

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

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CHEVROLET

July 19, 2012

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

RE: [REDACTED]
Service Request: 71-1087364661
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZG57B88F [REDACTED]
Customer Relationship Specialist: Patricia

Dear 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: GM BRC

Attn: Patricia Garcia

Fax # (866) 432-1681

From: Michael K. Itow _____
Service Department

Re: SR 71-1087364661

Date: 7/18/12

Comments: These are the only invoices
filed in service file @ this time
Per your request please find 14 pgs to follow.

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

Ph. # (626) 339-6291 ext 221 FAX # (626) 331-9734



GMC

HUMMER

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

CHEVROLET

July 17, 2012

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

RE: [REDACTED]
Service Request: 71-1087364661
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZG57B88F [REDACTED]
Customer Relationship Specialist: Patricia

Dear Mr. Itow:

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

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

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

Chevrolet

Vehicle Report

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



VIN: 1G1ZG57B88F [REDACTED]

Vehicle Model: 2008 MALIBU LS SEDAN

Delivery Date: 03/01/2008

Vehicle Summary

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

Required Field Actions

Number	Type	Description	Release Date	Status
No information found for this vehicle.				

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	10	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	10	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 Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer
No information found for this vehicle.								

Service Information

Type	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	Service Type
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	Z2327	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 [REDACTED]

Vehicle Model: 2008 MALIBU LS SEDAN

Delivery Date: 03/01/2008

Vehicle Transaction History


Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
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	ZREG	H2842	Sensor, Brake Pedal Position - Replace	46740	Warranty
11/28/2011	249859	ZREG	D2220	Case, Heater - Replace	46740	Warranty
11/28/2011	249859	ZREG	C3540	Rear Side Door Trim Panel Replacement	46740	Warranty
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	Warranty
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
07/18/2011	245589	ZREG	E9740	Gear Assembly, Power Steering - Replace	37802	Warranty
08/12/2008	465619	ZREG	J9991	Customer Concern Not Duplicated (CCND) - Engine Concern	8396	Warranty
01/08/2008	A96231	ZPDI	Z7000	Pre-Delivery Inspection - Base Time	0	Warranty

	08/19/2011	246559	CA	TIRE PRESSURE CHECK
	08/11/2011	246395	CA	AIR CONDITIONING
	07/28/2011	245953	CA	TIRE PRESSURE CHECK
	07/21/2011	245741	CA	BODY SHOP
	07/20/2011	245589	CA	TIRE PRESSURE CHECK
	06/27/2011	244613	CA	TIRE PRESSURE CHECK
	10/29/2008	467799	CA	LUBE, OIL FILT SPEC.
	08/12/2008	465619	CA	DIAGNOSE OIL LEAK
	03/03/2008	460542	CA	WHEELS & TIRES
	01/31/2008	459261	CA	NEW CAR PREP

AS

AS

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
	01/31/2008	459355	CA	ACCESSORIES














Page 3

of 3

Displaying Records 21 - 21 of

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
 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
 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
 09/16/2011	247386	CA	TIRE PRESSURE CHECK

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02011CVCS467799

CUSTOMER NO. 44665	ADVISOR RALPH BALLESTEROS 1887	INVOICE DATE 10/29/08
LABOR RATE	MILEAGE 12,208	COLOR BLACK/
YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/MALIBU 1LS	DELIVERY DATE 03/01/08	STOCK NO. 81398
F.T.E. NO.	R.O. NO.	DELIVERY MILES 10
COMMENTS		PRODUCTION DATE
		R.O. DATE 10/29/08
		MO: 12208

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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



