract.	
Buyer Signe X	W- 444 A
NO COOLING OFF PERIOD	
State law does not provide for a "cooling off" or cancellation period for this	sale. After you sign this contract,
you may only cancel it if the seller agrees or for legal cause. You cannot ca you change your mind. This notice does not apply to home solicitation sai	ncel this contract simply because es.
BUYER'S WAIVER OF WARRANTIES Unless we give you a written warranty or enter into a service contract with you within 90 days from the	
i express of implied, on the venicle and you waive all such warranties, including any express or implie	d warranty of fitnace for a aponific or archaese.
-purpose, warranty of merchantedility, warranty of niness for the particular numbes of your intended	lica and any warranty that the vahicle to tree
from hidden, latent or redhibitory defects. You also waive any right that you may have to demand it reduction of the Cash Price for the vehicle for breach of any implied warranties, if the vehicle is	IANI VALI DARARI the monifortinaria ammunia
written new product warranty as your exclusive warranty with respect to the sale, and you acknowle	idde that you received a conv of it.
The above walver of warranties has been read by me and explained to me in a manner that I unders	and and I knowingly consent to the waivers.
Buyer; X t	
The Appendix Personal Programme Parks were to a second sec	
The Annual Percentage Rate may be negotiable with the Seller. The and retain its right to receive a part of the Finance Charge.	Seller may assign this contract
The rest of the re	
HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire transport between the relating to the	contract. Any change to this contract must be in writing
and we must sign it, no oral changes are binding. Ruyer Signs X to the control of	res Class Y
If any part of this contract is not valid, all other parts stay valid. We may delay or retrain from enforcing any of our rights unmay extend the time for making some payments without extending the time for making others.	der this contract without losing them. For example, we
See back for other important agreements,	
Do not sign this contract on a Sunday.	
**************************************	
NOTICE TO RETAIL BUYER: Do not sign this contract in blank You are entitled to	a copy of the contract at the time
NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled to you sign. Keep it to protect your legal rights.	
NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled t you sign. Keep it to protect your legal rights.  You agree to the terms of this contract. You confirm that before you signed this contract.	troat was name it to very and tra-
NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled t you sign. Keep it to protect your legal rights.  You agree to the terms of this contract. You confirm that before you signed this confree to take it and review it. You confirm that you received a completely filled-in copy	tract, we gave it to you, and you were when you signed it.
NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled to you sign. Keep it to protect your legal rights.  You agree to the terms of this contract. You confirm that before you signed this confree to take it and review it. You confirm that you received a completely filled-in copy  Buyer Signs X  Dat92/12/10  Co-Buyer Signs X  Co-Buyer Signs X	tract, we gave it to you, and you were when you signed it.
NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled to you sign. Keep it to protect your legal rights.  You agree to the terms of this contract. You confirm that before you signed this confirmed to take it and review it. You confirm that you received a completely filled-in copy.  Buyer Signs X  Dat92/12/10  Co-Buyer Signs X  Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire dobt. An other owner is a pudoes not have to pay the dobt. The other owner agrees to the society interest in the vehicle given to us in this contract.	tract, we gave it to you, and you were when you signed it.
NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled to you sign. Keep it to protect your legal rights.  You agree to the terms of this contract. You confirm that before you signed this confirmed to take it and review it. You confirm that you received a completely filled-in copy.  Buyer Signs X  Date 2/12/10  Co-Buyer Signs X  Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a produced on the accurate to the security interest in the vehicle given to us in this contract.  Other owner signs here.  Address	tract, we gave it to you, and you were when you signed it.  Daf62/12/10  proon whose name is on the title to the vehicle but
NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled to you sign. Keep it to protect your legal rights.  You agree to the terms of this contract. You confirm that before you signed this confree to take it and review it. You confirm that you received a completely filled-in copy.  Buyer Signs X  Dat92/12/10  Co-Buyer Signs X  Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a pudges not have to-pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.  Other owner signs here	tract, we gave it to you, and you were when you signed it.
NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled to you sign. Keep it to protect your legal rights.  You agree to the terms of this contract. You confirm that before you signed this confirmed to take it and review it. You confirm that you received a completely filled-in copy.  Buyer Signs X  Co-Buyer Signs	tract, we gave it to you, and you were when you signed it.  Daft2/12/10  proof whose name is on the title to the vehicle but  Title  Title
NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled to you sign. Keep it to protect your legal rights.  You agree to the terms of this contract. You confirm that before you signed this confirmed to take it and review it. You confirm that you received a completely filled-in copy and other owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a process on thave to-pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.  Other owner signs here Seller signs  Seller assigns here ARE CHEVROLET  Seller assigns its interest in the contract, including without limitation, its rights as secured party under this contract, to (Assigned). Received the 4024 ATM INE HIGHWAY BATON ROUGE LA 7081	tract, we gave it to you, and you were when you signed it.  Date://12/10 preon whose name is on the title to the vehicle but
NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled to you sign. Keep it to protect your legal rights.  You agree to the terms of this contract. You confirm that before you signed this confirmed to take it and review it. You confirm that you received a completely filled-in copy.  Buyer Signs X  Date 2/12/10  Co-Buyer Signs X  C	tract, we gave it to you, and you were when you signed it.  Date / 12/10  aron whose name is on the title to the vehicle but  Tritle  Tritle  Tritle  Assigned with limited recourse

## **Overallowance/Negative Equity/Incentives Form (Non-Florida)**

Customer:	<b>SR #:</b> 71-1109820303	BBB#: CHV1228921
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This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

#### Section 1

Purchase Price	27661.00
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 30380.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -2719.00
(If positive, look for Overallowance)	

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

#### Section 2

Trade Allowance	0.00
(from Bill of Sale)	
Actual Cash Value (ACV)	- 0.00
(from ACV Statement)	
Subtract the ACV from the Trade Allowance	= 0
If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	

### Section 3

Trade Allowance	0.00
(from Bill of Sale)	
Payoff on Trade	- 0.00
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= 0.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

#### Section 4

27661.00
- 3000.00
- 0.00
= 24661.00

If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.



Service Request: 71-1141123349



We sincerely regret that you have experienced a concern with your vehicle. Because you are a valued Chevrolet customer, we are pleased to provide you with this Component Coverage Letter. This coverage does not change the manufacturer's warranty which came standard on your vehicle at the time of purchase.

This Component Coverage Letter is valid for VIN 1G1ZB5EB8AF and will begin on 1/24/2013 at 15,400 miles and will continue until 1/24/2015 or 45,400 miles, whichever occurs first.

The following Body Systems components will be covered: Fixed and Moveable Windows and associated electrical controls; power window motor/regulator; horns; lighting; mirrors; vehicle accessories; wipers, wiper motor and washers; body seams; convertible top; power sliding door.

Chevrolet will make repairs to correct any defects related to materials or workmanship on the items listed above during the coverage period specified. Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, improper maintenance or normal wear and tear. While this coverage is not transferable to any other vehicle, it is transferable to any subsequent owner of this vehicle (excluding vehicles sold or registered in California, New Hampshire or Vermont).

Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership. If you have future questions, please don't hesitate to contact Executive Liaison Brittany at 1-313-667-1499. Please refer to your service request number listed above and we will be happy to assist you.

Sincerely,

Chevrolet Executive Office

#### ATTENTION: DEALERSHIP SERVICE MANAGER

Please H-route the claim to your Area Service Manager. Retain a copy of this letter in the customer's file and return the original to the customer.

Pompton Plains, N.J.

December 17, 2012

Customer Satisfaction Department General Motors Co. 767 5th Ave. #30 New York, NY 10153

Dear Customer Service Representative:

I am writing to inform you of the experience I have had after purchasing a new Chevy Malibu back in August of 2010. Words such a disappointed, aggravated, frustrated and annoyed are the feelings that I have experienced with the ownership of this vehicle. Warranty and recall services are and continue to be the source of my dismay.

,我们就是我们的一个人,我们就是我们的一个人。""我们就是我们的一个人。""我们就是我们的一个人,我们就是我们的一个人,我们就是我们的一个人,我们就是我们的一个

Let me describe in detail the chronology of the above:

September 2010 – faulty windshield wipers replaced (warranty service)

June 2012 — airbag wire harness replaced (recall service for which I was not notified by GM because they had my state address listed as Pennsylvania. Hard to believe since the vehicle was purchased in New Jersey.)

August 2012 – brake pressure switch replaced (warranty service)

November 2012 — faulty brake pedal position sensor ordered after vehicle's stability and traction control indicator light continues to come on. (warranty service)

December 2012 - Since previous condition still exists, computer module ordered to try and rectify situation. (warranty service)

December 2012 - Notified that transmission shift cable is faulty and needs retainer installed. (recall service for which parts will not be available till January.

It is difficult for me to understand how so many things can be wrong with a new product in such a short period of time. I would be remiss if I did not tell you that my dealership has been more than understanding through this whole process. I know the fault and responsibility certainly does not lie with them. I am also certain that as I am sure you will agree, this is not the norm for products produced by your company. Having been a loyal GM customer since 1994, purchasing or leasing six new vehicles, I look forward to a communication from your department hopefully offering some sort of additional warranty or complimentary routine maintenance service for this unusual problem.

Sincerely.



At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2010 Chevrolet Malibu.

This offer is valid towards <u>one</u> service visit on VIN 1G1ZC5E0XAF In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. 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 71-1144490501

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

#### ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This <u>original</u> letter must be surrendered by the customer and retained by the dealer for audit purposes.

System (9:02:14 PM): chat\_has\_been\_initiated

System (9:02:29 PM): [You are now chatting with Martha.]

Martha (9:02:34 PM): Hi! Welcome to GM! How may I help you?

Customer (9:03:16 PM): i have a pontiac g6 2006 do they have a recall on the brakes

Martha (9:04:32 PM): Thanks for driving GM! May I have your VIN please?

Customer (9:05:13 PM): 1g2zg558964

Martha (9:05:30 PM): Thank you! Give me a few minutes to check this out for you.

Martha (9:08:21 PM): I am not showing any recalls on your vehicle at all. I am showing that you have a Special Coverage warranty regarding the electric power steering may experience a loss of power steering assist caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the Driver Information Center will display a "Power Steering" warning message. On some vehicles, the Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

Martha (9:09:26 PM): Your Special Coverage Warranty number 10183 is good through 01/03/2016 or 150,012 miles, whichever comes first.

**Customer** (9:09:34 PM): the cars brake light stays on. i have had sensor replaced twice by dealer. i have been reading about a recall for this problem

Martha (9:10:34 PM): You only need to take action on the Special Coverage warranty if you experience the issue with your power steering.

Have you taken your G6 into the dealership regarding the brake lights?

Customer (9:10:48 PM): i'm over in the mileage

Customer (9:10:54 PM): yes twice

Martha (9:11:44 PM): I understand. I am going to transfer you to our GM Customer Assistance Center to see if they can help you further with this issue.

Customer (9:11:56 PM): ok..thank you

Martha (9:12:00 PM): Please hold for transfer. Have a great evening!

System (9:12:11 PM): [You have been transferred to department: Customer Assistance Center]

System (9:14:04 PM): [You are now chatting with Stacie.]

Stacie (9:14:15 PM): Thank you for your patience.

**Customer** (9:14:30 PM): my brake lights stay on..it started with them coming on after about 30 mins of driving..now they stay on..i have had brake sensor changed twice

Stacie (9:14:46 PM): My name is Stacie, one moment while I review your information.

**Stacie** (9:17:55 PM): Thank you for your patience. In reading the previous documentation, I had a question for you.

**Stacie** (9:19:02 PM): The prior representative noted about the special coverage GM offered for those having power steering problems. Are you experiencing any problems such as those they noted to you?

Customer (9:19:21 PM): no...just brakes

Stacie (9:19:34 PM): Thank you. I wanted to clarify that.

Customer (9:19:48 PM): ok

Customer (9:20:35 PM): i have had the brake sensor changed twice, by a dealer

Stacie (9:21:21 PM): You mentioned you have been reading about a recall relating to a sensor.

Do you happen to have any recall number so that I can look deeper in to that for you?

Stacie (9:22:08 PM): I assure you I am not showing any recalls on your vehicle at this time.

Customer (9:22:37 PM): NHTSA CAMPAIGN ID Number: 09V036000 ...i don't know if that means anything

**Stacie** (9:23:31 PM): GM recalls would typically be a 5 digit number. Unfortunately I only have access in our Customer Assistance Center to GM documents.

**Stacie** (9:24:17 PM): Since all repairs are warranted for 12 months, did you notify your dealer and let them know you are now experiencing this same problem again?

**customer** (9:26:06 PM): this car has been a lemon from day one..replaced trans twice and brake problem...i did, but my only car i had to take off work to leave car...each repair would last for a year or so..or come and go

**Customer** (9:27:13 PM): i was looking to buy a second car ..chevy sonic..i guess thats not going to happen

Stacie (9:28:27 PM): How many miles are currently on your Pontiac G6 approximately?

Customer (9:28:49 PM): 198000

Customer (9:29:25 PM): i put about 100 miles a day

**Stacie** (9:30:45 PM): Unfortunately due to time and mileage the bumper to bumper repairs would fall as out of pocket, but carry the 12 month GM repair warranty.

Stacie (9:31:29 PM): Has the prior brake light repair exceed 12 months?

Customer (9:31:39 PM): yes

**Stacie** (9:33:00 PM): If you would like I can contact the dealer tomorrow afternoon and schedule a repair visit for you on the brake lights?

**Customer** (9:34:03 PM): that would be fine...eaton automotive.houston ms.

Stacie (9:35:23 PM): Have you contacted our Customer Assistance Center before?

**Customer** (9:35:29 PM): don't worry about it..if there is no recall..i will just take off and take it up there

Customer (9:35:39 PM): no. i have not.

**Stacle** (9:36:58 PM): Can I get your name, full address, and phone number for both day/evening contact? Thanks. I will use this to create a service request file under you VIN and document all of our contacts for future reference.

Customer (9:38:29 PM): , calhoun city, ms ...ph#

**Stacie** (9:41:44 PM): Thank you. I have documented our chat under case number 71-1163866171.

Stacie (9:42:02 PM): One moment.

Stacie (9:42:59 PM): I have just a few additional questions of you this evening.

Stacie (9:43:10 PM): Are you the original owner of this vehicle?

**Customer** (9:43:15 PM): yes

**Stacie** (9:43:19 PM): Thanks.

**Stacie** (9:43:36 PM): And, have you always used the same GM certified dealer for all of the noted repairs?

Customer (9:44:46 PM): no...i bought the car from mccay's in grenada ms..they where bought

out..i used mccays once and eaton's the second time

**Stacie** (9:45:35 PM): Were all the other numerous repairs you noted done at GM dealerships, or at independent shops?

Customer (9:46:00 PM): 1st trans was eaton's 2nd was transmission repair shop

Stacie (9:47:02 PM): Were either of the 2 brake light repairs done at GM certified dealers?

Customer (9:47:10 PM): both

Stacie (9:47:18 PM): Same dealer for both?

Stacie (9:47:39 PM): both repairs on the brake lights

Customer (9:47:57 PM): no...first was mccay's, 2nd was eatons..both gm dealers

Customer (9:48:30 PM): yes both on brake lights

**Stacie** (9:48:53 PM): Do you know approximately when the last brake light repair was since it was over a year ago?

**Stacie** (9:49:41 PM): I am going to contact Eatons to follow up on the prior repair when I start my shift tomorrow, and will contact you tomorrow evening with what they have to say.

**Customer** (9:50:58 PM): no..i don know it was last repaired by eatons, because i had brake light fixed when tranmission was repaired, but thats been 3 years i would guess

**stacie** (9:52:38 PM): I will see if there is anything they can do, and let you know. I would glad to contact them. But with it being that long ago it may be difficult to avoid a diagnostic fee since there is no way of knowing if something else may have caused the problem this second time, or if it is the same exact problem without looking into it with a technician.

Customer (9:54:02 PM): don't worry about it...i will just call them and see when they can look at it.

Stacie (9:54:48 PM): Let me get you my information.

Customer (9:55:16 PM): k

**Stacie** (9:56:42 PM): My name is Stacie, and my direct number is 866-790-5600 x30640. I am here til 11pm Monday through Friday. Our chat will be documented under the service request number provided.

Stacie (9:57:39 PM):

It has been my pleasure to assist you!

Just so you are aware, there will be a short survey once I close our chat session. Afterwards, in the upper right hand corner, you are given the opportunity to either save or print this session.

If you need any further assistance feel free to either contact us via web chat or direct at 866-790-5600.

Customer (9:57:57 PM): ok..thank you





youngstown, FC

- \* \* ·

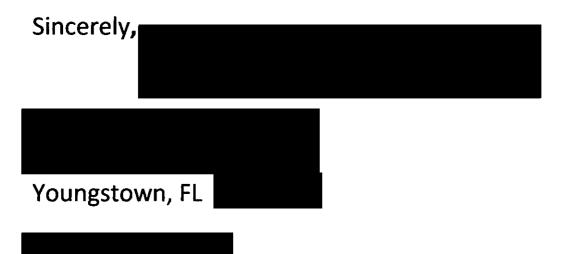
03-26-13 A11:24 RCVD

Daniel K. akerson Boneral Motors Chairman & C\(\in\)0 P.O. Bot 33170 Detroit, MI 48232-5170

## Page 2

As a student attending school, reimbursement for this repair will enable me to repay my loan for this expenditure.

I would greatly appreciate your help.



## March 21, 2013

Daniel K. Akerson General Motors Chairman & CEO P. O. 33170 Detroit, Michigan 48232-5170

Dear Sir:

Reference is made to the factory malfunction of exterior brake lights on my 2006 Pontiac, VIN#1G2ZG558864

I'm a student and my vehicle is a vital necessity to get back and forth to attend my classes.

Recently my brake lights malfunctioned. I could not drive my vehicle in this condition as it was safety hazard and against the law to operate on the highway.

I had to take out a loan for \$576.49, for the cost of repairs. These repairs were done by the Bill Cramer GMC dealership here in Panama City, Florida.

Attached are copies of the billing.

**CUSTOMER #: 48777** 

396902

LL CRAM



2251 West 23rd Street P.O. Box 490 Panama City, Florida 32402 850-785-5221 800-342-7131 "Three Generations. One Tradition"

YOUNGSTOWN. HOME :

PARTS:

CONT: N/A

PAGE 1

0.00

Motor Vehicle Repair Registration: MV28:

BUS:	CELL:	SERVICE ADVISOR:	536 CHRIS SCHMI	DT
COLOR	MAKE/MODEL	VIN	LICENSE MILEAGE	IN / OUT TAG
06	PONTIAC G6	1G2ZG558864	102536	/102536 T2726
DEL: DATE PROD	DATE WARR EXP. PF	ROMISED PO NO:	RATE PAYMENT	INV. DATE
01JAN06 IS 01JAN06 DD		0.155555		
R.O. OPENED		0 17JAN13   TIONS: ENG:3.5 Liter S	CASH	<u>  17JAN13</u>
	V.	PMG:2.2_DIffel_2	ር T	

09:22 17JAN13 15:38 17JAN13

LINE OPCODE TECH TYPE HOURS

LIST \* TOTAL

A C/S THE BRAKE LIGHTS ARE INOPM AT TIMES BUT ALSO COME ON WITH HEADLAMPS AT TIMES

51 REPLACED BODY CONTROL MODULE

337 C 2.00

15940467 MODULE LABOR:

199.74 OTHER:

199:74 199.74 321.22 321.22

321.22 TOTAL LINE A 520.96

102536 SCANNED SYSTEM DTC B1380 & B0005 SHORT

BCM. CLEARED CODES. RETEST

321.22

CUSTOMER PAY SHOP SUPPLIES AND/OR WASTE DISPOSAL FOR REPAIR ORDER



MASTERCARD

#### \*(N/C) "NO CHARGE" ITEM COVERED UNDER WARRANTY.

NOTE: All parts are new unless specified otherwise. Florida Statute 403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. Florida Statute 403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida

DISCLAIMER OF WARRANTIES: Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the said products. CUSTOMER SIGNATURE

12 math parts as

DESCRIPTION	TOTALS
LABOR AMOUNT	199.74
PARTS AMOUNT	321.22
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	535.96
LESS INSURANCE	0.00
SALES TAX	40.53
PLEASE PAY THIS AMOUNT	576.49

193600 J144264

MATE ORDER SALE
BATCH MIGHT TOM
Jan 17-13
RMC 182903 AU :

KEYEG CHP

10029 .5+54 + 36857

1 F. N. HIPBER 7 - 122 1 FACE H 1 277 457 1896 120 4

ap

1514

∍576.49

Peller Code Voice Peller Code Acades

mer litter

# **Certified Service**

# **VEHICLE INSPECTION**



Name:	Her	ilusun	Year/Model:	166-6	Date:	1-11	7-13
Repair C	Order #:	VIN (last 8 digits):	0	Odometer:	Tag#:_	Lice	nse#:
		Checked and OK Ma	ay Require Atter	ntion Soon	Requires Imn		
	IPER BLADES	OnStar active	6.	Service History	Check		CHECK BATTERY
\ \		Enrolled in OVD		الــــا الثا	Conditioning Performance		77.5-200
e Al	RF	Enrolled in DMN		Rem	naining engine oil life: et:N/A:	%	ACDONO 6
14	LF		HECK TIRES A	ND TREAD DE	тн		2014 T 122
	Rear (if appl	icable) Rotation needed	Alignr	nent needed	Balance r	reeded	
Cracks_	Windshield c	Rotation performed	Alignr	nent performed	Balance p	performed	Battery health Battery cables
	8/32 or Greate	er 8/32 or Greater	(Che	ck body condition)	8/32 or Greate	- E	and connections  8/32 or Greater
<u> Con Su</u>	7/32 ACT	1		THE PERSON NAMED IN	7/3	استندا	ACTUAL 7/32
LF	6/32	6/32			6/3	32	6/32
LF	5/32	LR 5/32		Check lamps)	5/3	<b>RF</b> 12	5/32 RR
<del></del>	4/32	4/32	Lowest Treat	d Depth:/32			4/32
	3/32 or Less	3/32 or Less	Dai	Pattern <b>RF</b> mage	3/32 or Les	s	3/32 or Less
PSI@:		PSI PSI@: set to: PSI  IE OIL & FILTER	L/A	RR	PSI@: set		PSI@: set to: PSI
	IECK FLUID.L		gra	UNIEG	R BHAKES/MEAS	URE FRON	IT AND REAR LININGS
OK	FILLED	200 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	JIRES ATTENTION	AC	TUAL 7 m	m greater	ACTUAL
	Engine oil	,				6 mm - [	
	Brake fluid	··-		LF	RF //	4 mm	LR RR
	[75]	on (if equipped w/dipstick)		200	3	mm/less	
<b>1</b>	79673	covery reservoir	<u></u>		2	mm/less	
	Power stee			] [_,]	1	mm/less	
التيا:	Windshield			Lowest Front Lin	ning	_ Lowest	Rear Lining
		IECKS (Inspect for visible leaks and system (also including gas cap seat					nes, hoses and parking brake)
		e, transmission, drive axle, transfer		1)	tional Recommer		es ISSORZZY
		e cooling system, leak/other		2)			— PHON
		s and struts - also check operation		3)			
N F		engine, power steering and/or V-dr		Service Consultar			- YOUR ZOO
		e engine, power steering and HVA	<del></del>	Technician:		No.:	
		air filter	***************************************		WIII.	*****	
	Passe	nger Compartment Air Filter	· · · · · · · · · · · · · · · · · · ·				
	Steerin	ng components and steering linkag	je		Restraint system	component c	heck
	CV dri	ve axle boots or driveshafts and U	joints		Chassis compone		· · · · · · · · · · · · · · · · · · ·
	Exhau	st system components			Drive Axle (leak/o		
		components lubrication			Evaporative contr		
M-EM-028	MAN ANNOT CALL	و يفاجل الويدالو			····		



At Pontiac, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2006 Pontiac G6.

This offer is valid towards <u>one</u> service visit on VIN 1G2ZG558864 In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Pontiac dealership for redemption. If you have future questions, please don't hesitate to contact our Executive Office at 1-313-667-7153. Please refer to your service request number listed above and we will be happy to assist you.

Sincerely,

Pontiac Executive Office Service Request 71-1168111339

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

## ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This <u>original</u> letter must be surrendered by the customer and retained by the dealer for audit purposes.

System (12:55:01 PM): chat\_has\_been\_initiated

System (12:55:08 PM): [You are now chatting with Cassie.]

Cassie (12:55:11 PM): Hello! Thank you for contacting Chevrolet.

My name is Cassie, how may I help you today?

Customer (12:56:22 PM): Hello I have a 2009 Chevy Hybrid Malibu and when driving the break lights are always on and when I stop the lights turn off. When it should be the other way around is there a recall for this problem

Cassie (12:57:46 PM): Thank you for chatting with me today! I am sorry to hear of this vehicle issue! Unfortunately, I have very limited information in my resources on currently owned vehicles. I would suggest speaking with our GM customer assistance center to discuss possible recalls. If you would like, I would be more than happy to transfer you to our customer assistance chat team.

Customer (1:00:01 PM): Please do transfer me if possible and thank you

Cassie (1:00:12 PM): You're welcome. One moment please.

System (1:00:30 PM): [You have been transferred to department: Customer Assistance Center]

System (1:00:38 PM): [You are now chatting with Amanda.]

Amanda (1:00:47 PM): Welcome to GM Customer Assistance my name is Amanda. Please allow me a few minutes to review the information already provided.

Amanda (1:01:24 PM): Thank you for allowing me a few moments to go over the notes that have been sent.

Amanda (1:01:47 PM): I will be happy to look and see if you have any recalls on your vehicle. How long has this been happening?

Customer (1:02:07 PM): It has been going on and off for aproximately 1 year now

Amanda (1:02:28 PM): Could I please get your VIN number and Mileage so that I may look that up for you

Amanda (1:02:50 PM): Have you ever taken it to the dealership for this issue?

Customer (1:04:31 PM): Unfortunately I don't have my car with me at this moment and I haven't gone into the dealership I wanted to know first if ther was a recall or not

Amanda (1:06:08 PM): Ok I completely understand. I can not look up the information on your vehicle if it has a recall unless I have the

VIN information. If you could possibly give me your name and phone number I could see if I can find your VIN information in our system

Thank you. Just a moment while I look that up for you.

Amanda (1:10:58 PM) : Great I was able to pull up your VIN information in our system. Do you know approximate mileage?

Customer (1:11:54 PM): it is around 94,000

Amanda (1:12:31 PM): There does not show any recalls on your vehicle. Do you have a preferred dealer. I would be happy to call and get you an appointment to have them look at the vehicle.

Customer (1:13:47 PM): No thack you I just wanted to know if there were any recalls specially for the break lights I have the dealers contact information and I will take it there tomorrow to get this taken care off

Customer (1:13:51 PM): Thank you

Amanda (1:14:01 PM): You are very welcome, is there anything else that I can do for you today?

Customer (1:14:16 PM): No that is it

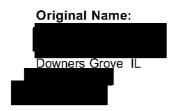
System (1:14:19 PM): [Customer has left the session]

System (1:14:48 PM): [Agent Amanda has closed the session]



## **Service Satisfaction Survey**

## **Dissatisfied Customer**



## **Revised Name:**



About Your Chevrolet Dealership's Service Department

		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
1.	How satisfied were you with the convenience of the Service Department's hours?	」					
		Yes	No	Does Not Apply/Not Required	Don't Know		
2.	Were services available to you on both an appointment and non-appointment basis?	囡					
3.	When arriving for service, were you greeted promptly?	囟					
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
4.	How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?			Ø			
	About Your Service Consultant/Advisor						
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
5.	How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?		凶				
		Yes	No	Does Not Apply/Not Required	Don't Know		
6.	Were you offered transportation options?			囟			
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does No Apply/No Required
7.	How satisfied were you that you were kept informed about the status of your service request?		×				
		Yes	No	No Time Promised			
8.	Was your vehicle ready by the original time promised?	闰					
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
9.	How satisfied were you with the explanation you were given of all services performed?			囡			
10.	Overall, how satisfied were you with your	<b>  </b>	lmund	Ħ	<b></b> 3	passed.	
	Service Consultant			13%]	П		

## About Service Delivery

				Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
11. When you picl	ked your vehicle u	p, how satisfied	were you with:					
- The time it to	ook to complete t	he transaction?			×			
- The ease of	getting your vehi	cle?			囱			
- The conditio	n in which it was	returned?		. $\square$	Ø			
				Yes	No			
12. Were ALL of y	our service conce	rns corrected on	this service vis					
IE NO why r	not?(check all that	annly)						
	explained - repair		[	☐ Parts not ava	ailable			
	formed did not cor	•		☐ I declined rep				
•	epartment could r	•		<sup>¹</sup> Other				
	epartment was to	·	_	☐ Don't Know				
				Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied				I1	وسيغ	<b></b>	F1	
on this service	e visit?			. 🗆	図			
				Yes	No			
14. Were you give	en a copy of the co	mpleted repair o	rder/invoice?		M			
				Yes	No	Don't Know/ Not Sure		
15. Were you con	•			<b>.</b>				
determine you	ır satisfaction with	the dealership 's	s service?	図				
	Summing	g Up Your Experie	nce					
				Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this						,		
with Bill Kay	Chevrolet?					风		
				Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not
17. Would you re for service?.	ecommend this o	•				Ø		
				Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how	satisfied are vo	u		Sanonod	24			
	10 MALIBU?							A
19.Are you	□ Male	ጃ Female						
20.Your age	☐ Under 25	□ 25-34	□ 35-44	□ 45-54	区	55-64	□ 65 c	r older
21.May we include	e your name wher	providina this in	formation to vo	our dealership?		Yes	No □	
·	•		•	·		- 1		
22. Do you have a	•			·			_	
much. I've ov	d that they took wned this car for ppointed with th	4 months and l	have had to b	ring it in for s	ervice re <sub>l</sub>	pairs 4 time	es! All diffe	erent problen

0399

Chevy pre-owned car

System (3:39:31 PM): chat\_has\_been\_initiated

System (3:39:47 PM): [You are now chatting with Mackenzie.]

Mackenzie (3:39:51 PM): Hello! Thank you for contacting General Motors. My name is Mackenzie, how may I help you today?

Customer (3:40:33 PM): How do I file a complaint with GM on a 2007 G6 that has brake lights that do not work properly?

Mackenzie (3:41:02 PM): I apologize for this! You can do so with our customer assistance department. Would you like me to transfer you to their department?

Customer (3:41:18 PM) : Yes

System (3:41:32 PM): [You have been transferred to department: Customer Assistance Center]

System (3:41:57 PM): [You are now chatting with LeAundre.]

Customer (3:42:34 PM): How do I file a complaint on 2007 G6 for brake lights that are not working properly?

LeAundre (3:44:11 PM): Hello! Thank you for contacting. My name is Le Aundre, I see you have brake issue. I can certainly assist you in regards to it. May I have your full name and a contact number and/or email? If you have your vehicle identification number (VIN) available, I'll be happy to look into this further for you.

Customer (3:45:28 PM) : \_\_\_\_\_ at \_\_\_\_ or \_\_\_\_ . Vin # 1G2ZH36N374 ...

LeAundre (3:50:09 PM): Ok ma'am, there are no recalls or special coverage (which is an extension of coverage on a particular component(s)). Have you been able to bring this concern to the attention of a Pontiac servicing dealership?

Customer (3:52:58 PM): Yes, all they told me was there was not a recall on my car and I would be responsible for the repair. However, there is a recall on the 2005 models and I don't understand why it ha

Customer (3:54:05 PM): has not been extended since it appears it is happening across the product line according to NHSTA.

LeAundre (3:57:50 PM):

Recalls take time to investigate and enact. When GM has observed a Special Coverage/Recall situation, we refer to our manufacturing records to determine which vehicles, identified by Vehicle Identification Numbers (VINs), are involved. GM determines the start and end points of the issue within in the build process and then equates that to the range of vehicles (VINs) that carry the part or feature in question. Special Coverage/Recall situations typically will apply to a subset of the total vehicles produced for any make, model, and/or model year combination. You were to have the repairs done and a recall is announced for that exact concern is made. There are procedures in seeking reimbursement.

LeAundre (4:00:18 PM):

However, I would definitely, like to assist you in having this concern resolved.

Customer (4:00:36 PM): What can you do?

LeAundre (4:04:05 PM): First, we will need to get the vehicle into a GM dealership for an official diagnosis. A diagnosis by a GM dealership is required in order to understand the failure. Furthermore, I can understand your hesitance to spend money on the diagnostic fee without any

guarantee of assistance. A diagnosis is an important part in determining the cause of the failure and nature of the concern. It also helps to determine the estimated cost of repairs. Once a proper diagnosis has been conducted by a GM dealership, we can further review your request for assistance. As soon as we have an overall repair price. We can see what we can do to assist you on the price of the repair.

LeAundre (4:05:20 PM): Now, do you mind if I ask you some additional questions?

Customer (4:07:32 PM): No I do not mind for you to ask additional questions. Through a private mechanic that I asked to diagnose the problem, I do know that the part I need is the Body control module and is about \$500, and then labor would needed to pput the part in.

LeAundre (4:10:50 PM): Right, unfortunately, we can only rely on the diagnosis from a GM technician at a GM dealership. Now, are you the original owner and primary driver of the vehicle? Customer (4:11:10 PM): Yes.

LeAundre (4:13:45 PM): Now, could you elaborate on what you mean by the brakes lights not working properly?

Customer (4:15:07 PM): When the brake is applied, the brake lights go out, and when not applied, they come on intermittently.

LeAundre (4:15:35 PM): Ok, when did you first notice this?

Customer (4:17:10 PM): People have stopped me and told me it is happening. It started some time in December. The car has just changed to 50,000 miles.

LeAundre (4:20:01 PM): Ok, ma'am, I do apologize for the inconvenience. Now when would you be able to bring your vehicle to a Pontiac servicing dealership? If you don't know of any in your area. I can locate one for you.

Customer (4:21:37 PM): I have a dealership that I deal with regularly - Haley GMC in Richmond, VA. Who will pay for the diagnosis?

LeAundre (4:23:37 PM): The diagnosis fee will be your responsibility. However, once a diagnosis is made. We can see what we can do to assist with the overall cost.

Customer (4:24:27 PM): Once I get the diagnosis done, how do I contact you?

LeAundre (4:26:48 PM): We have set a up case file for you, SR# 71-1174247469. Please keep this number for your records. I can be contacted directly at 1-866-790-5600 extension 30614. Do you know when you'll have the vehicle in?

Customer (4:28:51 PM): I will have it done by Thursday if the dealership can give an appointment. Will drop off Wednesday night and leave all day on Thursday.

LeAundre (4:30:12 PM): Ok, ma'am I can call you Thursday to follow up with you.

LeAundre (4:31:02 PM): Would a call between the hours 5-7 PM EST work for you?

Customer (4:32:30 PM): Yes. That is perfect. Thank you for your assistance. I hope you can help me resolve this problem.

LeAundre (4:33:02 PM):

You're welcome. I'm glad I could help you today during your visit. Please don't hesitate to come back and chat with us. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. and Sunday from 12:00 p.m. to 9:00 p.m. Eastern time.

ASG LAW OFFICES 4640 Admiralty Way, Suite 500 Marina del Rey, CA 90292



04-29-13 A08:51 IN

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

## **ASG LAW OFFICES**

Aaron S. Goldberg, Esq.

4640 Admiralty Way, Suite 500 Marina del Rey, CA 90292 Phone: 310.594.5955

> Fax: 310.425.3115 aaron@asglawoffices.com

> > April 24, 2013

## VIA FIRST CLASS U.S. MAIL

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

Re: Revocation of Acceptance

**Our Client:** 

Vehicle: 2010 Chevrolet Malibu

Date of Purch/Lease: April 15, 2010

VIN: 1G1ZC5EB7AF

Current Mileage: 34,411

Our File: RAMIREZ/MORALES V. GM

## Dear Sir/Madam:

Please be advised that this office has been retained by regarding the above-referenced vehicle which was obtained from Ken Garff Chevrolet Cadillac of the Desert on April 15, 2010. Since that time, our clients' vehicle has undergone repeated repair attempts for a number of defects and nonconformities. As a result, our clients have been forced to seek full relief pursuant to state and federal consumer product warranty laws.

The vehicle's primary defects and nonconformities include, but are not limited to, the following:

- 1. MAJOR SAFETY CONCERN: There is a HUGE PROBLEM where pressing the accelerator pedal activates the brake lights, and pressing the brake pedal does NOT activate the brake lights.
- 2. MAJOR SAFETY CONCERN: Airbag light continues to go on despite repeated repair attempts;
- 3. Service Traction Indicator turns on when driving;
- 4. Tire light on;
- 5. Stereo defect; and

Any and all additional complaints actually made, whether contained on company invoices
or otherwise.

These nonconformities substantially impair the use, value and safety of the subject vehicle as defined under the California Lemon Law, the Magnuson-Moss Warranty Act and the California Uniform Commercial Code. Because the "purchase of a new car is a major investment [which is] rationalized by the peace of mind that flows from its dependability and safety...," these defects have understandably caused our clients to lose all faith and confidence in the vehicle's integrity. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195 (N.J. Super. Ct. 1968).

Therefore, you and Ken Garff Chevrolet Cadillac of the Desert are hereby notified that Cindy Ramirez & Herlinda Morales are revoking acceptance of the vehicle effective immediately. Our clients have directed us to demand the return of any and all funds paid towards this vehicle, to rescind the contracts, and to seek compensation for any incidental and consequential damages, including attorney's fees. Please inform this office of the procedure whereby our clients may return the vehicle and recoup these expenses. DO NOT CONTACT OUR CLIENTS UNDER ANY CIRCUMSTANCES AND DIRECT ALL INQUIRIES TO OUR LAW OFFICES.

If you wish to resolve this matter expeditiously or merely apprise us of your position, please contact this office as soon as possible. Knowing we have to wait up to forty (40) days for an arbitration decision prior to filing with the court, we will be preparing the arbitration application immediately. If we do not hear anything from you and/or we receive an unfavorable decision from the arbitration panel, we have been directed to commence formal legal proceedings against you.<sup>2</sup>

Very truly yours,

ASG LAW OFFICES

AARON S. GOLDBERG

Attorneys for

ce:

<sup>&</sup>lt;sup>1</sup>Until this matter is resolved, reserve the right to make appointments to have current and future defects repaired by any authorized dealer of the consumer's choice, especially while the vehicle remains under warranty.

<sup>&</sup>lt;sup>2</sup> However, if the consumer has already completed the informal arbitration process, we will begin preparing a formal complaint to be filed with the Court in fourteen (14) days.

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

## CHEVROLET

April 29, 2013

Dan Gomez, Service Manager Chevrolet Cadillac of La Quinta 79225 Highway 111 La Ouinta, CA 92253-2060

RE:

Service Request: 71-1178389907

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5EB7AF
Customer Relationship Specialist: Mary Beth Hollman

Dear Mr. Gomez:

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



April 29, 2013

Aaron Goldberg, Esq. ASG Law Offices 4640 Admiralty Way, Suite 500 Marina Del Rey, CA 90292

RE:

Service Request: 71-1178389907

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5EB7AF

Customer Relationship Specialist: Mary Beth Hollman

Dear Mr. Goldberg:

This is to advise that General Motors is in receipt of the above referenced case dated April 24, 2013. 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

 ☐ Other: Service History / Repair Orders

 ☐ 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	s Name)
hereby authorize	
hereby authorize(Lien ho	older Name)
(Lien holder Physical Address)	(Lien holder Phone Number)
to release any and all information regarding my l	loan account #
to release any and all information regarding my l	(Account Number)
with(Lien holder Name)	<del></del>
loan payoff amount, and per diem information.  Date	
VEHICLE	INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature



04/29/2013 02:33 PM

To scott.m.goff@gm.com

CC

bcc

Subject NISM 71-1178389907

RE: Customer Last Name:

Service Request: 71-1178389907

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5EB7AF Customer Relationship Specialist: Mary Beth Hollman

Telephone: (866) 790-5600 Extension 31064

Fax: (866) 874-5882

Dear Mr. Goff,

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center has not been involved. Due to time constraints, a response to this e-mail is required within 48 hours.

This is a Not in Suit Matter. 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).
- B) I am not aware of this vehicle or customer's concerns.

It is important that whichever selection is made, DMA should not communicate directly with the customer but only through their attorney. If a response is not received within 48 hours, the default option will be "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. Once a settlement has been reached, you will be notified of the final 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**







GMC

## General Motors Business Resource Center

# **FAX**

KLOW,

Tø:

Dan Gomez, Service Manager

Company Fax

(760) 541-8191

Phone:

\_ /

Mary Beth Hollman

Fax:

866-874-5882

Phone:

866-790-5600 Ext 31064

E-mail:

cc:

## NOTES:

Please respond by phone, fax, or email to Mary Beth Hollman

Phone: (866) 790-5600 Ext 31064

Fax: (866) 874-5882

Email: marybeth\_hollman@gmexpert.com

of La Quinta



79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200

www.chevroletcadillacoflaquinta.co

EPA# CAL00024879? BAR# AC 255463

L KROULL KARRANTU SKALL KIRIKI ALEKASU ERIOA TUKEHA DA DIAN 1960. UNIK GUMA ALEKA DIAN 1201TCVWS58167

CELL CVWS58167 QUSTOMER NO 09/29/12 MICHAEL BULING 489 5304 26671 LABOR RATE GOLD MIST/C G250218 29,106 04/15/10 DELIVERY MILES YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LT PRODUCTION DAIL COACHELLA, CA VFHICLE I.D. NO. 1 G 1 Z C 5 E 8 7 A F SFILING DEALER NO 100 PIE.NO 09/26/12 мо: 29106

DCS AUDIT SLIP-

JOB CARD 58167

VIN ODOMETER INDICATOR 1G1ZC5EB7AF

REPAIRING BAC

liability in connection with the sale of this item/items.

This form is an itemized list of repairs and is part of a repair order. This repair order continuation is subject to all the conditions of the original repair order.

This factory warranty constitutes all of

the warranties with respect to the sale of

this item/items. The seller hereby expressly disclaims all warranties, either

express or implied, including any

implied warranty of merchantability or

fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any





FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. **OPEN SATURDAY** 

NO APPOINTMENT NECESSARY







JOB CARD OPEN DATE 09/26/2012 SERVICE ADVISOR GMIN 082589322 FOREIGN TOURIST ODOMETER ODOMETER NON-GM VEHICLE REFERENCE NUMBER 29106 ERA CLAIM# DEM SAP TRAN.# VER TRANS TYPE CATEGORY JOB PAY TYPE 001145559476 0002 58167-1 ZREG JOB COMPLETION DATE: 09/26/2012

TECHNICIAN CMIN: 560620792

LABOR OPERATION BASE HOURS 0.5 N6654

COMPLAINT CODE: 0621

COMPLAINT DESCRIPTION: CUSTOMER STATES SERVICE AIR BAG LIGHT IS ON

CAUSE CODE: 6573

CAUSE DESCRIPTION: BOO21 OD PASSENGER AIR BADG DEPLOYMENT LOOP HIGH RESISTA NCE INSPECT CONNECTION UNDER THE RIGHT FRONT SEAT FOUND HARNESS RETAINER P ER PLASTIC COMING OFF FROM UNDER NEATH THE SEAT TRACK CUASING CONNECTOR TO R TO COME LOOSE AND SET OFF CODE.

CORRECTION DESCRIPTION: REINFORCE RETAINER CLIP FOR AIR BAG HARNESS UNDER T HE RIGHT FRONT SEAT AND REINSTALL CONNECTOR, CLEAR CODE, NO FURTHER PROBLEM.

	IOTAL W/O TAX	IAX	IUIAL
PARTS HANDLING	0.00		
PARTS	0.00	0,00	0.00
LABOR	48.13	0.00	48.13
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			( 0.00)
TRANSACTION	48.13	0.00	48.13





79-225 Hwy 111

La Quinta, CA 92253

(760) 771-8200

www.chevroletcadillacoflaquinta.com

EPA# CAL000248792 BAR# AC 255463

CVCS58167

MO: 29106

G250218

CELL:



CUSTOMER NO 5304 09/26/12 489 26671 MICHAEL BULTNG LABOR HALF 29,106 | GOLD | MIST/C04/15/10 10/CHEVROLET/MALIBU/4DR SDN LT FILING DEALER NO COACHELLA, CA 1 G 1 Z C 5 F B 7 A F 100 09/26/12 JOB# 1 CHARGES-----LABOR

CUSTOMER STATES SERVICE AIR BAG LIGHT IS ON
BD021 OD PASSENGER AIR BADG DEPLOYMENT LOOP HIGH RESISTANCE
INSPECT CONNECTION UNDER THE RIGHT FRONT SEAT FOUND
HARNESS RETAINER PLASTIC COMING OFF FROM UNDER NEATH THE
SEAT TRACK CUASING CONNECTOR TO COME LOOSE AND SET OFF CODE
REINFORCE RETAINER CLIP FOR AIR BAG HARNESS UNDER THE RIGHT
FRONT SEAT AND REINSTALL COMMECTOR CLEAR CODE NO FURTHER WARRANIY FRONT SEAT AND REINSTALL CONNECTOR, CLEAR CODE, NO FURTHER PROBLEM : this item/items. JOB# 1 TOTAL5--JOB# 1 JOURNAL PREFEX CVCS JOR# 1 101AL 0.00 JOB# 2 CHARGES.... CHECK/SET TIRE PSI
CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED
ON DOOR LABEL PLACARD. J# 2 DOCVZTP CORRECTED TIRE PRESSURES JOB# 2 TOTALS----JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00 LABOR

# 3 OCCVZZ/POINT MULTIPOINT INSPECT

CUSTOMER REQUESTS MULTIPOINT VEHICLE CONDITION REPORT PER CUSTOMER REQUEST COMPLETED MULTIPOINT VEHICLE CONDITION REPORT JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00 JOB# 4 CHARGES J# 4 45CVZ01 IRACLION CONTROL
CUSTOMER STATES SERVICE IRACTION, ESC LIGHTS CAME ON
YESTERDAY, NOT ON TODAY HISTORY CODE CO131 (00)ABS/TCS SYSTEM PRESSURE CIRCUIT MALFUNCTION OPERTING AS PFR DESING AT THIS TIME. NO REPAIRS NEEDED AT THIS TIME JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

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

This form is an itemized list of repairs and is part of a repair order. This repair order continuation is subject to all the conditions of the original repair order.





FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. **OPEN SATURDAY** 

NO APPOINTMENT NECESSARY





ALL PARTS NEW UNITESS SPECIFIED OTHERWISE

The Reynolde and Reynolde Company EPAINTINVE

PAGE 1 OF 2

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 10:41am

of La Quinta



79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200

www.chevroletcadillacoflaquinta.com

EPA# CAL000248792 BAR# AC 255463

I TORNI ISTURA MILIN DILAN LIMBER DERDI KERTURARAN ERRAKA DILI ERRIK BILIN ATAR BILIN FIRE LUBU. 1201 TCVC\$58165 CELL CVCS58167 CUSTOMEN NO 09/26/12 489 5304 MICHAEL BULING 26671 LABOR HALL 79,106 GOLD MIST/C G250218 DELIVERY MILLS 04/15/10 10/CHEVROLET/MALIBU/4DR SON LI ING DEALER NO PRODUCTION DATE COACHELLA, CA 5 E B 7 A 100 1 G 1 Z C P.O. NO FTENO 09/26/12 MQ: 29106FSTIMATE -CUSTOMER HEREBY ACKNOWLEDGES RECEIVING \$0.00 (ITAX) ORIGINAL ESTIMATE OF 0.00 \* TOTAL LABOR.... TOTAL PARTS.... 0.00 TOTAL SUBLET... 0.00 TOTAL G.O.G.... TOTAL MISC CHG. TOTAL MISC DISC 0.00 0.00 0.00 0.00 TOTAL TAX..... this item/items. 0.00**TOTAL INVOICE \$** CUSTOMER SIGNATURE

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

This form is an itemized list of repairs and is part of a repair order. This repair order continuation is subject to all the conditions of the original repair order.





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FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. **OPEN SATURDAY** 

NO APPOINTMENT NECESSARY







ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

The Reynolds and Reynolds Company ERAINTINVE

of La Quinta



La Quinta, CA 92253 (769P/74 926600248792 www.chevroletcathlatcoffacts/1662com

79-225 Hwy 111

RECOMMENDED SERVICES

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PAGE 1 OF 1

PLEASE SEE IMPORTANT PHERITANIAN PARTER

58167

September 25, 2012

Update My Profile **№** Logout

Global Warranty Management: Main • Interrect With Contomor > View Venicle Summary

INTERFACE WITH CUSTOMER

PREPARE & SUBMIT TRANSACTIONS

RECONCILE RESULTS

ANALYZE WARRANTY MANAGEMENT PLANNING

PREPARE RETURN

USER **OPTIONS**  CUSTOMER **FOCUS** 

## View Vehicle Summary

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

### Vehicle Information

VIN 1G1ZC5EB7AF Service Contract, No.

Branded Title, No.

Warranty Block, No.

Model 1ZH69-2010 MAUBULT SEDAN

POLStatus, Yes

Order Type 70 - RETAIL - STOCK Field Actions 0 Open

Required Field Actions

Open field actions are highlighted

Release Original Status Туре Description Date Nbr SERVICE AIR BAG MESSAGE-REPLACE 03/14/2011 Closed N110034 11034 Customer CONNECTORS Satisfaction Program AIRBAG READINESS LIGHT/SERVICE 05/13/2010 Closed Customer N100085 10085 AIRBAG MESSAGE - REROUTE Satisfaction WIREHARNESS/REPLACE Program

The VIN information contained herein and information derived therefrom is the proprietary properly 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

Vahiale 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 Y XM Equipped Y

XM Radio ID 9LVR5287

OdStar Status, Inactive

XM Status Inactive

OnStar Vehicle Diagnostics, N

DMN Enabled N

## Applicable Warranties

Valid warranties are highlighted.

Effective Start Description Valid Odomotor Date 150,006 MI Emission Select State Component Ltd: 04/15/2010 6 MI 04/15/2025

For this vehicle: View Vehicle Summary

- - Service Contract
  - Branded Title
  - Warranty Block
- Vew Vehicle Build
- View <u>Vehicle</u>
- Component Summary
- View Vehicle
- Transaction History <u>Detail</u>
- View Vehicle Delivery ' <u>Information</u>
- Add a Repair Item
- Begin Transaction
- <u>Investigate Major</u> Assembly History

Wly .				
Powertrain Limited Warranty	04/15/2010	6 MI	04/15/2015	100,006 MI
Bumper to Bumper Limited Warranty	04/15/2010	6 MI	04/15/2013	36.006 M!
Corrosion Limited Warranty	04/15/2010	6 MI	04/15/2016	100,006 MI
Emission Limited Warranty	04/15/2010	6 MI	04/15/2025	150,006 MI
PZEV Emission Limited Warranty	04/15/2010	6 MI	04/15/2025	150,006 MI

## Service Contract

Vehicle has no current record of service contracts.

Transactio	on History	/			<u>View Details</u>
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Resigning
05/14/2012	53996	ZREGRegular Vehicle Transaction		E0472 - Wheet Stud Replacement	24,172 MI
05/14/2012	53996	7RFGRegular Vehicle Transaction		(19991 - Customer Concern Not Duplicated (CCND) - Brakes	24,172 MI
03/01/2012	51430	ZREG Regular Vehicle Transaction		C9040 - Driver or Passenger Seat Retractor Side Belt Replacement	20,171 MI
05/21/2011	42408	ZFATField Action Recall		V2396 - 11034 - Inspect and Replace Airbag Corinectors & Secure Harness with Tie Strap (inc. checking DTCs)	9,672 MI
12/20/2010	37335	ZFATField Action Recall		V2251 - 10085 - Reroute and Secure Harness with Tie Strap	6,065 MI
03/26/2010	A50218	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	1 MI

Global Warranty Management, Site Map.

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https://www.autopartners.net/apps/gwmna/gwm\_web/showVehicleHistorySummary.do?\_S... 9/26/2012

. . . . .

2010 Chevrolet Malibu [1G1ZC5EB7AF250218] | Z Car | | Document ID: 2444545

## N6654 Connector Reconnection

Effective Date: Sep 1, 2012

**LABOR CODE: N6654** 

Includes: Diagnosis time to locate wire or connector condition and any associated fuse replacement.

Note: This labor code is only used for wiring and connector repairs without component replacement. Additional time to gain access or repair time greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval. Diagnosis that results in a component replacement should use the component labor operation only.

Base LABOR TIME: 0.1

of La Quinta



## 79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200

www.chevroletcadillacoflaquinta.co

EPA# CAL000248792 BAR# AC 255463

0401±CVWS58921 CUSTOMER NO 10/27/12 26671 489 CVWS58921 6079 MICHAEL BULING ASON NATE COLOR 30,109 | GOLD | MIST/CG250218 10/CHEVROLET/MALIBU/4DR SDN LT 04/15/10 COACHELLA, CA PRODUCTION DATE VEHICLE I D. NO SELLING DEALCH NO. 1 G 1 Z C 5 E B 7 A F 100 L. L.E. NO 10/22/12 COMMENTS MO: 30109

DCS AUDIT SLIP--

JOB CARD 58921

PAY TYPE

ODUMETER INDICATOR ODOMETER

30109 NON-GM VEHICLE REFERENCE NUMBER

246095 REPAIRING BAC 10/22/2012 JOB CARD OPEN DATE SERVICE ADVISOR GMIN 082589322 FOREIGN TOURIST

OEM SAP TRAN.# **VER** ERA CLAIM# 58921 - 1 001147660074 0002

ZREG JOB COMPLETION DATE: 10/24/2012 TECHNICIAN GMIN: 560620792

LABOR OPERATION BASE HOURS ADD PUB. DIAGNOSIS 0.8 0.3R0760

1G1ZC5EB7AF

TRANS TYPE CATEGORY

COMPLAINT CODE: 0221

COMPLAINT DESCRIPTION: CUSTOMER STATES THE RADIO DISPLAY IS NOT LEGIBLE ALL DIGITS LACK COMPLETE THUMINATION

CAUSE CODE: 6573

CAUSE DESCRIPTION: 50P RADIO-INTERNAL RADIO MALFUNCTION CUASING DISPLAY TO DISPLAY ODD DESINGS NO DTC'S

CORRECTION DESCRIPTION: REPLACE RADIO AND PROGRAM-CODE 80997.CHECK OPERATIO N OF RADIO NO FURTHER PROBLEM.

CAUSAL PART: 25968662

DAYS REASON INVOICE NO. DISTANCE RENTAL VIN OR INFO NET AMOUNT CODE 25.00 N\$2 15.00

	TOTAL W/O TAX	TAX		TOTAL
PARTS HANDLING	0.00			
PARTS	0.00	0.00		0.00
LABOR	134.75	0.00		134.75
- NET ITEMS	40.00	0.00		40.00
PARTICIPATION AMOUNT			(	0.00)
•				
TRANSACTION	174.75	0.00		174.75

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

This form is an itemized list of repairs and is part of a repair order. This repair order continuation is subject to all the conditions of the original repair order.





FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. OPEN SATURDAY

NO APPOINTMENT NECESSARY







ALL PARTS NEW UNLESS SPECIFIED OTHERWISE.

The Reynolds and Reynolds Company EMAINUNVF (\$4.849.59 © 1037.1)

ACCOUNTING COPY-W

[ END OF INVOICE ] 11.55am

A 100 100 100 100

# Chevrolet Ca<u>dil</u>lac of La Quinta



79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200

www.chevroletcadillacoflaquinta.c

EPA# CAL000248792 BAR# AC 255463

CELL NVOICE DATE 10/27/12 CUSTOMER NO MICHAEL BULING 6079 CVWS58921 26671 489 GOLD MIST/C G250218 30,109 04/15/10 10/CHEVROLET/MALIBU/4DR 5DN LT COACHELLA, CA VEHICLE LO NO.
1 G 1 Z C 5 E B 7 A F ELLING DEALER NO. PRODUCTION DATE 100 COMMENTS MO: 30109 This factory warranty constitutes all of R/O TAX R/O TOTALS 0.00 the warranties with respect to the sale of 134.75

WARRANTY CLAIM DETAIL TOTALS------

CLAIM#...

174.75

CLAIM TOTALS

174.75

APPROVED BY SIGNATURE

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

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FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. **OPEN SATURDAY** 

NO APPOINTMENT NECESSARY







ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

of La Quinta



79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200

www.chevroletcadillacoflaquinta.co

EPA# CAL000248792 BAR# AC 255463

CVWS58921

MO: 30109

G250218 FLIVERY MILES

CELL:

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his factory warranty constitutes all of e warranties with respect to the sale of nis item/items. The seller hereby xpressly disclaims all warranties, either xpress or implied, including any nplied warranty of merchantability or tness for a particular purpose and the eller neither assumes nor authorizes ny other person to assume for it any ability in connection with the sale of nis item/items.

his form is an itemized list of repairs nd is part of a repair order. This repair rder continuation is subject to all the onditions of the original repair order.





FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS **MONDAY THRU FRIDAY** 7:00 A.M. to 6:00 P.M. **OPEN SATURDAY** 

NO APPOINTMENT NECESSARY







ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

The Reynolds and Reynolds Company EAAINTINVE SF649789 (3) (الكتابا)

7

# Chevrolet Cadillac

of La Quinta



79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200 www.chevroletcadillacoflaquinta.com

> EPA# CAL000248792 BAR# AC 255463

> > CVWS58921 STOCK NO. G250218

OFLIVERY MILES

PRODUCTION DATE

MO: 30109

CELL:

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PAGE 1 OF 3	SERVICE FILE COPY	W	[CONTINUED ON f	NEXT PAGE)	11,55am	ALL PARTS NEW UNLE

nis factory warranty constitutes all of e warranties with respect to the sate of is item/items. The seller hereby pressly disclaims all warranties, either press or implied, including any plied warranty of merchantability or ness for a particular purpose and the lier neither assumes nor authorizes ny other person to assume for it any bility in connection with the sale of is item/items.

nis form is an itemized list of repairs nd is part of a repair order. This repair der continuation is subject to all the anditions of the original repair order.





FOR YOUR CONVENIENCE ERVICE AND PARTS DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. **OPEN SATURDAY** 

## O APPOINTMENT NECESSARY







ALL PARTS NEW LINLESS SPECIFIED OTHERWISE

The Reynolds and Reynolds Company ERAINTINVE SE849709 Q (03/11)



# **Chevrolet Cadillac** of La Quinta



## CVWS58921

79-225 Hwy 111
La Quinta, CA 92253
(760) 771-8200
www.chevroletcadillacoflaquinta.com
EPA# CAL000248792

BAR# AC 255463

NVOICE NO CVW558921 CUSTOMER NO 6079 10/27/12 489 266**71** MICHAEL BULING 30,109 GOLD MIST/C 5700K NO G250218 LAROK BATE DELIVERY MILES YEAHTMARE MODEL TO THE TOTAL TO THE TOTAL TO THE TOTAL TOTAL THE TOTAL T 04/15/10 COACHELLA, CA BELLING DEALER NO 1 G 1 Z C 5 E 8 7 A F 100 F.T.E.NO 10/22/12 COMMENTS MQ: 30109 This factory warranty constitutes all of R/O TAX the warranties with respect to the sale of R/O TOTALS 134.75 this item/items. The seller hereby expressly disclaims all warranties, either WARRANIY CLAIM DETAIL TOTALS-----express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes 174.75 CLAIM TOTALS any uther person to assume for it any liability in connection with the sale of this item/items. APPROVED BY STGNATURE This form is an itemized list of repairs and is part of a repair order. This repair order continuation is subject to all the conditions of the original repair order. FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS A ... 4 10 MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. **OPEN SATURDAY** NO APPOINTMENT NECESSARY

of La Quinta



79-225 Hwv 111 La Quinta, CA 92253 (760) 771-8200

www.chevroletcadillacoflaquinta.cor

EPA# CAL000248792 BAR# AC 255463

## 

NVOICE DATE 10/27/12 CUSTOMER NO CVWS58921 26671 489 6079 MICHAEL BULING LABOR HALF MILEAGE 30,109 GOLD MISI/C G250218 OFLIVERY MILES 04/15/10 10/CHEVROLET/MALIBU/4DR SDN LT COACHELLA, CA SELLING OLALEA NO PRODUČTION DATE 1 G 1 Z C 5 E B 7 A F 100 10/22/12 COMMENTS Mo: 30109 This factory warranty constitutes all of DCS AUDIT SLIP--the warranties with respect to the sale of JOB CARD 58921 this item/items. The seller hereby expressly disclaims all warranties, either 1G1ZC5EB7AF REPAIRING BAC 246095 JOB CARD OPEN DATE 10/22/2012 express or implied, including any ODOMETER INDICATOR SERVICE ADVISOR GMIN 082589322 FOREIGN TOURIST ODOMETER 30109 implied warranty of merchantability or NON-GM VEHICLE fitness for a particular purpose and the REFERENCE NUMBER seller neither assumes nor authorizes

OEM SAP TRAN.#

001147660074

VER

0002

JOB COMPLETION DATE: 10/24/2012 TECHNICIAN GMIN: 560620792

ZREG

LABOR OPERATION BASE HOURS ADD PUB. DIAGNOSIS

TRANS TYPE CATEGORY ERA CLAIM#

0.3R0760 8.0

COMPLAINT CODE: 0221
COMPLAINT DESCRIPTION: CUSTOMER STATES THE RADIO DISPLAY IS NOT LEGIBLE ALL DIGITS LACK COMPLETE ILLUMINATION

58921 1

CAUSE CODE: 6573 CAUSE DESCRIPTION: SOP RADIO-INTERNAL RADIO MALFUNCTION CUASING DISPLAY TO DISPLAY ODD DESINGS.NO DTC'S

CORRECTION DESCRIPTION: REPLACE RADIO AND PROGRAM-CODE 80997.CHECK OPERATIO N OF RADIO NO FURTHER PROBLEM.

CAUSAL PART: 25968662

PAY TYPE

DAYS REASON INVOICE NO. DISTANCE RENTAL VIN OR INFO NET AMOUNT CODE 25,00 15.00 NIF NS2

	TOTAL W/O TAX	TAX	IDIAL
PARTS HANDLING PARTS LABOR NET ITEMS PARTICIPATION AMOUNT	0.00 0.00 134.75 40.00	0.00 0.00 0.00	0.00 134.75 40.00 ( 0.00)
TRANSACTION	174.75	0.00	174.75

any other person to assume for it any liability in connection with the sale of this item/items.

This form is an itemized list of repairs and is part of a repair order. This repair order continuation is subject to all the conditions of the original repair order.





FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. **OPEN SATURDAY** 

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## 79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200

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ČVČ\$58921 STOCK NO. G250218

PHODUCTION DATE

MO: 30109

7

## of La Quinta



EPA# CAL000248792 BAR# AC 255463

Chevrolet Cadillac

<b>                                   </b>				•	CEL
26671	•	BULING	489	6079	10/24/12
	LABOR RATE	LIGENIZ AVA	MILEAGE	30,109	GOLD MIST/C
	VEAR/MAKE/MA 10/CHEV	ROLET/MALIB	U/4DR SDN	l LT	04/15/10
COACHELLA, CA	vrню F i в No 1 G 1 2	C 5 E B 7	ΑГ		SFILING DEALER NO 100
	LIENO	····	P O NO.	<b>3</b> 37	10/22/12
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This 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 mplied warranty of merchantability or itness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. **OPEN SATURDAY** 

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The Reynolds and Reynolds Company ERAINTINVE

SERVICE FILE COPY

PAGE 2 QF 2

of La Quinta



79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200 www.chevroletcadillacoflaquinta.co

EPA# CAL000248792

7

BAR# AC 255463 : 1000 | CERENIA 1000 | ITALI 1000 | IK 1005 | IK 1005 | IK 1016 | IK 1016 | IK 1016 | IK 1016 | IK 1016 | IK 0401 TOVCS58921 TAG NO CUSTOMER NO CVC558921 10/24/12 489 6079 26671 MICHAEL BULING COLOR STOCK NO. G250218 LABOR BATE 30,109 GOLD MIST/C 04/15/10 DECIVERY MILES 10/CHEVROLET/MALIBU/4DR SDN LT UNG DEALER NO. PRODUCTION DATE COACHELLA, CA VEHICLE LD NO. ĭŏö C 5 E B 7 A 1 G 1 Z 10/22/12 COMMENTS MO: 30109 This factory warranty constitutes all of the warranties with respect to the sale of TOTAL LABOR.... \*\*\*\*\*\*\*\*\*\*\*\*\*\* this item/items. The seller hereby TOTAL PARTS.... 0.00 expressly disclaims all warranties, either TOTAL SUBLET... 0.00 0.00 express or implied, including any TOTAL G.O.G.... TOTAL MISC CHG. TOTAL MISC DISC 0.00 implied warranty of merchantability or 0.00fitness for a particular purpose and the 0.00 10fAL TAX..... seller neither assumes nor authorizes any other person to assume for it any **TOTAL INVOICE \$** 0.00 liability in connection with the sale of PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATE THAT A LIFETIME GUARANTEE MAY APPLY. YOUR CONSULTANT WILL DETAIL this item/items. This form is an itemized list of repairs and is part of a repair order. This repair order continuation is subject to all the CUSTOMER STGNATURE conditions of the original repair order. FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. OPEN SATURDAY NO APPOINTMENT NECESSARY

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

The Reynolds and Reynolds Company ERAINTING 8F648799 Q (03/11)

[ END OF INVOICE ] 09.41am

of La Quinta



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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TQTAL
00CVZTP	CHECK/SET TIRE PSI	MI	}	00cvz27POINT	MULTIPOINT INSPECT	Мτ	
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<b>‡</b>						<u> </u>	1

SERVICE HISTORY

ı	DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
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SALE	SPERSON NO. 1049 ALE	JANDRO HERNANDEZ	SE	E R	VΙ	C	<u> </u>				E REG# 2
TERM	S VEHICLE I.D. NO	YEAR/MAKE/MODE		·			–	PRODUCTION DATE	STOCK NO.	LICENSÉ NO.	R.O.NO.
CASH	□ 1G1ZC5EB7AF	10 <u>/CHEVE</u>	ROLETZ Todstomen		BU/4DR TSERVICE C			OELIVERY DATE	G250218	SELLING CEALER N	58921 O. H.O DATE
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OTHER	_∃ COACHELLA, CA		COLD		/coco/			MICEAGE	AUVISOR NO.	ADVISOR	6079
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WAITER

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PLEASE SEE IMPORTANT HIROTOPHYLOHION THACKER

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PAGE 1 OF 1

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NO VEHICLES RELEASED AFTER HOURS WITHOUT PRIOR ARRANGEMENTS

> TERMS CASO THE ACCEPT THE FOLLOWING TRENDS CARDS: MASON HOSTOWN AMERICAN EXPRESS

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mike buling

October 22, 2012

Update My Profile Logout

Global Warranty Management: Main 🕤 Interface With Customer 🚿 View Menicie Summary

INTERFACE CUSTOMER PREPARE & SUBMIT TRANSACTIONS

RECONCILE RESULTS

ANALYZE WARRANTY MANAGEMENT PLANNING.

PREPARE RETURN

USER **OPTIONS** 

For this vehicle:

- View Vehicle Summary Service Contract

View Vehicle Build

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

<u>Viow Vehicle Delivery</u> <u>Information</u>

Add a Ropair Item.

- Begin Transaction

<u>lgvestigate Major</u> Assembly History

<u>View Vehicle</u>

<u> Jetail</u>

- Branded Title

Warrapty Block

CUSTOMER **FOCUS** 

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, This screen andwar two basis to view his particle Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable)

#### Vehicle Information

VIN 1G1ZC5EB7AF Service Contract, No.

Branded Title No.

Werranty Block, No.

Mode: 1ZH69-2010 MALIBU LT SEDAN PDI Status, Yes

Order Type 70 - RETAIL - STOCK

Field Actions | 0 Open

Status

## Required Field Actions

Open field actions are highlighted Release

Турв	Number	Nbr	Description	Date	
Customer Satisfaction Program	N110034	11034	SERVICE AIR BAG MESSAGE-REPLACE CONNECTORS	03/14/2011	Closed
Customer Satisfaction Program	N100085	10085	AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIRCHARNESS/REPLAGE	05/13/2010	Closed

#### **Branded Title**

The VIN information contained herein and information derived therefrom is the proportiony 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.

..... Original

### 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 Y XM Equipped Y

XM Radio ID 9LVR528Z

OnStar Status Inactive XM Status Inactive

DMN Enabled N

OnStar Vehicle Diagnostics, N.

Applicable Warranties

Valid warranties are highlighted.

Valid Description Date

Start

Effective Odometer

Odometer

Emission Select State Component Ltd | 04/15/2010

04/15/2025

150 006 MI

https://www.autopartners.net/apps/gwmna/gwm\_web/showVehicleHistorySummary.do? ... 10/22/2012

- ~p- - ~- ~

VVIy				
Powertrain Limited Warranty	04/15/2010	6 MI	04/15/2015	100,006 MI
Bumper to Bumper Limited Warranty	04/15/2010	6 Mł	04/15/2013	36,006 MI
Corrosion Limited Warranty	04/15/2010	6 MI	04/15/2016	100,006 MI
Emission Limited Warranty	04/15/2010	6 MI	04/15/2025	150,006 MI
PZEV Emission Limited Warranty	04/15/2010	6 MI	04/15/2025	150,006 MI

# Service Contract

Vehicle has no current record of service contracts.

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
09/26/2012	58167	ZREGRegular Vehicle Transaction		N6654 - Connector Reconnection	29,106 MI
05/14/2012	53996	ZREG Regular Vehicle Transaction		E0472 - Wheel Stud Replacement	24,172 MI
05/14/2012	53996	ZREGRegular Vehicle Transaction		H9991 - Customer Concern Not Duplicated (CCND) - Brakes	24,1 /2 MI
03/01/2012	51430	ZREGRegular Vehicle Transaction		C9040 - Driver or Passenger Sest Retractor Side Belt Replacement	20 171 MI
05/21/2011	42408	ZFATField Action Recall		V2396 - 11034 - Inspect and Replace Airbag Connectors & Secure Harness with Tie Strap (inc. checking DTCs)	9,672 MI
12/20/2010	37335	ZFA [Field Action Recall		V2251 - 10085 - Reroute and Secure Harness with Tie Strap	6,065 MI
03/26/2010	A50218	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection Base Time	1 MI

Global Warranty Management, Site Map

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https://www.autopartners.net/apps/gwmna/gwm\_web/showVehicleHistorySummary.do?\_... 10/22/2012

n 1 ca

# SPECMO ENTERPRISES

# **Core Return Authorization**

1200 E. Avis Madison Heights, Mi 48071 (248) 307-2570 Pre-Exchange Order #: 2077219

\*\* This is not an Invoice \*\*

Important: You must return this RA with your core for this order.

Bill To:

Ship To:

Ken Garff Chevrolet Cadillac 79225 Hwy 111 Ken Garff Chevrolet Cadillac 79225 Hwy 111

La Quinta

CA 92253

(760) 771-8233 | La Quinta

CA 92253

Route#:

Order Date: 10/22/2012 Ship Date: 10/22/2012 Cust#: 188263

Order Placed By: Specmo CSR: Kim Mayor Erin Waddell

Part # Ordered: 25968662

Unit Type: Radios

Description: 08-10 AFS Clk CD MP3

Part# Acquired By: Tech 2

RO Date: 10/22/2012

PO #:

058921

RAMIREZ

Part # Shipped: 20940843

Ordered Via: Phone

Description: 08-12 AFS Clk CD MP3

Serial #:

Core Value: \$250.00 Refurb Price: \$220.00

Shipping Method: FedEx Overnight

Estimated Freight: \$10.00

ARS# Shipped: 062336307239387

VIN #: 1G1ZC5EB7AF

Year: 2010

Make: Chevrolet

. .

Model: Malibu
Mileage: 30109
Delivery Date: 4/15/2010

**Engine Hours:** 

Description of Failure:

Display distorted, partial illumination

Special Material Note:

Remarks: B2B 04/15/2013 36,006 MI --ON ship per dir req--Stock ok per sub -5PC EFW

# **Important Warranty Information**

If the exchange core you are returning with this Return Authorization was:

Under GM Factory Warranty at the time of this service, please enclose a copy of the applicable RO.

form 501 9/07

Tommu Miss PICKING TICKET 10/22/2012 PAGE 08:50:03 SHIP TO SOLD BY <u> RILI. TO</u> INVOICE# CUST# KIM MAY RO58921 26671 CUST PO# JB PF QORD QSHP PART# / DESCRIPTION PACK F AVAIL DETAIL I Specmo ETA 10/23 SPORT 25968662 RADIO 1

1

10/22/2012 08:50:03

PICKING TICKET

Tommy Misser

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INVOTCE#

RO58921

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SHIP TO

SOLD BY KIM MAY

CUST PO#

QORD QSHP PART# / DESCRIPTION

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BIN JB PF

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1 Specmo 10/03

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CVWS63520

G250218

OFLIVERY MILES

PHODUCTION DATE

мо: 33258

# Chevrolet Cad<u>i</u>llac

of La Quinta



79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200

www.chevroletcadillacoflaquinta.com

02/28/13

04/15/10

02/28/13

SELLING DEALFÖING

TITLIVERY DATE

100

FPA# CAL000248792 BAR# AC 255463

CELL:

04011CVWS63520 ADVISOR CUSTOMER NO 1795 961 26671 HENRY JAMES LABOR RATE 33,258|GOLD MIST/⊂ VEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR 5DN  $\perp$ T COACHELLA, CA 1 G 1 2 C 5 E B 7 A FTE NO COMMENTS DCS AUDIT SLIP--JOB CARD 63520 246095 REPAIRING BAC LG1ZC5EB/AF 02/28/2013 JOB CARD OPEN DATE ODOMETER INDICATOR SERVICE ADVISOR GMIN 061057459 33258 ODOMETER. FOREIGN TOURIST NON GM VEHICLE REFERENCE NUMBER ERA CLATM# OEM SAP TRAN.# **VER** CATEGORY TRANS TYPE PAY TYPE 001159207960 0002 63520-2 ZREG JOB COMPLETION DATE: 02/28/2013 TECHNICIAN GMIN: 037291291 LABOR OPERATION BASE HOURS N0440 COMPLAINT CODE: 0523 COMPLAINT DESCRIPTION: CUSTOMER STATES THAT THE RIGHT SIDE HEADLAMP IS INOP CHECK AND ADVISE CAUSE CODE: 6573 CAUSE DESCRIPTION: THE RIGHT SIDE HEADLAMP FIGHT BULB IS BURNED. CORRECTION DESCRIPTION: REPLACED THE RIGHT SIDE HEADLAMP BULB. CAUSAL PAR1: 92095787 NON - GM REPLACEMENT SERIAL# TRADE UNIT COST PART NUMBER 8.50 92095787 TOTAL TOTAL W/O TAX PARTS HANDLING 3.40 11.90 8.500.00 PARTS 0.00 59.19 59 19 LABOR 0.00 0.000.00 THEMS 0.00) PARTICIPATION AMOUNT 71.09 0.00 TRANSACTION 71.09

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

This form is an itemized list of repairs and is part of a repair order. This repair order continuation is subject to all the conditions of the original repair order.





FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. **OPEN SATURDAY** 

NO APPOINTMENT NECESSARY



ALI, PARTS NEW UNLESS SPECIFIED OTHERWISE

The Reynolds and Reynolds Company FRAINTINVE #F840799 G (03/11)

PAGE 2 OF 2

ACCOUNTING COPY-W

[ END OF INVOICE ] 05.46pm

# Chevrolet Cadillac

of La Quinta



# 79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200

www.chevroletcadillacoflaquinta.co

ΰ2/28/13

EPA# CAL000248792 BAR# AC 255463

CVWS63520

RTÖCK NO G250218

DELIVERY MILES

PRODUCTION DAIL

MO: 33258

CFLL:

040),TCVWS63520

CUSTOMER NO 1795 02/28/13 961i 26671 HENRY JAMES COLOR ABOR BATE 33,258 GOLD MIST/C YEAR / MAKE / MODEL 04/15/10 10/CHEVROLET/MALIBU/4DR SDN LT VI HICCE ( D. NO ) SFILING DEALER NO COACHELLA, CA 100 5 E B 7 A F FTE NO COMMENTS 2 CHARGES O SO TECHYS) 359 DESCRIPTION TECH# DATE 02/28/13 START FINISH ACT TIME OVERRIDE IN INVOICING 0.00 16.30 16.30 0.60 359 0.00FINISHED 0.0002/28/13 TOTAL TECH TIME 0.60 0.00 CUSTOMER STATES THAT THE RIGHT SIDE HEADLAMP IS INOP. CHECK AND ADVISE THE RIGHT SIDE HEADLAMP LIGHT BULB IS BURNED. REPLACED THE RIGHT SIDE HEADLAMP BULB. -----U/COST----E/COST----U/PRICE DESCRIPTION: PARTS----QTY--FP-NUMBER---8.50 8.50 11.90 11.908.50 BULB 2.727 1 92095787 COST TOTAL 11.90 TOTAL - PARIS 59.19 I ABOR 11.90PARTS 71.09 JOB# 2 TOTAL JOB# 2 JOURNAL PREFIX CVWS 0.00R/O TAX 71.09 R/O TOTALS WARRANTY CLAIM DETAIL TOTALS-----71.0971.09 CLAIM TOTALS APPROVED BY SIGNATURE

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79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200

www.chevroletcadillacoflaquinta.com

EPA# CAL000248792 BAR# AC 255463

CVWS63520

G250218

DELIVERY MILES

PRODUCTION DAIL

мо: 33258

CELL

02/28/13

02/28/13

0401 TCVWS63520

CUSTOMER NO 1795 961 26671 HENRY JAMES 33,258 GOLD MIST/C LABOR BATE 04/15/10 10/CHEVROLET/MALIBU/4DR SDN LT LUNG DEALER NO COACHELLA, CA VEHICLE LD NO 100 1 G l Z C5 E B 7 A A O DAT FTENO COMMENTS 2 CHARGES LABOR WAX 52002 TRIN ELECTRICAL HOURS: ...8 GO TECHTS) (159. DESCRIPTION TIME START FINISH ACT TECH# DATE OVERRIDE IN INVOICING 02/28/13 16.30 16.30 0.000.60 359 F1NJSHF0 0.00 0.00 0.0002/28/13 359 TOTAL TEGIL TIME 0.000.60 CUSTOMER STATES THAT THE RIGHT SIDE HEADLAMP IS INOP. CHECK AND ADVISE THE RIGHT SIDE HEADLAMP LIGHT BULB IS BURNED. REPLACED THE RIGHT SIDE HEADLAMP BULB. ....U/COST...E/COST....U/PRICE -DESCRIPTION PARTS----QTY--FP-NUMBER--8.50 8.50 8.50 31,90 11.90BULB 2.727 92095787 COST TOTAL 11.90 10YAL - PARTS JOB# 2 TOTALS-----59.19LABOR 11.90PARTS JOB# 2 TOTAL 71.09JOB# 2 JOURNAL PREFIX CVWS 0.00 R/O TAX R/O TOTALS 71.09 WARRANTY CLAIM DETAIL TOTALS..... TOTAL 71.09 CLAJM TOTALS 71.09 APPROVED BY SIGNATURE

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PAGE 1 OF 2

SERVICE FILE COPY-W

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The Reynolds and Reynolds Company EBAINDINGE SF649799 (1-209/11)

# 79-225 Hwv 111 La Quinta, CA 92253 (760) 771-8200 www.chevroletcadillacoflaquinta.co EPA# CAL000248792

# Chevrolet Cadillac

of La Quinta



BAR# AC 255463

CELL: ADVISOR CUSTOMER NO 1.795 02/28/13CVWS63520 961 26671 HENRY JAMES ABON HALL MILEAGE G250218 33,258 GOLD MIST/C 04/15/10 DELIVERY MILES YLAN / MAKE / MODE 7 10/CHEVROLET/MALIBU/4DR 5DN LT PHODUCTION DATE TING DEALER NO COACHELLA, CA VEHICLE ID NO 1 G 1 Z C 5 E B 7 A 100 F FIEND PO NO. 02/28/13 COMMENTS MO: 33258

DCS AUDIT SLIP JOB CARD 63520

JOB PAY TYPE

ODOMETER INDICATOR

ODOMETER NON-GM VEHICLE

Ν REFERENCE NUMBER

ZREG

1G1ZC5EB7AF М 33258

246095 REPAIRING BAC 02/28/2013 JOB CARD OPEN DATE SERVICE ADVISOR GMIN 061057459 FOREIGN TOURIST

LRA CLATM# TRANS TYPE CATEGORY 63520-2

DEM SAP TRAN.# 001159207960

0002

JOB COMPLETION DATE: 02/28/2013 TECHNICIAN GMIN: 03/291291

LABOR OPERATION BASE HOURS 0.6NO440

COMPLAINT CODF: 0523

COMPLAINT DESCRIPTION: CUSTOMER STATES THAT THE RIGHT SIDE HEADLAMP IS INOP

. CHECK AND ADVISE

CAUSE CODE: 6573

CAUSE DESCRIPTION: THE RIGHT SIDE HEADLAMP LIGHT BULB IS BURNED.

CORRECTION DESCRIPTION: REPLACED THE REGHT SIDE HEADEAMP BULB.

CAUSAL PART: 92095787

TRANSACTION

PAR1 NUMBER 92095787

REPLACEMENT SERIAL# TRADE NON-GM UNIT COST 8.50

TOTAL TOTAL W/O TAX TAX PARTS HANDLING 3.40 11.900.00 8.50 PARTS 59,19 0.00LABOR 59.19 ō.ob 0.00 0.00 NET ITEMS 0.00) PARTICIPATION AMOUNT 0.00 71.09

71.09

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The Reynolds and Reynolds Company ERAINTINVE Steading O (02/11)

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[ END OF INVOICE ] 05.46pm

PAGE 2 OF 2

# 79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200 www.chevroletcadillacoflaquinta.com

02/28/13

02/28/13

# of La Quinta



EPA# CAL000248792 BAR# AC 255463

CVC563520

6250218

DELIVERY MILES

PRICEDUCTION DATE

мо: 33258

Chevrolet Cadillac

CUSTOMER NO 1795 961 26671 HENRY JAMES COLOR MILEAGE 33,258 GOLD MIST/C 04/15/10 YEAR / MAKE / MOU 10/CHEVROLET/MALIBU/40R SDN LT FELLING DEALER NO COACHELLA, CA VEHICLE 10 NO 100 1G1ZC5EB7AF FTENO COMMENTS JOB# 1 CHARGES---CHECK/SET TIRE PSL TECH (S) (159) LABOR · · · · · · · · J# 1 30CWZTP CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED ON DOOR LABEL PLACARD. SET TO SPECS. JOB# 1 TOTALS. ..... JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00 .10B# 2 CHARGES-----TRIM ELECTRICAL
CUSTOMER STATES THAT THE RIGHT SIDE HEADLAMP IS INOP. CHECK LABOR J# 2 52CVZ AND ADVISE THE RIGHT SIDE HEADLAMP LIGHT BULB IS BURNED. REPLACED THE RIGHT SIDE HEADLAMP BULB. PARTS-----QTY---FP-NUMBER----------DESCRIPTION------UNIT PRICE. 92095787 BULS 2.727 0.00 JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL ESTIMATE - - - - - - - - -CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TOTAL LABOR.... TOTAL PARIS.... YOU MAY BE RECEIVING A SURVEY FROM GENERAL MOTORS REGARDING YOUR SERVICE EXPERIENCE. IF YOU FEEL YOU CANNOT RATE US "COMPLETELY SATISFIED" PLEASE\_CONTACT 0100 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 0.00 TOTAL MISC DISC 0.000.00 TOTAL TAX..... TOTAL INVOICE \$ 0.00 CUSTOMER SIGNATURE

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The Reynolds and Reynolds Company ERAINTINVE

PAGE 1 OF 1 SERVICE FILE CORY { END OF INVOICE } 04.31pm





# 79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200 www.chevroletcadillacoflaquinta.com

RECOMMENDED SERVICES

REMOVED PARTS FOR CUSTOMER

OOCVZTP CHECK/SET TIRF PSI MI OOCVZZ7POINT MULTIPOINT INSPECT MI	OPERATION	OPERATION DESCRIPTION	мо/м	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
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00CVZTP	CHECK/SET TIRE PSI	[	MI	00CVZ	?7POINT	MULTIPOINT	INSPECT	MI	
 SERVICE HISTO	DRY			_	,				
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERA	TION DESCRIPT	TION
10/22/12	58921	30109	489	129 129 129 129 129 129		52CVZ 00CVZTP 00CVZ27POINT	TRIM ELECT CHECK/SET MULTIPOINT	TIRE PŠÍ INSPECT	
09/26/12	58167	29106	489	129 129 129	W C	98CVZ 52CVZ 00CVZTP	SHUTTLE SE TRIM ELECT CHECK/SET	TRICAL	
SALESPERSON N	O, 1049 ALEJANDI	RO HERNANI	DEZ S E	RVI	C E		<u> </u>	STATE	REG#
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CREDIT CARD			сиятомь 2 <b>6</b>	671	SE CONTRAC	04/15/		SELLING DEALER NO 100	02/28/1
CHECK COACH	IELLA, CA		GOLOH GOLD	MIST/COC	OA/C	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	1795
8AVE			TUABO	MMC ARRONN	F. B.	MILEAGE A 33,2	58 961	ADVISOR HENRY	JAMES

THEREBY AUTHORIZED IN REPAIR WORK TO BE DONE ALONG WITH THE NECESSAMY MARERIALS, AND HEREBY GRANT YOUR HANCY ESS PERMISSION OF FRANK THE VEHICLE HEREN OF SCHARGE ON STREETS, HIGHWAYS OR ELSE WHENE FOR THE PURPOSE OF TESTING AND CHARGE ARE MY RELECTED FROMED AND STREETS, HIGHWAYS OR ELSE WHENE FOR THE PURPOSE OF TESTING AND SCHARGE ARE MY DESTROYED AND SCHARGE ARE MY DESTROYED AND SCHARGE AND SCHARGE AND SCHARGE AND SCHARGE AND SCHARGE AND SCHARGE AND SCHARGE AND SCHARGE TO THE CUSTOMIT THE BASIS UPON WHICH THE FORD PRICES WHILL I HAND SCHARGE OF THE CUSTOMIT THE BASIS UPON WHICH THE FORD PRICES WHILL I HAND SCHARGE DESTROYED AND SCHARGE AND SCHAR

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- 1			•••	IONDAY THRU FR		
				7:00 A.M. to 6:00 I	P.M.	

WALLEK

SATURDAY

7:30 A.M. to 3:30 P.M. NO VEHICLES RELEASED AFTER HOURS WITHOUT PRIOR ARRANGEMENTS

TERMS CASH
WE ACCEPT THE FOLLOWING CREDIT CARDS:
MASTERCARD - VISA - AMERICAN EXPRESS

CHECKS ACCEPTED WITH PROPER I.D. AND SUBJECT TO BANK APPROVAL

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOOT CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOOT CHECK TEST INDICATES ARE NECESSARY.

NATIVES TO CUSTOMERS

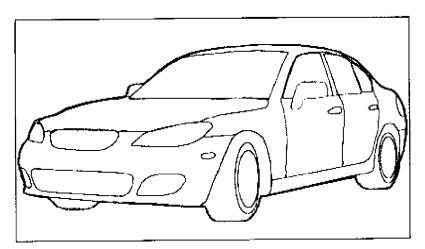
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THAN INECCURE THESE CUSTS BY INCREMINE OUT LABOR RATES TO ALL OF OUR SERVICE
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PAGE 1 OF 1

TECH COPY-HG TAG

63520

# **Vehicle Inspection Worksheet**



Appt Date: Appt Time: Adv# 961 Disp# 1 Dept: S

1G1ZC5EB7AF 10 CV MALIBU Lic#

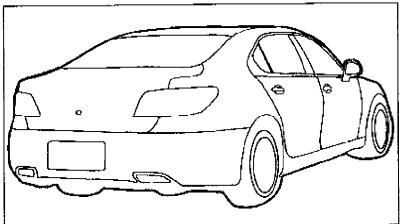
Stock# G250218 Cust#: 26671

General Comments

COACHELLA CA Work# Home#

Mileage: 33258 Tag#

Tag#
Priority:
Prom Date:
Prom Time:



Body Metal

Body Paint

Components

Glass

Interior

Lights

Tires

Customer Signature:

HENRY HODGES

February 28, 2013

Update My Profile <u>Logout</u>

For this vehicle: . <u>View Vehicle Summary</u>

> Service Contract 。Branded Title

<u>View Vehicle Build</u>

Component Summary

<u>View Vehicle Delivery</u>

Investigate Mejor Assembly History

View <u>Vehicle</u>

<u>View Vehic</u>le Transaction History

Information

<u>Detail</u>

Warranty Block

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

INTERFACE WITH CUSTOMER

# View Vehicle Summary

1 (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 1G1ZC5EB/AF Service Contract, No.

Model 1ZR69-2010 MALIBU LT SEDAN

Warranty Block, No. Branded Title No.

PDI Status, Yes

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open


### Required Field Actions

Open field actions are <u>Fighlighted</u>

Туре	Number	Original Nbr	Description	Release Date	Status
Customer Satisfaction	N110034	11034	SFRVICE AIR BAG MESSAGE-REPLACF CONNECTORS	03/14/2011	Closed
Program Customer Satisfaction Program	N100085	10085	AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIRCHARNESS/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 ventication 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 Y

XM Equipped Y

XM Radio ID 9LVR5287

OnStar Status Inactive

XM Stalus Inactive

DMN Enabled N

OnStar Vehicle Diagnostics, N.

Valid warranties are highlighted

Applicable Warranties End Effective End Start Odometer Valid Description Odometer Date Date 150,006 MI 04/15/2025 Emission Select State Component Ltd | 04/15/2010 6 MI

	₩ty				
/	Powertrain Limited Warranty	04/15/2010	6 M!	04/15/2015	100,006 MI
/	Bumper to Bumper Limited Warranty	04/15/2010	6 MI	04/15/2013	36,000 MI
-	Corrosion Limited Warranty	04/15/2010	6 Mi	04/15/2016	100,006 <b>M</b> I
	Emission Limited Warranty	04/15/2010	6 MI	04/15/2025	150,006 MI
₹.		04/15/2010	5 MI	04/15/2025	150,006 MI
✓	PZEV Emission Limited Warranty	04: 10:2:010			• •

# Service Contract

Vehicle has no current record of service contracts.

Job Card Date	Job Çard Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/22/2012	2153246	ZREGRegular Vehicle Transaction		R0754 RADIO RECEIVER- RETURN TO AC/DELCO ESC	30.109 M
10/22/2012	58921	ZREGRegular Vehicle Transaction		R0760 - Radio Replacement	30, 109 M
09/26/2012	58167	ZREGRegular Vehicle Transaction		N6654 Connector Reconnection	29,106 M
05/14/2012	53996	ZREGRegular Vehicle Transaction		E0472 - Wheel Stud Replacement	24,172 M
05/14/2012	53996	ZREGRegular Vehicle Transaction		H9991 - Customer Concern Not Duplicated (CCND) - Brakes	24,172 M
03/01/2012	51430	∠REGRegular Vehicle Transaction		C9040 Belt, Seatbelt Retractor (Front) (Right) Replace	20,171 N
05/21/2011	42408	7FAT—Field Action Recall		V2396 - 11034 - Inspect and Replace Airbag Connectors & Secure Hamess with Tie Strap (inc. checking DTCs)	9,672 M
12/20/2010	37335	ZFATField Action Recall		V2251 - 10085 - Reroute and Secure Hamess with Tie Strap	6,065 M
03/26/2010	A50218	ZPDIPre- Delivery Inspection		Z7000 - Pre Oelivery Inspection Base Timé	1 MI

Global Warranty Management Site Map

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HENRY HODGES

். J February 28, 2013

Update My Profile **■** Logout

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

INTERFACE WITH CUSTOMER

# View Vehicle Summary

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

Warranty Block, No.

1本.\_\_\_

# Vehicle Information

VIN 1G1ZG5EB7AF

Model 12H69-2010 MALIBULT SEDAN

Service Contract, No.

Branded fitte No

PDI Status Yes

Order Type 70 - RETAIL STOCK

Field Actions <u>0 Open</u>

# Required Field Actions

Open field actions are highlighted

Туре	Number	Original Nor	Description	Release Date	Status
Customer Satisfaction	N110034	11034	SERVICE AIR BAG MESSAGE-REPI ACE CONNECTORS	03/14/2011	Closed
Program Customer Satisfaction Program	N1000B5	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 proporty of The Polic 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

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### Service Information

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# 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 Y

XM Equipped Y

Valid

XM Radio ID 9LVR528Z

OnSter Status Inactive XM Status Inactive

Valid warranties are highlighted.

End

OMN Enabled N

OnStar Vehicle Diagnostics, N

Description

# **Applicable Warranties**

Effective Start Odometer Date

Date 04/15/2025

€nd

Odometer

Emission Select State Component Ltd 04/15/2010

6 MI

150,006 MI

https://www.autopartners.net/apps/gmvis2/gmvis2/showVehicleHistorySummary.do

2/28/2013

1 401 / 111 /

(3)

### For this vehicle:

- View Vehicle Summary
  - Service
  - Contract Branded Little
  - --- Warranty Block
- → <u>View Vehicle Build</u>
- <u>View Vehicle</u> <u>Component Summary</u>
- View Vehicle Transaction History
- Detail.
- View <u>Vehicle Delivery</u>
- <u>Information</u>
- Investigate Major Assembly History

	₩ty				
1	Powertrain Limited Warranty	04/15/2010	€ MI	04/15/2015	100,006 Mi
<i>-</i>	Sumper to Sumper Limited Warranty	04/15/2010	6 <b>M</b> l	04/15/2013	36,006 MI
1	Corrosion Limited Warranty	04/15/2010	6 MI	04/15/2016	100,005 MI
٠,	Emission Limited Warrenty	04/15/2010	6 MI	04/15/2025	150,006 MI
1	PZEV Emission Limited Warranty	04/15/2010	6 MI	04/15/2025	150,006 MI

# Service Contract

Vehicle has no current record of service contracts.

Transactio	nn History	ı			<u>View Details</u>
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/22/2012	2163246	ZREGRegular Vehicle Transaction		KU754 - RADIO RECFIVER- RETURN 10 AC/DELCO FSC	30,109 MI
10/22/2012	58921	∠REG Regular Vehicle Transaction		R0760 - Radio Replacement	30.109 MI
09/26/2012	58167	ZREGRegular Vehicle Transaction		N8654 - Connector Reconnection	29,105 M\$
05/14/2012	53996	ZRFGRegular Vehicle Transaction		F0472 - Wheel Stud Replacement	24,172 MI
05/14/2012	53996	ZREGRegular Vehicle Transaction		H9991 - Customer Concern Not Ouplicated (CCND) - Brakes	24,172 MI
03/01/2012	51430	ZREGRegular Vehicle Transaction		C9040 - Belt, Seathelt Retractor (Front) (Right) - Replace	20,171 <b>M</b> I
05/21/2011	42408	ZFATField Action Recall		V2396 - 11034 - Inspect and Replace Airbag Connectors & Secure Harness with Tie Strap (inc. checking DTCs)	9 672 MI
12/20/2010	37335	ZFATField Action Recall		V2251 - 10085 - Reroute and Secure Harness with Tie Strap	6,085 MI
03/26/2010	A50218	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	1 MI

Global Warranty Management Site Map

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# 79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200 www.chevroletcadillacoflaquinta.com

DISCLAIMER OF WARRANTIES

Any warrantles on the product sold hereby are those made by the manufacturer. The selfer hereby expressly disclaims all warrantles, either express or implied rightly implied warrantles are those made by the manufacturer. The selfer hereby expressly disclaims all warrantles, either express or implied rightly implied warrantles.

Any warrantles on the product sold hereby are those made by the manufacturer. The selfer hereby expressly disclaims all warrantles, either express or implied rightly implied warrantles.

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CUST, NO. TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD DY	INVOICE DATE	INVOICE
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COACHELLA, CA			1 0			
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All claims and	returned goods must be accompanied by this	Invoice in the	<u> </u>	ŞUBTOTAL	17.85	
arialast nackan	e with original part number attached. No exception special order parts. No returns after 30 days. A re-	RESTOCK CH	ARGE	0.00		
be assessed or	all returned parts.	TAX				
t have read and	I I agree to the terms on the back of this Invoice.					
Customer's			FREIGHT		0.00 19.28	

ARBITATION HEADER CARRIEMENT: THE PARKET CALLETTER TO THE DOCUMENT OF THE ARBITRATION ASSOCIATION, UNDER ITS RELATING TO THE SERVICE OR REPAIR OF THE MOTOR VEHICLE BY BINDINGTRATION ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION, UNDER ITS COMMERCIAL ARBITRATION RULES, SUCH ARBITRATION SHALL BE CONDUCTED IN RIVERSIDE COUNTY, CALIFORNIA EACH PARTY WILL PAY THEIR OWN COSTS, ANY

7

# Chevrolet Cadillac

of La Quinta



79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200

04/15/13

GOLD MIST/C OF WEAV DATE 04/15/10

LING DEALER NO.

04/10/13

100

www.chevroletcadillacoflaquinta.com

FPA# CAL000248792 BAR# AC 255463

CELL:

CVW565116

5TOCK NO G250218

DELIVE I'Y MILES

PRODUCTION DATE

MO:

TOTAN TOP TOTAL TOTAL CONTROL OF THE

ROŘÍVNA CÜĞTOMERIND 3409 VAL MENDIVIL 911 26671 LABOR RATE 34,411 10/CHEVROLET/MALIBU/4DR SUN LT COACHELLA, CA 1 G 1 Z 5 FB7Af FTE.NO COMMENTS DCS AUDIT SLIP--JOB CARD 65116 REPAIRING BAC 1G1ZC5EB7AF VIN JOB CARD OPEN DATE 04/10/2013 ODOMETER INDICATOR М SERVICE ADVISOR GMIN 0638596080 34411 ODOMETER. NON-GM VEHICLE FOREIGN TOURIST REFERENCE NUMBER OEM SAP TRAN.# **VFR** TRANS TYPE CATEGORY LRA CLAIM# PAY TYPE 001163629439 0002 65116-3 ZREG JOB COMPLETION DATE: 04/13/2013 TECHNICIAN GMIN: 055092633 LABOR OPERATION BASE HOURS N9595 OTHER LABOR OPS (Y/N) N COMPLAINT CODE: 0621 COMPLAINT DESCRIPTION: CUSTOMER STATES THE ESC INDICATOR TURN ON WHEN DRIVI NG. CAUSE CODE: 65/3 CĂŬSĚ DESCRÍPTION: DID NOT DUPLICATE CUSTOMFR CONCERN. SCANNED VEHICLE AND FOUN D CO131 ABS/TCS SYSTEM PRESS, CIRC. MALF. CORRECTION DESCRIPTION: NO LAMP ON AT TIS TIME CODE PASSING. PERFORMED APPL ICABLE BULLETIN #08-05-22-009C REPAIRED X2 CONNECTOR AT BCM. WAIVE DEDUCTIBLE (Y/N) N TAX TOTAL XAT D/W JATOT PARTS HANDLING 0.00 0.000.00PARTS 0.0029.60 0.00 LABOR 29.60 0.00 NET ITEMS 0.000.00 0.00)PARTICIPATION AMOUNT 0,00 29.60 29.60TRANSACTION

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

This form is an itemized list of repairs and is part of a repeir order. This repair order continuation is subject to all the conditions of the original repair order.





FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. OPEN SATURDAY

NO APPOINTMENT NECESSARY







ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

# Chevrolet Cad<u>i</u>llac





# 79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200

www.chevroletcadillacoflaquinta.co

EPA# CAL000248792 BAR# AC 255463

04011CWS65116

CELL CÜSTOMER NO CVWS65116 3409 04/15/13 91126671 VAL MENDIVIL MILEAGE LAUCH RATE COLOR G250218 34,411 GOLD MIST/C 04/15/10 10/CHEVROLET/MALIBU/4DR SDN LT 7 COACHELLA, CA LLING DEALER NO. 1 G 1 Z C 5 E B 7 A F 100 Ó DÁTÉ FTENO 04/10/13 COMMUNES. MO: 34414

lDCS AUDIT SLIP---

REFFRENCE NUMBER

PAY TYPE

**VER** 0002

liability in connection with the safe of this item/items.

This form is an itemized list of repairs and is part of a repair order. This repair order continuation is subject to all the conditions of the original repair order.

This factory warranty constitutes all of

the warranties with respect to the sale of

this item/items. The seller hereby expressly disclaims all warranties, either

express or implied, including any

implied warranty of merchantability or

fitness for a particular purpose and the

seller neither assumes nor authorizes any other person to assume for it any





FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. **OPEN SATURDAY** 

NO APPOINTMENT NECESSARY







JOB CARD 65116 246095 1G1ZC5EB7AF REPAIRING BAC 04/10/2013 JOB CARD OPEN DATE ODOMETER INDICATOR М SERVICE ADVISOR GMIN 0638596080 34411 ODOMETER FORFIGN TOURIST NON-GM VEHICLE Ν

> OEM SAP TRAN.# TRANS TYPE ERA CLAIM# CATEGORY 001163629329 **ZREG** 65116-1

JOB COMPLETION DATE: 04/11/2013 TECHNICIAN GMIN: 055092633

LABOR OPERATION BASE HOURS 0.5N6653

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0621

COMPLAINT DESCRIPTION: CUSTOMER STATES THE AIR BAG INDICATOR TURNS ON FOR A FEW DAY 5 AND TURN ON. LIGHT WAS ON YESTERDAY

CAUSE CODE: 7083

CAUSE DESCRIPTION: DID NOT DUPLICATE CUSOMER CONCERN. SCANNED SIR MODULE FO R DTC'S AND FOUND DTC BOU21-PASS SIDE SEAT AIR BAB OPEN CIRC. PERFORMED WI D WIGGLE TEST AT CONNECTOR AND FOUND CODE SETTING.

CORRECTION DESCRIPTION: REMOVED CONNECTOR AND SPLICE WIRES/ELIMINATED CONNE CTOR. CLEARED DTC AND ROADTESTED VEHICLE NO LAMPS ON AT THIS TIME.

WAIVE DEDUCTIBLE (Y/N) N

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PARTS HANDLING PARTS A BOOR NET ITEMS PARTICIPATION AMOUNT	0.00 0.00 49.33 0.00	0.00 0.00 0.00	0.00 49.33 0.00 ( 0.00)
PARTICIPATION AMOUNT			.,
TRANSACTION	49.33	0.00	49.33

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

The Reynolds and Reynolds Company ERAINTINVE SPAARTER (2, 103/11)

ACCOUNTING COPY-W

PAGE 3 OF 4

ICONTINUED ON NEXT PAGEL 04:00pm

79-225 Hwy 111

CVWS65116

STOCK NO. G250218

**OELIVERY MILES** 

HORIGORION DATE

# Chevrolet Cadillac





La Quinta, CA 92253 (760) 771-8200

www.chevroletcadillacoflaquinta.c-

04/15/13

04/10/13

EPA# CAL000248792 BAR# AC 255463

CELL

CUSTOMER NO VAL MENDIVIL 26671 3409 911LABOR RATE" 34,411 GOLD MIST/C YEAR / MAKE / MODEL 04/15/10 10/CHEVROLET/MALIBU/4DR SDN LT COACHELLA, CA ELLING DEALER NO 1 G 1 Z C 5 E B 7 A 100 FTENO COMMENTS TRIM ELECT CONCERN HOURS FERRY SALAM? DATE START FINISH ACT DESCRIPTION TECH# TIME 0.00 FINISHED 04/11/13 11.80 0.00 847 11.800.00 0.00 FINISHED 847 04/11/13 0.00TOTAL TECH TIME 0.00 0.00 CUSTOMER STATES AT TIMES WHEN PRESSING THE ACCELERATOR PEDAL THE BRAKE LIGHTS TURN ON. AT THE SAME TIME WHEN PRESSING THE BRAKE PEDAL NO BRAKE LIGHTS TURN ON. CHECK AND ADVISE. DID NOT DUPLICATE CUSTOMER CONCERN. BRAKE LIGHTS AND ACCELER AIOR PEDAL ARE WORKING AS DESIGNED AT THIS ILME. NO REPAIR PERFORMED FOR THIS CONCERN. COMMENTS - - - - -SHUTTLE NEEDED 0.00 R/O TAX R/O TOTALS 78.93 WARRANTY CLAIM DETAIL TOTALS-----TOTAL... 49.33 CLAIM#. 29.60 CLAIM TOTALS 78.93 APPROVED BY SIGNATURE

MO: 34414 This factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. **OPEN SATURDAY** 

NO APPOINTMENT NECESSARY







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The Reynolds and Reynolds Company ERAINTINGE SEBASYOU (03/11)

PAGE 2 OF 4

[CONTINUED ON NEXT PAGE] 04;00pm

ACCOUNTING COPY W

# Chevrolet Cadillac

of La Quinta



79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200

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EPA# CAL000248792 BAR# AC 255463

# E JEROKO BANK KONIK BUTOK KILEKA KIREKSI KATOR BUTUKEN DEROKUTUR KIREK INDER KATOR

	0401ICVWS	65116							CELL	-	
CUSTOMÉR NO	26671			VAL	oa . MEND:	IVIL	911	<sup>6</sup> 3409	04/15/13	NVOICE NO CVWS65116	6
	- 11			LABOR	TRATE	CICENSE NO	MILEAGE		COLOR GOLD MIST/C	sтоск No G250218	
				10/	MAKE / MODE CHEVRO	DLET/MALIE	BU/4DR SON	LT	04/15/10	DELIVEDY MILES	7
COACHELL	_A, CA			77EHIG 1 (	TÉ (D. NO 5 ] <i>Z</i>	Ç 5 E B 7	A F		SPILING DEALERING	PRODUCTION DATE	
				FTE	NO		P O NO		04/10/13		
neopenor mon	<u> </u>	Lasterate CC Co.ICA	IE	COMM	ENTS		·			MO: 344	414
2 ABOR	RGES	No versos es <del>en l'occess</del> de			em most	(S). 84 <i>1</i>		<b>A</b> C 33	This factory warrar the warranties with this item/items.	respect to the sali	e of
S Manager (7.4%)	TECH# DAT 84/ 04/10 847 04/11 847 04/11	E START /13 15.70 /13 8.10	FINISH 24.00 11.70 12.00	ACT 4.10 1.40 0.00	TIMF 0.00 0.50 0.00	DESCRIPTION NON WORKING OVERRIDE IN FINISHED			expressly disclaims express or impti implied warranty o	all warranties, eit ed, including a f merchantability	thei any or
	047 04/11		0.00	0.00		EINISHED			fitness for a particu	nar purpose and	me

0.00 0.00 0.00 TOTAL TECH 11ME 5.50 CUSTOMER STATES THE AIR BAG INDICATOR TURNS ON FOR A FEW DAY S AND TURN ON. LIGHT WAS ON YESTERDAY
DID NOT DUPLICATE CUSOMER CONCERN. SCANNED SIR MODULE FOR
DTC'S AND FOUND DIC 80021-PASS SIDE SEAT AIR BAB OPEN CIRC.
PERFORMED WIGGLE TEST AT COMNECTOR AND FOUND CODE SETTING.
REMOVED CONNECTOR AND SPLICE WIRES/ELIMINATED CONNECTOR.

CLEARED DTC AND ROADTESTED VEHICLE NO LAMPS ON AT THIS TIME. 1 TOTALS-----LABOR

JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL 49.33

# 2\_40CVZ BRAKES : HOURS A TEERICEY BAY. O'000 START TECH# DATE FINISH ACT TIME DESCRIPTION 04/11/13 11.90 11.90 0.00 0.00 FINISHED 847 0.00 0.00 0.00 FINISHED 04/11/13 TOTAL TECH TIME 0.00

> CUSTOMER STATES THE SERVICE TRACTION INDICATOR TURNS ON WHEN DRIVING

RELATED TO OTHER LINE. 3 CHARGES-----

# 3 SICINOL AREA ELECT CONCERN HANDS LIBORISTECHICS U.S. SAT START FINISH TIME DESCRIPTION TECH# DATE FINISHED 04/11/13 11.80 11.90 0.00 0.00847 0.00 0.00  $\substack{0.30\\0.30}$ OVERRIDE IN INVOICING 0.00 04/11/13 TUIAL TECH TIME 0.00

> CUSTOMER STATES THE ESC INDICATOR TURN ON WHEN DRIVING. DID NOT DUPLICATE CUSTOMER CONCERN. SCANNED VEHICLE AND FOUN O COI31-ABS/TCS SYSTEM PRESS. CIRC. MALE. NO LAMP ON AT 11S TIME CODE PASSING. PERFORMED APPLICABLE

BULLETIN #08-05-22-009C REPAIRED X2 CONNECTOR AT BCM. 30B# 3 TOTALS-----LABOR

> JOB# 3 JOURNAL PREFIX CVWS JOB# 3 TOTAL 29.60

seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

This form is an itemized list of repairs and is part of a repair order. This repair order continuation is subject to all the conditions of the original repair order.



49.33

29.60



FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. **OPEN SATURDAY** 

NO APPOINTMENT NECESSARY







ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

The Reynolds and Roynolds Company ERAINTINVE SF649789 Q (03/11)

ACCOUNTING COPY-W

[CONTINUED ON NEXT PAGE]. 04.00pm

PAGE 1 OF 4

# Chevrolet Cadillac

of La Quinta



79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200

www.chevroletcadillacoflaquinta.co

EPA# CAL000248792 BAR# AC 255463

# 

CUSTOMER NO 26671 911 3409 VAL MENDIVIL 34,411 10/CHEVROLET/MALIBU/4DR SDN LT COACHELLA, CA VĚHIČLÉ I DÍNO. 1 G 1 Z C 5 E B 7 A F 100 JOB# 1 CHARGES------## # POP DPTM LIEEDHOLDOL BHIRS 28 FM PERMAN MAY 1ECH# DATE START FINISH TIME DESCRIPTION 04/10/13 15.70 24.00 4.10 NON WORKING 0.00**847** 1,40 OVERRIDE IN INVOICING 11.70 0.50 847 04/11/13 8.10 11.90 0.00 847 04/11/13 12.00 0.000.00FINISHED 0.00 0.00 FINISHED TOTAL TECH TIME 5.50 0.50CUSTOMER STATES THE AIR BAG INDICATOR TURNS ON FOR A FEW DAY S AND TURN ON. LIGHT WAS ON YESTERDAY DIO NOT DUPLICATE CUSOMER CONCERN. SCANNED SIR MODULE FOR DTC'S AND FOUND DTC BODZI-PASS SIDE SEAT AIR BAB OPEN CIRC. PERFORMED WIGGLE TEST AT CONNECTOR AND FOUND CODE SETTING. REMOVED CONNECTOR AND SPLICE WIRES/ELIMINATED CONNECTOR, CLEARED DTC AND ROADTESTED VEHICLE NO LAMPS ON AT THIS TIME. 1 TOTALS-----49.33 LAROR JOB# 1 JOURNAL PREFIX CVWS JOB# 1 IOTAL 49.33 P.AULVZ ::BRAKES HOURS TECH(S1:847 BED) START DESCRIPTION TECH# FINISH ACT TIME DATE FINISHED 847 04/11/13 11.9011.90 0.000.00 04/11/13 0.00 0.00 0.00FINISHED TOTAL TECH TIME 0.000,00 CUSTOMER STATES THE SERVICE TRACTION INDICATOR TURNS ON WHEN DRIVING RELATED TO OTHER LINE. JOB# 3 CHARGES · · · · · · ### BECV201 FRIM BRECT CONGERN HEARS DESCRIPTION 29 00 JECH# DATE FINISHED 847

0.0004/11/13 11.90 0.00 OVERRIDE IN INVOICING 04/11/13 0.00 0.00 0.00 0.30TOTAL TECH TIME 0.000.30 CUSTOMER STAILS THE ESC INDICATOR TURN ON WHEN DRIVING.
DID NOT DUPLICATE CUSTOMER CONCERN. SCANNED VEHICLE AND FOUN
D CO131-ABS/ICS SYSIEM PRESS, CIRC. MALE.
NO LAMP OF AN AREA OF AND AREA OF AN AREA OF AN AREA OF AN AREA OF AN AREA OF AN AREA OF AN AREA OF AN AREA OF AN AREA OF AN AREA OF AN AREA OF AN AREA OF AN AREA OF AN AREA OF AN AREA OF AN AREA OF AN AREA OF AN AR BUSIFIEN #08-05-22-009C REPAIRED X2 CONNECTOR AT BCM. 3 IOIALS---LABOR 29.60

> 3 JOURNAL PREFIX CVWS JOB# 3 TOTAL 29.60

> > ALI, PARTS NEW UNLESS SPECIFIED OTHERWISE

The Reynolds and Reynolds Company GRAINTIAVF SPR49799 O (00/11)

[CONTINUED ON NEXT PAGE] 04 00pm

CELL 04/15/13 CVWS65116 GOLD MIST/C G250218 04/15/10 LING DEALER NO. PRODUCTION DATE 04/10/13 MO: 34414 This factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the

seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

This form is an itemized list of repairs and is part of a repair order. This repair order continuation is subject to all the conditions of the original repair order.





FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. **OPEN SATURDAY** 

NO APPOINTMENT NECESSARY







# 79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200 www.chevroletcadillacoflaquinta.com EPA# CAL000248792 BAR# AC 255463





BAR# AC 255463

CUSTOMER NO 3 C C		ACVISOR	TA.	G NO	CELL INVOIGE DATE	INVOICE NO.
266	/ L	VAL MENDIVIL	911   MILEA	<sup>G NO</sup> 3409	04/15/13	CVWS65116
				34,411	. GOLD MIST/C	G250218
COACHELLA CA		10/CHEVROLET/MALI	BU/4DR SD	N LT	04/15/10	DELIVERY MILES
COACHELLA, CA		VEHICLE ID NO.	A F		SELLING DEALER NO.	PRODUCTION DATE
		FTENO	P O NO		04/10/13	
		COMMENTS			04/10/13	
OR# / CHARGES					T	мо: 3441
ABOR					This factory warranthe warranties with i	
# 4.52.7/2		JRSG CONTECH(S)(1947			this item/items.	The seller hereb
	DATF START FINISH 04/11/13 11.80 11.80	0.00 0.00 FINISHED	N .		expressly disclaims express or impli-	ed, including an
847 (	0.00 0.00 TOTAL TECH FIME	0.00 FINISHED 0.00 0.00			implied warranty o	
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THE BRA	AKE LIGHTS TURN ON, AT TH	E SAME TIME WHEN PRESSING TH N ON. CHECK AND ADVISE.			any other person to liability in connecte	
DID NOT	F DUPLICATE CUSTOMER CONC	FRN. BRAKE LIGHTS AND ACCELES	₹		this item/items.	on with the sale
	DAL ARE WORKING AS DESIGNATE PERFORMED FOR THIS CO				This form is an iter	oniand that of const
OMMENTS					and is part of a rep	air order. This repa
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			TAX	0.00	CONGRESSION THE ON	дина геран огост.
		• •	TOTALS	78.93		
ARRANTY CLAIM DETAI	L TOTALS				السيوات	\ <del>5.</del>
	AL 49.33					
	29.60				FOR YOUR C	ONVENIENCE
LAIM TOTALS	78.93					HRŲ FRIDAY
						o 6:00 P.M. ATURDAY
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					ALL PARTS NEW UNLESS	SPECIFICO OTHERWIS
AGE 2 OF 4	SERVICE FILE COPY-W	[CONTINUED C	N NEXT PAGE	04:00pm		

of La Quinta



\* \*\*\*\*\*\*\*\*\*\*\*\*

79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200 www.chevroletcadillacoflaquinta.co

> EPA# CAL000248792 BAR# AC 255463

CUSTOMERING 26671 911 3409 04/15/13 CVWS65116 VAL MENDIVIL ABOD RATE ĞŽŠÕŽ18 34,411 GOLD MIST/C 04/15/10 DELIVERY MILES 10/CHEVROLET/MALIBU/4DR 5DN LT 7 COACHELLA, CA VERICLE LD NO. SELLING DEALER NO HODUCTION DATE 1 G 1 Z C 5 E B 7 A 100FILNO P 0. NO 04/10/13 COMMENTS MO: 34414

DCS AUDIT SLIP JOB CARD 65116

JOB.

MIN ODOMETER INDICATOR

PAY TYPE

**ODOMETER** NON-GM VEHICLE REFERENCE NUMBER LG12C5F87AF 34411

REPAIRING BAC 246095 JOB CARD OPEN DATE 04/10/2013 SERVICE ADVISOR GMIN 0638596080 FOREIGN TOURIST

TRANS TYPE CATEGORY 1 ZREG

ERA CLAIM# OEM SAP TRAN.# 001163629329

VER. 0002

JOB COMPLETION DATE: 04/11/2013 TECHNICIAN GMIN: 055092633

LABOR OPERATION BASE HOURS N6653

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0621

COMPLAINT DESCRIPTION: CUSTOMER STATES THE AIR BAG INDICATOR TURNS ON FOR A FEW DAY 5 AND TURN ON, LIGHT WAS ON YESTERDAY

65116-1

CAUSE CODE: 7083

CAUSE DESCRIPTION: DID NOT DUPLICATE CUSOMER CONCERN. SCANNED SIR MODULE FOR DTC'S AND FOUND DTC BOO21-PASS SIDE SEAT AIR BAB OPEN CIRC. PERFORMED WI D WIGGLE TEST AT CONNECTOR AND FOUND CODE SETTING.

CORRECTION DESCRIPTION: REMOVED CONNECTOR AND SPLICE WIRES/ELIMINATED CONNE CTOR, CLEARED DTC AND ROADTESTED VEHICLE NO LAMPS ON AT THIS TIME.

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O IAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	49.33	0.00	49.33
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			( 0.00)
TRANSACTION	49.33	0.00	49.33

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

This form is an itemized list of repairs and is part of a repair order. This repair order continuation is subject to all the conditions of the original repair order.





FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. **OPEN SATURDAY** 

NO APPOINTMENT NECESSARY







ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

The Reynolds and Raynoids Company FRAINTINVE SE648788 (1 (00/11)

SERVICE FILE CORY-W.

[CONTINUED ON NEXT PAGE] 64:00pm

# Chevrolet Cadillac

of La Quinta



# 79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200

www.chevroletcadillacoflaquinta.co

EPA# CAL000248792 BAR# AC 255463

CUSTOMER NO 26671 911 3409 04/15/13 CVWS65116 VAL MENDÍVIL LABOR BATE MILEAGE COLOR G250218 34.411 GOLD MIST/C OFLIVERY MILES YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LT 04/15/10 7 COACHELLA, CA VEHICLE TO NO 1 G 1 Z C 5 E B 7 A SELLING DEALER NO RODUCTION DATE 100 04/10/13 мо: 34414

DCS AUDIT SLIP-----

J08

ODOMETER INDICATOR

1G1ZC5EB7AF

REPAIRING BAC 246095 JOB CARD OPEN DATE 04/10/2013 SERVICE ADVISOR GMIN 0638596080 FOREIGN TOURIST

VFR. 0002

liability in connection with the sale of this item/items.

This form is an itemized list of repairs and is part of a repair order. This repair order continuation is subject to all the conditions of the original repair order.

This factory warranty constitutes all of

the warranties with respect to the sale of

this item/items. The seller hereby expressly disclaims all warranties, either

express or implied, including any

implied warranty of merchantability or

fitness for a particular purpose and the

seller neither assumes nor authorizes any other person to assume for it any





FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. **OPEN SATURDAY** 

NO APPOINTMENT NECESSARY







J08 CARD 65116

(JDOMETER NON-CM VEHICLE

REFERENCE NUMBER PAY TYPE TRANS TYPE CATEGORY ZREG

ERA CLAIM# 65116-3

001163629439

DEM SAP TRAN.#

JOB COMPLETION DATE: 04/11/2013 TECHNICIAN GMIN: 055097633

LABOR OPERATION BASE HOURS

N9595 OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0621

COMPLAINT DESCRIPTION: CUSTOMER STATES THE ESC INDICATOR TURN ON WHEN DRIVI

CAUSE CODE: 6573
CAUSE DESCRIPTION: DID NOT DUPLICATE CUSTOMER CONCERN. SCANNED VEHICLE AND FOUN D CO131-ABS/ICS SYSTEM PRESS. CIRC. MALE.

CORRECTION DESCRIPTION: NO LAMP ON AT TIS TIME CODE PASSING. PERFORMED APPL ICABLE BULLETIN #08-05-22-009C REPAIRED X2 CONNECTOR AT BCM.

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O_1AX	TAX	TOTAL
PARTS HANDLING	0.00	D 40	0.00
PARTS LABOR	0.00 29.60	0.00 0.00	0.00 29.60
NET LIEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT	****		( 0,00)
TRANSACTION	29-60	0.00	29.60

[ END OF INVOICE ] 04.00pm ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

The Paynolds and Reynolds Company ERAINTINVE SF849709 O (03/11)

SERVICE FILE COPY-W

# **Chevrolet Cadillac**

of La Quinta



# 79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200

www.chevroletcadillacoflaguinta.com

EPA# CAL000248792

BAR# AC 255463

CUSTOMER NO. 26671 VAL MENDIVIL 911 3409 04/11/13 CVCS65116 LARCE RATE COLOR STOCK NO G250218 34,411 GOLD MIST/C 04/15/10 DELIVERY MILES 10/CHEVROLET/MALIBU/4DR SDN LT COACHELLA, CA VEHICLE LO NO 1 G 1 Z C 5 E B 7 A F SELLING DEALER NO. 100 04/1<u>0/13</u> MO: 34414 1 CHARGES. CUSTOMER STATES THE AIR BAG INDICATOR TURNS ON FOR A FEW DAY CUSTOMER STATES THE AIR BAG INDICATOR TOWNS ON FOR A FEW DAY S AND TURN ON, LIGHT WAS ON YESTERDAY DID NOT DUPLICATE CUSOMER CONCERN. SCANNED SIR MODULE FOR DTC'S AND FOUND DTC BOO21-PASS SIDE SEAT AIR BAB OPEN CIRC. PERFORMED WIGGLE TEST AT CONNECTOR AND FOUND CODE SETTING. REMOVED CUNNECTOR AND SPLICE WIRES/ELIMINATED CONNECTOR. CLEARED DTC AND ROADTESTED VEHICLE NO LAMPS ON AT THIS TIME. 1 TOTALS----this item/items. JA 2 40 CV STRAKES STEERINGS STEERIN CUSTOMER STATES THE SERVICE TRACTION INDICATOR TURNS ON WHEN DRIVING RELATED TO OTHER LINE. JOB# 2 TOTALS-----JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00FOR YOUR CONVENIENCE CUSTOMER STATES THE ESC INDICATOR TURN ON WHEN DRIVING.
DID NOT DUPLICATE CUSTOMER CONCERN. SCANNED VEHICLE AND FOUN
D CO131-ABS/TCS SYSTEM PRESS. CIRC. MALF.
NO LAMP ON AT TIS TIME CODE PASSING. PERFORMED APPLICABLE
BULLETIN #08-05-22-009C REPAIRED X2 CONNECTOR AT BCM. **OPEN SATURDAY** JOB# 3 TOTALS-----JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00 4 CHARGES CUSTOMER STATES AT TIMES WHEN PRESSING THE ACCELERATOR PEDAL
THE BRAKE LIGHTS TURN ON, AT THE SAME TIME WHEN PRESSING THE
BRAKE PEDAL NO BRAKE LIGHTS TURN ON. CHECK AND ADVISE.
DID NOT DUPLICATE CUSTOMER CONCERN. BRAKE LIGHTS AND ACCELER
ATOR PEDAL ARE WORKING AS DESIGNED AT THIS TIME.

NO PEDALD BEREARMED FOR THIS CONCERN. NO REPAIR PERFORMED FOR THIS CONCERN. JOB# 4 TOTALS-----JOR# 4 JOURNAL PREFIX CVCS JOB# 4 IDIAL 0.00 PAGE 1 OF 2 SERVICE FILE CORY [CONTINUED ON NEXT PAGE] 12:18pm

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

This form is an itemized list of repairs and is part of a repair order. This repair order continuation is subject to all the conditions of the original repair order.



SERVICE AND PARTS DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M.

NO APPOINTMENT NECESSARY



ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

The Reynolds and Reynolds Company FRAINTING 8F649700 Q (03/11)

# **Chevrolet Cadillac** of La Quinta



# 79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200 www.chevroletcadillacoflaquinta.com

EPA# CAL000248792

CVC565116 STOCK NO G250218

MO: 34414

DELIVERY MILES PRODUCTION DATE

BAR# AC 255463

			CE
26671	VAL MENDIVIL	•	3409 INVOICE DATE 04/11/13
	LABOR RATE	MILEAGE	34,411 GOLD MIST/
	YEAR/MAKE/MODEL 10/CHEVROLET/MA	LIBU/4DR SDN L	T 04/15/10
COACHELLA, CA	VEHICLE (D. NO. 1 G 1 Z C 5 E i	8 7 A F	SELUNG DEALER NO. 100
	F.T. E.NO	PONO	04/10/13
	COMMENTS	1	
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LABOR - CHECKASET TOLK TO I			the warranties wi
I CHECK AND SET TIRE PSI 10	MANUFACTURERS SPECS AS LISTED		expressiy disciali
ON DOOR LABEL PLACARD. TIRE PRESSURES ADJUSTED.			express or im implied warranty
J08# 5 TOTALS			fitness for a part
JOB# 6 CHARGES	JOB# 5 JOURNAL PREFIX CVCS	JOB# 5 TOTAL	seller neither as 0,00 any other perso
JOB# 6 CHARGES · · · · · · · · · · · · · · · · · · ·			this item/items.
LABOR	TECHNOLOGY AND AND AND AND AND AND AND AND AND AND		707 9 0 2 0 11 0 5 0 1
CUSTOMER REQUESTS MULTIPOI PER CUSTOMER REQUEST	NT VEHICLE CONDITION REPORT	**************************************	This form is an and is part of a l
COMPLETED MULTIPOINT VEHIC (SEE ATTACHED COPY)	LE CONDITION REPORT		order continuation conditions of the
JOB# 6 TOTALS			CONTRIBUTE OF THE
	JOB# 6 JOURNAL PREFIX CVCS		0.00
FST IMATE			0.00
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING			FOR YOUR
ORIGINAL ESTIMATE OF \$0.00	(+IAX)		SERVICE AND
SHUTTLE NEEDED TOTALS			MONDA\ 7:00 A.F
· - · · · <del></del>			J OFEN
**************************************	NERAL MOTORS TO	TAL LABOR TAL PARTS	0.00 0.00   NO APPOINT
* REGARDING YOUR SERVICE EXPERIENCE, IF * CANNOT RATE US "COMPLETELY SATISFIED"	PLEASE CONTACT TO	TAL SUBLET TAL G.O.G	0.00
* SERVICE MANAGER FOR ASSISTANCE, WE WA  * "COMPLETELY SATISFIED"	NT YOU TO BF TO TO	TAL MISC CHG. TAL MISC DISC	0.00 0.00
* OUR FUTURE DEPENDS ON YOUR CONTINUED ************************************	BUSINESS * TO	TAL TAX	0.00
PARTS DESIGNATED WITH AN ASTERISK (*) I	TO <sup>-</sup>	TAL INVOICE \$	0.00
LIFETIME GUARANTEE MAY APPLY. YOUR CONS	ULTANT WILL DETAIL		
GOODS TO THE TOP			
CUSTOMER SIGNATURE			
SOSTONER SEGMENTE			
PAGE 2 OF 2 SERVICE FILE	raev	IND OF INDOORS 1	ALL PARTS NEW UNI
FROLZ OF Z SERVICE FILE	COFT ( E	END OF INVOICE ] 12	7:18pm The Reynolds

his factory warranty constitutes all of e warranties with respect to the sale of nis item/items. The seller hereby xpressly disclaims all warranties, either xpress or implied, including any notied warranty of merchantability or triess for a particular purpose and the eller neither assumes nor authorizes ny other person to assume for it any ability in connection with the sale of is item/items.

his form is an itemized list of repairs. nd is part of a repair order. This repair rder continuation is subject to all the onditions of the original repair order.





FOR YOUR CONVENIENCE ERVICE AND PARTS DEPT. HOURS **MONDAY THRU FRIDAY** 7:00 A.M. to 6:00 P.M. **OPEN SATURDAY** 

O APPOINTMENT NECESSARY



ALL PARTS NEW UNI, F\$\$ \$PECIFIED OTHERWISE

	□ Y06	TIME RECEIVED   DATE/TIME PRO 03:34pm   04/10/	'13 06:00pm  50	THE BASIS UPON WHICH HOURS OF LARGE PERFO PRICES SO CHARGED		LISHEG BLJT NOTTHEN SUICH AN THE INDIGATED FLAT PATE		R THE FACT THAT OT WHATSOEVER C	THE ACTUAL ON THE FIXED	
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JOE				ı	_	N □ RENTAL	TEARDOWN FSTIMATE! I un	dianation of the line. •	vekirde will ber strown above	
İ		. ODICINAL CUSTOMER	<u>ESTIMATE: TOTAL</u> 00	į (	0117	ORIGINAL	If I choose not to suthorize the PEMSED	ADDITION	rjerydes)	
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		TLE NEEDED				AUTHÓRIZED UY	☐ PERSON ☐ PHONE #	DATE	ПМЕ	
110	TENVAY E		**************************************			ESTIMATES OG NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE \$	ACXIXION) COST \$	٨	
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		D TURN ON. LIGHT W	AS ON YESTERDAY			AUTHORIZED UY	☐ PERSON ☐ PHONE #	DATE	TIME	
						PHONE #1	PHUNE #2	<u>'</u>		
			SERVICE TRACTION INI			VEHICLE WE DO NOT .	LL PLKSONAL PROPERTY AT ASSUME RESPONSIBILITY F	IO VALUABLES F OR LOSS OR 04	ROM YOUR	
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HODELL'	COTTON VINCENSIA	komplemationerskom i de peninger en ist en.			in the second of		E AND PARTS DEP MONDAY THRU FRI	YAC	22	
1466.			TRANSELECT CO.		VING.		7:00 A.M. to 6:00 P. SATURDAY	M.	<b>©</b> SF368287 © 703312∑	
		595 3				7:30 A.M. to 3:30 P.M. NO VEHICLES RELEASED AFTER HOURS				
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	THEE	BRAKE LIGHTS TURN	ON, AT THE SAME TIM	E WHEN PRES	SSING THE	OHECKS ACCEPTED (	MITH PROPER I.O. AND SUBJ	CT TO BANK API		
	BRAK	(E PEDAL NO BRAKE	ELIGHTS TURN ON, CHE	ECK AND ADV	r\$E.	BY LAW, YOU MAY CHO PERFORM ANY NEEDED TEST INDICATES ARE NO	OSE AND THEN LIGENSED REPAIRS OR ADJUSTMENT ECESÇARY.	SMOQ CHECK M STHAT THE SM	OG CHECK	
						WE MAKE A SEPARATE CHAR	NOTICE TO ELETTOMERS OF FOR THE STORAGE AND DISM	SAL OF TOXIC WAS	STEES, DATHER	
			#		İ	GENERALE VARIES.	TS BY INCREASING OUR LASOR I CHARGE ONLY ON THOSE PARTICUL RES WHICH ARE CALCULATED AR		1:	
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# Chevrolet Cadillac

of La Quinta



(760) 771-8200 www.chevroletcadillacoflaquinta.com

79-225 Hwy 111 La Quinta, CA 92253

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZTP 52CVZ 52CVZ01	CHECK/SET TIRE PS1 TRIM ELECTRICAL TRIM ELECT CONCERN	MI			MULTIPOINT INSPECT BRAKES TRIM ELECT CONCERN	MI	

SERVICE HISTORY

JOB

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/28/13	63\$20	33258	961	359 359 129	C W	00cvztp <u>5</u> 2cv <i>z</i>	CHECK/SET TIRE PSI TRIM ELECTRICAL
10/22/12	58921	30109	489	129 129 129 129	\$ \$ \$	52CVZ 00CVZTP 00CVZ27PQINT 98CVZ	TRIM ELECTRICAL CHECK/SET TIRE PSI MULTIPOINT INSPECT SHUTTLE SERVICE

ALEJANDRO HERNANDEZ S F R V T C STATE REG# 2 SALESPERSON NO. 1049

					_				
TERMS	1G1ZC5EB7AF	10/CHEV	L ROLET/MALIE	3U/4DR SC	N LT	PRODUCTION DAIL	G250218	LICENSE NO	65 <b>116</b>
FREDIT CARD			26671	SERVICE CONTR	ACT	04/15/10	DELIMENT MILLS	SULLING DEALER NO. 100	04/10/1
(PRIOR APPROVAL)	COACHELLA, CA		GOLD MIST	/COCOA/C	CONT	RACT NO.	EXPIRATION DATE	EXPINATION MILES	3409
SAVE HEMOVEO			TURBO M/MC	Y Y	TRANS A	34,411	911	ADVISOR VAL MENU	DIVIL
PARTS FOR CUSTOMER			TO OPERATE THE VEHICL LABOR CHARGES ARE I	.CHEREIN DESCAIREC "IXED PRIGES, AND B	ION STREET EAR NO REL	S, HIGHWAYS OR FLISEWY ATTOMERIT TO ACTUAL H	IERE FOR THE PURPO. QUAS OF LABOR PER	IY GRANT YOUR EMPLOYE BE OF TESTING AND OR II FORMED, ALL REFERENC ON ONLY TO INDICATE TO	NISPECTION, ALL CES HETHEN OF
	03;34pm 04/10/1	3 06:00pm 50	THE BASIS UPON WHICH HOURS OF LASOR PERFORM	I THE DOED PRICES W BMED MAY RE MORE (	ERE ESTABLI OR I FRS THAI	SMED BUT NEXT FER SUCI LITHE INDICATED FLAT BAT	H PEFERENCES OF PO THOURS SHALL HAVE	)STING NOR THE FACT TH ANY EFFECT WHAT80EVE HOURS AFTER REPAIRS A	AT THE ACTUAL ON THE FIXED
APPOINTMENT	Your labor pharpos are produtermined by the type guest, thus, these charges may not reflect parties.	nt work that you re- into orpogded in re-	NOT RESPONSIBLE FOR I	LOSS OF DAMAGE TO	CARIS OR ALG	ICLERTERT IN CARS SNIC	ASE OF FIRE, THEFT, A	CCIDENT OR ANY OTHER	CV03E BEADWO
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CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED
ON DOOR LABEL PLACARD.

### GA - CHARGENZZAEG NE - A AMULTIPOINT INSPECT CUSTOMER REQUESTS MULTIPOINT VEHICLE CONDITION REPORT

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	ORICINAL ESTIMATE \$	REVISED EGRIMATE :	s	ADDITION COST \$	AL
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	REASON			CONTACT 2Y	œ
	AUTHORIZED BY	□ PERSON □ PHONE #		DATE	TIME
	PHONE #1		PHONE #2		

IMPORTUNE REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE GO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMACE FOR APRICLIS LETTIN YOUR VEHICLE.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE FOR YOUR CONVENIENCE

> SERVICE AND PARTS DEPT. HOURS: **MONDAY THRU FRIDAY** 7:00 A.M. to 6:00 P.M. SATURDAY 7:30 A.M. to 3:30 P.M. NO VEHICLES RELEASED AFTER HOURS WITHOUT PRIOR ARRANGEMENTS

> > FE(WIS CASH)
> > WE ACCEPT THE FOLLOWING CREDIT CAROS:
> > MASTERCARD+VISA+AMERICAN EXPRESS

CHECKS ACCEPTED WITH PROPER LD. AND SUBJECT TO BANK APPROVAL.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY.

NOTICE TO CURTOMORS

WE MAKE A SEPARATE CHARGE FOR THE STOTAGE AND DISPOSAL OF TOXIC WASTES. RATHER THAN RECOVER THESE COSTS BY INCREMING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMORS, WE MAKE THE CHARGE FOR THE CHARGE WHICH CONTINUE REPORTS.

THESE ARE UNIFORM CHARGES WHICH ARE CALQULATED ANNUALLY FOR EACH PARTICULAR SURVICE AND ARE AVAILABLE ON REQUEST.

0401.765116

**TECH COPY-HG TAG** 

65116

VAL MENDIVIL 🌉 🗼 April 10, 2013

Update My Profile Logout

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

INTERFACE WITH CUSTOMER

# View Vehicle Summary

This screen allows IVH users to view the Summary of Vehiclo 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 1G1ZC5E87AF Service Contract, No.

Branded 1:06 No.

Model 17H69-2010 MALIBUILT SEDAN Warranty Block No. POI Status Yes

Order Type 70 - RETAB - STOCK

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

# Required Field Actions

Open field actions are highlighted

Түре	Number	Original Nbr	Description	Release Date	Status
Customer Satisfaction Program	N110034	11034	SERVICE AIR BAG MESSAGE-REPLACE CONNECTORS	03/14/2011	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 nerein 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 Y

XM Radio ID 9LVR528Z

OnStar Status Inactive

XM Equipped Y

XM Status Inactive

OnStar Vehicle Diagnostics N

DMN Enabled N

# Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Odometer	Date	Odometer
-	Emission Select State Component Ltd	04/15/2010	6 MI	04/15/2025	150,006 MI

### For this vehicle:

- View Vehicle Summary
  - -- Service Contract

  - Branded Title
  - → Warranty Block
- → <u>View Vehicle Build</u>
  - <u>View Vehicle</u>
  - Component Summary
- <u>View Vehicle</u>
- Transaction History <u>Detail</u>
- View Vehicle Delivery Information
- Investigate Major Assembly History

	• . ,				
	' Wty				
✓	Powertrain Limited Warranty	04/15/2010	6 M1	04/15/2015	100,006 MI
	Sumper to Bumper I imited Warranty	04/15/2010	5 MI	04/15/2013	36,006 MI
✓	Corresion Limited Warranty	04/15/2010	6 MI	04/15/2016	100,005 MI
✓	Emission Limited Warranty	04/15/2010	6 MI	04/15/2025	150,006 Mil
✓	PZEV Emission Limited Warranty	04/15/2010	6 MI	04/15/2025	150,006 MI

# Service Contract

Vehicle has no current record of service contracts.

Transactio	on History	У			<u>View Details</u>
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/28/2013	63520	ZREGRegular Vehicle Transaction		N0440 - Bulb, Composite Headlamp (Right) - Replace	33,258 M)
10/22/2012	2163246	ZREGRegular Vehicle Transaction		R0754 RADIO RECEIVER RETURN TO AC/DELCO ESC	30,109 MI
10/22/2012	58921	ZREG Regular Vehicle Transaction		R0760 - Radio Replacement	30,109 MI
09/26/2012	58167	ZREGRegular Vehicle Transaction		N8654 Connector Reconnection	29,106 Mil
05/14/2012	53996	ZREGRegular Vehicle Transaction		E0472 - Wheel Stud Replacement	24,172 MI
05/14/2012	5399 <b>6</b>	ZRFGRegular Vehicle Transaction		) (19991 - Customer Concern Not Duplicated (CCND) - Brakes	24,172 MI
03/01/2012	51430	ZRFGRegular Vehicle Transaction		C9040 - Driver or Peasenger Seat Retractor Side Belt Replacement	20,171 Mil
05/21/2011	42408	ZFATField Action Recall		V2396 - 11034 - Inspect and Replace Airbag Connectors & Secure Hamess with Tie Strap (inc. checking DTCs)	9,672 MI
12/20/2010	37335	ZFATField Action Recal!		V2251 - 10085 - Reroute and Secure Harness with Tie Strap	8,065 MI
03/26/2010	A50218	ZPDI · -Pre- Delivery Inspection		Z7000 Pre Delivery Inspection - Base Time	1 MI

Global Warranty Management Site Map

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# #08-05-22-009C: Intermittently Brake Lights (Stop Lamps) Do Not Function Correctly, Cruise Control Inop, DTCs C0131/C0161/C0277 (Perform Repair Outlined) - (Sep 30, 2010)

Subject: Intermittently Brake Lights (Stop Lamps) Do Not Function

Correctly, Extended Travel to Shift Out of Park, Cruise Control Inoperative, DTCs C0131, C0161 or C0277 Set (Perform Repair

as Outlined)

Models: 2004-2008 Chevrolet Malibu, Malibu Maxx

2008 Chevrolet Malibu Classic

2008-2009 Chevrolet Malibu

2005-2009 Pontiac G6

2007-2009 Saturn AURA



This bulletin is being revised to update the models. Please discard Corporate Bulletin Number 08-05-22-009B (Section 05 - Brakes).

### Condition

Some customers may comment that intermittently the brake lights do not function correctly. Other symptoms may include extended pedal travel required to shift out of PARK, cruise control does not function correctly, and DTC C0131, C0161 and/or C0277 may be set.

## Cause

The most likely cause of this condition is high resistance due to terminal fretting corrosion in the body control module (BCM) C2 or X2 connector (specifically pins 18, 31 and 59).

## Correction

DO NOT replace the BCM for this condition. Disconnecting the C2 or X2 connector, adding dielectric lubricant and reconnecting the connector per the procedure below will correct the high resistance condition due to terminal fretting corrosion.

- 1. Remove the right side front floor console side trim panel to access to the Body Control Module (BCM).
- Locate the C2 or X2 connector on the BCM.
- 3. Unlatch the connector and disconnect the connector from the BCM.
- 4. Apply dielectric lubricant (clear gel), GMP/N12377900 (in Canada, use P/N10953529) or equivalent, on all the connector pins (apply with a one-inch nylon bristle brush). This will treat the pins against fretting corrosion.
- 5. Reconnect the connector back on the BCM and re-latch. Wipe away any excess lubricant.
- 6. Reinstall the right side front floor console side trim panel.

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DOCUMERT ID. 200009 1 489 2 W 2

7. Using the Tech 2®, check that the BPPS ratio is equal to BPPS learned home when the brake pedal is not depressed.

- If they are equal, the brake lamps should be operating correctly and no further steps are necessary.
- If they are not equal, perform the Brake Pedal Position Sensor Calibration procedure in SI to complete the repair.
- 8. Verify proper operation of the brake lights. If incorrect, refer to SI and perform normal diagnostics.

# Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
N9595*	BCM C2 or X2 Connector Repair	

<sup>\*</sup> This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.

GM bulletins are intended for use by professional technicians, NOT a "do it yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safety. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



, if

04/05/2013

HISTORY LISTING

3030

10:21:32

PAGE 1

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

\_\_\_\_\_

SERIAL NO. : 1G1ZC5EB7AF

R.O NO. : 63520

R.O DATE : 02/28/2013

R.O TYPE : S

MILEAGE : 33258

ADVISOR NO. : 961

JOB NUMBER : 1 OPERATION OCCVZTP

OP. DESC. CHECK/SET TIRE FSI

SALE TYPE : C TECHNICIAN NO(S). 359

COMPLAINT : CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED

ON DOOR LABEL PLACARD.

CORRECTION : SET TO SPECS.

JOB MUMBER: 2 OPERATION 52CVZ

OP, DESC. TRIM ELECTRICAL

SALE TYPE : W TECHNICIAN NO(S). 359

COMPLAINT : CUSTOMER STATES THAT THE RIGHT SIDE HEADLAMP IS INOP. CHECK

AND ADVISE

: THE RIGHT SIDE HEADLAMP LIGHT BULB IS BURNED. CAUSE

CORRECTION : REPLACED THE RIGHT SIDE HEADLAMP BULE.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

NO440

\_\_\_\_\_\_\_\_\_\_\_

R.O NO. : 50921

R.O DATS : 10/22/2012 R.O TYPE : 5 MILEAGE : 30109

ADVISOR NO. : 489

JOB NUMBER: 1 OPERATION 52CV2

OP. DESC. TRIM ELECTRICAL

SALE TYPE : W TECHNICIAN NO(S). 129

COMPLAINT : CUSTOMER STATES THE RADIO DISPLAY IS NOT LEGIBLE

ALL DIGITS LACK COMPLETE ILLUMINATION

: SOP RADIO-INTERNAL RADIO MALFUNCTION CUASING DISPLAY TO CAUSE

DISPLAY ODD DESINGS NO DTC'S

CORRECTION : REPLACE RADIO AND PROGRAM-CODE 80997. CHECK OPERATION

OF RADIO, NO FURTHER PROBLEM.

OPERATION NO. CLAIM NO. OPERATION NO. WARRANTY : CLAIM NO.

R0760

OP. DESC. CHECK/SET TIRE PSI JOB NUMBER : 2 OPERATION COCVETP

SALE TYPE : W TECHNICIAN NO(S). 129

COMPLAINT : CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED

ON DOOR LABEL PLACARD.

CORRECTION : SET TO SPECS

JOB NUMBER : 3 OPERATION 00CVZ27FOINT OP. DESC. MULTIPOINT INSPECT

SALE TYPE : W TECHNICIAN NO(S). 129

COMPLAINT : CUSTOMER REQUESTS MULTIPOINT VEHICLE CONDITION REPORT

. PER CUSTOMER REQUEST CAUSE

CORRECTION : COMPLETED MULTIPOINT VEHICLE COMDITION REPORT

04/05/2013 HISTORY LISTING 3030 10:21:32 PAGE 2

JOB NUMBER : 4 OPERATION 98CVZ OP. DESC. SHUTTLE SERVICE

SALE TYPE : W TECHNICIAN NO(S). 129

COMPLAINT : 2 WAY SHUTTLE

\_\_\_\_\_\_

R.O NO. : 58167 R.O DATE : 09/26/2012 R.O TYFS : S

MILEAGS : 29106 ADVISOR NO. : 489

JOB NUMBER : 1 OPERATION 52CVZ OP. DESC. TRIM ELECTRICAL

SALE TYPE : W TECHNICIAN NO(S). 129

COMPLAINT : CUSTOMER STATES SERVICE AIR BAG LIGHT IS ON

CAUSE : B0021 OD PASSENGER AIR BADG DEPLOYMENT LOOP HIGH RESISTANCE

INSPECT CONNECTION UNDER THE RIGHT FRONT SEAT, FOUND HARNESS RETAINER PLASTIC COMING OFF FROM UNDER NEATH THE SEAT TRACK CUASING CONNECTOR TO COME LOOSE AND SET OFF CODE.

CORRECTION: REINFORCE RETAINER CLIP FOR AIR BAG HARNESS UNDER THE RIGHT
FRONT SEAT AND REINSTALL CONNECTOR, CLEAR CODE, NO FURTHER

PROBLEM.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

N6654

JOB NUMBER : 2 OPERATION OUCVZTP OP. DESC. CHECK/SET TIRE PSI

SALE TYPE : C TECHNICIAN NO(S). 129

COMPLAINT : CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED

ON DOOR LABEL PLACARD.

CORRECTION : CORRECTED TIRE PRESSURES

JOB NUMBER : 3 OPERATION OCCVZ27POINT OP. DESC. MULTIPOINT INSPECT

SALE TYPE : C TECHNICIAN NO(S). 129

COMPLAINT : CUSTOMER REQUESTS MULTIPOINT VEHICLE CONDITION REPORT

CAUSE : FER CUSTOMER REQUEST

CORRECTION : COMPLETED MULTIPOINT VEHICLE CONDITION REPORT

JOB NUMBER : 4 OPERATION 45CVZ01 OP. DESC. TRACTION CONTROL

SALE TYPE : W TECHNICIAN NO(5), 129

COMPLAINT : CUSTOMER STATES SERVICE TRACTION, ESC LIGHTS CAME ON

YESTERDAY, NOT ON TODAY

CAUSE : HISTORY CODE CO131 (00) ABS/TCS SYSTEM PRESSURE CIRCUIT

MALFUNCTION OPERTING AS PER DESING AT THIS TIME.