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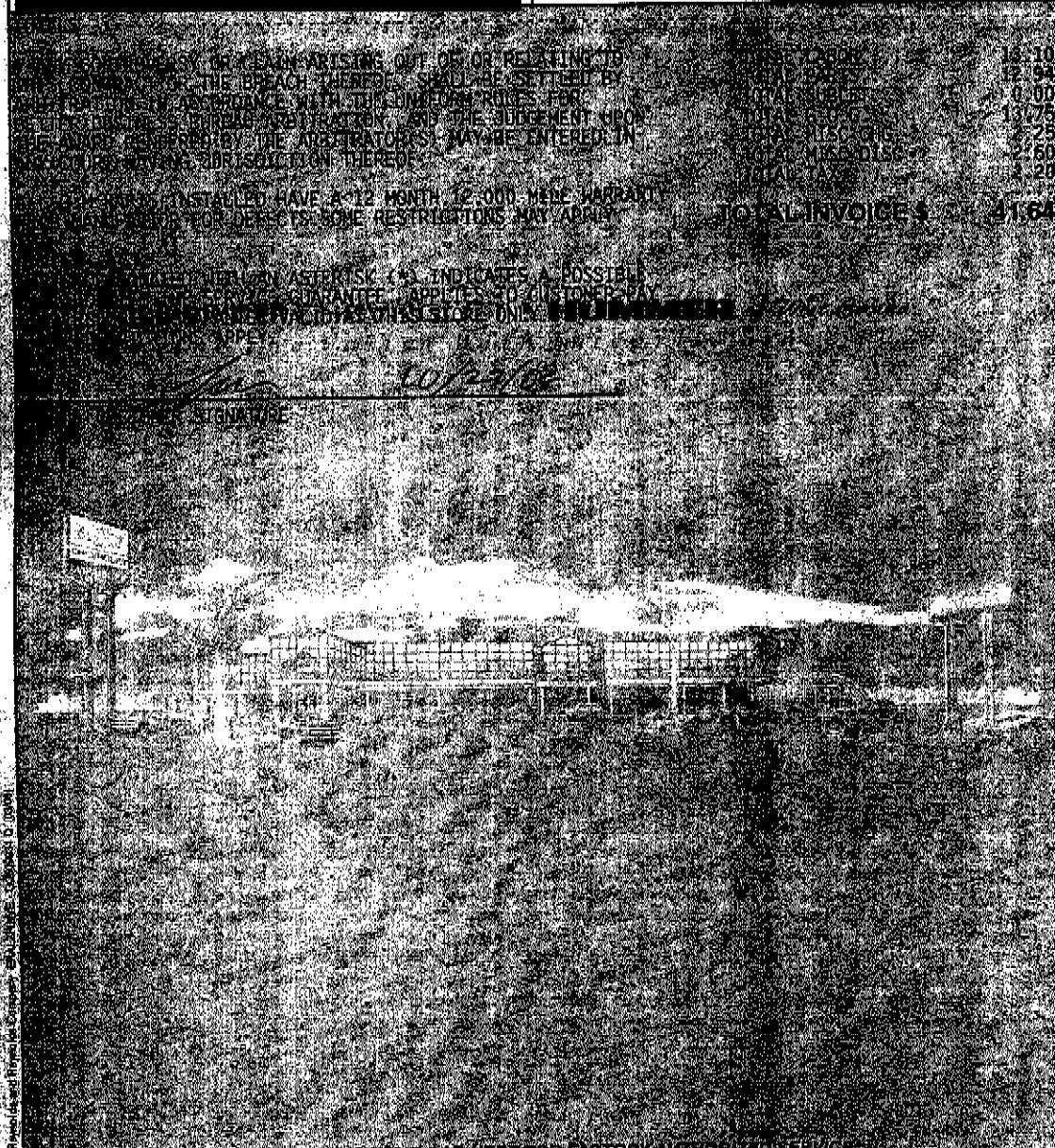


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ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

EP# CAL 000318141



ALWAYS BRING YOUR CAR HERE FOR FACTORY AUTHORIZED SERVICE. END OF INVOICE 11/16/08

B.A.R. # AC 249814

PLEASE READ IMPORTANT INFORMATION ON BACKER
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0201CVCS467799

CUSTOMER NO. 44665	ADVISOR RALPH BALLESTEROS 1887	INVOICE DATE 10/29/08
LABOR RATE	LICENSE NO.	MILEAGE 12,208
YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/MALIBU 1LS	COLOR BLACK/	DELIVERY MILES 81398
DELIVERY DATE 03/01/08	DELIVERY MILES 18	SELLING DEALER NO.
PRODUCTION DATE	R. O. DATE 10/29/08	
COMMENTS		MO: 12208