CORRECTION : NO REFAIRS NEEDED AT THIS TIME

-----

R.O NO. : 53996 R.O DATE : 05/14/2012 R.O TYPE : 8

MILEAGE : 24175 ADVISOR NO. : 891

JOB NUMBER : 1 OPERATION 11CVZ OF. DESC. ENGINE MINOR

SALE TYPE : W TECHNICIAN NO(S). 601

3030

04/05/2013 HISTORY LISTING

10:21:32 PAGE 3 

COMPLAINT : CUSTOMER STATES INTERMITTANTLY HEARS A VIERATION/HUMMING NOISE FROM ENGINE IMMEDIATELY FOLLOWING A COLD START - ONLY

LASTS A FEW MOMENTS THEN GOES AWAY. CHECK AND ADVISE.

CAUSE : UNABLE TO DUPLICATE / NO DEFECT DETECTED

CORRECTION : UNABLE TO DUPLICATE CONCERN AT THIS TIME. POSIBLE NORMAL

OPERATION OF THE SECONDARY AIR INJECTION SYSTEM. DURING COLD START AN ELECTRIC FAN WILL TURN ON TO FORCE CLEAN AIR

INTO THE EXHAUST SYSTEM TO HELP REDUCE EMISSIONS.

NO REPAIR PERFORMED FOR THIS CONCERN.

JOB NUMBER : 2 OPERATION 45CVZ01 OP. DESC. TRACTION CONTROL

SALE TYPE : W TECHNICIAN NO(S). 601

COMPLAINT : CUSTOMER STATES 'SERVICE ESC' AND 'SERVICE TRACTION' MESSAGE

DISPLAY IN DASH. CHECK AND ADVISE.

: NO CURRENT DTC DETECTED - RETRIEVED HISTORY CODE C0131-00 CAUSE

> ANTILOCK BRAKE SYSTEM TRACTION CONTROL SYSTEM PRESSURE CIRCUIT - PERFORMED FLOW CHART DIAGNOSTIC PROCEDURE -

SYSTEM PERFORMING PER FACTORY STANDARD AT TIME OF TESTING -

CORRECTION: UNABLE TO DUPLICATE CONCERN, CODE CAN BE SET IF SOMTHING

WAS KEEPING BRAKE PEDAL FROM FULLY RETURNING TO THE REST POSITION. BRAKE PEDAL POSITION SENSOR OPERATING AS DESIGNED. ROAD TESTED VEHICLE 20 MILES IN ATTEMPT TO DUPLICATE FAULT -

SYMPTOM IS NOT PRESENT AT THIS TIME.

: CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO. WARRANTY

H9991

OP. DESC. WHEELS/TIRES JOB NUMBER: 3 OPERATION 46CVZ

SALE TYPE : W TECHNICIAN NO(S). 601

COMPLAINT : CUSTOMER STATES ONE STUD BROKE OFF OF LEFT REAR WHEEL HUB.

CHECK AND ADVISE.

CAUSE : WHEEL LUGNUT SEIZED ON STUD.

CORRECTION : REPLACED ONE STUD AND LUGNUT ON LEFT REAR OF VEHICLE.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

E0472

OP. DESC. CHECK/SET TIRE PSI JOB NUMBER : 4 OPERATION GOCVZTP

SALE TYPE : C TECHNICIAN NO(S). 601

COMPLAINT :

CORRECTION : CHECKED TIRE PRESSURS

OP. DESC. MULTIPOINT INSPECT JOB NUMBER : 5 OPERATION 00CVZ27F0INT

SALE TYPE : C TECHNICIAN NO(S). 601

CORRECTION :

\_\_\_\_\_\_

R.O DATE : 03/01/2012 R.O TYPE : 5 R.O NO. : 51430

ADVISOR NO. : 489 MILEAGE : 20171

10:21:32

3030

PAGE 4

PAGE 07/12

04/05/2013 MISTORY LISTING

JOB NUMBER : 1. OPERATION 52CVZ OP. DESC. TRIM ELECTRICAL

SALE TYPE : W TECHNICIAN NO(S). 129

COMPLAINT : CUSTOMER STATES THE SERVICE AIRBAG LIGHT IS ON - ADVISE

: GAIN ACCESS TO LEFT FRONT SEAT BELT PRETENSIONER TO CAUSE

TEST FOR HIGH RESISTANCE USING DMM.FOUND IT OUT OF RANGE.

CORRECTION : REFIT CONNECTOR ON THE LEFT FRONT SEAT BELT RETRACTOR FRETEN

IONER, APPLY DIALECTRIC GREASE AND REPOUTE HARNESS SO IT DOESN'T FULL AND CUASE HIGH RESISTANCE, CLEAR CODE.NO FURTHER

PROBLEM.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

C9040

JOB NUMBER : 2 OPERATION DOCVZTP OP. DESC. CHECK/SET TIRE PSI

SALE TYPE : C TECHNICIAN NO(S). 129

COMPLAINT : CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED

ON DOOR LABEL PLACARD.

CORRECTION : ADJUSTED AS NEEDED

JOB NUMBER : 3 OPERATION 00CVZ27POINT OP. DESC. MULTIPOINT INSPECT

SALE TYPE : C TECHNICIAN NO(S) 129

COMPLAINT : CUSTOMER REQUEST G.M. 27 POINT INSPECTION

CAUSE : PER CUSTOMER REQUEST

CORRECTION : COMPLETED 27 POINT INSPECTION PER INSPECTION SHEET

(SEE ATTACHED COPY)

\_\_\_\_\_

R.O NO. : 42408 R.O DATE : 05/21/2011 R.O TYPE : S

> MILEAGE : 9673 ADVISOR NO. : 891

OP. DESC. RECALL JOB NUMBER : 1 OPERATION 02CVZ

SALE TYPE : W TECHNICIAN NO(S). 146

COMPLAINT : PERFORM CAMPAIGN 11034 SERVICE AIR BAG MESSAGE-

CAUSE : CAMPAIGN

CORRECTION: PERFORMED CAMPAIGN 11034 AS SPECIFIED IN BULLETIN. V2396.

WARRANTY : CLAIM NO. OFERATION NO. CLAIM NO. OPERATION NO.

V2396

OP. DESC. CHECK/SET TIRE PSI JOB NUMBER : 2 OPERATION OCCVZTP

SALE TYPE : W TECHNICIAN NO(S). 146

R.O NO. : 37335 R.O DATE : 12/20/2010 R.O TYPE : S

> MILEAGE : 5065 ADVISOR NO. : 891

OP. DESC. RECALL JOB NUMBER : 1 OPERATION 02CVZ

SALE TYPE : W TECHNICIAN NO(9). 129

04/05/2013 HISTORY LISTING 3030

10:21:32

PAGE 5

\_\_\_\_\_\_

COMPLAINT : CAMPAIGN 10095 AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE

CAUSE : CAMPAIGN

CORRECTION : INSTALLED CLIPS AND REFOUTED HARNESS AS SPECIFIED.

V2251-0.8.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

V2251

JOB NUMBER: 2 OPERATION 98CVZ OP. DESC. SHUTTLE SERVICE

SALE TYPE : W TECHNICIAN NO(S). 129

OP. DESC. CHECK/SET TIRE PSI JOB NUMBER : 3 OPERATION OOCVZTP

SALE TYPE : W TECHNICIAN NO(\$). 129

R.O NO. : 29608 R.O DATE : 04/05/2010 R.O TYPE : S

ADVISOR NO. : 1020 MILEAGE : 3

OP. DESC. PDI JOB NUMBER : 1 OPERATION 75CVZ

SALE TYPE : I TECHNICIAN NO(S). 961

COMPLAINT : P.D.I. VEHICLE ...

: NEW STOCK UNIT ARRIVAL CAUSE

CORRECTION : PERFORMED PRE-DELIVERY INSPECTION

JOB NUMBER : 2 OPERATION 75CVZ2 OP. DESC. PDI WASH

SALE TYPE : I TECHNICIAN NO(S). 961 COMPLAINT : PDI WASH FOR FRONT LOT CORRECTION : PDI WASH FOR FRONT LOT

OP. DESC. PDI GAS JOB NUMBER: 3 OPERATION 75CVZ3

SALE TYPE : I TECHNICIAN NO(S). 961

COMPLAINT : PDI GAS

CORRECTION : ADDED GAS TO NEW STOCK UNIT

### **Chevrolet Cadillac**





#### 79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200 www.chevroletcadillacoflaquinta.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
52CVZ	TRIM ELECTRICAL	I VIL		40CVZ	BRAKES	16/17	
52CVZ01	TRIM ELECT CONCERN			52CVZZ	TRIM ELECT CONCERN	<b>,</b>	
				[	•		ļ
				H-			

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
702728/13	03520	75230	301	358	W	ISZCVZ	CHECK/SET TIRE PSI
10/22/12	58921	30109	489	<u>125</u>	Ŵ	I52cvz	TRIM ELECTRICAL
				129 129 129	W	00CVZTP  00CVZ27POINT	CHECK/SET TIRE PSI MULTIPOINT INSPECT
				129	W	98CVZ	SHUTTLE SERVICE
SALESPERSON NO.	1049 ALFIAND	O HERNAND	F7 C C				STATE REG# 2

TERMS	107CHEVE	OLET/MALIBU	J/4DR SDN LT	PRODUCTION DATE	GZ50218	Ė	531196
		1 21144					
CREDIT CARD		CUST 2 VE B 1/21	RERVICE CONTRACT	<i>ያቸ</i> ሃ <u>ቸ</u> 5ዎቹ0	DELIVERY MILES	BELLING OF THE NO.	<i>A-P</i> -P475 a
CHECK				· · / エン/ エマ	1 ' 1	T00 (	7/10/13
(PRIOP APPROVAU)	COACHELLA, CA	GOLD MIST/	COCOA/C CONT	RACT NO.	EXPIRATION DATE	EXPIRATION MILES	3409
OTHER		MOCO MITO1/	COCOA/C				つせいろ
041/5		TURBO MAMO - AI	D-COMP To De 1 TOTAL	Indiana Add	A DA 100 A DA 110		
SAVE		TURBO CWZZ A	RYOND P.SY TRANS	MILE <b>374</b> ,411	^0/99F110.	^₽V\$XE MEND	IVIL
REMOVED							
PARTS FOR		THEREBY AUTHORIZE THE	HITTAIN WORK TO DE DONE ALONG HITREIN DESCRIBED ON STREETS	WITH THE NECESSARY M	ATERIALS, AND HICHER	Y GRANT YOUR EMPLOYER	ES PERMISSION
		TO OPERATE NIL VINKUL LABOR CHARGES ARE TO	MERGIN DESCRIBED ON STREETS CD PRICES, AND BEAR NO BELA	I, HIGHWAYS OR ELSEWH TIONSHIP YOUACHUAL M	Ейстой тыс рудефа Эмер ис туров есе	SE OF TESTING AND OR IN	BPECTION, ALL
CUSTOMER	09553466   0479507995 06:00pm   547977	OTHERWISE, INC. UDING AL	(FD PRICES, AND GEAR NO REL/ NY POSTING OF LABOR RATES OR 11E FIXED PRICES WERE ESTABLIS	FLAT RATE LABOR HOURS	ARE FOR INFORMATION	ON ONLY TO INDICATE TO	HE CUSTOMILI
☐ Yos	O'95:53466   O4776075135° O6:00pm   5376™		MED MAY BE MORE OR LESS THAN	THE INDICATION LATERAT	LIBET FRENCES OR PO L'HOURS SHALLHAVE	STING NOR THE FACT TH MMY EFFECT WHATSOEVE	AT THE ACTUAL PLON THE FIXED
		PRICES SO CHARGED MUMA ARE CASH ON DELI	VERY ESTIMATES ARE FOR LABOR	n AMD de bito di comencia	NIII DE CUADGES 48 L	OURS AFTER REGARDS AT	E COMPLETED
APPOINTMENT	Your labor charges are prodotermined by the type of work that you re- me expended in re-	NOT THE SPONSIBLE FOR LC	TES OF DAMAGE TO CARS OR ART	GLES LI/LLIN GARS IN C.	MAC OF FIRE THEFT, A	CIDENT OR ANY OTHER	CAUSE BEYOND
√v Yos	me opporated in re- somewhat by the state of	ODIT CONTINCT					
1 No	1	х	SUSTOMER	ACKNOWLEDGES RECEIPT OF A	CDBA MEBCOR		
IOP			OBSTORER	rianista rianista de la composición de la composición de la composición de la composición de la composición de	and a subdesign		

O'INTMENT   Your inhor charges are produced mixed by the twent that you are not appropried in re- the appropri	LABOR AND PARTS, DICHAGE PARTICLES LET I IN GARES IN CA		FTER REPAIRS AND OTHER C	I COMPLETE AUSE BEYO
ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00	☐ RENTAL	TFALCOOWN (.5) FIMATE: 1 consequently of within IFI choose not to authorize REVISED	days of the dat-	o shown nb <u>impodeci,</u>
X	ESTIMATE \$	ESTIMATE S	COS1 8	***
COMMENTS:	REASON		CONTACT	rep
SHUTTLE NEEDED	AUTHODIZED RY	□ PERSON □ PHONE #	DATE	TIME
W *52CVZ CUSTOMER STATES THE AIR BAG INDICATOR TURNS ON FOR A FEW DAY	ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED LISTIMALES	ADDITION COST \$	IAL
S AND TURN ON. LIGHT WAS ON YESTERDAY	REASON		CONTACT	TED
	AUTHORIZED DY	Li PERSON □ PHONE#	DATE	TIME
W 40CVZ	PHONE #1	PHONE #	2	
CUSTOMER STATES THE SERVICE TRACTION INDICATOR TURNS ON WHEN DRIVING		LL PERSONAL PROPERTY A ASSUME RESPONSIBILITY VEHICLE.		
	AUL PARTS INSTAL	LED ARE NEW UNLESS	SPECIFIED OTH	(ERWISE
		R YOUR CONVEN		

TRINECECT CONCERN CUSTOMER STATES THE ESC INDICATOR TURN ON WHEN DRIVING.

W \*520vzz CUSTOMER STATES AT TIMES WHEN PRESSING THE ACCELERATOR PEDAL THE BRAKE LIGHTS TURN ON, AT THE SAME TIME WHEN PRESSING THE BRAKE PEDAL NO BRAKE LIGHTS TURN ON. CHECK AND ADVISE.

TERMS CASH WE ACCEPT THE POLLOWING CREDIT CARDS: MASTERGARD - VISA - AMERICAN EXPRESS

MONDAY THRU FRIDAY

7:00 A.M. to 6:00 P.M. **OPEN SATURDAY** NO VEHICLES RELEASED AFTER HOURS WITHOUT PRIOR ARRANGEMENTS

CHECKS ACCEPTED WITH PROPER I.D. AND SUBJECT TO BANK APPROVAL,

BY LAW, YOU MAY CHOOSE ANOTHER LICENBED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TRET INDICATES ARE NECESSARY.

NOTICE TO CUSTOMERS

WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND MEPOSAL OF TOXIC WASTER, RATHER THAN REDOVER THESS COSTS BY INCREASING OUR LACON MIXES TO ALL OF OUR SETURCE CUSTOMERS, WE MAKE THAT GHARGE ONLY OF THOSE PARTICULAR PERSON OR SERVICE WHICH CENERATE THESE WAS THESE AND MERCHAN CHARGES WHICH ARE CALCULATED ANALAULY FOR EACH PARTICULAR SETWICE AND ANE AVAILABLE ON REQUEST.

[CONTINUED ON NEXT PAGE]

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PAGE 1 OF 2

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2

The Reynolds and Reynolds Company

PLEASE SEE IMPORTANT INFORMATION ON BACKER

### Chevrolet Cadillac





#### 79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200 www.chevroletcadillacoflaquinta.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
52CVZ 52CVZ 52CVZ01	TRIM ELECTRICAL	I MIT		00CVZZ/POINT 40CVZ	BRAKES	INIT	
52CVZ01	TRIM ELECT CONCERN			52CVZZ	TRIM ELECT CONCERN		
					1		
							[

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/28/13	63520	33258	961	359	, W	52CVZ	TRIM ELECTRICAL
10/22/12	58921	30109	489	129 129 129 129	l w	SZCVZ 100CVZTP	TRIM ELECTRICAL CHECK/SET TIRE PSI
Ì	]			129 129		00ČVZŽŽPOINT 98CVŽ	MULTIPOINT INSPECT SHUTTLE SERVICE
SALESPERSON NO.		 RO HERNAND			<u> </u>		STATE DECAM

CASH	TG7ZC5EB/AF	107 CHEVR	OLET,	/MALIB	u∕4DF	R SDN	ш⊤	PHODUCIR	ON OVIE	G250218			55116
CREDIT CARD	COACHELLA, CA		<sup>сивт</sup> 2%			E CONTRAC		04/15 act no.	710	DELIVERY MILES	SELLING OF		4/18713 <b>3409</b>
SAVE REMOVED			TURBO	<b>୯%</b> 2z	IR <b>Ç</b> OND.	<sup>P. S</sup> Y	TRANS	MILE 394,	411	ADVISOR NO.	^P <b>V</b> 92E M	IEND:	IVIL
PARTS FOR CUSTOMER (1) Yes	<u> でききなない ですがらないま</u> 06:00	Dpm P56™	TO DPERM LAROR C DIMERNA HOURS O PRICESS	MET THE VEHICL MARGES ARE EL STEPON WHICH ELABOR PERFO DICHARGEO DICHARGEO	E HEREIN E IXED PRICE INY POSTIN THE FIXED RMED MAY I	ESCRIBED O S. AND BEA IG OF LABOR PRICES WER BE MORE OR	N STREETS A NO RELA RATES OR I RE ESTABLIS LESS THAN	, MIGHWAYS O TIONSHIP TO FLAT RATE LAS HED BUT NET THE INDICATE	R ELSEWH ACTUAL H BOR HOUR: THER BUCK D FLAT RAT	IATERIALS, AND HERES IERE FOR THE PURPO: OURS OF LABOR PER IS ARE FOR INFORMATI H REFERENCES OR PO E HOURS SHALL HAVE	BE OF TESTING A IFOTIMED, ALL TR ON ONLY TO INDIX SETTING WOLL THE ANY CITTISCT WHA	IND OFFINE EFERTUNO CALLETO T FACE THE MESOEVER	SPÉCTION, AU. 195 MERCIN OR 141° GJESTÓMER 80 THE ACTUAL 8 ON THE FIXED
APPOINTMENT You No	Your labor charges are provided mines by the type of work the Lyour or quest. Thus, then charges may not reline, exclusing the workers or principles are well as the charges of the charges of the charges of the committee of the charges of the charges of the charges with which was the minerappears for many face workers to consider the charges. We have been present our product We Applear to your business.		NOT BESE	PONSIDILE FOR L	OSS OR DA	MAGE TO CY	RS OR ARTI	CLES LEFT IN	CARS IN C	WILL SE CHARGES 46 F ASE OF FIRE, THEFT, A	CORRES OF ANY	PAIRS AN	AUSE REYOND

C \* OOCVZTP CHECK/SET TIRE PSI CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED ON DOOR LABEL PLACARD.

C \* 00CVZ27POINT MULTIPOINT INSPECT CUSTOMER REQUESTS MULTIPOINT VEHICLE CONDITION REPORT

☐ RENTAL repssembled within . ode ework eithe det la evel . <u>If I choose not to eviborize the sap</u> ORIGINAL ESTIMATES BEVISED LOTIMALC \$ ADDITIONAL COST \$ REASON CONTACTED AUTHORIZED BY DATE IT REPROV C PHONG # ESTIMATES DO NOT INCLUDE SALES TAX 2ND REVISEO ESTIMATE \$ ADDITIONAL COST & REASON CONTACTED AUTHORIZED BY DATE TIME □ PCRSON PHONE #1 PHONE #2 IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR

TEARDOWN ESTIMATE: I understand that my vahicle will b

VEHICLE, WE'DO NOT ASSUME RESPONSIBILITY FOR LOSS OF DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS: MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. **OPEN SATURDAY** NO VEHICLES RELEASED AFTER HOURS WITHOUT PRIOR ARRANGEMENTS

TERMS CASH WE ACCEPT THE FOLLOWING CREDIT CARDS: MARTERCARD • VISA • AMERICAN EXPRESS

CHECKS ACCEPTED WITH PROPER I.D. AND BUBJECT TO BANK APPROVAL.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY.

NOTICE TO CLISTOMENC.

WE MAKE A DEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTED, NATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF CUIS SERVICE CUISTOMERS, WE MAKE THIS CHARGE GIAN ON THISES PARTICLARS REPUISE OR SERVICES WHICH CINNTRY THESE WASTED CHARGE SIN WHICH ARE COLLECTED ANNUALLY FOR FACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

PAGE 2 OF 2

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The Bergolds and Reynolds Company EHWNTAND 45 COSE2386 O (2011)

PLEASE SEE IMPORTANT STAMMER COREXER

65116

# **Chevrolet Cadillac**

7608631564





#### 79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200 www.chevroletcadillacoflaquinta.com

EPA# CAL000248792 BAR# AC 255463

26671	ADVISOR VAL MENDTYTI	911	TAG NO 3400	CELL	\ <u>\</u> \ <u>\</u> \ <u>\</u> \ <u>\</u> \ <u>\</u> \ <u>\</u> \ <u>\</u> \ <u>\</u> \\ <u>\</u> \
2007.1	LABOR RATE			GOLD MIST/C	
	YEAR/MAKE/MODEL	/MALIBU/4DR	SDN IT	DEL 04/15/10	DELIVERY MILES 7
COACHELLA, CA	Vehicle I.D. No.	F R Z A E	3DIN E1	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E, NO.	P.O.NO.		P. 0 04/10/13	
	COMMENTS			0-1/10/15	⊥ MO: 3441
OB# 1 CHARGES				This factory warranty warranties with respe	constitutes all of th
CUSTOMER STATES THE AIR BAG S AND TURN ON. LIGHT WAS ON N DID NOT DUPLICATE CUSOMER COM DTC'S AND FOUND DTC BOO21 PAS PERFORMED WIGGLE TEST AT CONT REMOVED CONNECTOR AND SPLICE CLEARED DTC AND ROADTESTED VI	ICERNA SCANNED SIR MODUL SS SIDE SEAT AIR BAB OPE VECTOR AND FOUND CODE SE WIRES/ELIMINATED CONNEC CHICLE NO LAMPS ON AT TH	E FOR N CIRC. TTING. TOR. IS TIME.	enes en la graf de la f	Item/Items. The sel disclaims all warrant implied, including an merchantability or fit purpose and the selle authorizes any other pany liability in connect item/items.	ler hereby express less, either express consistency implied warranty of the consistency of the constant of the constant of the condition of th
JOB# 2 CHARGES JOB  ABOR  CUSTOMER STATES THE SERVICE DRIVING RELATED TO OTHER LINE.  JOB# 2 TOTALS	TRACTION INDICATOR TURNS	ON WHEN			Cadillac
JOB# 3 CHARGES JOBANA ABOR	B# 2 JOURNAL PREFIX CV	CS JOB# 2 TOTAL	0.00	SERVICE AND PAI MONDAY TH	IRU FRIDAY
CUSTOMER STATES THE ESC LINDS DID NOT OUPLICATE CUSTOMER OF D CO131-ABS/TCS SYSTEM PRESS NO LAMP ON AT ITS LIME CODE	CATOR THER ON WHEN BREVA DNCERN. SCANNED VEHICLE CIRC MALF. PASSING. PERFORMED APPLI	AND FOUN CABLE			
JUB# 3 TOTALS	IRED X2 CONNECTOR AT BCM B# 3 JOURNAL PREFIX CV		. 0.00	Master No.	SA W
ABOR  CUSTOMER STATES AT TIMES WHE THE BRAKE LIGHTS TURN ON, AT BRAKE PEDAL NO BRAKE LIGHTS DID NOT DUPLICATE CUSTOMER C ATOR PEDAL ARE WORKING AS DE NO REPAIR PERFORMED FOR THIS	THE SAME TIME WHEN PRES TURN ON. CHECK AND ADVIS ONCERN. BRAKE LIGHTS AND SIGNED AT THIS TIME.	SSING THE SE.			
JOB# 4 TOTALS JO	B# 4 JOURNAL PREFIX C	ics job# 4 total	0.00		
PAGE 1 OF 2 CUSTOMER C		NTINUED ON NEXT PA		ACL PART'S NEW UNLESS	SPECIFIED OTHER

## **Chevrolet Cadillac** of La Quinta

7608631564



79-225 Hwy 111 La Quinta, CA 92253 (760) 771-8200 www.chevroletcadillacoflaquinta.com

> EPA# CAL000248792 BAR# AC 255463

26671	VÄL MENDIVIL	Q17 TAG	<sup>VO</sup> 2 4 O O	CELL   <b>""047"£</b> 1/13	CVC565116
	LABOR RATE	I .		GOLD MIST/C	G250218
	107CHEVROLET/MALIBU	I/ADD EDN	17	00104715/10	DELIVERY MILES
DACHELLA, CA	T G I Z C 5 E B 7	7 4DK 3DN	<u> </u>	BELLING DEALER NO.	PRODUCTION DATE
	MTENO.	P. O. NO.			
	COMMENTS			<sup>R</sup> °0°47/10/13	
# 5 CHARGES				T	MO: 344
CHECK/SET TIRE PSI CHECK AND SET TIRE PSI TO MANUFACTU ON DOOR LABEL PLACARD. TIRE PRESSURES ADJUSTED.  # 5 TOTALS  JOB# 5 J  COR COCYZZ/POINT MULTIPOINT INSPECT CUSTOMER REQUESTS MULTIPOINT VEHICLE PER CUSTOMER REQUEST GOMPLETED MULTIPOINT VEHICLE CONDIT (SEE ATTACHED COPY)  # 6 TOTALS  JOB# 6 J  IMATE LIMATE LIMATE STOMER HEREBY ACKNOWLEDGES RECEIVING	DURNAL PREFIX CVCS JOB#	5 TOTAL	0.00	This factory warranty warrantles with respe item/items. The sell disclaims all warrantl implied, including any merchantability or fit purpose and the selle authorizes any other p any liability in connecti item/items.  This form is an itemize bart of a repair ord continuation is subject of the original repair ord.	ct to the sale of the ter hereby expresses, either expresses, either expresses, either expresses for a particular neither assumes reson to assume for on with the sale of the
JOB# #6-J  IMATE STOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)  MENTS JITLE NEEDED  TALS  OU MAY BE RECEIVING A SURVEY FROM GENERAL MOT REGARDING YOUR SERVICE EXPERIENCE. IF YOU FEEL ANNOT RATE US "COMPLETELY SATISFIED" PLEASE COMPLETELY SATISFIED" JUR FUTURE DEPENDS ON YOUR CONTINUED BUSINESS ***********************************	TOTAL LA ORS TOTAL PA YOU TOTAL SI ONTACT TOTAL M # TOTAL M	ABOR RTS BLET O.G SC CHG. ISC DISC		FOR YOUR CO SERVICE AND PAR MONDAY TH 7:00 A.M. to SATUR 7:30 A.M. to	RTS DEPT. HOUR: IRU FRIDAY 5 6:00 P.M. RDAY 5 3:30 P.M. NT NECESSAR
RTS DESIGNATED WITH AN ASTERISK (*) INDICATE T ETIME GUARANTEE MAY APPLY. YOUR CONSULTANT WI ************************************	HAT A LL DETAIL	NVOICE \$	0.00		
gasty the later of					

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective

N/A

(see downpayment and trade-in calculation)

Q. (Optional) Gap Contract (to whom paid) KFN GARFF CHEV CA \$ 7.25\_66(Q)

D Other (to unbeau axis) At / A	VE 48 PAGE 11/12
8. Other (to whom paid) <u>N/A</u> \$ <u>N/A</u> (S)	Date. (3) Only the Primary Buyer is eligible for
ForN/A	disability insurance, DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE
Total Cash Price (A through S) \$ 27423.13()	SEEM & DOCTOR OR CUIDORBACTOR IN THE
2. Amounts Paid to Public Officials	SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not
	Covered" in your policy for details).
A. License Fees \$ 292 ØØ(A)	You want to buy the credit insurance.
B. Registration/Transfer/Titling Fees \$	Tod want to bdy the credit insurance.
C. California Tire Fees \$8_75(C)	X N/A
D. Other N/A \$ N/A(D)	Date Buyer Signature Age
Total Official Fees (A through D) \$ 378, 75 (2)	
3. Amount Paid to Insurance Companies	Date Co-Buyer Signature Age
· · · · · · · · · · · · · · · · · · ·	
(Total premiums from Statement of Insurance column a + b) \$ N/A (3)	OPTIONAL GAP CONTRACT A gap contract (debt cancella- tion contract) is not required to obtain credit and will not be
4. ☐ Smag Cartification or ☐ Exemption Fee Paid to State \$N/A (4)	provided unless you also below and agree to pay the extra
5. Subtotel (1 through 4) \$ 278例1. 8卷)	charge. If you choose to buy a gap contract, the charge is shown
6. Total Downpayment	provided unless you algn below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 10 of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is
A. Agreed Trade-In Value Yr 2003 Make HONDA \$ 4500.00(A)	a part of this contract.
Model ACCORD SDN Odom 113372	
	Term 72 Mos. CNA NATIONAL Name of Gap Contract
VIN1HGCM66563A	
B. Less Prior Credit or Lease Balance ARROWHEAD CREDIT UN\$ 8378.25(B)	I want to buy a cap contract.
C. Net Trade-in (A less B) (indicate if a negative number) \$387825(C)	Buyer Signs X
D. Deferred Downpayment \$ N/A(D)	
5 11 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	OPTIONAL SERVICE CONTRACT(S) You want to
E. Manufacturer's Rebate \$3000_00(E)  F. OtherN_A (F)	purchase the service contract(s) written with the following
F. OtherA/_A \$ N/_A(F)	company(ies) for the term(s) shown below for the charge(s) shown in item 1K,1L, 1M, 1N, and/or 1O.
G. Cash \$ 1000 .00 (G)	Shown in term (K, IL, IW, IN, and/or IQ.
Total Downpayment (C through G) \$ 121.75(6)	1K Company N/A
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1P above)	Term N/A Mos. or N/A Miles
	Herrit 13/2 Miles
7. Amount Financed (5 less:6) \$ 2768Ø.1 (7)	1L Company <u>N/A</u> Term <u>N/A</u> Mos. or <u>N/A</u> Miles
SELLER ASSISTED LOAN AUTO REOKED SEE DISCLOSURE	Term N/A Mos. or N/A Miles
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAM, AND   ACT OF BROKER, FEE DISCLOSURE	1M Company N/A Mos. or N/A Miles
WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS If this contract reflects the retail sale of a RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.	Term N/A Mos or N/A Miles
11	1N Company M/A
to a fee received by an autobroker from us	1N Company N/A Mos. or N/A Miles
Proceeds of Loan From: N/A unless the following box is checked:	TermN/A Mos. or N/A Miles
Amount \$ N/A Finance Charge \$ N/A	10 Company N/A Term N/A Mos. or N/A Miles
Total \$N/A_ Payable inN/A	Term N/A Mos. or N/A Miles
installments of \$ N/A.\$ N/A applicable:	Buyer X N/A
from this Loan is shown in item 6D.	
Troil this agains shown in helm ob.	HOW THIS CONTRACT CAN BE CHANGED. This
	contract contains the entire agreement between you
SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on	and us relating to this contract. Any change to the
SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.	and us relating to this contract. Any change to the contract must be in writing and both you and we
the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.  X	and us relating to this contract. Any change to the
	and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.
the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.  X	and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.  Buyer Signs X.
the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.  X	and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.
the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.  X  Buyer  Co-Buyer	and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.  Buyer Signs X.  Co-Buyer Signs
the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.  X	and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.  Buyer Signs X.
the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.  X Buyer  Co-Buyer  OPTION:  You pay no finance charge if the Amount Financed, item 7, is paid in full on or beforeN/A	and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.  Buyer Signs X.  Co-Buyer Signs.  , Year SELLER'S INITIALS
the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.  X Buyer  Co-Buyer  OPTION:  You pay no finance charge if the Amount Financed, item 7, is paid in full on or beforeN/A	and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.  Buyer Signs X.  Co-Buyer Signs.  , Year SELLER'S INITIALS
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the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.  **Buyer**  Co-Buyer**  OPTION:   You pay no finance charge if the Amount Financed, item 7, is paid in full on or before	and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.  Buyer Signs  Co-Buyer Signs  , Year SELLER'S INITIALS  URCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR YOU SHOULD CONTACT YOUR INSURANCE AGENT.
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	Co-Buyer Signature X
The Annual Percentage Rate may be negotiable wand retain its right to receive a part of the Finance	Charge.
THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. To contract simply because you change your mind, decide the vehicle costs too much, or wish you had sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price statutory conditions. This contract cancellation option requirement does not apply to the sale of a re off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option are called the contract cancellation under California law.	herefore, you cannot later cancel this acquired a different vehicle. After you as fraud. However, California law does of less than \$40,000, subject to certain creational vehicle, a motorcycle, or an example of less than \$40,000, subject to certain creational vehicle, a motorcycle, or an example of less than \$40,000, subject to certain creational vehicle, a motorcycle, or an example of less than \$40,000, subject to certain creational vehicle.
Buyer Signature X  Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the does not have to pay the debt. The other owner agrees to the security interest in the vehicle g	o-Buyer Signature X  entire debt. An other owner is a person whose hame is on the title to the vehicle but liven to us in this contract.
Other Owner Signature X	Address
GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guaran on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a com-	tor individually guarantees the payment of this contract. If Buyer falls to pay any money owing e total amount owing even if other persons also sign as Guarantor, and even if Buyer has a le even if we do one or more of the following: (1) give the Buyer more time to pay one or more accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement pleted copy of this contract and guaranty at the time of signing.
Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-perform	nance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.
Guarantor X Date	Guarantor X Date
Address	Address
Seller Signs KEN GARCE CHEV CAD OF THE DERECTOR /1.5/1	BY X DONALD HANSON DE THE FRI MNC
FORM NO. 553-CA-ARB (REV. 508) U.B. PATENT NO. D480,782  SQRIR The Reynolds and Reynolds Company TO CROSS, www.wyxxures.com; 1-800-344-0998; fax 1-900-531-9005  THE PRINTER MAKEN NO WARRANTY, EXPRESS OR WIN-LIED, ASTO CONTENT OR  THE PRINTER MAKEN NO WARRANTY, EXPRESS OR WIN-LIED, ASTO CONTENT OR  THE PRINTER MAKEN NO WARRANTY, EXPRESS OR WIN-LIED, ASTO CONTENT OR  THE PRINTER MAKEN NO WARRANTY, EXPRESS OR WIN-LIED, ASTO CONTENT OR  THE PRINTER MAKEN NO WARRANTY, EXPRESS OR WIN-LIED, ASTO CONTENT OR  THE PRINTER MAKEN NO WARRANTY, EXPRESS OR WIN-LIED, ASTO CONTENT OR  THE PRINTER MAKEN NO WARRANTY, EXPRESS OR WIN-LIED, ASTO CONTENT OR  THE PRINTER MAKEN NO WARRANTY CONTENT OR THE WARRANTY OR T	

**CUSTOMER / TRUTH IN LENDING COPY** 



Aaron Goldberg <aaron@asglawoffices. com>

05/01/2013 01:57 PM

To Mary Beth Hollman <marybeth\_hollman@gmexpert.com>

cc bcc

Subject // SR= 71-1178389907 // Documents Attached

3 attachments





sales contract.pdf repair orders.pdf registration.pdf

Hi Mary Beth,

It's been a while since we've worked on a claim together. Hope all is well with you :)

Per your request, attached please find the following documents: current registration; repair orders / service history; and sales contract. I will forward the signed release of lien info form as soon as I get it back from my client. Please let me know if you need anything else.

Thanks for your help!

Aaron

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Aaron S. Goldberg, Esq. ASG LAW OFFICES 4640 Admiralty Way, Suite 500 Marina del Rey, CA 90292 Phone: (310) 594-5955 ext. 5

Fax: (310) 425-3115

Email: <u>aaron@asglawoffices.com</u> Website: <u>www.asglawoffices.com</u>

04/16/2013 TO 04/16/2014 1 1 TYPE AUTO YEHICLE IDENTIFICATION NUMBER
1G1ZC5EB7AF CHËA DATE FIRST SOLD BODY TYPE MODEL Yr. Model 4 D 00/00/2010 Í FQ 2010 DATE ISSUED MP AX WC UNLADEN/G/CGW S211 03/08/2013 G 120 3300



STATE OF CALIFORNIA DEPARTMENT OF MOTOR VEHICLES **VALIDATED REGISTRATION CARD** READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

N 3468388

R0069 L0111

POT AND PROPERTY.	
	47

### APPLICATION FOR REGISTRATION OF NEW VEHICLE

16399179

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AND OR (2)							, contract of the contract of
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SSEE ADDRESS—REQUIRED W	VHEN DIFFERENT FROM REG	ISTERED OWNER ABOVE	APT NUMBER	čπv		STATE	ZIF CODE
			1				
a passenger vehicle, will ]Yes         XX No	it be used for hire or to	provide a service of tran	sporting passeng	ers in conjunct	ion with a busine	essiy	7 10 12
PPLICANT'S CERTIFI	ICATION: I certify unde	r penalty of periury under th	he laws of the State	of California tha	it the foregoing inf	ormation is tr	ue and correct.
ATE	BUYER'S SIGNATUR	£(S)			1		
M4/15/2010	(t) X						
— Cost of trailer coach inclu-	1-1	ed items (wall to wall carpetin	ig, factory air				
conditioning, built-in appli	ances, etc.).			V   V   W   W   W			
		ODOMETER DISCL	OSURE STATE	MENT			
ederal and state law requires	that you state the mileage	upon transfer of ownership.	Failure to complete	or making a false	e statement may re	esult in tin <b>es</b> a	ind/or imprisonme
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ve certify under penalty of p	perjury under the laws of th	e State of California that the	e information entere	ed on this form is	true and correct.		
	TURE OF SELLER OR COMPAN		AS TOLE THE NAME				
14/15/2010	ndl		REF CHEV CA		TEREOWENE.	a — — — 4	p = 5.
N. 743	TURE OF BUYER OR COMPANY		STRUE FULL NAME/C		A		
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UST ENTER ODOMETER R	EADING HERE. L. !	<u> </u>	is a notice of	purchase of vehi	cle. Do not use as a	an application	for registration or t
C) 207/ DEU 7/2005							

NZA(O)

Q., (Optional), Service Contract (to whom paid) ... N/A

due date for the last payment unless a different tend for the

insutance is shown above.

(see downpayment and trade-in calculation) Q. (Optional) Gap Contract (to whom paid) KEN GARFF CHEV CA\$ 725.00(0) R. (Optional) Used Vehicle Contract Cancellation Option Agreement S. Other (to whom paid) N/A	reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details). You want to buy the credit insurance.   X N/A  Date Buyer Signature Age  OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 10 of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.  Term Mos. CHA NATIONAL  Name of Gap Contract
B. Less Prior Credit or Lease Balance ARROWHEAD CREDIT UN\$ 5378.25(B)  C. Net Trade-In (A leas B) (Indicate if a negative number) \$ -3678.25(C)  D. Deferred Downpayment \$ \qquad \qquad \qquad \qquad \qquad \qquad \qquad \qquad \qquad \qqqqq \qqqqq \qqqq \qqqq \qqqq \qqqqq \qqqqq \qqqqq \qqqq \	Buyer Signs X  OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1K, 1L, 1M, 1N, and/or 1O.  1K Company  MA  Term  MOS. ρΓ  MAMiles.  1L Company
SELLER ASSISTED LOAN BUYER MAY BE REQUIRED TO PLECCE SECURITY FOR THE LOAN, AND WILL BE OBEIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.  Proceeds of Loan From: N/A Amount N/A Finance Charge \$ N/A Total \$ N/A Payable in N/A N/A Payable in N/A N/A Payable in N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	Term N/A Mos. or Miles  1M Company N/A Mos. or N/Amiles  1N Company N/A Mos. or N/Amiles  1O Company N/A Mos. or N/Amiles  1O Company N/A Mos. or N/Amiles  Buyer X N/A Mas. or N/Amiles  HOW THIS CONTRACT CAN BE CHANGED. This
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Guarantor VAIXES notices on the contract of th	oeyments (Z) glvs:a fyll er	partial release to any other	Quarentor: (3) release any sec arentor acknowledges receipt	of a completed copy of this contract and gu	paranty at the time of signing.
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TREICH INTERPRETATION OF THE POAM, CONSULT YOUR OWN LEGAL COUNSEL.

A CONTRACTOR OF THE CONTRACTOR

DEALER COPY

#### RCMPR028 VEHICLE EVENT SELECTION PROCESSING SOURCE: CHEVROLET

05/14/11 10:16:48

PAGE: 1

VIN: 1G1ZC5EB7 AF SELLG SCE: 13 MDL YR: 10 ORD NO: NVPBRP

VIN TYPE: N

	ss/	DOCUMENT	I	INC	
EVENT DESC	SITE CD	NUMBER	S EVENT DT	CD	AMOUNT
INCENTIVE MEMO	13 39618	00037192240	05/04/10	NCC	3,000.00
INCTV PAYMENT	13 39618	00037192240	05/04/10	NCC	3,000.00
INCENTIVE MEMO	13 39618	00037192240	05/04/10	FFC	37.02
INCTV PAYMENT	13 39618	00037192240	05/04/10	FFC	37.02
INCTV APPLICATN	13 39618	00037192240	04/17/10	NCC	3,000.00
INCTV APPLICATN	13 39618	00037192240	04/17/10	FFC	37.02
DELIVERY D.O.E.	13 39618		04/16/10		0.00
DELIVERY TO CUS	13 39618		04/15/10		0.00
EXPIRATION TRAN	13 39618	10D01404523	04/06/10		0.00
SETTLEMENT DATE	13 39618	10D01404523	04/05/10		23,350.94 CR
ORIGINAL INVOIC	13 39618	10D01404523	03/25/10		23,350.94
COV/NVIS DATE	13 39618	10D01404523	03/25/10		0.00
SHIPMENT DATE	13 39618		03/25/10		0.00
PRODUCTION (BUI	13 39618		03/25/10		0.00
PREFERENCE TO P	13 39618		03/10/10		0.00
GM ORDER ACCEPT	13 39618		03/04/10		0.00
GM ORDER ACCEPT			03/04/10		0.00

RCMPR010

#### VEHICLE DELIVERY/INCENTIVE HISTORY

PROCESSING SOURCE: CHEVROLET

PAGE: 1

05/14/11

10:16:29

CA

VIN: 1G1ZC5EB7 AF SELLG SCE: 13 MDL YR: 10 ORD NO: NVPBRP

ODATE: 03/04/10 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 39618

DDATE: 04/15/10 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 04/16/10 ORDER BY:

CANC:

CANC DOE:

TRADE: DLVY TO:

TRD DOE:

SRVC IN: COACHELLA

SRVC OUT: CANC SRVC IN:

BFSO ORD DT: BFSO CUST:

PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

INV/INC NO DATE AMOUNT CODE PAY SS/SITE MTHD DLR SHR STAT

FFC 01 13 39618 00037192240 05/04/10 37.02 OA 0.00 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLVY INC MEMO NO: 00037192240 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT

01 13 39618 00037192240 05/04/10 NCC 3,000.00 ΟA 0.00 9

PROCESS TYPE: 001 CHECK NO: SSN:

INC MEMO NO: 00037192240 DATA SCE: DLR AUTH PUR CD:

MISC DATE: 04/15/10 MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

2010 5111	MALIBU 1LT GOLD MIST METALLIC		/T.4G	GENERAL M	OTORS LLC	
34B ORDE VIN	COCOA/CASHMERE R NO. NVPBRP/TRE 1G1 ZC5E B7 AF	STOCK NO.		VEHICLE I	MI 48	8243-1114 D01404523
MODE	L & FACTORY OPTIONS		MSRP	INV AMT	RETAIL -	STOCK
1ZH6	9 MALIBU 1LT	22	2715.00	21579.26	INVOICE	03/25/10
MH8	L & FACTORY OPTIONS MALIBU 1LT ENGINE, 2.4L DOHC MFI TRANSMISSION, 6-SPEED TAPSHIFT MANUAL SHIFT	AUTOMATIC CONTROL	0.00	0.00	EXP I/T INT COM	03/25/10 04/06/10 04/06/10
PCR	INTERFACE PACKAGE: *USB PORT *REAR 110V OUTLET		250.00	220.00	PRC EFF (KEYS G00)	03/25/10 33 G0033
PDC	POWER CONVENIENCE PACK *POWER 6-WAY DRIVER SE *REMOTE START		525.00	462.00		P MORGAN
	*BLUETOOTH FOR PHONE				SHIP WT:	3367
PDM	PREMIUM MAT PACKAGE: *PREMIUM CARPETED FLOC FRONT/BACK *TRUNK MAT				HP: PREFER: MRM: DAN:	19.3 23649.76 24495.00
	1YR ONSTAR DIRECTIONS AUTOMATIC CRASH RESPON TURN-BY TURN NAVIGATIO DEALER ABOUT GEOGRAPHI COVERAGE)	ISE AND DN (ASK C		N/C		
VK3	FRONT LICENSE PLATE BE 50-STATE EMISSIONS COMPACT SPARE TIRE	ACKET	0.00	0.00		
YF5	50-STATE EMISSIONS		N/C	N/C		
ZFH	COMPACT SPARE TIRE AND JACK ASSEMBLY		100.00	88.00		

TOTAL MODEL & OPTIONS	23775.00	22512.06	ACT 231	22518.81
DESTINATION CHARGE	720.00	720.00	H/B 261	713.25
DEALER IMR CONTRIBUTION		118.88	ADV 261	118.88

TOTAL 24495.00 23350.94 PAY 310 23350.94

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 22296.96

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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.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*



### scott.m.goff@chevrolet.com

05/03/2013 11:29 AM

To marybeth\_hollman@gmexpert.com

cc bcc

Subject Re: NISM 71-1178389907

B) I am not aware of this vehicle or customer's concerns.

From: marybeth\_hollman@gmexpert.com

To: scott.m.goff@gm.com Date: 04/29/2013 02:35 PM

Subject: NISM 71-1178389907

RE: Customer Last Name:

Service Request: 71-1178389907

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5EB7AF

Customer Relationship Specialist: Mary Beth Hollman

Telephone: (866) 790-5600 Extension 31064

Fax: (866) 874-5882

Dear Mr. Goff,

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center has not been involved. Due to time constraints, a response to this e-mail is required within 48 hours.

This is a Not in Suit Matter. 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).
- B) I am not aware of this vehicle or customer's concerns.

It is important that whichever selection is made, DMA should not communicate directly with the customer but only through their attorney. If a response is not received within 48 hours, the default option will be "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. Once a settlement has been reached, you will be notified of the final 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

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.



05/06/2013 04:34 PM

To Aaron Goldberg <aaron@asglawoffices.com>@SITELCWEB

cc bcc

Subject v GM / 2010 Chevrolet Malibu

RE: Customer Last Name: Service Request: 71-1178389907

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5EB7AF Customer Relationship Specialist: Mary Beth Hollman

Telephone: (866) 790-5600 Extension 31064

Fax: (866) 874-5882

Dear Aaron,

I have attached General Motors' repurchase offer for your review. I will need your assistance to obtain a complete payment history to draft the itemized offer letter. I will be able to get a payoff with per diem on my own. Please advise after you have had an opportunity to review the offer with your clients.



Offer 5-6-2013 Morales.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 marybeth\_hollman@gmexpert.com CC

bcc

05/06/2013 01:08 PM

Subject Re: // SR# 71-1178389907 // Documents Attached

1 attachment



signed lienholder info form.pdf

Hi Mary Beth,

Hope you had a great weekend!

Attached please find the signed release of lien info form. Please let me know if you need the payment history or anything else.

Thanks for all your help!

Aaron

Aaron S. Goldberg, Esq. ASG LAW OFFICES 4640 Admiralty Way, Suite 500 Marina del Rey, CA 90292 Phone: (310) 594-5955 ext. 5

Fax: (310) 425-3115

Email: <a href="mailto:aaron@asglawoffices.com">aaron@asglawoffices.com</a> Website: www.asglawoffices.com

On May 3, 2013, at 10:44 AM, Aaron Goldberg <aaron@asglawoffices.com> wrote:

Hey Mary Beth,

Thanks! Sounds great. I can certainly obtain a complete payment history if needed, and I will forward the signed Release of Lien Info Form asap.

Have a great weekend:)

Aaron

Aaron S. Goldberg, Esq. ASG LAW OFFICES 4640 Admiralty Way, Suite 500 Marina del Rey, CA 90292 Phone: (310) 594-5955 ext. 5

Fax: (310) 425-3115

Email: <u>aaron@asglawoffices.com</u> Website: <u>www.asglawoffices.com</u>

On May 2, 2013, at 2:27 PM, marybeth hollman@gmexpert.com

wrote:

Hi Aaron!

It has been a long time! Thank you for sending all the documents over so

quickly. I will be out of the office beginning May 10th and returning May

20th. I will have the case assessed before I leave and provide direction to

anyone assisting in my absence. Should this result in a repurchase, we will

require your assistance to obtain a complete payment history. We should be

able to get a payoff with per diem from the lien holder by contacting Ally

once we have the account number. I hope is all with you too!

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

Aaron Goldberg

Attached

Subject z // SR# 71-1178389907 // Documents

Hi Mary Beth,

It's been a while since we've worked on a claim together. Hope all is well with you :)

Per your request, attached please find the following documents: current

registration; repair orders / service history; and sales contract. I will

forward the signed release of lien info form as soon as I get it back from

my client. Please let me know if you need anything else.