W/BE CHASSIS CHANGE OIL AND FILTER CHECK AND REPAIR AS NEEDED
 TOP OFF AS NEEDED. ADD OIL TERESA. INFLATE AS NEEDED.
 INSPECT BELTS AND TUBES. INSPECT UNDER-CARRIAGE.
 SERVICER TIME: 0.45 HRS. FILTER CHANGE

QTY	SP. NUMBER	DESCRIPTION	UNIT PRICE	TOTAL PRICE
1	12589500	FILTER 1 830	95	95
1	12580255	SEAL 1 841	99	99
		LUBRICATION	24	24
		TOTAL LABOR & PARTS		26.04

INSPECTION FROM FRONT ENGINE INSPECTION WAS PERFORMED
 DONE

QTY	SP. NUMBER	DESCRIPTION	UNIT PRICE	TOTAL PRICE
		TOTAL PARTS		0:00
		TOTAL LABOR		0:00
		TOTAL		13.75
		TOTAL TAX		13.75

QTY	DESCRIPTION	UNIT PRICE	TOTAL PRICE
1	H1 HAZARD WASTE OIL AND FILTER	27.25	27.25
1	SCD SENIOR CITIZEN DISCOUNT	11.30	11.30
1	SCD SENIOR CITIZEN DISCOUNT	11.30	11.30
	TOTAL		50.35

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINALS ESTIMATE OF \$41.95 (+TAX)

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 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) 915-3282



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02011CV1S460542



CUSTOMER NO. 44665	ADVISOR RALPH BALLESTEROS 1887	INVOICE DATE 03/05/08	STOCK NO. 81398
	LABOR RATE	LICENSE NO.	MILEAGE 47
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/MALIBU 1LS	DELIVERY DATE 03/01/08	DELIVERY MILES 10
	R.T.E. NO.	P.O. NO.	SELLING DEALER NO.
			PRODUCTION DATE
	COMMENTS		MO: 47

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) 815-3262



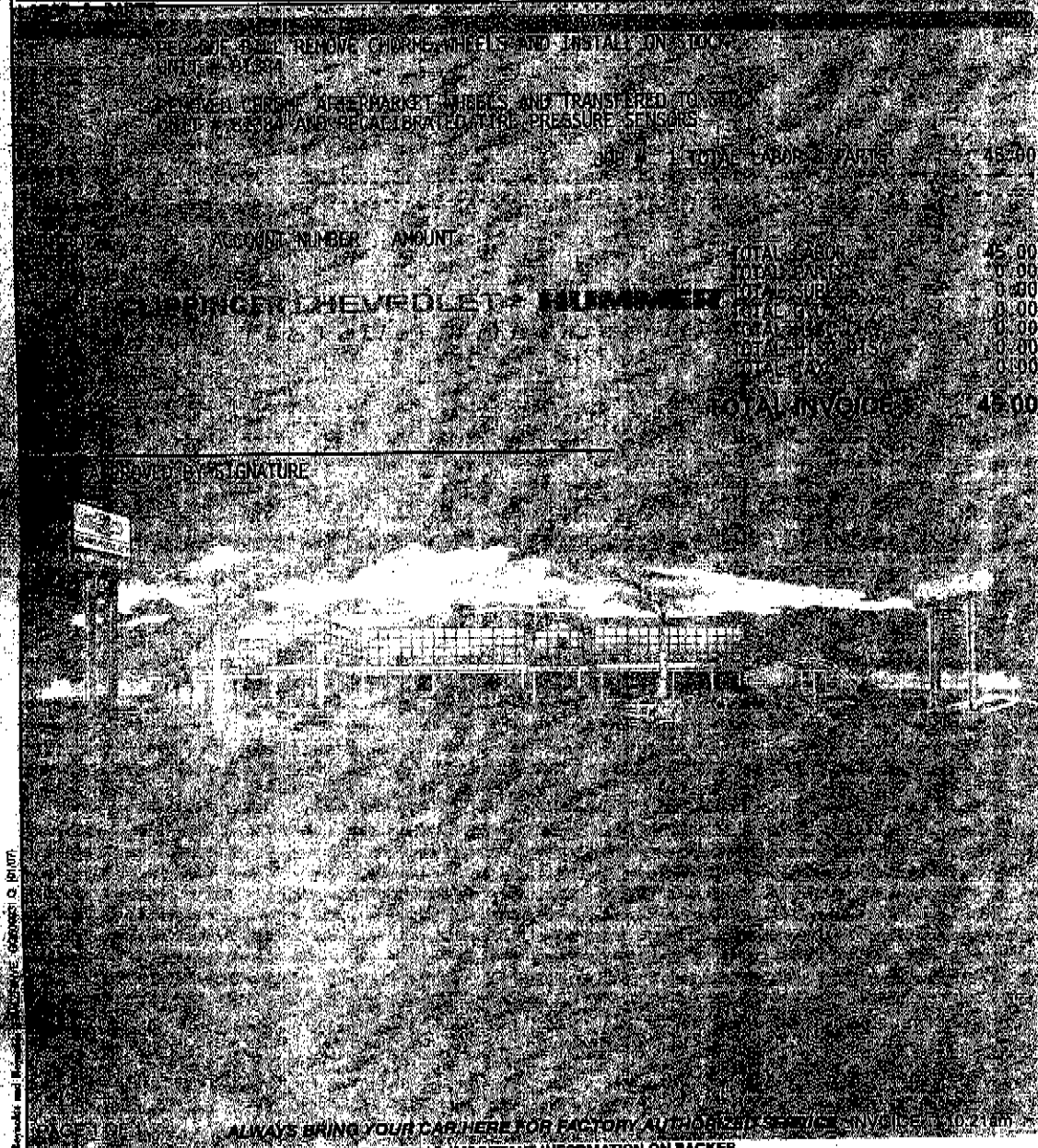
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 ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