Thanks for your help!

Aaron

-----

Aaron S. Goldberg, Esq. ASG LAW OFFICES 4640 Admiralty Way, Suite 500 Marina del Rey, CA 90292 Phone: (310) 594-5955 ext. 5

Fax: (310) 425-3115

Email: <u>aaron@asglawoffices.com</u> Website: <u>www.asglawoffices.com</u>

[attachment "registration.pdf" deleted by MaryBeth

Hollman/Austin/GM1]

[attachment "sales contract.pdf" deleted by MaryBeth

Hollman/Austin/GM1]

[attachment "repair orders.pdf" deleted by MaryBeth

Hollman/Austin/GM1]



May 6, 2013

Aaron Goldberg, Esq. ASG Law Offices 4640 Admiralty Way, Suite 500 Marina Del Rey, CA 90292

RE: v. General Motors

Service Request: 71-1178389907

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5EB7AF

Customer Relationship Specialist: Mary Beth Hollman

#### Dear Mr. Goldberg:

Regarding the above case, General Motors would like to make the following repurchase offer on your clients' 2010 Chevrolet Malibu for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your clients) his to show proof of ownership, lien release or payment history, and the signing of a release acceptable to General Motors.

General Motors requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your clients, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments # Unknown @ \$ Unknown	\$	Upon Proof*
(this includes sales tax of \$ 2,148.13)		
Total down payment	\$	4,000.00
Registration (11 months)	\$	193.42
Subtotal:	\$.	As Calculated
Less Usage/Depreciation	\$	Upon Proof*
(based on the service event at 6,065 miles)		_
Less GAP Insurance	\$	725.00
Less Negative Equity	\$	3,878.25
Less Finance Charges on Negative Equity	\$	Upon Proof*
Less Incentives	\$	3,000.00
Less Late Fees	\$	Upon Proof*

January 28, 2014 Page 2

Subtotal: \$ As Calculated

Attorney's Fees \$ 3,000.00 Subtotal: \$ As Calculated

Total Repurchase Offer \$\\$ As Calculated

Total due to attorney and clients: \$ As Calculated

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your clients before proceeding.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM <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.

General Motors requests you make this offer available to your clients at the earliest possible opportunity. If this offer is acceptable to your clients, please have your clients sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

<sup>\*</sup> Payoff to lien holder (good through Unknown Date) \$ Upon Proof\*

<sup>\*</sup> Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

<sup>\*</sup> In spite of our good faith efforts, General Motors has been unable to obtain the needed financial information independently. We ask for the assistance of your firm in promptly providing a complete payment history from the lender, on their letterhead, from which the needed figures can be calculated. In addition to a complete payment history, we will also need a lien payoff and a per diem.

Page 3	
Sincerely,	
General Motors	
Attach.	
CURRENT VEHICLE MILEAGE:	
Client's Signature	Client's Signature
Date	Date

cc: FILE

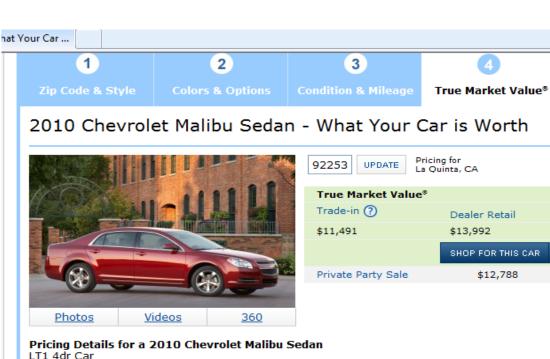
3/003 Fax Server

Fax Server

4/29/2013 1:58:53 PM PAGE

#### RELEASE OF LIEN INFORMATION

f .
(Client's Name)
hereby authorize Ally Pank (Lien holder Name) 1-800-0-35-255
Ally Financial P.O. Box 38001 Bloomington (Lien holder Physical Address) (Lien holder Phone Number)
to release any and all information regarding my loan account # (Account Number)
with Ally Bank (Lien holder Name)
to General Motors Company, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.
Date <u>5/4/13</u>
VEHICLE INFORMATION
The current vehicle mileage is $34.884$ Date mileage read: $5/4/3$ .
Sigháture Signature )
Signature /



### LT1 4dr Car

Customized True Market Value® Prices

#### **Dealer Retail** Trade-In Private Party National Base Price \$10,718 \$11,977 \$13,093 Optional Equipment \$394 \$432 \$520 \$66 \$79 Bluetooth \$60 Rear 110V Power Outlet \$89 \$97 \$117 Cargo Area Floor Mat \$82 \$90 \$108 6-Way Power Driver's Seat \$102 \$112 \$135 Remote Engine Start \$61 \$67 \$81 Color Adjustment - Gold \$17 \$19 \$21 \$-26 Regional Adjustment for Zip Code 92253 \$-22 \$-24 Mileage Adjustment - 34,884 miles \$384 \$384 \$384 Condition Adjustment - Clean \$0 \$0 \$0 \$13,992 Total \$11,491 \$12,788





**Aaron Goldberg** <aaron@asglawoffices. com>

05/06/2013 07:49 PM

To marybeth\_hollman@gmexpert.com

CC

bcc

Subject Re: v GM / 2010 Chevrolet Malibu

1 attachment

E278

payment history.pdf

Hi Mary Beth,

Attached please find the payment history.

Thanks!

Aaron

Aaron S. Goldberg, Esq. ASG LAW OFFICES 4640 Admiralty Way, Suite 500 Marina del Rey, CA 90292 Phone: (310) 594-5955 ext. 5

Fax: (310) 425-3115

Email: aaron@asglawoffices.com Website: www.asglawoffices.com

On May 6, 2013, at 2:00 PM, Aaron Goldberg < aaron@asglawoffices.com >

wrote:

Thanks Mary Beth! That's great news. My clients will be very happy. The numbers on the offer letter look right to me. I'm in the process of obtaining the complete payment history and will forward to you as soon as I get it. Then if you could send over a revised offer letter and release, I'll get both documents signed and returned asap.

Thanks again! I really appreciate your help with this.

Have a great night:)

Aaron

Aaron S. Goldberg, Esq. ASG LAW OFFICES 4640 Admiralty Way, Suite 500 Marina del Rey, CA 90292 Phone: (310) 594-5955 ext. 5

(310) 425-3115 Fax:

Email: aaron@asglawoffices.com Website: www.asglawoffices.com

On May 6, 2013, at 1:34 PM, <u>marybeth\_hollman@gmexpert.com</u> wrote:

RE: Customer Last Name: Service Request: 71-1178389907

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5EB7AF Customer Relationship Specialist: Mary Beth Hollman

Telephone: (866) 790-5600 Extension 31064

Fax: (866) 874-5882

Dear Aaron,

I have attached General Motors' repurchase offer for your review. I will

need your assistance to obtain a complete payment history to draft the

itemized offer letter. I will be able to get a payoff with per diem on my

own. Please advise after you have had an opportunity to review the offer

with your clients.

(See attached file: Offer 5-6-2013 Morales.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,

17:52 MAY 06, 2013 FAX NO: 1800-200-4622 #970323 PAGE: 2/3



May 06, 2013



Account No.:

Vehicle: 2010 CHEVROLET MALIBU

VIN: 1G1ZC5EB7AF

Dear

I have enclosed a payment history for your account as you requested. If you have any further questions, please do not hesitate to call the toll free number listed below.

Thank you for financing with Ally Financial.

Sincerely, Ally Financial 888-925-ALLY (2559) allyauto.com

Attachment

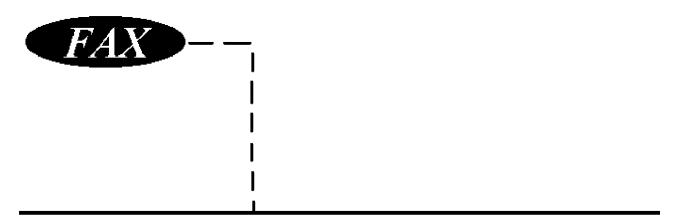
17:52 MAY 06, 2013 FAX NO: 1800-200-4622 #970323 PAGE: 3/3

May 06, 2013 Page 2

#### Payment History

Date Paid	Payment Paid	Finance Charge Paid	Late Charge Paid	Other Charges Paid	Total Paid
04/15/2013	\$377.91	\$103.23	\$0.00	\$0.00	\$481.14
03/15/2013	\$385.63	\$95.51	\$0.00	\$0.00	\$481.14
02/15/2013	\$372.96	\$108.18	\$0.00	\$0.00	\$481.14
01/15/2013	\$377.77	\$103.37	\$0.00	\$0.00	\$481.14
12/17/2012	\$364.79	\$116.35	\$0.00	\$0.00	\$481.14
11/15/2012	\$366.04	\$115.10	\$0.00	\$0.00	\$481.14
10/15/2012	\$374.97	\$106.17	\$0.00	\$0.00	\$481.14
09/17/2012	\$353.56	\$127.58	\$0.00	\$0.00	\$481.14
08/15/2012	\$362.87	\$118.27	\$0.00	\$0.00	\$481.14
07/16/2012	\$356.61	\$124.53	\$0.00	\$0.00	\$481.14
06/15/2012	\$354.30	\$126.84	\$0.00	\$0.00	\$481.14
05/15/2012	\$360.29	\$120.85	\$0.00	\$0.00	\$481.14
04/16/2012	\$345.46	\$135.68	\$0.00	\$0.00	\$481.14
03/15/2012	\$356.01	\$125.13	\$0.00	\$0.00	\$481.14
02/15/2012	\$349.50	\$131.64	\$0.00	\$0.00	\$481.14
01/16/2012	\$338.25	\$142.89	\$0.00	\$0.00	\$481.14
12/15/2011	\$344.81	\$136.33	\$0.00	\$0.00	\$481.14
11/15/2011	\$347.24	\$133.90	\$0.00	\$0.00	\$481.14
10/17/2011	\$331.15	\$149.99	\$0.00	\$0.00	\$481.14
09/15/2011	\$333.66	\$147.48	\$0.00	\$0.00	\$481.14
08/15/2011	\$331.50	\$149.64	\$0.00	\$0.00	\$481.14
07/15/2011	\$334.21	\$146.93	\$0.00	\$0.00	\$481.14
06/15/2011	\$332.11	\$149.03	\$0.00	\$0.00	\$481.14
05/16/2011	\$325.02	\$156.12	\$0.00	\$0.00	\$481.14
04/15/2011	\$322.91	\$158.23	\$0.00	\$0.00	\$481.14
03/15/2011	\$336.24	\$144.90	\$0.00	\$0.00	\$481.14
02/15/2011	\$329.06	\$152.08	\$0.00	\$0.00	\$481.14
01/17/2011	\$305.95	\$175.19	\$0.00	\$0.00	\$481.14
12/15/2010	\$319.86	\$161.28	\$0.00	\$0.00	\$481.14
11/15/2010	\$312.44	\$168.70	\$0.00	\$0.00	\$481.14
10/15/2010	\$315.88	\$165.26	\$0.00	\$0.00	\$481.14
09/15/2010	\$313.90	\$167.24	\$0.00	\$0.00	\$481.14
08/16/2010	\$300.72	\$180.42	\$0.00	\$0.00	\$481.14
07/15/2010	\$310.04	\$171.10	\$0.00	\$0.00	\$481.14
06/15/2010	\$313.83	\$167.31	\$0.00	\$0.00	\$481.14
05/17/2010	\$294.53	\$186.61	\$0.00	\$0.00	\$481.14

09:36 MAY 07, 2013 #970721 PAGE: 1/2



To:

Company:

Fax Number: 9,18668745882

Phone Number:

From: Samantha

Fax Number:

Phone Number 888-925-2559

Time Sent: Tuesday, May 7, 2013 09:35AM

Pages: 2

Description:

09:36 MAY 07, 2013 #970721 PAGE: 2/2



May 07, 2013

GM LEGAL 7401 E BEN WHITE BLVD AUSTIN, TX 78741

Customer:

Account No.:

Vehicle: 2010 CHEVROLET MALIBU

VIN: 1G1ZC5EB7AF

To Whom It May Concern:

In accordance with your request, the amount to pay the above account in full is \$15,532.15 plus \$3.25 per day for each day after May 17, 2013 (see below).

Net Amount To Be Remitted	\$	15.532.15
Other Charges Due	+	0.00
Late Charges Due	+	0.00
Finance Charges Accrued to Date	+	104.00
Present Unpaid Balance	\$	15,428.15

Plus \$3.25 finance charge per day for each day after May 17, 2013.

Please return this letter with your remittance to Payment Processing Center, PO BOX 78234, PHOENIX, AZ 85062-8234. Please call us on the toll free number mentioned below if we can be of further service or answer any questions you may have.

Sincerely, Ally Financial 888-925-ALLY (2559) allyauto.com



05/09/2013 03:40 PM

To Aaron Goldberg <aaron@asglawoffices.com>@SITELCWEB

cc bcc

Subject v GM / 2010 Chevrolet Malibu

RE: Customer Last Name: Service Request: 71-1178389907

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5EB7AF Customer Relationship Specialist: Mary Beth Hollman

Telephone: (866) 790-5600 Extension 31064

Fax: (866) 874-5882

Dear Aaron,

I have attached General Motors' itemized repurchase offer and release of claim for your review. We will need a copy of your firm's current W-9 (Rev December 2011) to complete the repurchase processing. Please advise after you have had an opportunity to review the offer with your clients.





Offer 5-9-2013 Morales.doc Release 5-9-2013 Morales.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,



May 9, 2013

Aaron Goldberg, Esq. ASG Law Offices 4640 Admiralty Way, Suite 500 Marina Del Rey, CA 90292

RE:

Service Request: 71-1178389907

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5EB7AF

Customer Relationship Specialist: Mary Beth Hollman

Dear Mr. Goldberg:

Regarding the above case, General Motors would like to make the following repurchase offer on your clients' 2010 Chevrolet Malibu for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your clients) to show proof of ownership.

General Motors requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your clients, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments (which includes sales tax of \$ 2,148.13)	\$ 17,321.04
Total down payment	\$ 4,000.00
Registration (11 months)	\$ 193.42
Subtotal:	\$ 21,514.46
Less Rebates/Incentives	\$ 3,000.00
Less Usage/Depreciation	\$ 1,480.64
Less Negative Equity	\$ 3,878.25
Less Interest on Negative Equity	\$ 542.64
Less Gap Insurance	\$ 725.00
Subtotal:	\$ 11,887.93
Attorney's Fees	\$ 3,000.00
Subtotal:	\$ 14,887.93

- \* Payoff to lien holder (good through 5/31/2013) \$ 15,577.65
- \* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Repurchase Offer \$30,465.58

*Total due to attorney and clients:* \$ 14,887.93

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your clients before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM <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.

If this offer is acceptable to your clients, please have your clients sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

**General Motors** 

cc: FILE

Attach

CURRENT VEHICLE MILEAGE:	
Client's Signature	Client's Signature
Date	Date

#### **RELEASE OF CLAIM**

1. We, (hereinafter referred to as "Releasor(s)"), as buyers of a certain 2010 Chevrolet Malibu, bearing Vehicle Identification Number
1G1ZC5EB7AF (hereinafter referred to as "Vehicle") and in consideration of payment by General
Motors Company of \$ 30,465.58, said payment to be made as outlined below, does for themselves and
each and all of their representatives, heirs, successors and assigns, hereby releases and discharges
General Motors Corporation, Motors Liquidation Company, General Motors Company, their
subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable
(hereinafter referred to as "Releasees"), of and from any and every claim, demand or right, including but
not limited to those for diminution in value, repair costs, or any other economic or non-economic
injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or
nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not
limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).
2. As consideration for this Release, and for the payment described above to be tendered in the form of
two checks: the first, in the amount of \$ 14,887.93, made payable to
& ASG Law Offices; the second in the amount of \$ 15,577.65, made payable to Ally

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

Financial.

- (a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to General Motors Company, will execute a limited Power of Attorney in favor of General Motors Company to correct any errors in title, and will execute an Odometer Statement.
- (b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before General Motors Company tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:
- (i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to General Motors Company upon receipt of \$ 30,465.58, less the estimated cost of repair to said Vehicle,
- (ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below General Motors Company shall make payment of said consideration to Releasor(s) of \$ 30,465.58, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2010 Chevrolet Malibu as determined by the Edmunds book, at the time this Release is executed by Releasor(s). (iv) That the Vehicle shall not exceed **34,884** plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of \$0.445 per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasees or its authorized dealer. (c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from Releasees by Releasor(s); (d) That neither General Motors Company's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by Releasees to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above; (e) That Releasor(s) and their attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution; (f) That Releasor(s) represents and warrant(s) that they are entitled to give a full and complete release of the claims which are the subject hereof; (g) That Releasor(s) have not assigned or otherwise transferred any interest in any claims which are the subject hereof; (h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein: (i) That Releasor(s) do hereby for themselves, their heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless Releasees from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above; (j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and Releasees. INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS DAY OF \_\_\_\_\_\_, 20\_\_\_\_\_\_. The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE \_\_\_\_\_ DATE SIGNED: \_\_\_\_

WITNESS:		
Claimant's Signature		Claimant's Signature
Address		Address
City, State, Zip Cod	le -	City, State, Zip Code
STATE OF		
COUNTY OF		
Sworn to (or affirmed) and	subscribed before r	ne this,
20, by		
		Signature of Notary Public
	Print, type or	stamp Commissioned Name of Notary Public
	Personally Kno	own OR Produced identification
	Type of identif	ication
	My commissio	n expires:

CC: File



1 attachment



Dear Mary Beth (or agent covering Mary Beth during her absence),

Attached please find the signed offer letter and release in the above-captioned claim. Please confirm your receipt and let me know the soonest we can arrange for the vehicle surrender.

Thanks for your help!

Best, Aaron

-----

Aaron S. Goldberg, Esq. ASG LAW OFFICES 4640 Admiralty Way, Suite 500 Marina del Rey, CA 90292 Phone: (310) 594-5955 ext. 5

Fax: (310) 425-3115

Email: <u>aaron@asglawoffices.com</u> Website: www.asglawoffices.com

On May 9, 2013, at 2:09 PM, Aaron Goldberg < <u>aaron@asglawoffices.com</u>> wrote:

Hi Mary Beth,

I don't think we'll be able to get the release notarized by 3:30pm today, so I will just email the documents to you as soon as possible. If you can make sure the agents checking your email can help process the repurchase and handle the vehicle surrender scheduling, that would be great.

It's been a pleasure working with you, as usual! Have a wonderful trip:) I'm sure you're excited about having some time off. Enjoy!

Aaron

Aaron S. Goldberg, Esq. ASG LAW OFFICES 4640 Admiralty Way, Suite 500 Marina del Rey, CA 90292 Phone: (310) 594-5955 ext. 5

Fax: (310) 425-3115

Email: <u>aaron@asglawoffices.com</u> Website: <u>www.asglawoffices.com</u>

On May 9, 2013, at 2:00 PM, marybeth hollman@gmexpert.com wrote:

RE: Customer Last Name: Service Request: 71-1178389907

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5EB7AF

Customer Relationship Specialist: Mary Beth Hollman

Telephone: (866) 790-5600 Extension 31064

Fax: (866) 874-5882

Dear Aaron,

I will be leaving at 3:30 PM PST sharp and am trying to tie up several loose ends before I leave. However, agents in my department will have access to my email while I am out of the office and can process the repurchase and schedule the surrender in my absence. I regret I won't get to finish this one with you myself. You have been a pleasure to work with as always!

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

Aaron Goldberg <aaron@asglawoffices.com>

To

marybeth hollman@gmexpert.com

Subject v GM / 2010 Chevrolet Re: Malibu

Thanks Mary Beth! Numbers look good. What's the latest I can return this to you before you leave?

#### Aaron

Aaron S. Goldberg, Esq. **ASG LAW OFFICES** 4640 Admiralty Way, Suite 500 Marina del Rey, CA 90292 Phone: (310) 594-5955 ext. 5 (310) 425-3115 Fax:

Email: <u>aaron@asglawoffices.com</u>

Website: www.asglawoffices.com

On May 9, 2013, at 12:40 PM, marybeth hollman@gmexpert.com wrote:

RE: Customer Last Name: Service Request: 71-1178389907

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5EB7AF Customer Relationship Specialist: Mary Beth Hollman

Telephone: (866) 790-5600 Extension 31064

Fax: (866) 874-5882

Dear Aaron,

I have attached General Motors' itemized repurchase offer and release of

claim for your review. We will need a copy of your firm's current W-9 (Rev

December 2011) to complete the repurchase processing. Please advise after

you have had an opportunity to review the offer with your clients.

(See attached file: Offer 5-9-2013 doc)(See attached file: Release 5-9-2013 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<Offer 5-9-2013 Morales.doc><Release 5-9-2013 doc>



May 9, 2013

Aaron Goldberg, Esq. ASG Law Offices 4640 Admiralty Way, Suite 500 Marina Del Rey, CA 90292

RE:

Service Request: 71-1178389907

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5EB7AF

Customer Relationship Specialist: Mary Beth Hollman

#### Dear Mr. Goldberg:

Regarding the above case, General Motors would like to make the following repurchase offer on your clients' 2010 Chevrolet Malibu for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your clients) to show proof of ownership.

General Motors requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your clients, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments	\$ 17,321.04
(which includes sales tax of \$2,148.13)	
Total down payment	\$ 4,000.00
Registration (11 months)	\$ 193.42
Subtotal:	\$ 21,514.46
Less Rebates/Incentives	\$ 3,000.00
	\$ 1,480.64
Less Usage/Depreciation	,
Less Negative Equity	\$ 3,878.25
Less Interest on Negative Equity	\$ 542.64
Less Gap Insurance	\$ 725.00
Subtotal:	\$ 11,887.93
Attornev's Fees	\$ 3,000.00
Subtotal:	\$ 14,887.93

\* Payoff to lien holder (good through 5/31/2013) \$ 15,577.65

<sup>\*</sup> Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.



Repurchase Offer

\$ 30,465.58

Total due to attorney and clients:

\$ 14,887.93

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your clients before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

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

If this offer is acceptable to your clients, please have your clients sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

ce: FILE

Attach



CURRENT VEHICLE MILEAGE: 35,075

// Client's Signature	Chient's Signature
5-10-13	5/10/13
Date	Date

#### RELEASE OF CLAIM

1. We, (hereinafter referred to as "Releasor(s)"), as buyers of a certain 2010 Chevrolet Malibu, bearing Vehicle Identification Number
1G1ZC5EB7AF (hereinafter referred to as "Vehicle") and in consideration of payment by General
Motors Company of \$ 30,465.58, said payment to be made as outlined below, does for themselves and
each and all of their representatives, heirs, successors and assigns, hereby releases and discharges General
Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries,
divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns
and all other persons, firms or corporations, who are or might be claimed to be liable (bereinafter referred
to as "Releasees"), of and from any and every claim, demand or right, including but not limited to those
for diminution in value, repair costs, or any other economic or noneconomic injuries, losses, breach of
warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have
resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or
manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may
be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of \$ 14,887.93, made payable to & ASG Law Offices; the second in the amount of \$ 15,577.65, made payable to Ally Financial.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

- (a) That upon receipt of the consideration described above, Releasor(s) will convey clear and uncnoumbered title of the vehicle to General Motors Company, will execute a limited Power of Attorney in favor of General Motors Company to correct any errors in title, and will execute an Odometer Statement.
- (b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before General Motors Company tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:
- (i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to General Motors Company upon receipt of \$ 30,465.58, less the estimated cost of repair to said Vehicle,
- (ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below General Motors Company shall make payment of said consideration to Releasor(s) of \$ 30,465.58, less said value of said Vehicle, and,
- (iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2010 Chevrolet Malibu as determined by the Edmunds book, at the time this Release is executed by Releasor(s).
- (iv) That the Vehicle shall not exceed 34.884 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the

consideration above shall be modified as follows: a reduction of payment of <u>\$0.445</u> per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasees or its authorized dealer.

- (c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from Releasees by Releasor(s):
- (d) That neither General Motors Company's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by Releasees to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;
- (e) That Releasor(s) and their attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;
- (f) That Releasor(s) represents and warrant(s) that they are entitled to give a full and complete release of the claims which are the subject hereof;
- (g) That Releasor(s) have not assigned or otherwise transferred any interest in any claims which are the subject hereof;
- (h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;
- (i) That Releasor(s) do hereby for themselves, their heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless Releasees from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;
- (j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and Releasees.

INTENDING TO BE LEGALLY BOUND BY THE TER UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE 100 1 3 - 1		
The undersigned has carefully read and understands this above.	-	
CURRENT VEHICLE MILEAGE 35, 075	DATE SIGNED: _	5/10/13
WITNESS:		·

Address	Address
Coocholo, CA City, State, Zip Code	City, State, Zip Code
STATE OF <u>Cavidornia</u>	<u>a</u> Le
Sworn to (or affirmed) and s	subscribed before me this 10 day of May,
	Signature of Notary Public
	D.R.PATEL
	Print, type or stamp Commissioned Name of Notary Public
D. R. PATEL Commission # 1853785	Personally Known OR Produced identification
Notary Public - California Riverside County My Comm. Expires Jul 10, 2013	Type of identification California Driver License
	My commission expires: 5414 [0, 2013]

CC: File





Case Number: 201456

Originator Name: 512-386-0832 MaryBeth\_Hollman@gmexpert.com 05/14/2013

Vehicle Info

 \*VIN:
 1G1ZC5EB7AF
 MSRP:
 24495.0
 \*TAC #:
 N/A

 Year:
 2010
 Make:
 Chevrolet
 Model:
 Malibu

**Vehicle Comments & TAC Explanation:** 

Dealer made repairs to airbag per prior campaigns and followed available bulletins to make repairs to other complaints.

Original Purchase Date: 04/15/2010

Vehicle Owner(s)

Entity Type Joint Owners

\* Names(s) on Title:

\* Primary Owner:

\* Address

\* City

\* Day Phone:

\* E-mail:

\_\_\_\_\_

\* Repurchase Mileage: 35075 \* Original Purchase Condition: New

\* Title State: CA

\* Fax Phone:

\* Secondary Owner:

\* State CA \* Home Phone: \* ZIP Code:
\* Cell Phone:

\* Reason Repurchase SIR light on - Airbag

UCC Codes (C4605) Restraints - (SIR) - Driver Front - SIR - Light On

Repurchasing Dealer:

\* Dealer #: 246095 Dealer Name: CHEVROLET CADILLAC OF LA QUINTA

**Region:** 10 **District:** 5145

\* Contact Name: Dan Gomez \* Contact Title: Service Manager E-Mail: dang@chevycadlq.com

Repair

\* Contact Name: \* Contact Title:

Vehicle Location: -

**Customer's Attorney** 

Legal Case Ref. #:Tax Id:Tax Id Type:Firm Name:ASG Law OfficesContact:Aaron S. Goldberg, Esq. 1099:

Address: 4640 Admiralty Way, Suite..

 City:
 Marina Del Ray
 State:
 CA
 Zip Code:
 90292

 Phone:
 (310) 594-5955
 Fax:
 (310) 425-3115
 E-mail:
 aaron@asglawoffices.com

Phone: (310) 594-5955 Local Counsel

Firm Name: Contact Person:

Firm Name: Contact Person Address:

City: State: Zip Code: Phone: Fax: E-mail:

May 17, 2013 Page 1 of 2





**Case Number:** 201456

**Originator Name:** 512-386-0832 MaryBeth\_Hollman@gmexpert.com

**Created Date:** 05/14/2013

Vehicle Lien Holder

Type of Secured Interest: Standard Lien \* Company: Ally Financial Account #: **Payoff Amount:** 15600.4 Per Diem: 3.25 Payoff Date: 2013-06-07

**Contact or Attention:** Payment Processing Center Address 6716 Grade Ln, Bldg 9, Su..

**ZIP Code:** 40213 City Louisville State KY

(800) 200-4622 Day Phone: Fax: 1-800-255-9502 E-mail:

**Transaction Details** 

\* Disposition: Siebel Request #: 71-1178389907 Auction Trans. State: CA Early Res - NISM - Vol Mediated \* Trans. Type: Straight Trans. Source:

**Compliance Type: Compliance Date:** 

\* Closing Date: Money to Dealer: 2013-05-28 0.0 Money to Manuf.: 0.0

**Repurchase Vehicle** 

Replacement VIN:

Disposition:

\* Processing Instructions: Please send combined customer attorney check to firms address

Please send vehicle to auction

Disbursement(s)

**Payment Type** Payee Line 2 Amount Payee **ASG Law Offices** 14887.93

Joint Customer/Attorney Repurchase Lien Payoff Ally Financial 15600.4

May 17, 2013 Page 2 of 2 Susan Hight/Austin/GM1

To scott.m.goff@gm.com

05/17/2013 04:38 PM

cc bcc

Subject Notification of NISM Closing - 71-1178389907 Morales

RE: Customer Last Name:

Service Request: 71-1178389907

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5EB7AF

Mediation Liaison: Susan Hight

Telephone: 866-790-5700 extension 41238

Fax: 866-857-3108

This email is to follow up on Service Request 71-1178389907 for customer The customer's vehicle is a 2010 Chevrolet Malibu with 34,884 miles. The customer has been working with Chevrolet Cadillac of La Quinta in La Quinta, CA. The Technical Assistance Center was not involved.

After negotiations with the plaintiff's counsel, the final offer of straight repurchase was accepted. The closing is scheduled for 5/28/2013 at the Chevrolet Cadillac of La Quinta dealership. Dan Gomez is the contact.

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 9:00 a.m. and 5:30 p.m., Eastern Time. Please refer to the service request number above.

Sincerely.

#### Susan Hight/Austin/GM1

05/17/2013 04:38 PM

To aaron@asglawoffices.com

cc MaryBeth Hollman/Austin/GM1@GM1

bcc

Subject V GM - Repurchase Closing

RE: Customer Last Name:

Service Request: 71-1178389907

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5EB7AF

Mediation Liaison: Susan Hight

Telephone: 866-790-5700 extension 41238

Fax: 866-857-3108

Aaron,

The repurchase date for your client's vehicle is scheduled for May 28, 2013 at the Chevrolet Cadillac of La Quinta dealership located in La Quinta, California, where Service Manager Dan Gomez is the contact person. Please call the dealership a day before the closing to confirm receipt of repurchase documents and to schedule a time for the inspection/vehicle surrender, which usually takes between 15-20 minutes to complete. Again, if there is any major damage or modifications to subject vehicle, your client will be responsible for all repair charges and the repurchase will be cancelled until such repairs are completed. If there are any additional questions or concerns, please feel free to contact me.

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 9:00 a.m. and 5:30 p.m., Eastern Time. Please refer to the service request number above.

Sincerely,

Susan Hight/Austin/GM1 05/17/2013 04:39 PM

To dang@chevycadlq.com

cc bcc

Subject Repurchase

RE: Customer Last Name:

Service Request: 71-1178389907

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5EB7AF

Mediation Liaison: Susan Hight

Telephone: 866-790-5700 extension 41238

Fax: 866-857-3108

Dan,

The surrender for vehicle has been scheduled for 5/28/2013 at your dealership, as previously discussed. You should expect to receive the repurchase packet a day or two prior to the surrender and a call from the customer or their attorney to set up a mutually agreed time. Thank you again for all you help and feel free to call me if anything comes up.

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 9:00 a.m. and 5:30 p.m., Eastern Time. Please refer to the service request number above.

Sincerely,



05/30/2013 10:51 AM

To "Nohemi Duncan" <Nohemi.Duncan@gmrvdchq.com>@SITELCWEB cc

bcc

Subject RVDC Case 201456 - 2010 Chevrolet Malibu

RE: Customer Last Name: Service Request: 71-1178389907

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5EB7AF Customer Relationship Specialist: Mary Beth Hollman

Telephone: (866) 790-5600 Extension 31064

Fax: (866) 874-5882

Dear Nohemi,

Please advise when you have received all the documents to close this case and the checks have gone out so that we may close it on our end. 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,



To "marybeth\_hollman@gmexpert.com" <marybeth\_hollman@gmexpert.com>

CC bcc

Subject RE: RVDC Case 201456 -2010 Chevrolet

Malibu

Hi Marybeth,

The CA 262's were printed with the wrong vin number. I will need to send a new set to the have signed by customers. I will call the PA for mailing instructions.

Nohemi Duncan **Disposition Coordinator** Reacquired Vehicle Center 2717 Schust Saginaw, MI 48603

T 888.567.3234 x2353 F 888.412.3343

nohemi.duncan@gmrvdchq.com

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----Original Message----

From: marybeth\_hollman@gmexpert.com [mailto:marybeth\_hollman@gmexpert.com]

Sent: Thursday, May 30, 2013 10:52 AM

To: Nohemi Duncan

Subject: RVDC Case 201456 2010 Chevrolet Malibu

RE: Customer Last Name: Service Request: 71-1178389907

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5EB7AF Customer Relationship Specialist:

Mary Beth Hollman

Telephone: (866) 790-5600 Extension 31064

Fax: (866) 874-5882

Dear Nohemi,

Please advise when you have received all the documents to close this case and the checks have gone out so that we may close it on our end. 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,



To "marybeth\_hollman@gmexpert.com" <marybeth\_hollman@gmexpert.com>

cc bcc

b

Subject FW: 201456-

Marybeth,

I forgot to cc you in on this.

#### Nohemi Duncan

Disposition Coordinator Reacquired Vehicle Center 2717 Schust Saginaw, MI 48603

T 888.567.3234 x2353 F 888.412.3343

nohemi.duncan@gmrvdchq.com

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From: Nohemi Duncan

**Sent:** Tuesday, June 04, 2013 4:15 PM

**To:** 'aaron@asglawoffices.com' **Subject:** 201456-

Hi Aaron,

Here is the tracking on the two-party check that will be FedEx to you today: 06/04/2013 04:03:21 PM - PA ck trkg number 5518 0157 0827 sent to ASG Law Offices.

Thank you,

#### Nohemi Duncan

Disposition Coordinator Reacquired Vehicle Center 2717 Schust Saginaw, MI 48603

T 888.567.3234 x2353

#### nohemi.duncan@gmrvdchq.com

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(Rev. Docomber 2011) Department of the Treasury External Personan Service

#### Request for Taxpayer Identification Number and Certification

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

	Name (as shown on your moome tax return)							
	Aaron S. Goldberg							
e,i	Business numeridisregarded entity remue if dijlurant from above	Businoss name/disregarded entity name, if dillurant from above						
	ASG Law Offices							
Print or type See Specific Instructions on page	Chack appropriate box for federal tax classification:    Individual/sets proprietor	-						
Print o	☐ Other (ese instructions) ►							
≗		ester's name and address (optional)						
8	4640 Admiralty Way, Suite 500	The same tables and						
9	City, state, and ZIP code							
B	Matina del Rey, CA 90292							
	List account number(s) here (optional)	<del></del>						
:	·							
Par	Taxpayer Identification Number (TIN)							
Enter	your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line	Social socurity number						
resida entitia	id backup withholding. For individuals, this is your social security number (SSN). However, for a nt alien, sole proprietor, or disregarded entity, see the Part Linstructions on page 3. For other s, it is your employer identification number (EIN). If you do not have a number, see How to get e a page 3.							
Note. numb	If the account is in more then one name, see the chart on page 4 for guidelines on whose at to enter.	Employer identification number						
Par	III Certification							
_	penalties of perjury, I certify that:							
	s number shown on this form is my correct texpuyer identification number for Lem walting for a nur							
5-1	n not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I having a first I am subject to backup withholding as a result of a failure to report all interest or dividinger subject to backup withholding, and	re not been notified by the Internal Revenue idends, or (c) the IRS has notified me that Lam						
3. lar	n a U.S. citizen or other U.S. person (defined below).							
becau interca genera	ication instructions. You must cross out item 2 above if you have been notified by the IRS that you as you have failed to report all interest and dividends on your tax return. For real estate transaction at paid, acquisition or ebandonment of secured property, carcellation of debt, contributions to an in ally, payments other than interest and dividends, you are not required to sign the certification, but y attoris on page 4.	a, item 2 does not apply. For mortgage						

#### U.S. person General Instructions

Signature o

Section references are to the Infernal 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 texpayer identification number (TIN) to report, for екаторів, income paid to you, real estate transactions, mortgaçe interest you paid, acquisition or abandonment of secured property, cancellation. of debt, or contributions you made to an IFIA,

Use Form W-9 only if you are a U.S. person (including a resident atien), 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 rumber to be issued),
- 2. Certify that you are not subject to backup withholding, or
- 3. Claim examption from backup withholding if you are a U.S. exampt payee. If applicable, you are also certifying that as a U.S. person, your effocable share of any partnership income from a U.S. trade or business. is not subject to the withholding tax on fore go 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

11-15-12

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

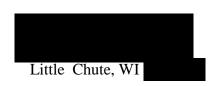
- An individual who is a U.S. citzen or U.S. resident glien,
- A permerahio, corporation, company, or association created or organized in the United States or under the laws of the United States.
- An estate (other then a foreign estate), or

Date ►

A don'estic trust (as dof.ned in Regulations section 301.7701-7).

Special rules for portnorships. 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 tex. Therefore, if you are a U.S. person that is a partner in a pertnership conducting a trude or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withhelding on your share of partnership income.

January 28, 2014



Dear

At Pontiac, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2007 Pontiac G6.

This offer is valid towards <u>one</u> service visit on VIN 1G2ZG58N874 In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any GM dealership for redemption. 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,

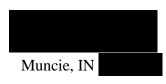
Pontiac Customer Assistance Center Service Request 71-1181449981

For more information regarding the maintenance and care of your vehicle, please visit www.gm.com/vehicles/owner\_advantages.html. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

#### ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op 0600046. Insert the amount in the net item column and insert the CAC Service Request number in your comments. This <u>original</u> letter must be surrendered by the customer and retained by the dealer for audit purpose

January 28, 2014



Dear

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2009 Chevrolet Malibu.

This offer is valid towards <u>one</u> service visit on VIN 1G1ZH57BX94. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to contact our Executive Office at 1-313-667-7153. Please refer to your service request number listed above and we will be happy to assist you.

Sincerely,

Chevrolet Executive Office Service Request 71-1183736906

For more information regarding the maintenance and care of your vehicle, please visit www.gm.com/vehicles/owner\_advantages.html. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

#### ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op 0600046. Insert the amount in the net item column and insert the CAC Service Request number in your comments. This <u>original</u> letter must be surrendered by the customer and retained by the dealer for audit purposes.

Shakia Shoels/Austin/GM1

05/16/2013 08:47 AM

To byron.mckenzie@gm.com

CC

bcc

Subject Chevrolet Notification of Escalation to Austin Executive
Assistants Team

Dear Byron,

This email is being sent to notify you we received an escalation in your region. This is a courtesy communication and requires no further contact on your part. A case has already been created.

Service Request: 71-1183736906

Customer Last Name:

Involved Dealership: Muncie Chevrolet Cadillac, Inc., 196453, Muncie, IN

Dealership Contact: «SERVICE MANAGER NAME»

VIN: 1G1ZH57BX94

Automobile: 2009 Chevrolet Malibu 50,000

Vehicle History Overview: Customer is seeking reimbursement on a brake switch repair. The vehicle has no recalls/SPC for this issue. This is the first time for the concern and vehicle is out of warranty. Customer did buy the vehicle new. It was about \$300.00 for the repair. I do not see any grounds for reimbursement. I will deny the request. He was offered a \$100 maintenance letter but declined from CAC. I will re offer that. I thank you for your time.

Sincerely,

General Motors

If you have further questions, please contact Executive Assistant Shakia at «855-880-1400 Ext. 31065, or by fax at 866-485-4464. You may also contact the Executive Team at 313-667-7153, Monday through Friday between 8:00 am and 6:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

System (1:39:48 PM): chat\_has\_been\_initiated

System (1:39:53 PM): [You are now chatting with Brandon.]

Brandon (1:39:58 PM): Hi! How may I help you?

Customer (1:41:53 PM): I have a 2007 G6. The check engine light came on and the desplay reads Reduced Engine Power. I took the car in 3 weeks ago but they cannot find the problem. Is there any way you can help?

Brandon (1:42:40 PM): I apologize for the issue with your vehicle. You may want to speak to someone at the Customer Assistance Center for further assistance. I can transfer you to them now if you'd like.

Customer (1:43:23 PM): that would be great. Thank you.

Brandon (1:43:33 PM): You're welcome. Just a moment please.

System (1:43:45 PM): [You have been transferred to department: Customer Assistance Center]

Customer (1:47:53 PM): Good afternoon. As stated above I am having a problem with my 2007 G6. Is there anyone who can help?

System (1:52:07 PM): [You are now chatting with Amanda.]

Amanda (1:52:13 PM): Welcome to GM Customer Assistance my name is

Amanda. Please allow me a few minutes to review the information already provided.

Amanda (1:53:28 PM): Thank you for allowing me a few moments to go over the notes that have been sent.

Amanda (1:53:46 PM): I am sorry to hear about your concerns with your vehicle. I would be happy to help any way that I can.

Amanda (1:54:04 PM): Would you be willing to provide me with some information for documentation purposes? I will need your Name, address, phone number, and email address, along with your VIN and mileage.

Customer (1:59:28 PM) : My name is , PawPaw MI , I don't have the VIN number with me as my car has been sitting at a certified repair shop for some

time. The car has 128000 miles on it.

Amanda (1:59:59 PM): Thank you for that information.

Amanda (2:00:19 PM): They have not been able to diagnose the vehicle? Customer (2:02:26 PM): No. I have called many times and have been told 3 different things they thought the problem may have been. I have even had one part replaced. Any help you could provide would be very helpful.

Amanda (2:02:57 PM): What dealership are you working with

Customer (2:03:08 PM): Tapper in PawPaw.

Amanda (2:05:54 PM) : Ok I will be happy to call them, would you mind waiting a few moments while I do that?

Customer (2:06:24 PM) : sure

Amanda (2:07:04 PM): Ok great I will be happy to speak with them regarding your vehicle. Do you have a service advisor that you are working with?

Customer (2:09:27 PM): No, I received a message from John Tapper earlier today.

Amanda (2:10:18 PM) : Ok I am calling them right now.

Amanda (2:19:49 PM): Thank you for being so patient while I call the dealership Amanda (2:20:49 PM): I spoke to the owner Mr Tapper, his is the one who left you a message. He is hoping that they will be able to call you sometime this afternoon with a diagnosis. They are working on the vehicle and trying to get the diagnosis for you.

Amanda (2:21:20 PM): I know that it is frustrating to wait for that answer. I would be happy to follow up with you tomorrow and make sure that they got in contact with you.

Customer (2:24:10 PM): That would be great. Thank you for your time.

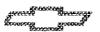
System (2:25:20 PM): [Customer has left the session]

Amanda (2:25:25 PM):

You are very welcome. If you need to contact me before I call you my name is Amanda my number is

**866**-790-5600 x 30809

System (2:25:35 PM): [Agent Amanda has closed the session]













## **General Motors Business Resource Center**

# FΔX

**Charles Back** To:

\*Company:

Fax:

5132487178

Phone:

From:

**Julia Garcia** 

Fax:

866-874-5909

Phone:

866-790-5600 Ext. 31403

E-mail.

CC:

### **NOTES:**

Per my message, please review the following questions and response:

- 1. Has TAC ever been contacted?
- -If so, please provide TAC number and reason: 71-9899990530
- -If not, why not?
- 2. To your knowledge any accidents? NO
- 3. To your knowledge any insurance claims?  $\mathcal{NO}$
- 4. To your knowledge any aftermarket modifications? N O

Thank you

DEC 13, 2011 SUMMARY HISTORY DISPLAY

Store 01 SERVC01 PORT 5051 3100

				<b></b> -					<u></u> -
	STOMER NAI							SERIAL NO. 10	
TO	ral R/O'S	7	TOTA	SEF	RV. DAY	ZS 3	39	MAKE CV C	HEVROLET
:					-				
1					•	J#	Т	OPERATION CODE.	DESCRIPTION
1	296401	11/15/2011	9354	Α					
1	,	1		${f T}$	5500	1	W	99CVZRENTAL	RENTAL VEHICLE
2	293357 √	10/03/2011	9354	Α	5505				
1	•			T	5500	1	W	42CVZ	AXLE+DIFF+TRANSF
		/		${f T}$	5500	2	W	99CVZRENTAL	RENTAL VEHICLE
3	292908 🗸	09/26/2011	8894	Α	5505				
	7	, ,		Т	5500	1	W	42CVZ	AXLE+DIFF+TRANSF
		<b>^</b>		$\mathbf{T}$	5500			99CVZRENTAL	RENTAL VEHICLE
4	292682 ✓	09/22/2011	8028	Ά	5505	_	••	7 7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
-		05/22/2022	0020	T	5500	1	TA7	42CVZ	AXLE+DIFF+TRANSF
				_	5500			99CVZRENTAL	RENTAL VEHICLE
=	202001 V	09/13/2011	7006	7	5505		71	JJC V ZKER IAH	KENTAE VEHICEE
3	∠3∠UU1 V	09/13/2011	1300	T	5500	7	T.7	32CVZ	DITET CYCEDM
				_		_			FUEL SYSTEM
				T	5500	_	W	99CVZRENTAL	RENTAL VEHICLE
				T'	5500	3	W	28CVZ004	ELECTRICAL

(E=ENTER) (F=FORWARD) (P=PAGE) (LINE#) (S=SUMMARY PRINT) (HO=HOSTS)

No. 0806 P. 3/27

PRE DELIVERY INS

DEC 13, 2011 SUMMARY HISTORY DISPLAY

CUSTOMER NAME

TOTAL R/O'S

7

TOTAL SERV. DAYS 39

MAKE CV CHEVROLET

LN# RO.NO. RO. DATE. MILES. ADV/TECH J# T OPERATION CODE. DESCRIPTION....
6 287173

07/06/2011
10 A 5547

T 5292 1 W 50CVZ002

BODY
7 284929
06/06/2011
10 A 4954

5611 1 I 90CVZ

(E=ENTER) (P=PAGE) (LINE#) (S=SUMMARY PRINT) (HO=HOSTS) E

### Chevrolet Sales, Inc.

1099 LILA AVENUE • MILFORD, OH 45150 • PH (613) 831-5555 • FAX (613) 248-7185

PARTS DIRECT LINE (513) 248-7171



OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
SERVICE HISTO	RV						

DATE	DEGME APPEC						
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
SPERSON NO.							

					the same of the same	011111	
CALL WHEN	1G12C5E19BF	YEARMAKEMODE 11/CHEVR	OLET/MALIBU/MALIBU 1LT	PRODUCTION DATE	STOCK NO. BF387363	LICENSE NO.	R.O. NO. 284929
READY:	MIKE CASTRUCC 1099 LILA AVENU		CUSTOMER NO. SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	n. o. date 06/06/11
☐ Yes ☐ No	MILFORD, OH 451		BLACK GRANITE/TIT	RACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
	DHN@A.COM	<u> </u>	TURBO MMC AIR COND. P.S. TRANS	MILEAGE 10	ADVISOR NO. 4954	ADVISOR JAMES CAS	
	TIME RECEIVED   DATE/TIME PROM   09:36am   06/06/1	В В В В В В В В В В В В В В В В В В В	I hereby authories the input work himinister set forts to be done along with it in case of line, that or any clause beyond your control or for any elegan caused employment permission to operate the vehicle herein devoluted on sheets, they on which is to secure the amount of appairs therein. Any two CHARGE MARS, NOTED BY SERVICE WRITER CONSTITUTES CUSTOMER'S SIGNATURE A.	i by unavallability of paris or dela 1975 of elsewhere for the purpos ANTY WORK SUBJECT TO APP	n in perta enipments by the : 8 of testing and/or inspection 10724 . CLISTONETR AGRESS	eupplier út frairsportet. I heraby g 1. An express mechanics lien is h 9 THAT VERSUL (NO TELEPHINA	rant you and/or your seraby advovviedged serapromotery.com/or
APPOINTMENT		LABOR RATE	NOT AUTHORIZE COMPLETION OF A REPART OR SERVICE, A CHARGE WI BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR OR PARTS INVO	ll be imposed for disassei	erly, reassembly on par	STOREN, NOTHERED WORK ST	ICH CHARGE WILL

ORIGINAL CUSTOMER ESTIMATE: TOTAL

PRE DELIVERY INSPECT PERFORM NEW VEHICLE INSPECTION ACCORDING TO MANUFACTURER **SPECIFICATIONS** 

LIMITED WARRANTY: The only warrantles on the part(s) sold hereby are those which may be offered by the manufacturer. The selling Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and inhibited variations of interchanted may of the person to assume for it any liability in connection with the sale of said products and/or service. Therefore, with respect to the seller, the product is sold "As-is" and the entire risk as to quality and performance of the product is with the buyer and/or nsk as to quainly and penormance or the product is writh the duyer analytic manufacturer, and if the product proves defective after purchase, the buyer analytic manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair. Buyer shall not be entitled to recover from the selling Dealer any consequential damages, damages to property, dameters. ages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

\$	INITIAL HERE
AUTHORIZED ADDITIONS	DATE
\$	BY
ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE (25) DOLLARS.	INITIAL YOUR CHOICE:  WRITTEN ESTIMATE  ORAL ESTIMATE  100 NOT REQUEST AN ESTIMATE
ATTENTION: WE ARE NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE.	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
TERMS:	REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED

□ CASH ☐ CHECK

ORIGINAL ESTIMATE

OTHERWISE DISCARD

**CUSTOMER'S ACCEPTANCE** 



CREDIT CARD



PAGE 1 OF 1



## Chevrolet Sales, Inc.

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PARTS DIRECT LINE (513) 248-7171



CUSTOMER NO. 1		JAMES CAST	RUCCI	4954 TAG IN	Σ.		06/11	INVOICE NO. CVCS284929
MIKE CASTRU	CCT CHEV	LABOR RATE	LICENSE NO.	MILEAGE	10	COLOR BLACK	GRANI	STOCK NO. BF387363
1099 LILA AVE	NUE	YEAR/MAKE/MODEL 11/CHEVROL	ET/MALIB	J/MALIBU 1	LLT	DELIVERY DA	26/11	DELIVERY MILES 15
MILFORD, OH 4	5150	VEHICLE LO. NO. 1 G 1 Z C	5 E 1 9	B F		SELLING DEA	LER NO.	PRODUCTION DATE
DNH@A.COM		F. T. E. NO.		P. O. NO.		P. O. DATE 06/0	06/11	
RESIDENCE PHONE	BUSINESS PHONE 513-831-5555	COMMENTS			<del></del>	1		MO:
JOB# 1 CHARGES					•••••			he only warranties apply-
PERFOR SPECIF NEW VE	PRE DELIVERY INSPECT M NEW VEHICLE INSPECTION ACT ICATIONS HICLE PDI PERFORMED	CORDING TO MANUFA	ACTURER		INTERNAL	by the ma expressly of or implied merchanta and neithed person to a with the sa	mufacturer. The disclaims all was including an oblit or fitness or assumes or assume for it alle of this item.	see which may be offered ne selling dealer hereby varranties, either express by implied warranties of for a particular purpose, or authorizes any other any liability in connection (s) and/or service. Buyer
	J0B# 1	JOURNAL PREFIX	CVES JOB#	1 TOTAL	0.00	dealer any	consequentia	recover from the selling all damages, damages to loss of use, loss of time,
TOTALS		• • • • • • • • • • • • • • • • • • • •						, or any other incidental
[]CASH []CHECK		ROL #		ABOR	0.00			
[] VISA [] M/C	[] DISCOVER [] A/X []	CAR CARE ONE	TOTAL S	ARTS UBLET	$0.00 \\ 0.00$			
	TH AN ASTERISK (*) INDICATE PARANTEE (APPLIED TO CUSTOME		TOTAL M TOTAL M	.O.G ISC CHG. ISC DISC AX	0.00 0.00 0.00			
from General Motors not able to return Service Manager, CH	you may receive a satisfac based on this service visi it "COMPLETELY SATISFIED", ARLES BACK, or Sales Manage completing the survey. Tha	t. If you are please contact r, SEAN		NVOICE \$	0.00 <b>0.00</b>			
CUSTOMER SIG		E INVOIC	E ****	*********	******			

DEALER 160255

VIN STATUS INOUIRY

06/06/11

RO NUMBER:

VIN: 1G1ZC5E19BF

MIKE CASTRUCCI CHEV.

Page 1

VEHICLE INFORMATION:

MODEL: 1ZH69 -2011 MALIBU LT SEDAN

BARS ORDER TYPE: 70 - RETAIL - STOCK

ORDER NUMBER: PODG89

INVOICE DATE: 05/25/2011

VEHICLE WEIGHT: 1989

MILEAGE AT DELIVERY: 0

BUILD DATE: 05/25/2011 PLANT: F -

PHONE:

BACI DELIVERY DATE:

DELIVERING DEALER: DELIVERY TYPE CODE:

DESCRIPTION:

SERVICE CONTRACT: NO

BRANDED TITLE: NO OPTION: YES WARRANTY BLOCK: NO

PDI STATUS: Y

APPLICABLE WARRANTIES: STATUS EFFECTIVE RFFECTIVE END DATE END DESCRIPTION DATE ODOMETER ODOMETER CORROSION LIMITED WARRANTY APPLICABLE 05/25/2011 0 05/25/2017 100000 BUMPER TO BUMPER LIMITED WARRANTY APPLICABLE 05/25/2011 0 05/25/2014 36000 POWERTRAIN LIMITED WARRANTY APPLICABLE 05/25/2011 0 05/25/2016 100000 EMISSION SELECT COMPONENT LTD WTY APPLICABLE 05/25/2011 05/25/2019 80000

REQUIRED FIELD ACTIONS:

CODE

CAMPAIGN DESCRIPTION

DISPOSITION TYPE DATE

EXP DATE

SERVICE INFORMATIONAL ITEMS:

ITEM#

DESCRIPTION

SERVICE DATE TYPE

RO NUMBER REPAIR DATE ODOMETER SERVICE TYPE A87363

05/27/2011

160255

REPAIR BAC REPAIR DEALER

MIKE CASTRUCCI CHEVROLET-OLDSMOBILE

PHONE 5138315555

JOB RELATED AUTHORIZATION CODE

ADJUSTED TRANS TYPE

CAUSAL PART NUMBER DESCRIPTION

NO

1 WARRANTY

ZPDT

LABOR OPERATION DESCRIPTION

Z7000

PRE-DELIVERY INSPECTION - BASE TIME

----- END OF REPORT -----

PAGE 1 OF 1

ACCOUNTING COPY

# Mike Castrucci 石

### Chevrolet Sales, Inc.

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#### PARTS DIRECT LINE (513) 248-7171



CUSTOMER NO. 68087	ADVISOR CATHY LAWSO	N	5547 TAG !	VO.	07/31/11	INVOICE NO. CVCB287173
	LABOR RATE	LICENSE NO.	MILEAGE		COLOR BLACK GRANI	STOCK NO. BF387363
CINCINNATI, OH	YEAR/MAKE/MODEL 11/CHEVROLE	T/MALIBU,	/MALIBU	1LT	06/26/11	DELIVERY MILES 15
CINCINIATI, ON	VEHICLE I.D. NO. 1 G 1 Z C	5 E 1 9 B			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.		07/06/11	
JOB# 1 CHARGES						МО
LABOR	TECH(S): NT ON HOOD PANEL A0347 MATE	5292 RIALS GB		WARRANTY WARRANTY 0.00	ing to this item(s) are the by the manufacturer. The expressly disclaims all or implied, including a merchantability or fitness and neither assumes for it with the sale of this item shall not be entitled to dealer any consequentity.	The only warrantles apply- ose which may be offered he selling dealer hereby warranties, either express my Implied warranties of s for a particular purpose, nor authorizes any other any liability in connection n(s) and/or service. Buyer recover from the selling all damages, damages to loss of use, loss of time
JOB# 1 TOTALS					loss of profit, or income damages.	e, or any other incidental
	OURNAL PREFIX (			0.00		
COMMENTS						
TOTALS						
[ ] CASH [ ] CHECK #	R CARE ONE IMITED PD REPAIRS) on survey If you are ease contact SEAN	TOTAL LAE TOTAL PAF TOTAL SUE TOTAL G.C TOTAL MIS TOTAL MIS TOTAL TAX	RTS BLET J.G GC CHG. GC DISC	0.00 0.00 0.00 0.00 0.00 0.00 0.00		
CUSTOMER SIGNATURE ************************************	<del></del>	****	********	******		

[ END OF INVOICE ] 03:50pm

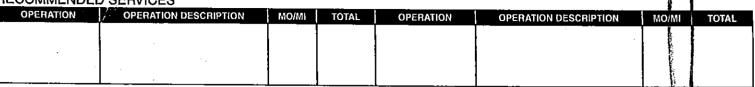
# gastrucci 🗲

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SERVICE HISTORY グリDATĚ. REPAIR ORDER MILEAGE ADVISOR TECHNICIAN TYPE OPERATION **OPERATION DESCRIPTION** 07/06/11 06/06/11 BODY PRE DELIVERY INSPEC 50CVZ002 90CVZ 5547 4954 5292 5611

SALESPERSON NO. 5284 KEVIN M BACHMAN RVSTATE\REG# OH E Ι C E1G1ZC5E19BF LICENSE NO. CALL 11/CHEVROLET/MALIBU/MALIBU 1LT 292001 BF387363 WHEN CUSTOMER NO. 68087 SERVICE CONTRACT 06/26/11 SELLING DEAL DELIVERY MILES JR. O. DATE READY: 9/13/11 ☐ Yes CONTRACT NO. EXPIRATION DATE 06/26/16 CINCINNATI, OH BLACK GRANITE/TIT 100 000 ☐ No 7, 9<u>86</u> AIR COND. P. S. DEE COB DEE 09:18am 11:59pm

Thereby exhacts the impair work hareholder set forth to be done along with the necessary meanful and agree that you are not responsible for beet or demand of varieties set in revision in case of the finish or any cases beyond your control or for any delays caseed by unerelability of parts or delays in parts arityments by the appoint or the responsibility of parts or delays in parts arityments by the appoint or the responsibility of parts or delays in parts arityments by the appoint or the responsibility of parts or delays in the purpose of leasing and/or imposition, the cases of the parts of the parts of the purpose of the parts of th LABOR RATE CUSTOMER SIGNATURE X

ORIGINAL CUSTOMER ESTIMATE: TOTAL

**COMMENTS: ENTERPRISE** 

X Yes ☐ No

JOB

2

W 32CVZ FUEL SYSTEM CUSTOMER STATES VEHICLE ONLY GETTING 23 MPG ON HIGHWAY 90% OF DRIVING IS HIGHWAY. TRACTION CONTROL COMES ON AND OFF AT RANDOM.

STATES 23 MPG IS BASED ON THE DRIVER'S INFORMATION CENTER

**W** 99CVZRENTAL **RENTAL VEHICLE RENTAL VEHICLE ENTERRPRISE** 

LIMITED WARRANTY: The only warranties on the part(s) sold hereby are the parties souther by the manufacturer. The selfing Dealer hereby all those which may be offered by the manufacturer. The selfing Dealer hereby expressly disclaims all warranties, either express or I polled, including any implied warranties of merchantebility 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 and/or service. Therefore, with respect to the seller, the product is sold "As-Is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer, and if the product proves defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair. Buyer shall not be entitled to recover from the selling Dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or Income, or any other incidental damages.

ORIGINAL ESTIMATE CUSTOMER'S ACCEPTANCE INITIAL HERE AUTHORIZED ADDITIONS DATE TIME\_ **ESTIMATE** INITIAL YOUR CHOICE:

(UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMA **ESTIMATE** IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE (25) I DO NOT REQUEST AN ESTIMATE DOLLARS. ATTENTION: ALL PARTS ARE NEW UNLESS

WE ARE NOT RESPONSIBLE FOR SPECIFIED OTHERWISE ARTICLES LEFT IN VEHICLE.

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED □ CASH ☐ CHECK OTHERWISE ☐ DISCARD CREDIT CARD





# Mike Castrucci 🖘

### Chevrolet Sales, Inc.

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CUSTOMER NO.	ADVISOR		TAG P	<sup>736</sup>	INVOICE DATE
68087	DEE DEE	COBB	5505	/36	09/16/11
		DDEL		7,986	BLACK GRANI DELIVERY DATE
CINCINNATI, OH	11/CHEVI	ROLET/MALIBU			06/26/11 SELLING DEALER NO.
CINCINIATI, OII		C 5 E 1 9 B			SELLING DEALER NO.
	F.T.E.NO.		P. O. NO.		R.O.DATE 09/13/11
	COMMENTS				<u></u>
JOB# 1 CHARGES	GETTING 23 MPG ON ACTION CONTROL CO	CH(S):5500 I HIGHWAY MES ON			Limited warranty: Ing to this item(s) are the by the manufacturer. The expressity disclaims all the or implied, including an enchantability or fitness and neither assumes reperson to assume for it
CURRENT VALUES: 24.5 MPG AND RESET VALUES TO ZERO AND ROAD DEALERSHIP TO 5 MILE ROAD AND ENDING VALUES: 29 MPG AND AVE SET AT 70 MPH ON FREEWAY VEHICLE OPERATING TO DESIGNED	AVG SPEED 35 MPH. TEST VEHICLE 24 BACK. RECHECK VA SPEED 60 MPH. CR	MILES FROM ALUES RUISE WAS			with the sale of this iten shall not be entitled to dealer any consequenti property, damages for loss of profit, or Income damages.
JOB# 1 TOTALS					
JOB# 2 CHARGES·····	# 1 JOURNAL PREF	IX CVCS JOB#	1 TOTAL	0.00	
LABOR	TEC	H(S):5500		WARRANTY	
SUBLETPO#VEND INV#-INV.DATE-D 102365 3811D5424 09/20/11 R		TOTAL	- SUBLET	INTERNAL 0.00	
JOB# 2 TOTALS					
JOB# 3 CHARGES	# 2 JOURNAL PREF	IX CVCS JOB# 2	2 TOTAL	0.00	
LABOR	TEC	CH(S):5500			
PARTSQTYFP-NUMBERD 1 15835337 S	ESCRIPTION WITCH 4.710		T PRICE- - PARTS	WARRANTY 0.00	
JOB# 3 TOTALS					
<del>"</del>	# 3 JOURNAL PREF		3 TOTAL	0.00	
COMMENTSENTERPRISE			•••••		
PAGE 1 OF 2 ACCOUNTING CO	PPY	(CONTINUED ON 1	NEXT PAGE}	03:50pm	The Reynolds an

ANTY: The only warranties applyare those which may be offered lurer. The selling dealer hereby ms all warranties, either express ding any implied warranties of or fitness for a particular purpose, umes nor authorizes any other ne for it any liability in connection his item(s) and/or service. Buyer itled to recover from the selling equential damages, damages to es for loss of use, loss of time, Income, or any other incidental

INVOICE NO. CVCS292001

**15** 

MO:

STOCK NO. BF387363

PRODUCTION DATE

DELIVERY MILES

Mike Castrucci 🖵

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PARTS DIRECT LINE (513) 248-7171

· · · · · · · · · · · · · · · · · · ·						
68087	ADVISOR DEE DEE C	овв 5	505 TAG NO	736		INVOICE NO. CVCS292001
	LABOR RATE	LICENSE NO.	MILEAGE		COLOR BLACK GRANI	BF387363
CTNCTAINATT	YEAR/MAKE/MODEL 11/CHEVRO	LET/MALIBU/MA	ALIBU 1	LT	06/26/11	DELIVERY MILES 15
CINCINNATI, OH	VEHICLE I.D. NO. 1 G 1 Z C	5 E 1 9 B F			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P.O	O. NO.	· · · ·	09/13/11	
PREMIER PHONE	COMMENTS					мо:
OTALS	R CARE ONE IMITED PD REPAIRS) on survey If you are ease contact SEAN	TOTAL LABOR. TOTAL PARTS. TOTAL SUBLET TOTAL G.O.G. TOTAL MISC ( TOTAL MISC ( TOTAL TAX	CHG.	0.00 0.00 0.00 0.00 0.00 0.00 0.00	LIMITED WARRANTY: Tr ing to this item(s) are thos by the manufacturer. The expressly disclaims all we or Implied, including any merchantability or fitness and neither assumes no person to assume for it a with the sale of this item( shall not be entitled to a dealer any consequential property, damages for lo loss of profit, or income, damages.	se which may be offered e selling dealer hereby arranties, either express y Implied warranties of for a particular purpose, or authorizes any other may liability in connection (s) and/or service. Buyer recover from the selling I damages, damages to ses of use, loss of time,
					1	

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Complaint - Current Values 24.5m/G AVGSRE	BR	Description	Parts	Labor	Total	Time Stamp
35 m/H.			ļ	<u> </u>		
reset vives to zerot hard test	1	Mileage 798	16 1	<del> </del>		
Cause - 24 miles from Daylaship to 5 mile Rogo		801	O ort	-	SEP	13 14.
+ Back, Recheck values AUG 29mPG+						
Gonth Cruise was set at 70 on Fra	م درجان					
Correction - offered normally (clock time)						13 15.
observing normany (Not of the			<u> </u>			<u>.</u>
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Complaint - Wecken Candrel Switch	+-+		<del> </del>			<del> </del>
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Correction -			-		<del></del>	
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Complaint -						
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Cause - 3337		<u> </u>		Tax	· <del>-</del>	
ARRANTY PARTS	╀─┼		<del> </del>	Total		
RETURNED	Job Okay	ved	Job (	Okayed	•	
Correction - 3/ / INIT	\$	<del></del>	\$			<del>-</del>
	Time		Time			
	Date		Date			

## Chevrolet Sales, inc.

1099 Η Δ. ΔΥΕΝΙΤΕ

10// [	ILA AVENUE	• MILFORD, OH 45	150 • PH (513)	831-5555	FAX (51	3) 248-7185					
RECOM	MENDED	SERVICES	T LINE (513) 24	8-7171					g	<b>\</b>	
OPER	RATION	OPERATION DESC	RIPTION	O/MI TO	OTAL	OPERATIO					
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SERVIC	E HISTOR	Υ	<del></del>					<del></del> ,	1_	1	1
D.	ATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNIC				ď	1	
09/1	.3/11	292001	7986	5505	5500	) W	32CV	OPERATION	OPÈ	RATION DESCR	IPTION
07/0 06/0	6/11	287173	10	FF.45	5500 5500	) W	1 99cv	ZRENTAL Z004	FUEL SYS RENTAL V ELECTRIC	TEM EHICLE	
06/0	9/17	287173 284929	į iŏ į	5547 4954	5292 5611	W	50čv 90cv	/Z002	LBODY II	1	
SALESPEI	RSON NO.	284 × KEVIN M	  BACHMAN	<u> </u>	<u> </u>		500,	-	AKE DENT	VERY INSPEC	Г
			YEARMAKEM		<u>Ε R \</u>	/IC	Ē		<u> </u>	STATE	REG# OH
CALL WHEN	1G1ZC	5E19BF	11/CHE	VROLET/	MALIBU	J/MALIBU	117	PRODUCTION DATE	STOCK NO.	M ICENSE NO	R. O. NO.
READY:				CUSTOME	1 NO. 087	SERVICE CONTRA	cr	DELIVERY DATE	BF38736	SELLING DEALER	292682
☐ Yes ☐ No	CINCINN	ATI, OH		COLOR			CONT	06/26/11	ll	EXPIRATION MILES	09/22/11
_			-	TURBO 1	WMC AIR	TE/TIT	TRANS	MILEAGE	N0/ 50/ T	p 100,00	00 7311
Í	1			I banks a second	CVZZ	77		8,022	ADVISOR NO. 5505	DEE DE	E COBB
	Targetties	PATE/TIME PROMISED	1 FO PRIOR	in case of fire, in	heit or evy cause by ission to operate the	eremanêç perjamîn in be do Hyand yawî canîhal ar ior en A yenîda bêrem desertesî	ne along with ( ly delays course he about him	he necessary malerial and agree of by unevolubility of parts or delegant or delegant or delegant or delegant or delegant or delegant or delegant or delegant or delegant or delegant or delegant of the purpose of the parts of th	hei you are not responsit re in parte etipmente by I	de for tobalter clarage to vehicle	e or articles left in vehicle
APPOINTMENT	10:13am	09/22/11 1	1:59pm	NOTED BY SEL	RAYOR THE INTOUNT OF PRICE WRITER CON	PROPERTY OF THE PARTY NO CONTRACTOR OF THE PARTY	HARGE WARR SIGNATURE A	and the purpose of the purpose and the purpose	e ol leading endlor inspec 1044L CUSTOMER AGR EVENT THAT YOU THE	AND AND ENDING MECHANICS FOR IEEE THAT VERBAL OR TELE	n is hereby economission PHONE AUTHORIZATION
X Yes			LABOR RATE	BE DIRECTLY R	ELATED TO THE ACT	TA REPAIR OR SERVICE, TUNL AMOUNT OF CAMERO	A CHARGE WI	LL BE APPOSED FOR DISASSEL	BLY, REASSEMBLY OR	PARTIALLY COMPLETED WOR	MANERICEMENT BUT DO K. Such Charge Will
□ No		•		CUSTOMER	SIGNATURE X					<i>\\\</i>	Ì
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	ORIGINAL	. CUSTOMER ESTIMA	TE: TOTAL				\	LIMITED WARRANT	Y: The only warr	erdes on the part(s)	sold hereby are
x						000 -		those which may be o expressly disclaims a implied warranties of			
COM	MENTS:		<del></del>	_		500		Implied warranties of a neither assumes nor flability in connection fore, with respect to	Buthorizes any	other person to as	Her purpose, and string for it any
RELO	OK / ENTE	RPRISE	1027	737		~~~	M	fore, with respect to I	the seller, the p	sud products and/or	r service. There- s" and the entire
1:1-0 <b>W</b> =	42CVZ		<u>////</u> />			ハフ	\gamma 1	risk as to quality and manufacturer, and it it and/or manufacturer.	not the seller	Sidefective after pure	chase, the buyer
CUST	OMER STA	TES TRACTION (	<i>XLÉ+DÌFF+TF</i> DFF STILL DIS	RANSFE! Plaving		Y.Fristesi		and/or manufacturer, necessary servicing o the selling Dealer any			
LIGHT		bruse As		5734	AND NO	W ESC		ages for loss of use, incidental damages.	loss of time, los	of profit, or Incom	ne, or any other
		200 ), Jan	SPI	AL ORC	ERED	PARTS		ORIGINAL ES	TIMATE	CUSTOMER'S A	CCEPTANCE
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1 XX			100	<i>!</i>		6r'\		MORE THAN TWENT DOLLARS.	TY FIVE (25)	Í	I DO NOT REQUEST
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PAGE 1	OF I	271486	11 Co>6	1-11		1885	15 <sup>1</sup> 5				292682
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# 🗁 Mike Castrucci 🗁

### Chevrolet Sales, Inc.

1099 LILA AVENUE • MILFORD, OH 45150 • PH (513) 831-5555 • FAX (513) 248-7185

#### PARTS DIRECT LINE (513) 248-7171



CUSTOMER NO. 68087		ADVISO DE E	DEE CO	OBB		550	TAG N	311	09/23/11	CVCS292682
			RATE		ISE NO.		MILEAGE		COLOR BLACK GRANI	втоск NO. В F 3 8 7 3 6 3
		YEAR	MAKE/MODEL CHEVRO	ET/M	IAI TRI	 1/MAL 3	rell 1		06/26/11	DELIVERY MILES 15
CINCINNATI, OH		VEHIC	E ID NO					<u>-</u>	SELLING DEALER NO.	PRODUCTION DATE
		F.T.E.	G 1 Z C	. ) E	т 9	B F	<u>.                                      </u>		R. O. DATE	<del> </del>
		COMM	ENTS	_					09/22/11	
										мо: 8028
JOB# 1 CHARGES										The only warrantles apply- ose which may be offered
LABOR  J# 1 42CVZ  CUSTOMER STATES TRACTIO  LIGHT ALSO COMING ON  CALL TAC. CHECKED WIRIN  #71-989990530)  TAC STATES MOST LIKELY  REPLACED TRACTION CONTR	N OFF ST G HARNES NEW SWIT OL SWITC	ILL DISPI S. OKAY. CH FAILEI H, TEST I	LAYING ANI (TAC CASI D DROVE	D NUW E	:SU			- WARRANTY	expressly disclalms all or implied, including a merchantability or fitnes and neither assumes person to assume for it with the sale of this iter shall not be entitled to dealer any consequent	The selling dealer hereby warranties, either express my implied warranties of s for a particular purpose, nor authorizes any other any liability in connection n(s) and/or service. Buyer recover from the selling ial damages, damages of time.
PARTSQTYFP-NUMBER 1 15835337					TOTAL	- PART	S	WARRANTY 0.00		loss of use, loss of time, e, or any other incidental
G.O.G. & SUPPLIES 1.0 Z5001		@	/UI	NIT	TOTAL	- GOG		WARRANTY 0.00		
JOB# 1 TOTALS·····			•••••	<b>-</b>						
JOB# 2 CHARGES	JOB#	1 JOURN	AL PREFIX	cvcs	JOB#	1 TOTA	L 	0.00		
LABOR. J# 2 99CVZRENTAL RENTAL VEHICLE RENTAL VEHICLE ENTERPRISE			TECH(	S):5500	) a sa Para list. Yangi Para list			WARRANTY		
JOB# 2 TOTALS			- <b></b>							
	JOB#	2 JOURN	AL PREFIX	CVCS	J0B#	2 TOTA	L	0.00		
COMMENTSRELOOK / ENTERPRISE		••••								

# 🗁 Mike Castrucci 🚭

### Chevrolet Sales, Inc.

1099 LILA AVENUE • MILFORD, OH 45150 • PH (513) 831-5555 • FAX (513) 248-7185

PARTS DIRECT LINE (513) 248-7171



CUSTOMER NO. 68087	ADVISOR DEE DEE COB	B	5505 TAG	ю. 311	09/23/11	INVOICE NO. CVCS292682
	LABOR RATE	LICENSE NO.	MILEAGE		COLOR BLACK GRANI	STOCK NO. BF387363
<u></u>	YEAR/MAKE/MODEL 11/CHEVROLE	T/MALTBU/	MALTBU	-	DELIVERY DATE 06/26/11	DELIVERY MILES 15
CINCINNATI, OH	VEHICLE I.D. NO.  1 G 1 Z C	-			SELUNG DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.		R.O. DATE 09/22/11	
RESIDENCE PHONE BUSINESS PHONE	COMMENTS		1		03/22/11	MO: 8028
TOTALS	CAR CARE ONE TE LIMITED HER PD REPAIRS) THE ACTION SURVEY SIT. If you are please contact ger, SEAN	TOTAL LAB TOTAL PAR TOTAL SUB TOTAL G.O TOTAL MIS TOTAL TAX TOTAL IN	TS LET .G C CHG. C DISC	0.00 0.00 0.00 0.00 0.00 0.00 <b>0.00</b>	ing to this item(s) are the by the manufacturer. If expressly disclaims all or implied, including a merchantability or fitnes and neither assumes person to assume for it with the sale of this iter shall not be entitled to dealer any consequent property, damages for	The only warrantles apply- lose which may be offered the selling dealer hereby warrantles, either express iny implied warrantles of is for a particular purpose, nor authorizes any other any liability in connection in(s) and/or service. Buyer or recover from the selling aid damages, damages to loss of use, loss of time, e, or any other incidental
PAGE 2 OF 2 ACCOUNTING COPY		I END OF I	INVOICE ]	03:50pm		

Complaint - Contact +AC. Ct with honess	LBR HRS		escription	Par	ts	Labor	Total	Time Stamp
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Replace to Switch + Retest what					<u>-</u>		-	· ·
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Cause - 155337			· .	·		<b>_</b>	<u> </u>	
WARRANTY PARTS		<u></u>				Tax Total	<u> </u>	-
RETURNED	Job Okay	red	· ·	<u> </u>	Job Ok		<u> </u>	
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	Date		···	Ī	Date			

292908

# Mike Castrucci 🗖

## Chevrolet Sales, Inc.

1099 LILA AVENUE • MILFORD, OH 45150 • PH (513) 831-5555 • FAX (513) 248-7185

PARTS DIRECT LINE (513) 248-7171

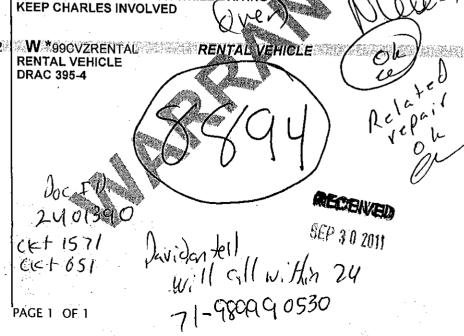


OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL.	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
	<i>Y</i> .					WOM	TOTAL
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SERVICE HISTOR	RY						
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/22/11	292682	8022	5505	5500	W	42cvz	AXLE+DIFF+TRANSFER
09/13/11	292001	7986	5505	5500 5500 5500 5500 5500 5292	3 ≥ ≥	99CVZRENTAL 32CVZ 99CVZRENTAL	RENTAL VEHICLE FUEL SYSTEM RENTAL VEHICLE
07/06/11	287173	10	5547	5500 5292	¥	28CVZ004 50CVZ002	ELECTRICAL BODY
SALESPERSON NO.	5284 KEVIN M	BACHMAN	SI	E R V I	С	E 8879	STATE REG# OH

1	<u> </u>		<u> </u>	<u>KV</u> .	<u>т</u> с і		X 8 /7	W	SIAIER	EG# UH
CALL WHEN	1G1ZC5E19BF	11/CHEVR	OLET/MA				PRODUCTION DATE	втоск но. BF387363	LICENSE NO.	R.O.NO 292908
READY:			CUSTOMER NO.	7 SER	VICE CONTRAC		06/26/11	DELIVERY MILES 15	<u> </u>	09/26/11
□ No	CINCINNATI, OH		COLOR BLACK C TURBO TAMIC					06/26/16	EXPIRATION MILES 100,000	*311
	DEGIORNAL AVAILA		CVZ	ZZ		TRANS	MICEAGE 8 222	ADVISOR NO. 5505	ADVISOR DEE DEE	
	04:25pm 09/22/11 11:5	9рт РВЮВІТУ	employees permission to on which to secure the NOTED BY SERVICE	o operate the valid a amount of repairs WRITER CONSTITUT	e herein described of therein. ANY NO C Thes. customers.	y obrbys course M streets, high HARGE WARRI BUGNATURGE A	i by unavariablity of parts or deb rays or elementers for the purpor NYTY WORK SUBJECT TO APP 8. OF DIRLY WORTTON IN THE	yo in parts shipments by the re of testing and/or inspection ROYAL CUSTOWER AGREE SHIPMENT THE TESTING TO THE PROPERTY OF T	for loss or damage to valide or supplier or transporter. I hereby g n. An aupress mechanics lien is it IS THAT YERBAL, OR TELEPHON USTOMER, AUTHORIZE COMME	rant you end/or your ereby echnomicalged RE AUTHORIZATION
APPOINTMENT  Yes  No		LABOR RATE	NOT AUTHORIZE COM BE DIRECTLY RELATED CUSTOMER SKG	TO THE AC	PAR OR REPORT	i mushe w	I se listern con recess	THE PERSON OF THE	USTOMER, AUTHORIZE COMME RITIALLY COMPLETED WORK, S	CH CHARGE WILL

	ORIGINAL CUSTOMER ESTIMATE:	TOTAL
	x	5500
	COMMENTS: RELOOK / ENTERPRISE	
	W *42CVZ AXLE- CUSTOMER STATES TRACTION CON- STILL COMING ON. SOMETIMES LIGH	TROLIESC MESSAGE AND LIGHT COM
	SOMETIMES IT COMES ON WHILE DR	IVING VE )
3	WYOON TOTAL	



LIMITED WARRANTY: The only warrantles on the part(s) sold hereby are those which may be offered by the manufacturer. The selling Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchaniability 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 and/or service. Therefore, with respect to the seller, the product is sold "As-is" and the entire risk as to quality and performance of the product is with the boyer and/or manufacturer, and if the product proves defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair. Buyer shall not be entitled to recover from the selling Dealer any consequential damages, damages to property, dam-ages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE					
<b>\$</b>	INITIAL HERE					
AUTHORIZED ADDITIONS	DATE TIME BY1					
ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE (25) DOLLARS,	INITIAL YOUR CHOICE:  WRITTEN ESTIMATE ORAL ESTIMATE IOO NOT REQUEST AN ESTIMATE					
ATTENTION: WE ARE NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE.	ALL PARTS AND NEW UNLESS SPECIFIED OTHERWISE					
TERMS: CHECK	REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE DISCARD					

Mike Castrucci 🗗

## P. 18/27 No. 0806 CVCS292908

#### Chevrolet Sales, Inc.

1099 LILA AVENUE • MILFORD, OH 45150 • PH (513) 831-5555 • FAX (513) 248-7185

PARTS DIRECT LINE (513) 248-7171

©USTOMER NO. 68087	ADVISOR DEE DEE CO	OBB 550	)5 TAG NO. 311	09/28/11	CVCS292908
	LABOR RATE	LICENSE NO.	MILEAGE 8,879	BLACK GRANI	BF387363
	YEAR/MAKE/MODEL 11/CHEVRO	LET/MALIBU/MAL	06/26/11	DELIVERY MILES 15	
CINCINNATI, OH	VEHICLE I.D. NO.  1 G 1 Z C	: 5 E 1 9 B F	SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. O. N	Ю.	09/26/11	
	COMMENTS	· \			MO: 8894

AXLE+DIFF+TRANSFER TECH(S):5500 WARRANTY J# 1 42CVZ AXLE+DIFF+TRANSFER

CUSTOMER STATES TRACTION CONTROL/ESC MESSAGE AND LIGHT COM
STILL COMING ON. SOMETIMES LIGHT IS ON AT START UP AND
SOMETIMES IT COMES ON WHILE DRIVING
KEEP CHARLES INVOLVED
TAC CASE #71-989990530
SCAN TEST FOUND C0561-71 SET IN HISTORY. CHECK ENHANCED
DATA AND FOUND SUB CODE 8E - CALLED TACH, SUBCODE RELATED
TO TCS SWITCH. RECOMMNED RUN 2 NEW WIRES TO SWITCH FROM
TERMINAL - TERMINAL WITH NEW FINDS TERMINAL - TERMINAL WITH NEW ENDS.
REWIRED TCS SWITCH TERMINAL TO TERMINAL AND ROAD TEST
ALL WORKING TO DESIGNED INTENT JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL
JOB# 2 CHARGES------0.00 J# 2 99CVZRENTAL RENTAL VEHICLE TECH(S):5500 WARRANTY RENTAL VEHICLE DRAC 395-4 JOB# 2 TOTALS-----0.00 JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL

COMMENTS------

LIMITED WARRANTY: The only warranties applying to this item(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

RELOOK / ENTERPRISE

# Mike Castrucci 🖘

### Chevrolet Sales, Inc.

1099 LILA AVENUE • MILFORD, OH 45150 • PH (513) 831-5555 • FAX (513) 248-7185

PARTS DIRECT LINE (513) 248-7171



CUSTOMER NO. 68087	DEE DEE COB	в 55	105 TAG NO.	09/28/11	INVOICE NO. CVCS292908
	LABOR RATE	LICENSE NO.	MILEAGE 8,879	COLOR BLACK GRANI	втоск No. BF387363
CINCINNATI, OH	YEAR/MAKE/MODEL 11/CHEVROLE VEHICLE I.D. NO. 1 G 1 Z C 5	<u> </u>	LIBU 1LT	06/26/11 SELLING DEALER NO.	DELIVERY MILES  15 PRODUCTION DATE
	F.T. E. NO.	8.0	NO.	R.O. DATE 09/26/11	
	COMMENTS				мо: 8894
TOTALS	CAR CARE ONE E LIMITED ER PD REPAIRS) ction survey it. If you are	TOTAL LABOR. TOTAL PARTS. TOTAL SUBLET TOTAL G.O.G. TOTAL MISC CI TOTAL MISC D. TOTAL TAX TOTAL INVO	0.00 0.00 0.00 HG. 0.00 ISC 0.00 0.00	LIMITED WARRANTY: T Ing to this item(s) are the by the manufacturer. The expressity disclalms all we or implied, including ar merchantability or fitness and neither assumes in person to assume for it with the sale of this item shall not be entitled to dealer any consequentia property, damages for ke loss of profit, or income damages.	use which may be offered the selling dealer hereby varranties, either express by implied warranties of the for a particular purpose, or authorizes any other any liability in connection (s) and/or service. Buyer recover from the selling al damages, damages to ses of use, loss of time,
CUSTOMER SIGNATURE ************************************	TE INVOICE	******	********	·	
PAGE 2 OF 2 ACCOUNTING COPY		[ END OF INVO	DICE ] 03:50pm		

Complaint - Jech 2 Jest Cale Co561-71	LBR HRS	Description	Par	ts La	bor	Total	Time Stamp
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Cause - Sub Code Related to tos Suitch	1				· ·		<u> </u>
Le Commerce) ed Run 2 new juves to Su, the	1	*					<del> </del>
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Cause -							
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293357

# like Castrucci **5**

GM BRC

### Chevrolet Sales, Inc.

1099 LILA AVENUE • MILFORD, OH 45150 • PH (513) 831-5555 • FAX (513) 248-7185

PARTS DIRECT LINE (513) 248-7171

**RECOMMENDED SERVICES** 

LECCIANAICIADE	J OLI WIOLO					<i>t</i>	ţi
OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
	·				Need wilesel		

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/26/11	292908	8879	5505	5500	W	42CVZ 99CVZRENTAL	AXLE+DIFF+TRANSFER RENTAL VEHICLE
09/22/11	292682	8022	5505	5500 5500 5500 5500 5500	Ŵ	42CVZ	AXLE+DIFF+TRANSFER
09/13/11	292001	7986	5505	5500 5500	W	99CVZRENTAL 32CVZ	RENTAL VEHICLE
			L	5500	· W	99CVZRENTAL	RENTAL VEHICLE

SALESPERSON NO. 5284 STATE REG# OH KEVIN M BACHMAN SFRVTCF

and the second second second													
CALL	YEARMAKEMODEL 11/CHEVROLET/MALIBU/MALIBU 1LT PRODUCTION DATE STOCK NO. BF387363						STOCK NO. BF387363	LICENSE NO.		P.O.NO. 293357			
WHEN READY:			CUSTOMER NO. 68087	SERVICE CONTRACT		06/26/11	DELIVERY MILES 15	SELLING DEAL	ER NO	10/03/11			
☐ Yes ☐ No	CINCINNATI, OH		BLACK GRAN	ITE/TIT	CONTR	777354	96/26/16	EXPIRATION M	<b>₫</b> 5 <b>Q</b> 0(	888			
			TURNO MMC AI CVZZ	R COND.   P. 6.   1	TRANS	9,315	ADVISOR NO. 5505	ADVISOR DEE	ÞΕ	СОВВ			
	BESIDENÇE BROME   BIRIMESS DROM		I hereby authorize the repair work in case of fire, theit or any cause employees permission to operate	beyond your control or for any d	Migri caused	by unconfability of parts or dela	ys in parts altipments by the	supplier or transporter	Money	grant you and/or your			
	03:28pm   10/03/11 11:59	9pm!	on which to secure the amount of south of the secure wasten of the secure with the secure of the sec	ol repoins thereto. Any MO CHA Chastitutes customers by	JAGE WARA Grature as	wity work subject to App 5 of fully written, in the	royal, cústomer ágree Event that you, the c	s that verbal or Ustomer, authori	TE COM	one authorization Jencewert But do			
APPOINTMENT		LABOR RATE	BE DIRECTLY RELATED TO THE A					,					
□ No			CUSTOMER SIGNATURE	Χ.					┵				

ORIGINAL CUSTOMER ESTIMATE: **TOTAL** COMMENTS: SEE HISTORY / DRAC RESERVED W \*42CVZ AXLE+DIFF+TRANSFER CUSTOMER STATES TRAC / ESCYLIGHT STILL COMING ON. CAME ON AT START UP AND STAYED ON. 2

W \*99CVZRENTAL RENTAL VEHICLE **DRAC 390** 

PERSON 5225

98999 0530

CoS61-71

LIMITED WARRANTY: The only warrantles on the part(\$) sold hereby are those which may be offered by the manufacturer. The selling Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 and/or service. Therefore, with respect to the seller, the product is sold "Aşts" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer, and if the product proves defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair. Buyer shall not be entitled to recover from the selling Dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profil, or income, or any other incidental damages. CUSTOMER'S ACCEPTANCE

\$	INITIAL HERE			
AUTHORIZED ADDITIONS	DATE			
ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE (25)	INITIAL YOUR CHOICE:  WRITTEN ESTIMATE  ORAL ESTIMATE  I DO NOT REQUEST			
DOLLARS.  ATTENTION:	ALL PARTS ARE NEW UNLESS			

WE ARE NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE.

ORIGINAL ESTIMATE

CASH CHECK CREDIT CARD

SPECIFIED OTHERWISE REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE





DISCARD

PAGE 1 OF 2

ACCOUNTING COPY

# Mike Castrucci 🖘

## Chevrolet Sales, Inc.

1099 LILA AVENUE • MILFORD, OH 45150 • PH (513) 831-5555 • FAX (513) 248-7185

PARTS DIRECT LINE (513) 248-7171



LABOR RATE LICENSE NO. MILEAGE 9,315 BLACK GRANI BF3  YEAR/MAKE/MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT DELIVER 06/26/11  DELIVER 06/26/11	ENO.
CINCINNATI, OH    Standard   Stan	S293357
TITION TO THE CONTROL ON THE CONTROL	87363
TECH(S):5500  ADOR:  ADOR:  #1 42CVZ  AXLE+DIFF+TRANSER  CUSTOMER STATES TRAC / ESC LIGHT STILL COMING ON. CAME ON AT START UP AND STAYED ON. SCAN TEST FOUND CO561-71. START UP AND STAYED ON. SCAN TEST FOUND CO561-71. START UP AND STAYED ON. SCAN TEST FOUND CO561-71. START UP AND STAYED ON. SCAN TEST FOUND CO561-71. START UP AND STAYED ON. SCAN TEST FOUND CO561-71. START UP AND STAYED ON. SCAN TEST FOUND CO561-71. START UP AND STAYED ON. SCAN TEST FOUND CO561-71. START UP AND STAYED ON. SCAN TEST FOUND CO561-71. START UP AND STAYED ON. SCAN TEST FOUND CO561-71. START UP AND STAYED ON. SCAN TEST FOUND CALLED TAC  (CASE #71-1989995030) REC FOUND. CALLED TAC  (CASE #71-1989995030) RECOMMEND REPLACE BOM REPLACE BOM REPLACED AND REPROGRAMMED BODY CONTROL MODULE  AND PERFORMED SET UP  ROAD TEST, ALL WORKING AS DESIGNED  PARTS QTY - FP. NUMBER - DESCRIPTION - UNIT PRICE-  1 20941534 MODULE 2.560 TOTAL - PARTS 0.00  ALSC - CODE - DESCRIPTION - CONTROL NO. SL SERVICE RENTAL CAR TOTAL - MISC 0.00  JOB# 1 TOTALS - JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00  JOB# 2 CHARGES - JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00  JOB# 2 TOTALS - JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00  COMMENTS - COMMENTS - DESCRIPTION - CONTROL NO. DO COMMENTS - CONTROL NO. DO COMMENTS - COMMENTS - CONTROL NO. DO COMMENTS - CONTROL NO. DO COMMENTS - CONTROL NO. DO COMMENTS - CONTROL NO. DO COMMENTS - CONTROL NO. DO COMMENTS - CONTROL NO. DO COMMENTS - CONTROL NO. DO COMMENTS - CONTROL NO. DO COMMENTS - CONTROL NO. DO COMMENTS - CONTROL NO. DO COMMENTS -	15
COMMENTS   RO.NO.	ICTION DATE
COMMENTS    CHARGES   COMMENTS	
ABOR.  AXLE+DIFF+TRANSFER  TECH(S):5500  WARRANTY  CUSTOMER STATES TRAC / ESC LIGHT STILL COMING ON. CAME ON AT  START UP AND STAYED ON.  SCAN TEST FOUND CO561-71 SUBCODE 8E STORED IN HISTORY  IN ELECTRONIC BRAKE CONTROL MODULE. NO OTHER CODES OR  FAILURE RECORDS WERE FOUND. CALLED TAC.  (CASE #71-989990530). RECOMMEND REPLACE BCM  REPLACED AND REPROGRAMMED BODY CONTROL MODULE  AND PERFORMED SET UP  ROAD TEST, ALL WORKING AS DESIGNED  PARTS:  OTY - FP. NUMBER:  1 20941534 MODULE 2.560  ALSC - CODE - DESCRIPTION - UNIT PRICE-  1 20941534 MODULE 2.560  ALSC - CODE - DESCRIPTION - CONTROL MODULE  SL SERVICE RENTAL CAR  TOTAL - MISC 0.00  ALSC - CODE - DESCRIPTION - CONTROL MISC	
ABOR	MO: 935
MISC CODE DESCRIPTION CONTROL NO WARRANTY SL SERVICE RENTAL CAR TOTAL - MISC 0.00  JOB# 1 TOTALS JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00  JOB# 2 CHARGES TECH(S):5500 WARRANTY RENTAL VEHICLE DRAC 390  JOB# 2 TOTALS JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00  COMMENTS CONTROL NO WARRANTY 0.00	ng dealer here es, either expre ed warranties articular purpos cortzes any of litty in connecti /or service. Buy r from the selli ages, damages use, loss of tim
JOB# 1 TOTAL - MISC 0.00  JOB# 1 TOTAL - MISC 0.00  JOB# 1 TOTAL - MISC 0.00  JOB# 1 TOTAL - MISC 0.00  JOB# 2 CHARGES	
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00  ABOR  ABOR  RENTAL RENTAL VEHICLE  DRAC 390  JOB# 2 TOTALS  JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00  COMMENTS	
ABOR# 2 99CVZRENTAL RENTAL VEHICLE TECH(S):5500 WARRANTY RENTAL VEHICLE DRAC 390  OB# 2 TOTALS	
RENTAL VEHICLE DRAC 390  OB# 2 TOTALS  JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00  OMMENTS	
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00	
COMMENTS	

[CONTINUED ON NEXT PAGE]

03:50pm

# 🖘 Mike Castrucci 🖘

### Chevrolet Sales, Inc.

1099 LILA AVENUE • MILFORD, OH 45150 • PH (513) 831-5555 • FAX (513) 248-7185

PARTS DIRECT LINE (513) 248-7171



CUSTOMER NO. 68087		ADVISOR DEE DEE COB	R	5505 TAG	NO. 888	10/06/11	INVOICE NO. CVCS293357
00007		LABOR RATE	LICENSE NO.	MILEAG	Ē	COLOR	STOCK NO.
		YEAR / MAKE / MODEL			-	BLACK GRANI DELIVERY DATE	BF387363 DELIVERY MILES
CINCINNATI, OH		11/CHEVROLE	T/MALIBU,	/MALIBU	1LT	06/26/11	15
		VEHICLE I D. NO.  1 G 1 Z C 5	Е 19в	F		SELLING DEALER NO.	PRODUCTION DATE
		F, T. E. NO.		P. O. NO.		R.O.DATE 10/03/11	
		COMMENTS				10, 03, 11	MO: 9354
TOTALS·····			•••••			LIMITED WARRANTY: T	he only warranties apply-
[ ] CASH [ ] CHECK #	OVER [] A/X [] CATERISK (*) INDICATE L (APPLIED TO CUSTOMER receive a satisfactin this service visit. LETELY SATISFIED", pl CK, or Sales Manager,	IR CARE ONE  IMITED PD REPAIRS)  on survey If you are ease contact SEAN you!	TOTAL LAB TOTAL PAR TOTAL SUB TOTAL MIS TOTAL MIS TOTAL TAX TOTAL IN	RTS BLET J.G SC CHG. SC DISC	0.00 0.00 0.00 0.00 0.00 0.00	Ing to this item(s) are tho by the manufacturer. The expressity disclaims all wor implied, including an merchantability or fitness and neither assumes in person to assume for it with the sale of this the shall not be entitled to dealer any consequential property, damages for to loss of profit, or income damages.	see which may be offered the selling dealer hereby arranties, either express by implied warranties of the a particular purpose, or authorizes any other any liability in connection (s) and/or service. Buyer recover from the selling all damages, damages to the selling ones of use, loss of time,
					1		
PAGE 2 OF 2	ACCOUNTING COPY		[ END OF	INVOICE ]	03:50pm		

Job 1 Tech #	Complaint 1) fech 2 test cole Cis61-71 son	LBR)	Description	Pa	rts	Labor	Total	Time Stamp
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Job 3 Tech #	Complaint - 2090 FC	_	· · ·				_	
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	RETURNED							
	Cause - DATE 10-6-11NM.							
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		Time	And the second		Time			
		Date			Date			

#### Rental Agreement No.

#### VEHICLE RENTAL AGREEMENT (FOR SUBSTITUTE VEHICLE ONLY). NO CARS WILL BE CHECKED IN AFTER REGULAR SERVICE HOURS.

EHICLE NUMBER YEAR MAKE COLOR	REPAIR ORDER NO. CUSTOMER NO.
JOHN MARCHAN	PHONE NO.
RETURN DATE FOR VEHICLE	
RENTER'S NAME	
STREET ADDRESS	
ory (recland	STATE (MIC) ZIP 45/40
DRIVER'S LICENSE NUMBER	STATE CA VEHICLE TO BE RETURNED BY
" I understand that Mike Castrucci Chevrolet is not providing any type of insurance protection for me or for any other person operating or occupying the rental vehicle.	DATE (IN) DATE (OUT)
I know that it is my responsibility and I will maintain sufficient collision and liability insurance covering the use of this vehicle during the time it is in my possession.	MILEAGE (IN)
have identified my insurance company and policy number below. I further agree that I will be responsible to Mike Castrucei-Ghevrolet for all damages, costs, fees, and	MILEAGE (OUT)
X i	TOTAL MILES DRIVEN
RÉNTERIO INOLIDANCE COMPANYO	NO MILES X ¢ =
	NO 2 100 100 100 100 100 100 100 100 100 1
NAME :	GAS GASOLINE NOT FURNISHED
POLICY NO.	MILES X ¢ =
	TOTAL RENTAL CHARGE
PHONE NUMBER OF AGENT	OH SALES TAX
IN NO EVENT SHALL THE RENTED VEHICLE BE USED, OPERATED OR DRIVEN BY ANY PERSON OTHER THAN THE RENTER AND THOSE PERSONS SPECIFICALLY LISTED BELOW. ALL DRIVERS MUST BE AT LEAST 21 YEARS OF AGE AND HAVE A QUALIFIED DRIVERS' LICENSE.	TOTAL CHARGES
IF NONE ARE LISTED BELOW, WRITE "NONE" ACROSS THIS BOX WITH RENTER'S INITIALS, WRITTEN BY RENTER.	TYPE OF PAYMENT CHECK ONE
HENTER O HATTALO, WAITTEN OF HERTER.	CASH TYPE#
PRINTED NAME AGE	CHECK BANK NAME
Ex. L.	CREDIT CARD ACCOUNT NO.
PRINTED NAME AGE	ADDED TO NEW CAR DEPT. USED CAR DEPT. SERVICE R.O. #
	CAUTION: Please read very carefully all of the driving and use restrictions printed on back. All accidents must be reported as soon as possible.
	Any traffic violations of any kind or type are the responsibility of the renter and must be reported at time of check in of vehicle.
FRONT LEFT SIDE	THE FRONT AND BACK OF THIS RENTAL AGREEMENT HAS BEEN READ AND IS UNDERSTOOD. RENTER HEREBY AGREES TO THE TERMS AND CONDITIONS THEREOF, RENTER AUTHORIZES LICENSEE TO PROCESS
	CREDIT CARD VOUCHER IN RENTER'S NAME O DAYS.
	RENTER'S SIGNATURE.
BACK RIGHT SIDE	CONDITION OF VEHICLE:
NOTES: 1200 0 6/13 (807)	GAS E 1/4 1/2 3/4 F GAS E 1/4 1/2 3/4 F
UU30 UU000U55 M30	STANDARD ACCESSORIES: RADIO