EPA # CAL 000315161

B.A.R. #

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0201ICVCS460542



CUSTOMER NO. 44665	ADVISOR RALPH BALLESTEROS	1887	2311	INVOICE DATE 03/03/08	ETICKET NO. 81598
	LABOR RATE	LICENSE NO.	MILEAGE 47	COLOR BLACK/	DELIVERY MILES 10
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/MALIBU 1LS			DELIVERY DATE 03/01/08	PRODUCTION DATE
				SELLING DEALER NO.	
	F.T.E. NO.	P.O. NO.		FLD DATE 03/03/08	
COMMENTS					

COVINA, CA

ORDER DUE BILL REMOVE CHROME WHEELS AND INSTALL ON STOCK WHEELS
 REMOVED CHROME AFTERMARKET WHEELS AND TRANSFERRED TO STOCK WHEELS
 WHEELS AND RECALIBRATED TIRE PRESSURE SENSOR

LABOR & PARTS 0.00

TOTAL LABOR 0.00
 TOTAL PARTS 0.00
 TOTAL MOBILE 0.00
 TOTAL T.O.C. 0.00
 TOTAL TAXES 0.00
 TOTAL INVOICE \$ 0.00

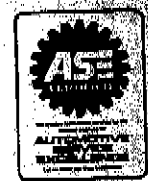
DISPUTE OR CLAIM ARISING OUT OF OR RELATING TO THIS INVOICE OR THE BREACH THEREOF SHALL BE SETTLED BY ARBITRATION IN ACCORDANCE WITH THE UNIFORM RULES FOR CONSUMER ARBITRATION. A WRITTEN DOCUMENT OR AGREEMENT TO ARBITRATE MAY BE ENTERED IN ANY COURT OF COMPETENT JURISDICTION THEREOF.

INSTALLER HAVE A 12 MONTH OR 100,000 MILE WARRANTY FOR DEFECTS. SOME RESTRICTIONS MAY APPLY.

REMARKED WITH AN ASTERISK (*) INDICATES A POSSIBLE SERVICE GUARANTEE. APPLIES TO CUSTOMER PAYMENT GUARANTEE VALID AT THIS STORE ONLY.

CUSTOMER SIGNATURE

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



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CLIPPINGER CHEVROLET'S goal is to be recognized in the community as a quality business, employing people selling quality products. We accomplish our goal by fulfilling customer automotive needs with competitive pricing, quality service and an honest attempt to achieve customer satisfaction.

ALWAYS BRING YOUR CAR HERE FOR FACTORY AUTHORIZED SERVICE (INVOICE) 03-17-08
 PLEASE READ IMPORTANT INFORMATION ON BACKER
 ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE
 EPA # CAL 0003

B.A.R. #

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02011CVWS485619

CUSTOMER NO 44665	ADVISOR RALPH BALLESTEROS 1887	INVOICE DATE 12/30/08
[REDACTED]	LABOR RATE 8.396	COLOR BLACK/
COVINA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/MALIBU 1LS	STOCK NO. 81398
	F.T.E. NO.	DELIVERY DATE 03/01/08
	P.O. NO.	DELIVERY MILE 10
		SELLING DEALER NO.
		PRODUCTION DATE
		R.O. DATE 08/12/08
COMMENTS		MO: 8396

**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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TIME	DATE	START	FINISH	ACT. TIME	DESCRIPTION
	08/12/08	9:30	10:30	1:00	SPRINKLED
	08/22/08	9:00	10:30	1:30	ADJUSTIVE DISTRIBUTION
	12/30/08	9:00	10:30	1:30	ENTERED IN INVOICE

TECH STATES THAT THERE'S A BUZZING FROM ENGINE SPLLED DURING OIL CHANGE WHEN OIL FILTER WAS REMOVED. OIL CHANGE NOT DONE HERE. TO OVE ANALYZE LEAK. NO REPAIRS DONE.

NUMBER	DESCRIPTION	QTY	UNIT COST	TOTAL COST	PRICE	TOTAL
0000000	CLIPPIER CHEVROLET HUMANES	1	0.00	0.00	9.18	9.18
						8.18
	JOB #					26.32
						0.00
						26.32

NET TOTAL TOTALS
 TOTAL 26.32
 TOTAL 26.32

SIGNATURE _____

DATE DATA FILE: 8/30/08
 12/30/2008 WARRANTY NEW CLAIM

DEALER NUMBER: 465619
 RO DATE: 08/12/2008
 VIN: 1G1ZG57889196231
 DLY DEALER: 30207
 DEAFER: 0196
 SERVICE ADVISOR #: 6144

CUSTOMER NAME: FIRST: FELIX
 LAST: BORNILLA
 PHONE: 626-967-2747

JOB: 01
 CT: CC PC
 PART: NO
 TOT: PRTS
 LABO: 97
 OR: 0988
 CHG: NEW ART: 186
 TOT: 25.71
 TECH: SSN: 0001-01-5121
 AUTH: EBD
 AUTH: AUTHOR
 TOT: 25.71

PLEASE READ IMPORTANT INFORMATION ON BACKER
 ALL PARTS NEW UNLESS SPECIFIED OTHERWISE
 END OF INVOICE 01:07pm
 AC 248814

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE
 EPA # CAL 00031518

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0201CVCS485619

CUSTOMER NO. 44665	ADVISOR RALPH BALLESTEROS 1887	INVOICE DATE 08/12/08	STOCK NO. 81398
LABOR RATE	MILEAGE 8,396	COLOR BLACK	DELIVERY MILES 10
YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/MALIBU 1LS	DELIVERY DATE 03/01/08	SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	R.O. DATE 08/12/08	
RE	COMMENTS	MO: 8396	

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 SATURDAY
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AUTHORIZED GM PERFORMANCE DEALER



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 VICE, AND FLEET FOR COMMERCIAL
 AND MEDIUM DUTY TRUCKS.**

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 tomer automotive needs with competi-
 tive pricing, quality service and an
 honest attempt to achieve 100% cus-
 tomer satisfaction.**