## Chevrolet Sales, Inc.

1099 LILA AVENUE • MILFORD, OH 45150 • PH (513) 831-5555 • FAX (513) 248-7185

#### PARTS DIRECT LINE (513) 248-7171



OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL.	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
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#### SERVICE HISTORY

3357 2908	9315 8879	5505 5505	5500 5500 5500	¥	42CVZ 99CVZRENTAL	AXLE+DIFF+TRANSFER RENTAL VEHICLE
2908	8879	5505	5500	17		
		3303	1 3300	W	42CVZ	AXLE+DIFF+TRANSFER
2682	8022	5505	5500 5500	W W	99CVZRENTAL 42CVZ	RENTAL VEHICLE AXLE+DIFF+TRANSFER
_			5500	W	99CVZRENTAL	RENTAL VEHICLE
•	2682 KEVIN M BACI	2682 8022 KEVIN M BACHMAN		5500		

SERV ICE 1612C5E19BF CALL 11/CHEVROLET/MALIBU/MALIBU 1LT BF387363 296401 WHEN SERVICE CONTRACT DELIVERY MILES R. O. DATE READY: 68087 06/26/11 15 11/15/11 EXPIRATION DATE 06/26/16 ☐ Yes CONTRACT NO. TAG NO. CINCINNATI, OH BLACK GRANITE/TIT 100,000 ☐ No MILEAGE 9,354 AIR COND. P.S. DEE DEE COBB ADVISOR NO. 5505 I hardly sufferte the inpair such bretinates set torth to be done along with the necessary material and agree that you are not responsible for base or demands to which or articles left in which in outs of lim, that or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts altituments by the pupples or hamppotes. I hardly grant you endot your employees permission to operate the which shared exception a stretch, highways or elements for the pupples of leading and/or impection. An express mechanical len in hardly advorated/ped on which to record the mount of modes. Any NO CHARGE WARRANTY WORK SUBJECT TO APPROVED. CUSTOMER ROBES THAT VERBAL OR TELEPHONE AUTHORIZATION NOTED BY SERVICE WRITER CONSTITUTES CUSTOMER FOR CONSTITUTES CUSTOMER FOR SUCHAUSE AS IF FAULY WARTERS. IN THE EVENT THAT YOU, THE CUSTOMER, AUTHORIZE COMMENCEMENT BUT DO NOT AUTHORIZE COMMENTED ON A REPAR OR SERVICE, A CHARGE WILL BE IMPOSED FOR DISASSEMBLY GROBES AND APPRICALLY COMPLETED WORK, SUCH CHARGE WILL BE IMPOSED FOR DISASSEMBLY FOR PARTIMALTY COMPLETED WORK, SUCH CHARGE WILL BE IMPOSED FOR DISASSEMBLY FOR PARTIMALTY COMPLETED WORK, SUCH CHARGE WILL BE IMPOSED FOR DISASSEMBLY FOR PARTIMALTY COMPLETED WORK, SUCH CHARGE WILL BE IMPOSED FOR DISASSEMBLY FOR PARTIMALTY COMPLETED WORK, SUCH CHARGE WILL TIME RECEIVED 03:11pm DATE/TIME PROMISED 11:59pm APPOINTMENT ☐ Yes X No CUSTOMER SIGNATURE X

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X \_\_\_\_\_\_

W \*99GVZRENTAL RENTAL VEHICLE
RENTAL VEHICLE
ENTERPRISE - RENTAL FOR RO 292682 9/22/11-9/24/11

LIMITED WARRANTY: The only warranties on the part(e) sold hereby are those which may be offered by the manufacturer. The selling Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 and/or service. Therefore, with respect to the seller, the product is sold "As-is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer, and if the product proves defective effer purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair. Buyer shall not be entitled to recover from the selling Dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

\$	INITIAL HERE			
AUTHORIZED ADDITIONS	DATE TIME			
ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL S MORE THAN TWENTY-FIVE (20) DOLLARS.	- 17			
ATTENTION: WE ARE NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE.	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWIKE			
WHILDERS FELL HA ATLICET	[			

War 1040 33



TERMS:

CREDIT CARD

ORIGINAL ESTIMATE



☐ CHECK



REPLACED PARTS WILL BE MADE

AVAILABLE UNLESS SPECIFIED

OTHERWISE
DISCARD

**CUSTOMER'S ACCEPTANCE** 

PAGE 1 OF 1

296401

\_\_\_\_Dec. 19. 2011\_ 9:31AM\_\_\_GM BRC

PAGE 1 OF 1

**ACCOUNTING COPY** 

512 386 0786\_\_\_\_

# Mike Castrucci 🗲

## Chevrolet Sales, Inc.

1099 LILA AVENUE • MILFORD, OH 45150 • PH (513) 831-5555 • FAX (513) 248-7185

PARTS DIRECT LINE (513) 248-7171



68087	DEE DEE CO	OBB 55	TAG NO.	11/15/11	CVCS296401
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	YEAR / MAKE / MODEL	<u> </u>		BLACK GRANI	BF387363
INCINNATI, OH	11/CHEVRO	LET/MALIBU/MA	LIBU 1LT	06/26/11 SELLING DEÄLER NO.	1.5
, and the second second	1 G 1 Z C	5 E 1 9 B F		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P.O.	NO.	R. O. DATE 11/15/11	
	COMMENTS		· · · · · ·	1 1 1	
DB# 1 CHARGES				I MITER WARRANTY	MO: 935 The only warrantles apply
ABOR	2 9/22/11-9/24/11 RIPTION	TOTAL - SUE CONTROL NO 293357- TOTAL - MIS	WARRANTY SLET 0.00 1 WARRANTY	Ing to this item(s) are the by the manufacturer. If expressly disclaims all or implied, including a merchantability or fitness and neither assumes or person to assume for it with the sale of this item shall not be entitled to dealer any consequently property, damages for it.	ose which may be offere he selling dealer hereb warranties, either expres no proposed of a particular purpose nor authorizes any othe any liability in connection (s) and/or service. Buye recover from the sellinal al damages, damages to oss of use, loss of time a, or any other incidental
JOB#	1 JOURNAL PREFIX	CVCS JOB# 1 TOT	AL 0.00		
)TALS			• • • • • • • • • • • • • • • • • • • •		
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] VISA [] M/C [] DISCOVER [] A/X []	CAR CARE ONE	TOTAL PARTS TOTAL SUBLET.			
RTS DESIGNATED WITH AN ASTERISK (*) INDICATE		TOTAL G.O.G TOTAL MISC CH	0.00		
FETIME SERVICE GUARANTEE (APPLIED TO CUSTOM	ER PD REPAIRS)	TOTAL MISC DI	SC 0.00	ł	
the near future, you may receive a satisfa	ction survey	TOTAL TAX			
rom General Motors based on this service visot able to return it "COMPLETELY SATISFIED", ervice Manager, CHARLES BACK, or Sales Manag	it. If you are please contact er. SFAN	TOTAL INVO	CE\$ 0.00		
			÷.		
CUSTOMER SIGNATURE	   E INVOIC	F *******	******		
D VI LI UN	_ 1117010				

[ END OF INVOICE ] 03:49pm

Mike Eastrucci Chevrolet 🛚

No. 0807 P. 1/37

NEW VEHICLE BUYER'S ORDER CUST #: 68Ø87 DEAL #: 6628Ø

Ph (513) 831-5555 1 Fax (513) 248-7197 1 1099 Lifa Ave | Milford, OH 45150 EMAIL ADD:

PURCHASER						SALESPERSON KEVIN M BACHMAN	· ,
ADDRESS		<del></del>	<del>,                                    </del>			DATE Ø6/26/2011	
		STA	\TE	-:		COLINTY	<u> </u>
CINCINNATI	<u>[</u>		OH			HAMILTON HOME PH BUS PH	
LUCOTON ACOUT TO DE	URCHASE FROM MIKE CAS ONT AND BACK OF THIS O	STRUCCI CHEVROLET UN RDER ONE MOTOR VEUIC	DER THE TERMS AND CLE AS HEREIN DESCR	CONDITIC RIBED.	uNS		
SPECIFIED ON THE FRO	MAKI	E	TOM MOD	DEL,		STOCK#	
2011		EVROLET		MALTI		BF 387363	
SERIAL# 1G1ZC5E19E	BE			EAGE		15	The same state of the same
TATE COLUMN	EXTRA FO	DUIPMENT	**/ (\$10.00 k/st)	生物等的		ODÖMÉTER REPRESENTATION	
		The second secon				Mike Castrucci Chevrolet represents: To "the best of our know vehicle is correct except as may be otherwise noted on the se	aparately provided fodometer
	V	<u> </u>	<u> </u>			vehicle is correct except as may be otherwise index on the se statement" and the company has no knowledge of any acts by pre	evious owners to the contrary.
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CERT OF TITLE	MEMO TITLE	FILE LIEN	OUT-OF-STATE	T <u>rad</u> e in		GMS ADD-ON	2600.00
\$ 15.00XX		\$ <b></b>	\$	_ 🔲	٦	OHIO SALES TAX \$	\$ 1469.33
LICENSE TRANSFER		30 DAY LIC PLATE N		UMENTARY		County, Title Fees, License Plates	\$ 283.50
[\$	\$ <u></u>	s_18.5ØXX s		25Ø.ØØ	巡.	J TOTAL (Cash Delivery Price)	\$29707.83
	TRÁDE	IN INFORMATION	V*2 14 - 15 - 15 - 15 - 15 - 15 - 15 - 15		25	DEPOSIT NO\$N/A	± 1.7.7 M.##
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	MILEAGE			<del></del>		Accident & Health Insurance	\$ <u>N/A</u>
2ØØ2	16	555Ø	USED CA	AR ALLO	OWAI	NCE \$ 5600.00	
SEN4BL11D6	52C	. ——	BALANCI			\$ 5600.00(5.790.5	
W.S.	DESCRIPTION					TRADE-IN EQUITY \$ N/A	
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SALE	STOCK #	4	<u> </u>	<u> </u>		CHARACTER, EITHER EXPRESSED OR IMPLIED (INCLUDIN	OSE)concerning the motor vehic
cos	STOCK #		32327		#	MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPO	OSE)concerning the motor vehic ich disclaimer. It is further aufee
RECOND, CST	1		1411/2/2	YOR.	1	however, that neither the dealer nor the manufacturer will be liable	le for fallfite to effect delivery.
		6	1500	00	+	JURY WAIVER: THE UNDERSIGNED BUYER DOES WAIVET CONCERNING ANY AND ALL MATTERS ARISING OUT OF OR I	IN ANY WAY ASSUCIALED WIT
OVRL, ALLOW	STOCK"	24	WIND.	50	+	THE PURCHASE OR FINANCE OF THE MOTOR VEHICLE DESC	CRIBED ABOVE. ofor vehicle, no warranty or repr
TRADE-IN	STOCK#	+	300	1		contation is made by the Dealer as to extent such motor vehicle	i has been used, regardiess of c
<b> </b>	<del></del>	361	1222	B	1/1	mileage shown on the speedometer or adometer of said used mot	lor venicie. LISE THE ENTIRE AGREEMEN
E.S.P. ACC.		300×210/	1000	104	17	THE FRONT AND THE BACK OF THIS ORDER COMPRIPERTAINING TO THIS PURCHASE AND NO OTHER AGREE	EMENT OF ANY KIND, VERB
ACCT. REC.	CUST.#	220A	<u> </u>	<del>                                      </del>	+	I LINDERSTANDING OR PROMISE WHATSOEVER WILL BE REC	COGNIZED.
TAX	CUST.#	324A	1449.0	1/2	1	This Order is not valid unless accepted in writing by an Office responsible finance company as to any balance to be financed.	
DOC. FEES		908	135	1521	[-]	LUAVE BEAD THE PRINTED MATTER ON THE FRONT AND	THE BACK OF THIS ORDER AN
PAY OFF	CUST.#	300B	5040.	00	<u>y -                                   </u>	AGREE TO IT AS PART OF THIS ORDER, THE SAME AS IF	FIT WERE PHINTED ABOVE TO acknowledge receipt of a copy of t
BANK	GECU.	205	2/0 000	1/5	<del> </del> +	Order and authorize MIKE CASTRUCCI CHEVRULET to initiate a cred	dit check inrough the Great Bure
		806	10107	ラグ	\[\	OPTIONAL EXTENDED WARRANTY WAS FUL	
FIN.RES.CR.			101.7	17/	+	ACCEPTED (Initial) REJECTED (I Without Initial or Related Charge Automatically Co	onstitutes Rejection
	CUST.#	262	- WIR. 1.	10	+	I HAVE RECEIVED A COPY OF ALL DOCUMENTS I HAVE SIG	GNED AT THE TIME OF SIGNIN
L.A.H. ACC.		322B	1,0	+	+	READ, UNDERST	.083/26/2011
		<u> </u>	1325	200	+	Buyer's Signature	Date
E.S.P.			483	1	1	Accepted Mike Castrucci Chevrolet by	W// _
INS. INC.			48	3 ¯	-	Must be accupited to	y an Olficer of the Company

#### RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT

No.

\_ .

Date JUNE 26th, 2011

#### Seller

Your signature below means you want (only) the insurance coverage(s) quoted

above. If none are quoted, you have declined any coverages we offered.

GM BRC

MIKE CASTRUCCI CHEV-OLDS SLS 1009 LILA AVE. MILFORD OH 45150

"We" and "us" mean the Seller above, its successors and assigns.

				_
Buver				
				Ī
CINC	TANATT	OH		

"You" and "your" mean each Buyer above, and guarantor, jointly and individually.

SALE: You agree to purchase from us, on a time basis, subject to the terms and conditions of this contract and security agreement (Contract), the Motor Vehicle (Vehicle) and/or Goods and services described below. The Vehicle and/or Goods are sold in their present condition, together with the usual accessories and attachments. 1GLZC5E 19DF 2011 VIN Description of Year Other: CHEVROLET Lic. No./Year Motor Vehicle Make MALIBU ™New 🔲 Used Purchased Model Mileage Is Accurate 
☐ Yes ☐ No Odometer Mileage 15 Description of 2002 NESSAN ALTIMA IN4BL11D620 Trade-In SECURITY: To secure your payment and performance under the terms of this Contract, you give us a security Interest in the Vehicle and/or Goods, all accessions, attachments, accessories, and equipment placed in or on the Vehicle and/or Goods, together called Property, and proceeds of the Property. You also assign to us and give us a security interest in proceeds and premium refunds of any insurance and service contracts purchased with this Contract. 26982,83 PROMISE TO PAY AND PAYMENT TERMS: You promise to pay us the principal amount of \$  $\frac{26082.433}{3.20}$ , plus finance charges accruing on the unpaid balance at the rate of  $\frac{3.20}{3.20}$ % per year from today's date until paid in full. Finance charges accrue on day basis. You agree to pay this Contract according to the payment schedule and late charge provisions shown in the TRUTH IN LENDING DISCLOSURES. You also agree to pay any additional amounts according to the terms and conditions of this Contract, DOWN PAYMENT: You also agree to pay, or apply to the Cash Price, on or before today's date, any cash, rebate and net trade-in value described in the ITEMIZATION OF AMOUNT FINANCED. 

You agree to make deferred payments as part of the cash down payment as reflected in your Payment Schedule. RETURNED CHECK CHARGE: If you make any payment required by this Contract with a check or negotiable instrument that is returned or dishonored, you agree to pay a fee of \$\_ TRUTH IN LENDING DISCLOSURES AMOUNT FINANCED TOTAL OF PAYMENTS TOTAL SALE PRICE ANNUAL FINANCE The amount of credit The amount you will have The total cost of your purchase on PERCENTAGE RATE CHARGE credit, including your down payment of The cost of your credit as The dollar amount the provided to you or on paid when you have made your behalf. all scheduled payments. credit will cost you. a yearly rate. <del>32690.25</del> 267/87 :83 29696,25 2988.42 1:41 Payment Schedule: Your payment schedule will be When Payments Are Due Number of Payments **Amount of Payments** MONTHLY BEGINNING: 97/26/2011 75 395,95 Security: You are giving a security interest in the Motor Vehicle purchased. days late, you will be charged a late charge of \$30.00 Late Charge: If a payment is more than \_\_\_\_\_ Prepayment: If you pay off this Contract early, you will not have to pay a penalty. Contract Provisions: You can see the terms of this Contract for any additional information about nonpayment, default, any required repayment before the scheduled date, and prepayment refunds and penalties. Filing Fees: \$ CREDIT INSURANCE: Credit life, credit disability (accident and health), and any other insurance coverage quoted below, are not required to obtain credit and we will not provide them unless you sign and agree to pay the additional premium. If you want such insurance, we will obtain it for you (if you qualify for coverage). We are quoting below ONLY the coverages you have chosen to purchase. ITEMIZATION OF AMOUNT FINANCED 3099. 33 Vehicle Price (incl. sales tax of \$ Service Contract, Paid to: Amount to Finance line e. (if e. is negative) Credit Life: Insured \_\_\_\_ Term. ☐ Single ☐ Joint Prem. \$\_\_ Manufacturer's Rebate \$ Credit Disability: Insured \_\_\_ Cash Down Payment ☐ Single ☐ Joint Prem.\$\_ Deferred Down Payment \$ Term 000,000 a. Total Cash/Rebate Down b. Trade-In Allowance \$\_

c. Less: Amount owing \$ CONSUMER USA

d. Net Trade-In (b. minus c.)

Paid to:

#### RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT

No.

, ....

Date JUNE 26th, 2011

Seller

MIKE CASTRUCCI CHEV-OLDS SLS 1099 LILA AVE. MILFORD OH 45150

"We" and "us" mean the Seller above, its successors and assigns.

Buyer CINCINNATI OH

"You" and "your" mean each Buyer above, and guarantor, jointly and individually.

SALE: You agree to purchase from us, on a time basis, subject to the terms and conditions of this contract and security agreement (Contract), the Motor Vehicle (Vehicle) and/or Goods and services described below. The Vehicle and/or Goods are sold in their present condition, together with the usual accessories and attachments.

Jeschphon Tea	ATT ALL	10150251201	Otner:	
AIOIOI A DI IIOID I IAIGIND		. No /Year		
Purchased Model MA	ALIBU D	New Used		<u></u>
Odometer Mileage 1	15	Mileage Is Ac	curate 🗗Yes 🗌 No	
Description of				<del></del>
Frade-In 2002 NIS	SSAN ALTIMA IN4BL	11D62C		
Goods, all accessions, attac proceeds of the Property. Y service contracts purchased PROMISE TO PAY AND charges accruing on the unpa	thments, accessories, an ou also assign to us an with this Contract.  PAYMENT TERMS: Y aid balance at the rate of	d equipment placed in od give us a security inter our promise to pay us the 3.26% per year	r on the Vehicle and/or Goo rest in proceeds and premili principal amount of \$26 r from today's date until paid	urity interest in the Vehicle and/or ds, together called Property, and um refunds of any insurance and \$882.83, plus finance in full. Finance charges accrue on
	, ,	•	• • •	nd late charge provisions shown in
	_		_	ms and conditions of this Contract.
				ate and net trade-in value described
in the ITEMIZATION OF AM your Payment Schedule.	OUNT FINANCED. Y	ou agree to make deferr	ed payments as part of the ca	ash down payment as reflected in
☐ RETURNED CHECK CH			Contract with a check or neg	otiable instrument that is returned
or dishonored, you agree to p	puy α 100 οι φ	N/A		
		UTH IN LENDING DIS		
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	AMOUNT FINANCE The amount of credi provided to you or o your behalf.	t The amount you will have	TOTAL SALE PRICE The total cost of your purchase on credit, including your down payment of 3000,000
3.41 %	•	\$ 26707.83	\$ 29696.25	\$ 32696.25
Payment Schedule: You		<del></del>		ΙΨ .
	mount of Payments		When Payments Are Du	le .
75	395.95	MONTHLY BEGINNIN		<del></del>
1:				-
		•		
-		-		÷
Security: You are giving	a security interest in the I	Motor Vehicle purchased	·	
☑ Late Charge: If a payme			be charged a late charge of	\$30.00
	·			`
Prepayment: If you pay of Contract Provisions:	off this Contract early, you	u will not have to pay a perfect for any a	nalty.	onpayment, default, any required
repayment before the sche	duled date, and prepaym	ent refunds and penalties	!	g Fees: \$N/A
				,
CREDIT INSURANCE: (health), and any other insurequired to obtain credit and and agree to pay the addition we will obtain it for you (if yet).	urance coverage quoted twe will not provide them onal premium. If you want you qualify for coverage).	I below, are not unless you sign to be to vehic to be	e bushing. Sperior st. s.—	МОЧИТ БУАНСЕ 28099.33 ——————————————————————————————————
below ONLY the coverages ý	ou have chosen to purcha	ise.	nt to Finance line e. (if e. is n	negative) \$ source on
Credit Life: Insured			•	Cash Price \$
□ Single □ Joint Prem. \$	N/A_Term_	N/A Manu	facturer's Rebate \$	
Credit Disability: Insured _	N / A	Cash	Down Payment \$	── <u>N/A</u> ── <u>N/A</u> -
☐ Single ☐ Joint Prem. \$	\$Term	N/A Defer	red Down Payment \$	
•			a. Total Cash/Rebate Down	600 . Bo
			ade-III Allowalice φ	66ØØ . ØØ
Vour elanaturo holosu moono un	www.tonkytho.ingwonce	c. Le	ss: Amount owing \$2 <del>- cons</del>	SUMER USA
Your signature below means yo	ou mant (only) the insurance of ou have declined any cove		id to:	·····································

d. Net Trade-In (b. minus c.)

<u>3000 .00</u>

#### **OFFER TO PURCHASE**

	Ph (513) 831-5555 • Fa	ix (513) 248-7197 • 1099 Lila Avenue • Milford, OH 4515
	E-Mail	
PURCHASER		Bachman 5284
ADDRESS.	DATE 6-26	
erry Loveland zip	COUNTY Clerr	-
SOCIAL SECURITY NO.	HOME PHONE_	BUSINESSPHONE
YEAR 2011 MAKE Chery Maliby		stock# <i>BF</i> 38 7 3 6 3
SERIAL NO. 1612C5E19BF	MILEAGE	FACTORY ORDER NO. NA
TOTAL INVESTMENT	C	ASH DOWN PAYMENT
	l &	Down
		·
	DEPOSIT 1.)	Receipt # Amount \$
	DEPOSIT 2.)	Receipt # Amount \$
	C.O.D.	. Receipt # Amount \$
TRADE-IN		TERMS
YEAR OZ MAKE NISSON	→ #350 = 350	# 400
MODEL Altima MILES 165,550		
SERIAL NO. //V 4BL 11DG2C	_	
LIEN HOLDER	_	
PAY OFF # 5, 600	*	
CURRENT MONTHLY PAYMENT		
	Signature	

I represent that I am at least 18 years of age. I hereby acknowledge receipt of a copy of this order and authorize MIKE CASTRUCCI CHEVROLET to initiate a credit check through the credit bureau.

Buyer's Signature X Receipt of deposit (good faith money) does no constitute acceptance or sale of a vehicle.

## **VSC** Program

### SCHEDULE

1 Consumer	Information								<u> </u>
CONSUMER NAME					CONTRACT NU		164	R	
HODILEGO		-			TELEPHONE	EMI	-04· <u>L</u> () '4	<u> </u>	
City		<del></del>	STATE	-			ZIP		· -
CINCINNATT			VIII.	ОН					
2 DEALER INF	ORMATION				DEALER NUMB	ED			<del>-</del>
DEALER NAME	ST GUEV OLIS				DEALEK NUMB	EK			
ADDRESS CASTRUCT	<del>, L. CHEV-ULUS</del>	<del>&gt; 5L5 -</del>			TELEPHONE				
1000 LTLA AVI	:		STATE		<u>(513)</u>	B31-55	555   ZIP		
MILFORD			SIAIE	ОН			451	5 <i>0</i> 1	
	R INFORMATION		,	OIT			7020		
LIENHOLDER NAME					ÁDDRESS		•		
CENERAL ELECT		UNTON STATE			1 <i>0</i> 3485 F	READING	A RD	TELEPHO	NE " '
CTNCTNNATT			OH.		45241			1200,110	31 to
4 VEHICLE IN									
		CLE IN SERVI	CE DATE	ODOMETER MILE	AGE ON PURCHA	SE DATE	VEHICLE PURCHASE	PRICE	IN FORCE MFG WARRANTY  XXYES
PRE-OWNED VEHICLE		106 (26	X 1 1		15	l	24030.0	אמ	No □ No
CONTRACT PRICE	CONTRACT	PURCHASED	ÁŤE	CONTRACT TERM		<u>-</u>		<del>919</del>	70
1325 ØØ		3/2011		KXI-INAN	CED WITH VEHI		PAID IN FULL		OTHER
YEAR	MAKE		MODEL		CLASS	CATEGORY	VEHICLE IDENTIF	ICATION N	JMBER
2011	CHEVROL		MAI TRU		<u>c.</u> 1	C	161705	F198F	
5 BREAKOOW DEDUCTIBLE:	IN COVERAGE (Comp STANDARI			STANDARD \$2			1DARD \$0.00		DISAPPEARING \$100.00
— DEDUCTIONS.							ble for new and extended	eligibility Ve	
Suspension ALTE		TURBOCH			CHARGER		L ENGINE	=	WHEEL STEERING
ENTERTAINMENT/I			WHEEL DRIV		ON <b>VEHICLE</b> gible for coverage w		TRANSMISSION on alteration surcharge. F		TIFIED PRE-OWNED suspension system and/or drive shaft is
excluded from coverage "Included with purchase of the	Premier Plus Plan. Not avail	ible for other pl	ans.			•	· · · · · · · · · · · · · · · · · · ·		
Michigan yang lan agasimatik	Commercial Use	COVERAGI	E* (Applies to	o any Vehicle us	sed for busine	ess enterp	rise, trade, profes	sslon or o	occupation) mergency Vehicle, or competitive or off road
racing are not eligible for comm	nercial use coverage		10 N. Tall (4.4)						
	NEW, EXTE	NDED ELIC Trked below for	SIBILITY AND ( Plan, Term and/or	CERTIFIED PRE- Mileage Limit, the Plan	OWNED VEHIO Term and/or Mileag	CLE PLAN, ge Limit shall bo	TERM, AND MILE.	AGE LIMIT the Vehicle.	
e su de la companya de la companya de la companya de la companya de la companya de la companya de la companya	PLAN	17		TER	м .				LEAGE LIMIT
Powertrain Plu	JS PREMIER		36 Mo <b>∑</b> 460 Mo		8 Months		☐60,000 M	liles	☐75,000 Miles
MPREMIER PLUS	SPECIAL_	<u> </u>	<b>2</b> 80 Mo		2 MONTHS PECIAL		<b>⊠</b> 100,000	MILES	SPECIAL
		3 1	PRE-OWNE	O VEHICLE PLA	N. TERM AND I	MILEAGE L	- IMIT		
	If no box is m	rked below for	Plan, Term and/or	Mileage Limit, the Plan TER		je Limit shall be	the highest available for		LEAGE LIMIT
		Bura	12 Mo		MONTHS		12,000		24,000 MILES
Powertrain Premier	POWERTRAIN PREMIER PLU		36 Mo		В Монтна		36,000	MILES	<b>□48,000 MILES</b>
I IZCHREIX					PECIAL	<del></del>	-		SPECIAL
				REAKDOWN COV				40)	
when the Vehicle's od	iown Coverage begi ometer mileage exce	ns on the C eds the Mil	CONTRACT PUI leage I Imit s	RCHASE DATE and elected on this S	d expires on ti ichedule whic	ie day whe shever is so	en the T <b>erm</b> in mo Noner	nths sele	cted on this Schedule ends <u>OR</u>
			-					nd austra	s on the day when the <b>Term</b> in
months selected on thi	s Schedule ends <u>OF</u>	when the	Vehicle's ode	ometer mileage o	exceeds the M	ileage Lim	it selected on this	Schedule	s on the day when the renn in , whichever is sooner.
			•			=			selected on this Schedule ends
OR when the Vehicle's	s odometer mileage	exceeds th	e sum of the	ODOMETER MILE	GE ON CONTR	ACT PURCH	ASE DATE and the	Mileage L	imit selected on this Schedule,
whichever is sooner.	AINTENANCE PLAN	(Consoleted	hio caetie	luif a Drawie M	intonous		-di		
6 PREMIER W	AINTENANCE PLAN and below for Term and Milea	ge Limit, the Te	ms section on rm and Mileage Lin	ry II a Fremier Ma uit shall be the highest	interiance plan available for the Vel	is purchasi ilcle.	eo)		
☐COMMERCIAL USE	OIL UPGRADE		RENTAL CAR		MILEAGE LIMIT		2 Months/12,000		24 MONTHS/24,000 MILES**
STANDARD SERVICES	SERVICE INTERVA	-	PLAN COST	36 MO)	тнѕ/36,000 М	_	8 MONTHS/48,000 Not available with premiu		60 Months/60,000 Miles
Premium Services	Mn.	ES \$	N/A	<u>A</u>		* Transmission	flush service is not includ	led with prem	lum services

# MIKE CASTRUCCI CHEVROLET

GM BRC

## **Used Car Appraisal**

nacn	vai	uhhi	aiðai		
Year O2	Make V 15	San	Model 4/4	m	Mileage 165,550 Color 51/100
Serial No.	(11 11	1010			Color
IN4 Salesperso	<u>. 7 7 4 </u>	D62	<u>~</u>	Manage	
	loac	4			
Customer N	Name Mai		ing/a	1	
Memo	TV INV	<u> </u>	wy 1 0	<b>J</b>	Date / /2-/11
MARK DA	MAGES an	d REPLAC	E: Body GI	ass	₩HOLESALE
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	<u> 1941 - 1911</u>			<del>}_</del>	
	A Company		500		
	<u> </u>	Y			
	OW	NER'S	VEHICLI	E INF	ORMATION
1.) Buy	er represei Suver have	nts and w	arrants tha	t all use	ed vehicles traded-in nd have never been
"tota	aled" or de	eclared a	total loss b	у	10.100
Purci	haser's Signa	alure, no inil	ials please		
					ed vehicles traded in
rem	oved, alter	ed, or tan	npered <u>with</u>		s which have not been way, shape or/fomp
	itsoever at				
	haser's Signa			,	
3.) The	1.	howing or YES	n my old ca ∐NO	ır s odo	ometer is true_and
Purcl	haser's Signa	ature, no init	ials pleas		
<b>A</b> AA	LOWA	IOE GL	00000	RHI	THUS ONLY
I hereb	oy authoriz e my car/1	ze a repre	esentative	of Mik	e Castrucci Chevrolet
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		<i>-</i>		Owner's Claneture
				:	——Owner's Slgnature

MCC600 VINEYARD 859.581.7746

512 386 0786

Date:

遊園

2011**월** 9:35AM

Joint Member Signature:

Please Print or Type  29696.25  06/26/2011  CREDIT UNION  NAME: ADDRESS: GENERAL ELECTRIC CREDIT  ADDRESS:  AGENT  NAME: ADDRESS: NAME: ADDRESS: OF DO BOX 31260  TY: TAMPA  TY: TAMPA  TY: TAMPA  STATE: TAMPA  TY: TAMPA  STATE: FU  PHONE: FU  33631  PHONE: FU  33631  SUBJURANCE COMPANY  NAME: POLICY #: Effective: Expires  AS required by the security agreement you hereby agree to have and maintain acceptable collision and comprehensive insurance with a maximum deductible of \$1000 of or the collateral named above, and to keep this policy in effect until the loan is paid out or as long as the vehicle is used as collateral on the loan. You will instruct your laws to except any to name the Credit Union as loss payes and to forward a copy of this policy to loan. If you have insurance added to your loan you will have to increase your payment in order to pay off your loan in the same term. Insurance that is forced placed. If your loan muy be more examinate than what you could see not include liab \$B(0) \( \frac{287}{2011} \)  Date  \[ \text{06/287} \]  O6/287  Date \[ \text{06/287} \]  Date \[ \text{06/287} \]  O6/287  Date	AGREEMENT TO PROVIDE INSU	RANCE
ACCT.# Loan Bal. Date NAME: ADDRESS:    AGENT   NAME:   AGENT   NAME:   ACCIDENTAL   State: Zip: ADDRESS: ADDRESS: PO BOX 31260	Please Print or Type 29696.25 Ø6/26/2Ø	J
As required by the security agreement you hereby agree to have and maintain acceptable collision and comprehensive insurance with a maximum deductible of \$1000 for the collateral named above, and to keep this policy in effect until the loan is paid out or as long as the vehicle is used as collateral on the loan. You will instruct your coverage may result in a collision and comprehensive insurance with a maximum deductible of \$1000 for the collateral named above, and to keep this policy in effect until the loan is paid out or as long as the vehicle is used as collateral on the loan. You will instruct your coverage may result in a collision and comprehensive insurance with a maximum deductible of \$1000 for the collateral named above, and to keep this policy in effect until the loan is paid out or as long as the vehicle is used as collateral on the loan. You will instruct your insurance company to name the Credit Union as loss payee and to forward a copy of this policy to the Credit Union at the address listed above. Your failure to provide a loan in the same term. Insurance that is forced placed. To you have insurance added to your loan you will be not include liab.	DateDate	NAME:
State: Zip: ADDRESS: PO BOX 31260  CINCINNATI OH  4. Collateral: Year 2011 CHEMAROLET  STATE: ZIP HONE: FL 33631  PHONE: FL 33631  PHONE: PROGRESSIVE INS  Of the collateral named above, and to keep this policy in effect until the loan is paid out or as long as the vehicle is used as collateral on the loan. You will instruct your coverage may result in a collision and comprehensive policy being issued. The premium will be added to your loan may be more exactly to the contract of your loan may be more exactly to the more than what you could be not increase your payment in order to pay off your loan in the same term. Insurance that is forced placed off your loan may be more exactly to the what you could be not include liab by 1926.	Gunt	ADDRESS:
3. City CINCINNATI OH  4. Collateral:  year 2Ø11 CHENGROLET  MANGEBU  5. Vehicle Identification #:  6. If policy is in another name, indicate whom.  As required by the security agreement you hereby agree to have and maintain acceptable collision and comprehensive insurance with a maximum deductible of \$1000 insurance company to name the Credit Union as loss payee and to forward a copy of this policy to the Credit Union at the address listed above. Your failure to provide coverage may result in a collision and comprehensive policy being issued. The premium will be added to your loan. If you have insurance added to your loan you will have to increase your payment in order to pay off your loan in the same term. Insurance that is forced placed off your loan may be more examine than what you could be sont include liab by APRICA.	2. Address:	·
STATE: TAMPA  STATE: ZIP  PHONE: FL 33631  5. Vehicle Identification #:  6. If policy is in another name, indicate whom:  STATE: PROGRESSIVE INS  INSURANCE COMPANY  NAME:  POLICY #:  Effective: PROGRESSIVE INS  for the collateral named above, and to keep this policy in effect until the loan is paid out or as long as the vehicle is used as collateral on the loan. You will instruct your coverage may result in a collision and comprehensive policy being issued. The premium will be added to your loan. If you have insurance added to your loan you will have to increase your payment in order to pay off your loan in the same term. Insurance that is forced placed off your loan may be more expensive than what you could secure on your one hour own loans in the same term. Insurance that is forced placed off your loan may be more expensive than what you could closure.	CTNCTNNATT zip zip	
6. If policy is in another name, indicate whom:    IST CSE 19BF	4. Collateral: year 2011 CHEWAROLET MANUELBU	STATE: ZIP
As required by the security agreement you hereby agree to have and maintain acceptable collision and comprehensive insurance with a maximum deductible of \$1000 insurance company to name the Credit Union as loss payee and to forward a copy of this policy to the Credit Union at the address listed above. Your failure to provide a lave to increase your payment in order to pay off your loan in the same term. Insurance that is forced placed off your loan may be more expensive than what you could be so not include liab by the course of the credit Union and comprehensive policy being issued. The premium will be added to your loan may be more expensive than what you could be so not include liab by the course of the		(800)776-4737
As required by the security agreement you hereby agree to have and maintain acceptable collision and comprehensive insurance with a maximum deductible of \$1000 insurance company to name the Credit Union as loss payee and to forward a copy of this policy to the Credit Union at the address listed above. Your failure to provide a lave to increase your payment in order to pay off your loan in the same term. Insurance that is forced placed off your loan may be more expensive than what you could chouse.	o. If policy is in another name, indicate ฟิกิดักั	NAME:
As required by the security agreement you hereby agree to have and maintain acceptable collision and comprehensive insurance with a maximum deductible of \$1000 for the collateral named above, and to keep this policy in effect until the loan is paid out or as long as the vehicle is used as collateral on the loan. You will instruct your coverage may result in a collision and comprehensive policy being issued. The premium will be added to your loan. If you have insurance added to your loan you will have to increase your payment in order to pay off your loan in the same term. Insurance that is forced placed off your loan may be more expensive than what you could chosure.		Effective;
	insurance company to name the Credit Union as loss payee and to forward a copy of this policy to the Credit I coverage may result in a collision and comprehensive policy being issued. The premium will be added to your have to increase your payment in order to pay off your loan in the same term. Insurance that is forced placed on your own Insurance that is forced placed on the premium will be added to your loan in the same term. Insurance that is forced placed on your own Insurance that is forced placed on the premium will be added to your loan in the same term.	ehensive insurance with a maximum deductible of \$1000 icle is used as collateral on the loan. You will instruct your Union at the address listed above. Your failure to provide a roan. If you have insurance added to your loan you will off your loan may be more examples than what you could

# Dec. 19. 2011: 9:36AM<sub>NEY</sub> GM BRC 512 386 0786; TLE TO A MOTOR VEHICLE OR FROM PURCHASER TO APPLY FOR TITLE

NOTICE: The making of a false statement under oath or affirmation is in violation of Section 2921.13 of the Revised Code and is punishable by six months imprisonment and a fine up to one thousand dollars, or both.

KNOW ALL MEN BY THESE PRESENTS
That I,
residing atHAMILTON
do hereby make, constitute and appoint
(Name of Company)
as my true and lawful attorney to execute and sign such papers, including affidavits respecting representations herein, as are necessary under the laws of the State of Ohio to make assignment on an Ohio Certificate of Title in my name for the following motor vehicle or to apply on my behalf for an Ohio Certificate of Title in my name covering the following motor vehicle:
YEAR 2011 MAKE CHEVROLET MODEL MALIBU
MFR'S
BODY TYPE MALIBU 1LT SERIAL NO. 1G1ZC5E19BF
COMPLETE THE FOLLOWING ONLY IF AFFIDAVIT IS FOR AN ASSIGNMENT:
I certify that the mileage registered on the odometer of this vehicle at the time
of assignment is miles.
(Check following statement, if applicable.)  The actual mileage differs from that registered on the odometer of this vehicle for reasons other than odometer calibration error and the actual mileage is unknown.  I (we) warrant the title free of all liens, except as shown on the face of the title, and certify that the total consideration received by me as seller of this vehicle was 25605.00
\$
(Customer) (Owner)
STATE OF OHIO )
COUNTY OF
Sworn to before me, a Notary Public, in and for said County, this
day of JUNE , 2Ø11
(MONTH) (YEAR)
(Notary Public)
(SEAL) My Commission Expires
FORM 118 800-255-8643 (513)771-5995 www.adsco.net

CUSTOMERS NAME	<del></del>	STOCK NO.
ODOMETER DISCLO	SURE STATEMENT	
Federal law (and State law, it applicable upon transfer of ownership Failure to may result in fines and / or imprisonment.  MIKE CASTRUCCI CHEV-OLDS SI	complete of provid	ing a false statemen
		ransferor's name, Print
15		
state that the odometer now reads best of my knowledge that it reflects the	(no te	enths) miles and to the
below, unless one of the following statements		ine venicle described
(1) hereby certify that to the best		the odometer reading
reflects the amount of mileage in excess of	of its mechanical lim	ills: 1965, 1869, 1869, 1869, 1869, 1869, 1869, 1869, 1869, 1869, 1869, 1869, 1869, 1869, 1869, 1869, 1869, 186
(2) I hereby certify that the odomete	r reading is NOT the	e actual mileage.
WARNING - ODOMETER DISCREPANC	<b>Y</b> . 7 2 2 2 2 2 3 3	불편하다 생생을 다.
MAKE MODEL CHEVROLET MALIB	·劉斯·安凡 三、京将市、《南山中报》、广泛、《Janaya)	BODY TYPE
HALE 공연 (1) 등 전투 : 10 - 10 - 10 - 10 - 10 - 10 - 10 - 10		
VEHICLE IDENTIFICATION NUMBER:		YEAR 2 <b>011</b>
是一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个		St. Mary May 1997
× Z		
THANSFEROR'S SIGNATURE	NAME OF THE STATE	
MIKE CASTRUCCI CHEV-OLDS SUS		
PRINTED NAME		
1099 LILA AVE,		
TRANSFEROR'S ADDRESS (STREET)		<b>全国人</b> 特别是4万元。
MILFORD	OH	4515Ø
	7 STATE =	ZIP CODE
JUNE 26th, 2011		
D		
X		
TRANSFEREE'S SIGNATURE		
PRINTED NAME		
<b>人名英</b> 克克		
TRANSFEREE'S NAME		
Francisco (Francisco - Francis		rikishida Libakai ka dibida Libitari dikatai ka Madala
TRANSFEREE'S ADDRESS (STREET)		
CINCINNATI	OH	
-CITY	STATE	ZIP CODE
그는 이 그 그리면 전 보는 사는 토록 바꾸게 되었다.	<b>苏克人威胁指约</b>	
<i>设备。</i> 1994年以前,1995年,1995年,1996年		
	1912 = 123	

FORM 114

800-255-8643 www.adson.p.

authorities in its recovery.

I understand I must press the blue OnStar button and request the OnStar advisor to disable this capability if I don't want the Stolen Vehicle Slowdown capability on my vehicle. This capability can only be re-enabled at a GM dealership at my expense.

#### Cancellation of All OnStar Services:

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

Purchaser/Lessee Signature: \_

Date: (2/26/1/

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive (s) described in Item #1; the OnStar Terms and Conditions; OnStar Stolen Vehicle Slowdown Capability and Cancellation of All OnStar Services have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors,

Authorized Dealer Signature: Alan Ali

Date: 6/24 11

Dealership Name: Mike Castraci Cherrolet

Dealer Code: 09230

83B TITANIUM ORDER NO. PQDG89/TRE STOCK NO. VIN 1G1 ZC5E 19 BF		GENERAL MORENAISSANO DETROIT VEHICLE II	CE CENTER MI 48 NVOICE 101	06903941
*********				
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL -	STOCK
1ZH69 MALIBU 1LT 2:		21826.26		
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED (	5/25/11
LE5 ENGINE, 2.4L DOHC MFI	N/C	N/C	EXP I/T (	5/29/11
MH8 TRANSMISSION, 6-SPEED AUTOMATIC	0.00	0.00	INT COM (	5/31/11
TAPSHIFT MANUAL SHIFT CONTROL			PRC EFF (	5/25/11
UE1 6 MTHS ONSTAR DIRECTIONS &	N/C	N/C		
CONNECTIONS WITH AUTOMATIC	•		WFP-S QTE	R OPT-1
CRASH RESPONSE AND TURN-BY-TURN	•		BANK: HUN	*
NAVIGATION (ASK DEALER			CHG-TO	
ABOUT GEOGRAPHIC COVERAGE)				
ZFH COMPACT SPARE TIRE	100.00	88.00	SHIP WT:	3341
(REPLACES TIRE SEALANT AND				19.2
INFLATOR KIT)	r		PREFER:	=
58U BLACK GRANITE METALLIC	195.00	171 60	MRM:	-
500 DESCRIPTION CHARLES	100.00	1,1,00	ALLOW:	
			ALLOW:	105,65

TOTAL MODEL & OPTIONS 23270.00 22085.86 ACT 231 22147.76 DESTINATION CHARGE 760.00 760.00 H/B 261 698.10 DEALER IMR CONTRIBUTION 232.70 ADV 261 232.70 LMA GROUP CONTRIBUTION 232.70 EXP 65A 232.70

TOTAL 24030.00 23311.26 PAY 310 23311.26

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 22268.53

\*\*\*\*\*\*\*\*\*\*\*\*\*

MIKE CASTRUCCI CHEVROLET-OLDSMOBILE

P. 13/37

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

VEHICLE INFORMATION MAKE: Chevrolet MODEL: Malibu YEAR: 2011 VIN: 1G1ZC5E19BF **Activation Date:** 

June 26, 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 activate your OnStar service. The advisor will:

- / Offer to enroll you in OnStar Vehicle Diagnostics at no additional charge as part of your OnStar subscription trial service (e-mail address required).
- ✓ Offer you a special introductory offer of Hands-Free Calling minutes (credit card required). You will receive 30 complimentary Hands-Free Calling minutes, good for two months, upon OnStar activation.
- ∠ Provide Turn-By-Turn navigation at no additional charge as part of your trial year of OnStar.
- Offer you Hands-Free Calling minutes at a special promotional price.

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 Navigation
- 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 onstar.com for coverage maps, details and system limitations. Services vary by model and conditions.

#### INSURANCE DISCOUNT

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

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

VEHICLE INFORMATION VIN:1G1ZC5E19BF387363 Customer Name: MARK JR EWALD Activation Date: June 26, 2011

#### RouteOne Direct Access Credit Bureau - TransUnion

	8200948061	ZCIID NAME	TRANSU	INION CRE	DIT R	EPORT	\ _r	ንአጥሮ~	<b>∠</b> ФТМ₽ <b>⋋</b>	
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	C O L L E C SUBNAME								М	ΟP
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	ACCOUNT#	CODCODE	VERFIED	CREDLIM	PAST	rdue An	T-MOP	PAYPAT	13-24	
	ECOA COLLATE	RL/LOANTYPE	CLSD/PD	BALANCE	REMA	ARKS		МО	30/60/90	I
	GEMBLOWBRC	L 235041J	8/04	\$225					RO	19

•	2/07A	\$300	\$0
I CHARGE ACCOUNT	7/05F	\$0	PURCH BY OTHER LENDER
HSBC BANK B	7/03	\$1864	R09
•	2/06A	\$0	\$0
I CREDIT CARD	6/05F	\$0	PURCH BY OTHER LENDER
CAP ONE B	4/08	\$1330	R9P
	10/10A	\$500	\$0
I CREDIT CARD	12/09F	\$0	SETTLEDFOR < FULL BAL
CHASE B	8/01	\$3276	8/05 555432111111 R05
	11/05A	\$2400	\$0 \$407 05 1111111111111111111111111111111111
I CREDIT CARD	11/05C	\$0	PURCH BY OTHER LENDER 48 1/1/4
SANTANDER F	6/07	\$14.0K	60M403 111111111111 I01 \$0
T THEOMODILE	5/11A	\$5394	12 0/0/0
I AUTOMOBILE	8/08	\$0 \$0	11111111111 R01
GEMB/HH GRG B	5/11A	\$1500	\$0 111111111111111111111111111111111111
I CHARGE ACCOUNT	3/11A 3/09C	\$1300 \$0	CLOSD BY CRDT GRANTOR 32 0/ 0/ 0
	6/07	\$14.0K	60M403 11111111111 I01
UNITED AUTO A	5/10A	\$14.0K	\$0 111111111111111111111111111111111111
I AUTOMOBILE	5/10A 5/10C	\$0	SIMPLE INTEREST LOAN 35 0/ 0/ 0
NISSAN MOTOR Q	11/02	\$22.2K	60M398 11111111111 IO1
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M AUTOMOBILE	1/05C	\$0	CLOSED 25 0/ 0/ 0
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C AUTOMOBILE	12/02C	\$0	CLOSED 32 0/0/0
BK OF AMER B	7/03	\$3894	RUR
	1/09A	\$2500	\$0
I CREDIT CARD	7/05C	\$0	INCLUDED IN BNKRUPTCY
LEBCIT NT I B	1/05	\$19.3K	IUR
	5/07A		\$0
I PFROM SYCAMORE	5/07C	\$0	CHAPTER 7 BANKRUPTCY
TOYOTA MTR Q	10/04	\$10.2K	IUR
	12/06A		\$0
S AUTOMOBILE	12/06C	\$0	CHAPTER 7 BANKRUPTCY
SEARS/CBSD B	9/02	\$997	RUR
	6/06A	-	\$0
I CREDIT CARD	_10/05C	\$0	CHAPTER 7 BANKRUPTCY
HSBC/BSTBY B	2/04	\$2795	RUR
			\$0
C CHARGE ACCOUNT	12/05C	şu	CHAPTER 7 BANKRUPTCY
		TNOUTR	IES
DATE SUBCODE			TYPE AMOUNT
6/25/11 ARO6165267 (MC			
5/29/11 FLA2816123(CA			
5/29/11 FPC1246538(N)			
.5/29/11 ALA5471124(CA			
1/13/10 FLA2817246(CA	AL) UACC	-#79	

C O N S U M E R S T A T E M E N T DO NOT CONFUSE WITH CONSUMERS OF SIMILAR IDENTIFICATION; VERIFY ALL IDENTIFYING INFORMATION.

2 BALDWIN PLACE, P. O. BOX 1000, CHESTER, PA. 19022 Consumer disclosures can be obtained online through TransUnion at: http://www.transunion.com

END OF TRANSUNION REPORT

512 386 0786

6/25/2011

Risk Category: This Applicant presents a low identity risk.

GM BRC

identity Quiz: N/A



# Mike Eastrucci Chevrolet

GM BRC



Phone (513) 831-5555 • 1099 Lila Avenue • Milford, OH 45150

#### CUSTOMER DELIVERY RECEIPT

IT IS THE SINCERE DESIRE OF MIKE CASTRUCCI CHEVROLET SALES TO PROVIDE THE FINEST POSSIBLE SERVICE AVAILABLE ANYWHERE. IT IS ALSO OUR DESIRE TO HAVE NO MISUNDERSTANDING REGARDING ANY PART OF THIS TRANSACTION. We, therefore request that "YOU, THE CUSTOMER," please answer the following questions BEFORE TAKING DELIVERY OF THIS AUTOMOBILE. PLEASE, DO NOT ACCEPT DELIVERY UNLESS ALL PHASES OF THIS SALE ARE MADE CLEAR TO YOU.

Thank You! **PURCHASED VEHICLE** 1.) I agree that nothing has been promised to me that is not written on the face of the signed purchase order. I understand that no oral promises made by any representative of Mike Castrucci Chevrolet Sales, Inc. will be honored Purchaser's Signature (no initials please) 2.) I understand that the Sales Department can make NO APPOINTMENTS for the Service Department. ALL Service questions or problems are to be handled by the SERVICE MANAGER. Purchaser's Signature (no initials please) 3.) I UNDERSTAND MIKE CASTRUCCI CHEVROLET SALES, INC. IS UNDER NO OBLIGATION TO PROVIDE A LOANER\_CAR. The Service Department will provide rental cars by appointment and availability. Purchaser's Signature (no Initials please) 4.) I have received an Addition and/or Removal Order (Due Bill). I further understand that additional options will be installed by appointment only. Purchaser's Signature (no Initials please) 5.) In order to provide me with extended warranty coverage I have been offered an Optional Warranty at additional cost Purchaser's Signature (no initials please) 6.) If this purchase involves a USED VEHICLE, I realize, no representation involving prior collision repairs can be or is made by the company or any of its employees. Purchaser's Signature (no initials please) TRADE-IN VEHICLE 7.) I understand that I am liable and will pay to Mike Castrucci Chevrolet Sales, Inc. on demand any higher difference due on the payoff of my traded car; if payoff is lower than quoted, the difference will be applied to the Purchaser's Signature (no Initials please) 📈 8.) In the case of a trade-in, the mileage showing on my car's odometer is true and actual, Purchaser's Signature (no Initials please) 9.) Buyer represents and warrants that all used vehicles traded in by Buyer have never had a salvage title and have never been totaled or declared a total loss by any insurance company. Purchaser's Signature (no initials please) 10.) Buyer represents and warrants that all used vehicles traded in by Buyer have exhaust emissions systems which have not been removed, altered, or tampered with in any way, shape or form whatsoever at any time, Purchaser's Signature (no Initials please) V PLEASE INDICATE 11.) What prompted you to purchase your car from Mike Castrucci Chevrolet Sales, Inc.: Newspaper \_ Television Yellow Pages Referred by whom? \_ Radio Previous Customer 12.) NOTICE - NEW VEHICLE PURCHASER: In accordance with the State of Ohio Amended Substitute Bill 232 or Lemon Law which became effective October 22, 1987, the following is provided to the new vehicle purchaser. IMPORTANT: If this vehicle is defective you may be entitled under State Law to a replacement or to compensation.

# **DUE BILL**

MIKE CASTRUCCI CHEVROLET

	WORK PROMISED TO BE PERFORMED AT TIME OF SALE
	DATE DESCRIPTION OF CAR MANAGER CLISTOMER'S NAME SALESPERSON STOCK NO.
	6/26/11 Malibu 5.5. Prone = Buchman BF387363
	PRESENT THIS ORDER WHEN WORK IS TO BE COMPLETED
٠,	VOID IF NOT USED IN 30 DAYS
	NOTICE TO PURCHASER: Please bring the unit to our Service Department WITHIN 30 DAYS OF THE DATE ABOVE.  PLEASE CALL FIRST FOR AN APPOINTMENT (ask for the Service Consultant). Present this authorization to our Service Consultant.
	1. NOTHING DUE
, J	
	5.
	PHYSICAL DELIVERY DATE OF AUTOMOBILE 6 / 26 / //
	CUSTOMER TO MAKE SERVICE APPOINTMENT ONLY
	NOTE: THE ABOVE PROMISED WORK IS THE ONLY WORK TO BE PERFORMED FREE OF CHARGE. ANY ADDITIONA
	WORK WILL BE CHARGED FOR. NON-MANUFACTURER PARTS USED UNLESS OTHERWISE SPECIFIED.  ALL WORK MUST BE DONE IN OUR SHOP THERE ARE LOW COST RENTALS AVAILABLE - NO FREE LOANERS.
	ALL WORK WIGG! BE BOILE WOOK STOOP WHERE ARE LOW GOO! RENTALS AVAILABLE "NO FREE LOANERS.
	Signed: Sales Manager
	ANOTTAGA MATERIA DID DEG EGG TIPE

Dec. 19. 2011 9:40AM GM BRC

512 386 0786

No. 0807 P. 21/37

JUN 25, 2011 F&I - DEAL WORKSHEET Store 01 FANDI01 PORT 5023 4770

1 DEAL# 66271 12 TRADE #1 1586.00 20 DOC FEE 250.00

2 DEAL DATE 06/25/2011 13 PAYOFF #1 21 WARR PREM

3 STOCK#

14 DEPOSIT 22 MAINT PREM

15 CASH DOWN

23 GAP PREM

4 PRICE 13900.00 16 REBATE 0.00

5 CLASSICTRA 0.00 TOTAL DOWN 1586.00 24 MSRP

INS:

TOTAL AFTMKT 0.00

25 BALLOON 0.00

7 TERM

17 REGISTERED STATE OH ADJ BALLOON 72 18 COUNTY CODE

26 GMS (Y/N)

33.50 AMT FINANCED 13414.16

8 RATE

13.99 19 COUNTY RATE

9 DAYS 10 PAY/YEAR 30 GOVT FEES 12 TAXES

816.66

MEMO#1

11 PYMT DATE 07/25/2011 RO/PO #1

STATUS

RO/PO #2 RO/PO #3

MEMO#2

(LINE#)(M=MODIFY)(?=CMD LIST)

NO CR

SHIFT F1=FKEYS BANK=ALLY FINANCIAL

MONTHLY PYMT ()

276.33

0.00





1099 LILA AVE. • MILFORD, OH 45150 PHONE (513) 831-5555

This is an addendum to the Buyer's Order between Mike Castrucci Chevrolet (Dealer) and the Customer identified below. Customers have taken delivery of a vehicle before final approval of a loan or lease agreement and therefore make the following agreements with Dealer:

- 1.) Customer will fully insure the vehicle against all risk of loss, theft, damage or destruction effective immediately.
- 2.) Dealer will submit the loan or lease agreement signed by Customers to appropriate financing companies for approval.
- 3.) If the loan or lease agreement is not approved within <u>45 days</u> after this date, Dealer will notify Customer of that fact.
- 4.) Immediately thereafter Customers will return the vehicle to the Dealer in its original condition except for mileage incurred through reasonable use.
- 5.) At that time Customers will (A) pay the outstanding balance due to purchase the vehicle from the Dealer in cash, or (B) sign a loan or lease agreement on the terms offered by the financing company which has accepted the Customer's application for credit to purchase or lease the vehicle, or (C) cancel all agreements to purchase or lease the vehicle.
- 6.) If Customer chooses option 5 (B) they understand and agree that a full disclosure of the terms of the loan or lease agreement will be made at that time but that the loan or lease agreement will have the same date as this Addendum and if signed by Customers, will be effective as of that date.
- 7.) If Customer chooses option 5 (C) they will at that time pay the Dealer the retail cost to repair all damages to the vehicle and also will pay 15 cents for each mile accumulated while customers have had the vehicle.

	obligal loans, Custome r) (make)	_	▼	st in the vehicle, a
Date:	C	ustomer ustomer ike Castrucci	Chevrolet Inc.	
	D	ealer		_

Account#: INSTRUCTIONS FOR MARRIED APPLICANTS: You must complete the "Spouse" section if you reside in a community property state (AZ, CA, ID, LA, NV, NM, TX, WA). If you reside in a community property state, we will assume that all assets and income are community property and all obligations are community debts unless "SP" is written next to the income, property, or debt. Marital Status (only if you live in a community property state): ☐ Married ☐ Unmarried □ Senarated IMPORTANT: Read before completing this application and check appropriate box: Э If you are applying for an individual account in your own name and are relying on your own income or assets. If you are applying for a joint account or an account that you and another person will use. We intend to apply for joint credit. Applicant Initials \_\_\_\_ Co-Applicant Initials If you are applying for an individual account, but are relying on income from alimony, child support, or separate maintenance or on the income or assets of another person as the basis for repayment of the credit requested. TELL US ABOUT YOURSELF... (You must be at least 18 years of age) Are you a U.S. Citizen? \_\_\_\_\_ Middle initial:\_\_\_\_\_\_ Last name:\_\_\_\_\_ \_ Date of birth:\_ Social security # \_ 🗆 Own 🖸 Rent Current address: (i) Roard Phone: \_\_ RenVHouse pml \$:\_\_\_\_ Mortgage balance \$:\_\_\_\_\_ Estimaled value \$:\_\_\_\_\_ Previous address (it at current address less than 3 years): AND YOUR JOB ... Occupation: Your base appual income\* \_\_\_\_\_Length of employment:\_\_\_ Previous employer (if at current employer less than 3 years): State: "Alimony, child support, or separate maintenance proome need not be revealed if you do not wish to have it considered as a basis for repaying this obligation. Alimony, child support, and separate maintenance received under ☐ Written agreement Oral understanding ☐ Court order Credit references include: charge accounts, installment loans, credit cards, rent, mortgages, child support, allmony, PLEASE LIST CREDIT REFERENCES... elc. Give complete list of all amounts owing. Attach separate piece of paper if necessary. Checking account: ☐ Installment loan; (please check) D) Leasa Bank/Company name: Bank/Company name: \_\_\_ Account number: Balanca: Mo. pmt ☐ Installment loan: (please check) □ Lease ☐ Credit card ☐ Installment loan: (please check) ☐ Lease ☐ Credil card Bank/Company name; Bank/Company name: \_\_\_\_\_ Mo. pmt. Mo. pmt We are not indebted other than as stated above. The statements herein are made for the purpose of The Ohio Laws against discrimination require that all creditors make credit equally available to all credit worthy customers, and that credit reporting agencies maintain separate credit histories on each iblaining credit and are true and complete to the best of my/our knowledge. Individual upon request. The Ohio Civil Rights Commission administers compliance with this law. The Federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit opplicante on the basis of sex or marital status. The federal agency which administers compliance To secure the payment of your account, you grant us a security interest in shares and deposits held by vith this law concerning this could unlon in the Malley you with us, whether held by you alone or jointly. If you default, we shall have the right to apply any and all arkway, Sulte 1600, Alia amounts in said share accounts and deposits to the payment of your obligation to us. icani's Signature ☐ New ☐ Used Purchase Price No. Cyt. Make: Less: Salesperson: Nei trade \$ Automatic trans ☐ Manual frans ☐ Leather Cash down \$ ☐ Aluminum wheels ☐ T-Too ☐ Air conditioning Rebate \$ Power windows □ Power seals Cruse Unpaid balance u Tot Radio (describa) Trade in model: Other (describe): Financed at Dealership; Term of contract

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## CARDIF LIFE INSURANCE COMPANY

# OPTIONAL CREDIT INSURANCE

Credit Life or credit accident and health insurance is protection for both the buyer and seller.

You are entitled to a copy of the policy or certificate of Insurance within thirty days after credit is extended.

You ARE NOT required to buy credit life insurance or credit accident and health insurance from any particular company or agent. You may use existing policies if insurance is required as additional security.

If you buy credit life insurance, the proceeds will be used to reduce or pay off your unpaid loan or indebtedness when you die. Any insurance proceeds in excess of the amount required to pay off the loan will be paid to your beneficiary or estate.

**READ** your policy or certificate **CAREFULLY** for what the policy **DOES NOT** cover. For example: Some policies do not pay disability benefits unless you are disabled for 14 to 30 days or if you have a pre-existing condition. Some policies will not provide coverage if you are over age 65. See the policy for details on these.

You may not be eligible for credit accident and health insurance unless you now work at least thirty hours per week.

The customer, debtor or lessee shall use this mandated disclosure form and shall initial the appropriate boxes below.

By initialing below, the customer, debtor or lessee acknowledges that he has accepted or declined credit life or credit accident and health insurance.

ACCEPTS CREE	OIT LIFE INSURANCE	
DECLINES CRE	DIT LIFE INSURANCE	
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By providing your cell phone number, you give your prior express consent to receive calls and text messages from the creditor, any assignee or a third party debt collector at that number, including calls and messages made by using an automatic telephone dialing system or prerecorded message. You consent to such attempts to contact you even if your wireless carrier charges you for the incoming contacts.

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You understand and agree that you are applying for credit by providing the information to complete and submit this credit application. We may keep this application and any other application submitted to us and information about you whether or not the application is approved. You certify that the information on the application and in any other application submitted to us, is true and complete. You understand that false statements may subject you to criminal penalties.

The words "you," "your" and "yours" mean each person submitting this application. The words "we," "us," "our" and "ours" as used below refer to us, the dealer, and to the financial institution(s) selected to receive your application.

You authorize us to submit this application and any other application submitted in connection with the proposed transaction to the financial institutions disclosed to you by us the dealers. This application will be reviewed by such financial institutions on behalf of themselves and us the dealer. In addition, in accordance with the Fair Credit Reporting Act, you authorize that such financial institutions may submit your applications to other financial institutions for the purpose of fulfilling your request to apply for credit.

You agree that we may obtain a consumer credit report periodically from one or more consumer reporting agencies (credit bureaus) in connection with the proposed transaction and any update, renewal, refinancing, modification or extension of that transaction. You also agree that we or any affillate of ours may obtain one or more consumer credit reports on you at any time whatsoever. If you ask, you will be told whether a credit report was requested, and if so, the name and address of any credit bureau from which we or our affiliate obtained your credit report.

You agree that we may verify your employment, pay, assets and debts, and that anyone receiving a copy of this is authorized to provide us with such information. You further authorize us to gather whatever credit and employment history we consider necessary and appropriate in evaluating this application and any other applications submitted in connection with the proposed transaction. You understand that we will rely on the information in this credit application in making our decision.

#### **FEDERAL NOTICES**

IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT If applicable to your credit transaction, to help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account. What this means for you: When you open an account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

#### STATE NOTICES

California Residents: An applicant, if married, may apply for a separate account.

Maine Residents: You may purchase required insurance through any insurance agent or broker and from any insurance company that is reasonably acceptable to us. You are not required to deal with any of our affiliates when choosing an agent, broker or insurer. Your choice of a particular insurance agent, broker or insurer will not affect our credit decision, so long as the insurance provides adequate coverage with an insurer who meets our reasonable requirements.

**New Hampshire Residents:** If this is an application for balloon financing, you are entitled to receive, upon request, a written estimate of the monthly payment amount that would be required to refinance the balloon payment at the time such payment is due based on the creditor's current refinancing programs.

New York Residents: In connection with your application for credit, a consumer report may be obtained from a consumer reporting agency (credit bureau). If credit is extended, the party or parties extending credit or holding such credit may order additional consumer reports in connection with any update, renewal or extension of the credit. If you ask, you will be told whether a consumer report was requested and, if so, the name and address of any consumer reporting agency (credit bureau) from which such credit report was obtained.

**Ohio Residents:** Ohlo laws against discrimination require that all creditors make credit equally available to all creditworthy customers and that credit reporting agencies maintain separate credit histories on each individual upon request. The Ohio Civil Rights Commission administers compliance with this law.

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Vermont Residents: You authorize us and any financial institution with which this credit application is shared, and each of their respective employees or agents, to obtain and verify information about you (including one or more credit reports, information about your employment and banking and credit relationships) that they may deem necessary or appropriate in evaluating your credit application. If your credit application is approved and credit is granted, you also authorize the parties granting credit or holding your account, and their respective employees and agents, to obtain additional credit reports and other information about you in connection with reviewing the account, increasing the available credit on the account (if applicable), taking collection on the account, or for any other legitimate purpose.

Married Wisconsin Residents: No provision of any marital property agreement, any unilateral statement under Wis. Stat § 766.59 or any court decree under § 766.70 applied to marital property adversely affects our interest unless you furnish a copy of the agreement, statement, or court decree or we have actual knowledge of such adverse provision before credit is granted. If you are making this credit application individually and not jointly with your spouse, complete Section A about yourself and Section B about your non-applicant spouse. Your non-applicant spouse should not sign the credit application if you are applying for individual credit.

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nearon may be soomitted to the following illustrate tristicul	ore [name(s) and Address(ea)]	-		
BY SIGNING BELOW, YOU CERTIFY THAT	YOU HAVE READ AND AGRE	E TO THE TE	RMS AND DISCLOSURES ON THE PAGES OF	THIS APPLICATION.
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#### DEALER NAME MIKE CASTRUCCI CHEVROLET OLDSM DEALER TELEPHONE NUMBER DEALER FAX NUMBER 513 - 831 - 5555 513 - 248 - 7187 APPLICANT'S CREDIT STATEMENT (X) Individual Credit If you are applying for individual credit in your name and relying on your own income or assets and not the income or assets of another personas the basis for repayment of the credit requested, complete only Section A. Check Appropriate Box O Joint Credit If you are applying for Joint credit with another person, complete sections A and B. We intend to apply for joint credit Community Property State Business Application Applicant Co-Applicant If you are married and live in a community property state, please complete Section A about yourself and Section B about your spouse. You must sign this application. Your spouse must sign this application only if s/he wishes to be a Co-Applicant. A. Applicant's Personal Credit Information SOCIAL SECURITY NUMBER or (TAX ID) FIRST NAME OR BUSINESS NAME мі LAST NAME **EMAIL ADDRESS** DRIVER'S LICENSE # DRIVER'S LICENSE STATE YRS 0 Homeowner MOS DATE OF BIRTH (MM/DD/VVVV ) **HOME PHONE #** CELL PHONE # (See below) TIME AT ADDRESS HOUSING STATUS CURRENT STREET # AND NAME APT/SUITE# PO BOX# RURAL ROUTE LOVELAND OH CITY STATE ZIP CODE MTG PYMT OR RENT PREVIOUS STREET # AND NAME APT/SUITE # PO BOX# RURAL ROUTE YRS MOS CITY STATE ZIP CODE TIME AT ADDRESS TRADESMAN INTERNATIONAL Employed PLUMBER EMPLOYED BY or TYPE OF BUSINESS (If business application) **EMPLOYMENT STATUS** OCCUPATION 513 - 771 - 1115 6500 YRS 9 **BUSINESS PHONE #** TIME EMPLOYED SALARY YRS MOS PREVIOUS EMPLOYMENT (If less than 2 yrs at current) **EMPLOYMENT STATUS BUSINESS PHONE #** TIME EMPLOYED OCCUPATION Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation. OTHER INCOME (MONTHLY) SOURCE OF OTHER INCOME

By providing your cell phone number, you give your prior express consent to receive calls and text messages from the creditor, any assignee or a third party debt collector at that number, including calls and messages made by using an automatic telephone dialing system or prerecorded message. You consent to such attempts to contact you even if your wireless carrier charges you for the

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### MIKE CASTRUCCI CHEVROLET-OLDS 1099 LILA AVENUE Milford OH 45150 513 8315555 Your Credit Score and the Price You Pay for Credit

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Understanding Your Cre	dit Score
What you should know about credit scores	Your credit score is a number that reflects the information in your credit report.
	Your credit report is a record of your credit history. It includes information about whether you pay your bills on time and how much you owe to creditors.
	Your credit score can change, depending on how your credit history changes.
How we use your credit score	Your credit score can affect whether you can get credit and how much you will have to pay for that credit.
The range of scores	Scores range from a low of 250 to a high of 843
	Generally, the higher your score, the more likely you are to be offered better credit terms.
How your score compares to the scores of other consumers	Your credit score ranks higher than 30 percent of U.S. consumers.

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Checking Your Credit Ro	eport
What if there are mistakes in your credit report?	You have a right to dispute any inaccurate information in your credit report. If you find mistakes on your credit report, contact the consumer reporting agency.
	It is a good idea to check your credit report to make sure the information it contains is accurate.
How can you obtain a copy of your credit report?	Under Federal law, you have the right to obtain a free copy of your credit report from each of the nationwide consumer reporting agencies once a year.
	To order your free annual credit report -
	By telephone: Call toll-free 1-877-322-8228
	On the web: Visit www.annualcreditreport.com
	By mail: Mail your completed Annual Credit Report Request Form (which you can obtain from the Federal Trade Commission's web site at <a href="mailto:ftc.gov/bcp/conline/include/requestformfinal.pdf">ftc.gov/bcp/conline/include/requestformfinal.pdf</a> ) to:
	Annual Credit Report Request Service P.O. Box 105821 Atlanta, GA 30348-5281
How can you get more information?	For more information about credit reports and your rights under federal law, visit the Federal Reserve Board's web site at <a href="https://www.federalreserve.gov">www.federalreserve.gov</a> , or the Federal Trade Commission's web site at <a href="https://www.federalreserve.gov">www.federalreserve.gov</a> , or the Federal Trade Commission's web site at <a href="https://www.federalreserve.gov">www.federalreserve.gov</a> , or the Federal Trade Commission's web site at <a href="https://www.federalreserve.gov">www.federalreserve.gov</a> , or the Federal Trade Commission's web site at <a href="https://www.federalreserve.gov">www.federalreserve.gov</a> , or the Federal Trade Commission's web site at <a href="https://www.federalreserve.gov">www.federalreserve.gov</a> .

Date Printed: 06/25/2011

General Electric Credit Union - Decision Details

Dealership Name: MIKE CASTRUCCI Dealership Number: 17278 RouteOne App #: 01-1-125526689 0

CHEVROLET-OLDS

Applicant(s):

Decision:

Approved 06/27/2011 - 09:58 AM

Finance Source App #: 2913524 Analyst/Analyst Phone/Analyst Fax: John Wolverton / 5132437900 / 5135540570

	Decision	Application
Transaction Type	Retail	Retail
Vehicle	2011 Chevrolet Malibu	2011 Chevrolet Malibu
Financed Amt	\$25349	\$25349
Total Down	\$3000	\$3000
Total Monthly Payment	\$373	
Term	<b>75</b> .	75
Wholesale/Invoice	F	\$23311
Customer Rate		3.2
Buy Rate	3.2	

#### Stipulations:

- Inform Borrowers(s) the Loan is Denied if Stips Aren't Met .
- · Proof of Income Required for Applicant
- · Vehicle Must Meet GECU Guidelines Found On GECU's Rate Sheet.

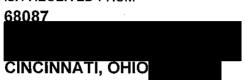
#### Comments:

ATT: JOHN WOLVERBN

# MIKE CASTRUCCI

**Chevrolet Sales** 1099 Lila Avenue Milford, OH 45150 513-831-5555

**CASH RECEIVED FROM** 



**NUMBER** 

83094

**RECEIVED BY** 

JANET FLOREA

DATE

07/05/11

TIME

YEAR

11:56

ACCT.	AMOUNT	CONTROL NUMBER
205	26707.83	68087
262	667.70	68087

PAYMENT TYPE	AMOUNT
LOAN PROCEEDS CHECK	26707.83
LOAN PROCEEDS CHECK	667.70

	·	
VIN NO.	•	
SELLING PRICE	TRADÉ IN	
ADDITIONAL COST	OPTION GOOD UNTIL DATE	

MODEL

**GECY** 

MAKE

- DEPOSIT TERMS AND CONDITIONS

  1.) DEPOSITS MADE ON SPECIAL ORDERED VEHICLES ARE NON-REFUNDABLE.
- REFUNDABLE.

  2.) REFUNDS ON DEPOSITS ARE PAID BY COMPANY CHECK NO CASH REFUNDS.

  3.) REFUNDS ON PERSONAL CHECKS ARE PAID 10 WORKING DAYS FROM THE DATE ON THIS RECEIPT.

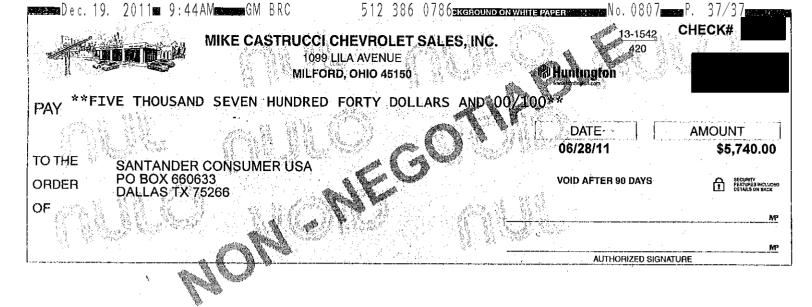
  4.) NO REFUNDS WITHOUT THIS RECEIPT.

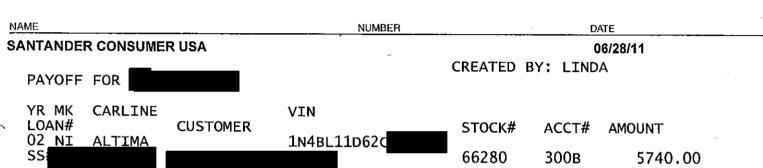
  6.) NO REFUNDS AFTER 30 DAYS.

 SIGNATURE	 <u> </u>

## PAYOFF INFORMATION

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SEND TITLE TO: MIKE CASTRUCCI CHEV OLDS

1099 LILA AVE MILFORD OH 45150

REMITTANCE ADVICE DETACH AND RETAIN

MIKE CASTRUCCI CHEVROLET SALES, INC.

1099 LILA AVENUE MILFORD, OHIO 45150 CHECK NO. **94443**  NET AMOUNT

\$5,740.00

2011 MALIBU 1LT GENERAL MOTORS LLC 58U BLACK GRANITE METALLIC /L4G

83B TITANIUM RENAISSANCE CENTER ORDER NO. PQDG89/TRE STOCK NO. DETROIT MI 48243-1114

VEHICLE INVOICE 10D06903941 VIN 1G1 ZC5E 19 BF

MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK 22975.00 21826.26 INVOICE 05/25/11 1ZH69 MALIBU 1LT FE9 50-STATE EMISSIONS N/C N/C SHIPPED 05/25/11 LE5 ENGINE, 2.4L DOHC MFI N/C N/C EXP I/T 05/29/11 MH8 TRANSMISSION, 6-SPEED AUTOMATIC 0.00 0.00 INT COM 05/31/11 TAPSHIFT MANUAL SHIFT CONTROL PRC EFF 05/25/11 N/C N/C KEYS G1827 G1827 UE1 6 MTHS ONSTAR DIRECTIONS & CONNECTIONS WITH AUTOMATIC WFP-S QTR OPT-1 CRASH RESPONSE AND TURN-BY-TURN BANK: HUNTINGTON NAVIGATION (ASK DEALER CHG-TO 09-230 ABOUT GEOGRAPHIC COVERAGE) 100.00 88.00 SHIP WT: 3341 ZFH COMPACT SPARE TIRE (REPLACES TIRE SEALANT AND HP: 19.2

PREFER: 23260.21 INFLATOR KIT) 58U BLACK GRANITE METALLIC 195.00 171.60 MRM: 24030.00

ALLOW: 165.65

23270.00 22085.86 ACT 231 22147.76 TOTAL MODEL & OPTIONS DESTINATION CHARGE 760.00 760.00 H/B 261 698.10 DEALER IMR CONTRIBUTION 232.70 ADV 261 232.70 232.70 EXP 65A 232.70 LMA GROUP CONTRIBUTION

24030.00 23311.26 PAY 310 23311.26 TOTAL

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 22268.53

\*

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.

\*

#### elyesverele.

May 20, 2013

Charles Back Mike Castrucci Chevrolet Sales, Inc 1099 Lila Ave Milford, OH 45150-1684

RE:

Service Request: 71-1185140494 2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5E19BF Customer Relationship Specialist: Timia

#### Dear Charles Back:

This is a letter of notification regarding a breach of warranty lawsuit involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

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

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

Chevrolet



## **Notice of Service of Process**

RVP / WARBREACH Transmittal Number: 11179794 Date Processed: 05/16/2013

vs. General Motors, LLC

Primary Contact: Rosemarie Williams

General Motors LLC Mail Code 48482-038-210 400 Renaissance Center Detroit, MI 48265

Entity: General Motors LLC

Entity ID Number 3113523

Entity Served: General Motors, LLC

Title of Action:

Document(s) Type:Summons/ComplaintNature of Action:Breach of Warranty

Court/Agency: Clermont County Court of Common Pleas, Ohio

Case/Reference No: 2013 CVH 00763

Jurisdiction Served: Ohio

Date Served on CSC: 05/16/2013

Answer or Appearance Due: 28 Days

Originally Served On: CSC

How Served: Certified Mail

Sender Information: David Tannehill (North Royalton, OH)

216-901-0609

Client Requested Information: Year: 2011

Make: Chevrolet Model: Malibu

VIN: 1G1ZC5E19BF

Notes: David Tannehill8043 Corporate Circle, Suite 3North Royalton, OH 44133

CSC Location Document Served:50 West Broad Street Suite 1800Columbus, OH 43215

Please Note: Pages 2-11 of the pdf has faded print/some illegible print.

Information contained on this transmittal form is for record keeping, notification and forwarding the attached document(s). It does not constitute a legal opinion. The recipient is responsible for interpreting the documents and taking appropriate action.

To avoid potential delay, please do not send your response to CSC

CSC is SAS70 Type II certified for its Litigation Management System.

2711 Centerville Road Wilmington, DE 19808 (888) 690-2882 | sop@cscinfo.com

#### COURT OF COMMON PLEAS CLERMONT COUNTY BATAVIA, OH 45103

#### **SUMMONS**

Rule 4 1970 Ohio Rules of Civil Procedure

CASE NO: 2013 CVH 00763



1. 1. 1. 1. 1.

VS.

General Motors LLC c/o CSC Lawyers Incorporating Service 50 West Broad Street Suite 1800 Columbus, OH 43215

医大性经验检验 经银本股份

You are hereby notified that a complaint has been filed against you in the Clermont County Court of Common Pleas, 270 Main Street, Batavia, Ohio 45103, by the plaintiff(s) named herein. A copy of said complaint is attached to this summons:

You are required to serve upon the plaintiff's attorney or upon the plaintiff(s) if he/she has no attorney of record, a copy of your answer to the complaint within 28 days after service of this summons upon you, exclusive of the day of service. Said answer must be filed with this Court within three days after service on Plaintiff's attorney.

The name and address of the plaintiff's attorney is as follows:
David Tannehill
8043 Corporate Circle, Suite 3
North Royalton, OH 44133

If you fail to appear and defend, judgment by default will be taken against you for the relief demanded in the complaint.

BARBARA WIED NO DER of Courts
May 14, 2013

\_\_\_\_\_\_Deputy Clei

Issued:

Summons and Copy of Complaint, Certified mail; cv case; return receipt requested 7112436946802781048

#### IN THE COURT OF COMMON PLEAS CLERMONT COUNTY, OHIO

7013 MAY 13 PM 4:00

and	)
	)
	)
Leveland, Ohio	)
	)

Plaintiffs.

Defendant.

7.S.

GENERAL MOTORS, LLC c/o CSC-Lawyers Incorporating Service 50 West Broad Street, Suite 1800 Columbus, Ohio 43215

i o

2013 CVH 00763 JUDGE FERENC

JURY DEMAND ENDORSED HEREON

#### COMPLAINT

NOW COME the Plaintiff. through their attorneys, KROHN & MOSS, LTD., and for their complaint against Defendant, GENERAL MOTORS, LLC, allege and efformatively state as follows:

- Plaintiffs"), are individuals who were at all times relevant hereto residing in the State of Ohio.
- Defendant GEMERAL MOTORS, LLC ("Manufacturer"), is a foreign 2. corporation authorized to do business in the State of Ohio, and is engaged in the manufacture, sale, and distribution of motor vehicles and related equipment and services. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including Mike Castrucci Chevrolet ("Seller"). Manufacturer does business in all counties of the State of Ohio including Clermont County.

#### BACKGROUND

- On or about June 26, 2011. Plaintiffs purchased from Seller a 2011 Chevrolet Malibu ("Malibu"), manufactured and/or distributed by Manufacturer, Vehicle Identification Number 1G1ZC5E19BF
  - 4. The price of the Malibu totaled \$24,030.00.
- 5. Plaintiffs aver that as a result of ineffective repair attempts made by Manufacturer, through Seller and/or its authorized servicing dealership, the Malibu cannot be utilized for personal, family and household use intended by Plaintiffs at the time of sale.
- 6. In consideration for the purchase of the Malibu, Manufacturer issued and supplied to Plaintiffs its written warranty that included three (2) year or thirty-six thousand (36,000) mile "bumper-to-bumper" coverage.
- 7. On or about June 28, 2011, Plaintiffs took possession of the Malibu and shortly thereafter experienced the nonconformity/defects listed below which substantially impairs the use, value and/or safety of the Malibu.
- 8. The nonconformities/defects described below that violate the written warranty issued to Plaintiffs by Manufacturer.
- 9. Plaintiffs have delivered the Malibu to Manufacturer, through its authorized servicing dealerships, on numerous occasions.
- 10. Plaintiffs have brought the Malibu to Seller, and/or an authorized servicing dealership of Manufacturer, for attempted repairs to the nonconformities/defects that include but are not limited to:
  - a. Defective fuel system as evidenced by the vehicle only getting 23 mpg on the highway;
  - b. Defective engine/electrical system as evidenced by the intermittent illumination of the check engine light:

- c. Defective electrical system as evidenced by the traction control and ESC lights coming on; and
- d. Any additional complaints made by Plaintiffs, whether or not they are contained on any repair orders from Manufacturer's authorized dealerships.
- Plaintiffs have provided Manufacturer sufficient opportunity to repair the Malibu pursuant to its written warranty.
- 12. After a reasonable number of attempts to cure the nonconformities/defects in Plaintiffs' Malibu, Manufacturer and its authorized servicing dealerships have been unable and/or have failed to repair the nonconformities/defects as provided in Manufacturer's written warranty.
- 13. Plaintiffs have justifiably lost confidence in the Malibu's safety and reliability and said nonconformities/defects have substantially impaired the use, value and/or safety of the Malibu to Plaintiffs.
- 14. Said nonconformities/defects could not reasonably have been discovered by Plaintiffs prior to Plaintiffs' acceptance of the Malibu.
- 15. As a result of the nonconformities/defects, Plaintiffs revoked their acceptance of the Malibu.
- 16. At the time of revocation, the Mahbu was in substantially the same condition as at delivery except for damage caused by its own nonconformities/defects and ordinary wear and tear.
- 17. Manufacturer has refused Plaintiffs' revocation of acceptance and has refused to provide Plaintiffs with the remedies to which Plaintiffs are entitled upon revocation.

- 18. The Malibu remains in a defective and unmerchantable condition and continues to exhibit the above mentioned nonconformities/defects that substantially impair its use, value and/or safety.
- Plaintiffs have been and will continue to be financially damaged due to

  Manufacturer's failure to comply with the provisions of its written warranty and its failure to

  provide Plaintiffs with a merchantable Malibu.

# COUNT I BREACH OF WRITTEN WARRANTY PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT MANUFACTURER

- 20. Plaintiffs re-allege and incorporate by reference as though fully set forth herein, all paragraphs of this Complaint set forth above.
- 21. Plaintiffs are purchasers of a consumer product who received the Malibu during the duration of a written warranty period applicable to the Malibu and who are entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.
- 22. Manufacturer is a "person" engaged in the business of making a consumer product directly available to Plaintiffs.
- 23. Seller is an authorized dealership and agent of Manufacturer, designated to perform repairs on vehicles pursuant to Manufacturer's written warranty.
- 24. Plaintiffs' purchase of the Malibu was accompanied by a written factory warranty covering any defects in material or workmanship, an undertaking in writing to repair or replace defective parts, or take other remedial action free of charge to Plaintiffs with respect to the Malibu in the event that the Malibu failed to meet the specifications set forth in Manufacturer's warranty.

- 25. Said warranty was the basis of the bargain of the contract between Plaintiffs and Manufacturer for the sale of the Malibu to Plaintiffs.
- 26. Said purchase of Plaintiffs' Malibu was induced by, and Plaintiffs relied upon, Manufacturer's written warranty.
- 27. Plaintiffs have met all of their obligations and preconditions as provided in Manufacturer's written warranty.
- 28. As a direct and proximate result of Manufacturer's failure to comply with its written warranty. Plaintiffs have suffered damages and in accordance with 15 U.S.C. § 2310(d)(1), Plaintiffs are entitled to bring suit for such damages and other legal and equitable relief in connection with this action.

WHEREFORE, Plaintiffs, June 1980, JR. and June 1980, pray for judgment against Manufacturer as follows:

- a. Return of all monies paid or diminution in value of the Malibu, incurred and/or needed costs of repair, and all incidental and consequential damages incurred, including, but not limited to, all finance charges incurred:
- b. All reasonable attorneys' fees, witness fees, court costs and other fees incurred by Plaintiffs; and
- c. Such other and further relief that this Court deems just and appropriate.

# COUNT !! BREACH OF IMPLIED WARRANTY PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT MANUFACTURER

- 29. Plaintiffs re-alloge and incorporate by reference as though fully set forth herein, all paragraphs of this Complaint set forth above.
- 30. The Malibu purchased by Plaintiffs was subject to an implied warranty of merchantability as defined in 15 U.S.C. § 2301(7), running from Manufacturer to Plaintiffs.

- 31. Manufacturer is a supplier of consumer goods as a "person" engaged in the business of making a consumer product directly available to Plaintiffs.
- 32. Manufacturer is prohibited from disclaiming or modifying any implied warranty when making a written warranty to the consumer.
- 23. Plaintiffs' Malibu was impliedly warranted to be substantially free of defects in both material and workmanship, and thereby fit for the ordinary purpose for which the Malibu was intended.
- 34. The above-described detects present in the Malibu render the Malibu unfit for the ordinary purpose for which the Malibu was intended.
- 35. As a result of the breach of implied warranty by Manufacturer, Plaintiffs are without the reasonable value of the Malibu.
- 36. As a result of the breach of implied warranty by Manufacturer, Plaintiffs have suffered and continue to suffer various damages incurred in connection with this action.

WHEREFORE, Plaintiffs, and and and pray for judgment against Manufacturer as follows:

- a. Return of all monies paid or diminution in value of the Malibu, incurred and/or needed costs of repair, and all incidental and consequential damages incurred, including, but not limited to, all finance charges incurred:
- b. All reasonable attorneys' fees, witness fees, court costs and other fees incurred by Plaintiffs: and
- e. Such other and further relief that this Court deems just and appropriate.

# COUNT HI OHIO MOTOR VEHICLES WITH WARRANTY NONCONFORMITIES ACT MANUFACTURER

- 36. Plaintiffs re-allege and incorporate by reference as though fully set forth herein, all paragraphs of this Complaint set forth above.
- 37. Pursuant to O.R.C. §1345.72, Manufacturer has been unable to conform the Malibu to its written warranty issued to Plaintiffs by failing to repair the Malibu after a reasonable number of repair attempts.
- Pursuant to O.R.C. §1345.72(B), Plaintiffs are entitled to a refund of the full purchase price of the Malibu, including all collateral charges and finance charges, and/or a replacement Malibu, plus all attorneys' fees and costs.

WHEREFORE, Plaintiffs, pray for judgment against Manufacturer as follows:

- a. Return of the Malibu's purchase price and all incidental and consequential damages incurred by Plaintiffs;
- b. Return of all finance charges incurred by Plaintiffs for the Malibu;
- c. All reasonable attorneys' fees, witness fees, court costs and other fees incurred by Plaintiffs; and
- d. Such other and further relief that this Court deems just and appropriate.

#### JURY DEMAND

Plaintiffs demand trial by jury on all issues in this action, except for any issues relating to:

- 1. The amount of enorneys' fees and litigation costs to be awarded should Plaintiffs prevail in this action; and
- 2. The amounts to be paid to Plaintiffs and to the lender who financed the purchase of the subject vehicle, pursuant to Ohio Rev. Code § 1345.72, should Plaintiffs prevail under the Ohio Motor Vehicles with Warranty Nonconformities Act.

Respectfully Submitted,

David Tannehill

Plaintiffs' Attorney

David Tannehill Ohio Registration No. 0083968

8043 Corporate Circle Suite 3 N. Royalton, Ohio 44133

phone: (216) 901-0609 fax: (866) 425-3459

e-mail: dtannebill@consumerlawcenter.com

## EXHIBIT 1



Ph (513) 831-5555 | Fax (513) 248-7197 | 1099 Lifa Ava : Milliord, OH 45150 | EMATL ADD:

**NEW VEHICLE** BUYER'S ORDER CUST #:

68Ø87 DEAL #: 66280

SALESPERSON PURCHASER KEVIN M BACHMAN ADDRESS 26/26/2011 STATE HAMILTON OH CINCINNATI I HEREBY AGREETO PURCHASE FROM MIKE CASTRUCCI CHEVROLET UNDER THE TERMS AND BUNCITIONS SPECIFIED ON THE FRONT AND BACK OF THIS ORDER ONE MOTOR VEHICLE AS REASIN CESOSIRED. HALTBU BF387363 CHEASULET 2011 ODOMETER REPRESENTATION EXTRA EQUIPMENT Mika Costructi Chevrolet represents: To "the best of our knowledge" the odometer of this vehicle is correct except as may be otherwise noted on the separately provided "odometerstatement" and the company has no knowledge of any acts by previous owners to the contrary. 24030.00 **SELLING PRICE** \$ THE PAYOFF AMOUNT GIVEN IS ONLY AN ESTIMATE! ANY PAYOFF AMOUNT HIGHER THAN THIS ESTIMATE IS \$ MY, OBLIGATION TO PAY TO MIKE CASTRUC 1325.00 ESC GMS ADD-ON 2600.00 CERT OF TITLE OUT-OF-STATE TAMPE HA 15.00XX s \$ 1469.33 OHIO SALESTAX SUDAY LIC FLATE NOTARY FEE DUCULENTARY FEE S 18.50XXX LICENSE TRANSFER 283.5Ø County, Title Fees, License Plates 29707.83 TOTAL (Cash Delivery Price) TRADE-IN INFORMATION DEPOSIT NO.\_\_\_ MODELTIMA N/A MISSAN Credit Life insurance 1255.50 1 SE-550 N/A Accident & Health Insurance YEAR 2002 5600.00 USTID CHALLLOWANCE SL 5600.00 SEN46L11DS20257965 BALANCE DWED N/A TRADEHN EQUITY DESCRIPTION 3000.00 GM Incertives/Rebates \$\_\_ N/A 3000.00 TOTAL DOWN PAYMENT 6000 BU PAYOFETO SANTANDER CONSUMER USA 26707.83 BALANCE TO FINANCE FROM WHO CONTROL ACCOUNT AMOUNT WARRANTY DISCLAIMER DEPLY REPERV EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND OR STOCK # SALE CHARACTER, EITHER EXPRESSED OR IMPLIED (INCLUDING IMPLIED WARRANTIES OF MERCHANTARILITY OR FITNESS FOR A PARTICULAR PURPOSE) concerning the motor vehicle cos STOCK# to be delivered to buyer and buyer acknowledges and accepts such disclaimer. It is further agreed, however, that neither the dealer nor the manufacturer will be liable for failure to effect delivery. RECOND, CST JURY WAS VERITHE UNDERSIGNED BUYER DOES WAIVE THE RIGHT TO A TRIAL BY JURY OVRL. ALLOW æ CONCERNING ARY AND ALL MATTERS ARISING OUT OF OR IN ANY WAY ASSOCIATED WITH THE PURCHASE OR FINANCE OF THE MOTOR VEHICLE DESCRIBED ABOVE. TRADE-IN 24 In case the motor vehicle covered by this Order is a used motor vehicle, no warranty or reprecentation is made by the Dealer as to extent such motor vehicle has been used, regardless of the mileage shows on the speedometer or adometer of said used motor vehicle. E.S.P. ACC. THE FRONT AND THE BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT PERTAINING TO THIS PURCHASE AND NO OTHER AGREEMENT OF ANY KIND, VERBAL ACCT, REC. CUST# UNDERSTANDING OR PROMISE WHATSOEVER WILL BE RECOGNIZED. This Order is not valid unless accepted in writing by an Officer of the Dealer and approved by a CUST# TAX 324mresponsible final be company as to any balance to be financed. 900 DOC. FEES STANCE READ THE PRINTED MATTER ON THE FRONT AND THE BACK OF THIS ORDER AND AGREE TO FIRST PART OF THIS ORDER, THE SAME AS IT IT WERE PRINTED ABOVE MY SIGNATURE. HER PRINTED ABOVE MY PAY OFF CUSTA 3005 Order and settlerize MIKE CASTRUCCI CHEVROLET to initiate a credit check through the Credit Bureau. ų. 205 BANK OPTIONALEXTENDED WARRANTY WAS FULLY EXPLAINED AND 208 FIN.RES.CR. Accres delitely J. A. REJECTED (Initial) Anthout initial or Related Charge Automatically Constitutes Rejection ÷ CUSTA 262 I HAVE RECEIVED A COPY OF ALL DOCUMENTS I HAVE SIGNED AT THE TIME OF SIGNING L.A.H. ACC. 3228 READ, UNDERSTOODIAND AGREEDA Ø6/26/2Ø11 Buver's Stonatur E.S.P. Accepted white Costrage! Chevrolet by \_ Must be accepted by an Officer of the Company INS. INC

IF UNDELIVERABLE RETURN TO BARBARA A. WIEDENBEIN CLERMONT COUNTY CLERK OF COURTS 270 E MAIN ST BATAVIA OH 45103-3040

## CERTIFIED MAIL



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General Motors LLC c/o CSC Lawyers Incorporating Service 50 West Broad Street Suite 1800 Columbus, OH 43215 neopost<sup>M</sup> 05/14/2013 US POSTAGE

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FIRST-CLASS MAIL

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ZIP 45103 041L12201943



To brian.c.greuel@gm.com

cc

bcc

Subject Service Request: 71-1185140494

RE:

Service Request: 71-1185140494

2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5E19BF

Customer Relationship Specialist: Timia

Dear Brian Greuel,

This email is to inform you that a lawsuit has been filed on behalf of customer by David Tannehill for the customer's 2011 Chevrolet Malibu with 36,654 miles. The customer has been working with MIKE CASTRUCCI CHEVROLET SALES, INC in MILFORD, OH. Technical Assistance Center has been involved. <71-989990530>.

This matter has been referred to the Early Resolution program for settlement review.

Your response is needed to continue review of the case. Please reply only by email by selecting one of the following options:

- A) I am unaware of this case and have no information to provide you. However, I am interested in the outcome and would like to be contacted about the settlement offers.
- B) I am unaware of this case and have no information to provide you. Please notify me after a decision has been reached between the Early Resolution Program and the attorney.
- C) I am aware of this case and have information that may be useful to your review. (If selecting this option, please provide the information in your email reply.)

Due to time constraints, your response to this e-mail is required within 24 hours. Your feedback will be documented and your e-mail attached to our case, as it is an important step in our accurate and timely case resolution.

Timia Williams
BRC Mediation Liaison
Aditya Birla Minacs | Inspired every day

Phone: 866 790 5700 ext 41075

Fax: 866-432-1687 | timia.morado@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 8:30 a.m. and 5:15 p.m., Eastern Time. Please refer to the service request number above.

Sincerely,

**General Motors** 

# - Mike Castrucci

## Chevrolet Sales, Inc.

1099 LILA AVENUE • MILFORD, OH 45150 • PH (513) 831-5555 • FAX (513) 248-7185

PARTS DIRECT LINE (513) 248-7171



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# - Mike Castrucci

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1099 LILA AVENUE • MILFORD, OH 45150 • PH (513) 831-5555 • FAX (513) 248-7185

PARTS DIRECT LINE (513) 248-7171



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