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

EP# CAL 000315161

LABOR 2 PARTS
 QUANTITY 0.00
 PARTS 0.00
 TOTAL 0.00

JUST STATES THAT THERE'S A OIL LEAK FROM ENGINE
 AND SPILLED DURING OIL CHANGE WHEN OIL FILTER WAS REMOVED
 CHANGE OIL AND FILTER
 OIL LEAK SERVICE DONE AND REPAIRS DONE

QTY	REP NUMBER	DESCRIPTION	UNIT	PRICE	WARRANTY
1	28262206	DIYER 8 400		0.00	
1		TOTAL PARTS		0.00	
1		TOTAL LABOR & PARTS		0.00	
		TOTAL LABOR		0.00	
		TOTAL PARTS		0.00	
		TOTAL SUBTOTAL		0.00	
		TOTAL GST		0.00	
		TOTAL MISC CHG		0.00	
		TOTAL MISC DISC		0.00	
		TOTAL TAX		0.00	
		TOTAL INVOICE \$		0.00	

ANY DISPUTE ARISING FROM THIS INVOICE SHALL BE SETTLED BY
 ARBITRATION IN ACCORDANCE WITH THE UNIFORM RULES FOR
 COMMERCIAL ARBITRATION AND THE JUDGEMENT UPON
 THE ARBITRATION MAY BE ENTERED IN COURT IN ANY
 JURISDICTION THEREOF

PARTS INSTALLED HAVE A 12 MONTH 12,000 MILE WARRANTY
 ONLY FOR DEFECTS, SOME RESTRICTIONS MAY APPLY

ITEMS DESIGNATED WITH AN ASTERISK (*) INDICATES A POSSIBLE
 LIMITED LIFE SERVICE GUARANTEE APPLIES TO CUSTOMER PAY
 HEREIN

11/3/08

SIGNATURE

DATE

TIME

ALWAYS BRING YOUR CAR HERE FOR FACTORY AUTHORIZED SERVICE

PLEASE READ IMPORTANT INFORMATION ON BACKER
 ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

B.A.R. #

GM Vehicle Inquiry System Summary

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

[Help](#)

VIN :	1G1ZG57B88F [REDACTED]
--------------	------------------------

VEHICLE INFORMATION

Merchandising Model :	1ZG69-2008 MALIBU 1LS	Warranty Start Date :	03/01/2008
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	CLIPPINGER CHEVROLET 2000 EAST GARVEY AVENUE SOUTH WEST COVINA , CA 91791-1911 (626) 339-6261	Selling Source :	13 - CHEVROLET
		Site Code :	20207
		Business Associate Code :	166894
Service Contract :	No	Branded Title :	No
		Warranty Block :	No
		PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
--

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Active	Refer to Help page for details or go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.	
XM Equipped	Yes	XM Radio ID	VRLXY0MR	XM Status	Active
Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).					

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	03/01/2008	10 miles	03/01/2011	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	03/01/2008	10 miles	03/01/2014	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/01/2008	10 miles	03/01/2016	80010 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	03/01/2008	10 miles	03/01/2013	100010 miles
36/50000 CALIFORNIA EMISSIONS	03/01/2008	10 miles	03/01/2011	50010 miles
96/100000 CALIFORNIA SELECT COMPONENT	03/01/2008	10 miles	03/01/2016	100010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading

01/08/2008	A96231	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles
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CUSTOMER NAME		SERIAL NO. 1G1ZG57B88F						
TOTAL R/O'S	12	TOTAL SERV. DAYS	49					
		MAKE CV CHEVROLET						
LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
				T	12	1	C 92CVZ	*AIR CONDITIONIN
5	247797	09/22/2011	42952	A	9327			
				T	12	1	C 15CVZ	15A DEPARTMENT
6	247386	09/09/2011	42846	A	9327			
				T	122	1	I 13CV5	TIRE PRESSURE CH
				T	122	2	W 92CVZ	*AIR CONDITIONIN
				T	12	3	I 15CVZ	15A DEPARTMENT
7	246559	08/16/2011	40974	A	533			
				T	122	1	C 13CV5	TIRE PRESSURE CH
				T	122	2	W 92CVZ	*AIR CONDITIONIN
				T	122	3	W 15CVZ4	SEATS/SEAT TRIM
				T	122	4	C 15CVZ2	15A DEPARTMENT
8	246395	08/10/2011	40504	A	533			
				T	122	1	I 92CVZ01	AIR CONDITIONING
				T	122	2	W 20CVZ0	ELECTRICAL

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

CUSTOMER NAME ELDA M WALDIVIA
TOTAL R.O'S 12 TOTAL SERV. DAYS 49

SERIAL NO. LG1EG57B88F
MAKE CV CHEVROLET

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	250589	12/23/2011	47689	A	515			
				T	339	1	W 15CVZ1	15A DEPARTMENT
				T	353	2	W 18CVZ218	CERTIFIED & GO
2	249859	11/28/2011	46740	A	515			
				T	339	1	W 15CVZ2	15A DEPARTMENT
				T	339	2	W 15CVZ1	15A DEPARTMENT
				T	339	3	C 13CV5	TIRE PRESSURE CH
3	249012	11/01/2011	45206	A	9327			
				T	339	1	C 13CV5	TIRE PRESSURE CH
				T	339	2	W 20CVZ	*ELECTRICAL
				T	339	3	W 20CVZ0	ELECTRICAL
4	248027	09/29/2011	43602	A	9327			
				T	339	4	W 20CVZ2	POWER DOOR LOCKS
				T	339	4	W 20CVZ2	POWER DOOR LOCKS

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



PARTS AND SERVICE DEPT HOURS
 MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
 SATURDAY 8:00 A.M. TO 3:00 P.M.
 SUNDAY CLOSED
 ALL TIMES SUBJECT TO CHANGE WITHOUT NOTICE



131 W. AVENUE ROAD • PO BOX 70 SANTA PAULA CA 95061 PHONES 709 471-736 523-2147

www.santepaulichevrolet.com

42423	BRIAN FOX	533	4876	08/19/11	CVCS246559
[REDACTED]	[REDACTED]		40,974	BLACK/	C2482
VENTURA, CA	08/CHEVROLET/MALIBU/4D			07/15/11	37,682
[REDACTED]	1G1ZG57B88F			08/16/11	01/01/08

LABOR & PARTS
 # 1 13CV5 TIRE PRESSURE CHECK TECH(S):122 0.00
 TIRE PRESSURE CHECK AND INFLATE SERVICE
 INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.
 TIRES INFLATED TO (PSI)
 RIGHT FRONT 30
 LEFT FRONT 30
 RIGHT REAR 30
 LEFT REAR 30

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

2 92CVZ *AIR CONDITIONING TECH(S):122 WARRANTY
 CUSTOMER REPORTS THAT AC SYSTEM STILL SMELLS MUSTY.
 RECENTLY IN FOR SAME COMPLAINT
 EVAPORATOR FAILURE
 REPLACED THE EVAPORATOR. TESTED AFTER.
 OK NOW

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 2 1 25913637 EVAPORATO 9.210 WARRANTY
 JOB # 2 1 25001 FED EX WARRANTY
 JOB # 2 1 12377951 COOLING C 8.800 WARRANTY
 JOB # 2 1 7092A A/C KIT 8.800 WARRANTY
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 15CVZ4 SEATS/SEAT TRIM TECH(S):122 WARRANTY
 CUSTOMER STATES THAT THERE IS A CLUNK HEARD FROM UNDER THE
 SEAT WHEN DRIVING
 INSPECTED SEAT RAIL MOUNTS. FOUND TO BE SECURE AND
 TIGHT. NOT ABLE TO FIND ANYTHING LOOSE. TEST DROVE BUT
 NOT ABLE TO DUPLICATE CONCERN.
 TEST DROVE 4 MILES. OUTBOUND MILES = 40978

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

J# 4-15CVZ2 15A DEPARTMENT TECH(S):122 0.00
 Added Operation (bfox1963 @ 08/17/2011 12:57)
 REAR VIEW MIRROR LOOSE CUSTOMER STATES
 SCREW LOOSE
 SECURED LOOSE MIRROR.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 4 TOTAL PARTS 0.00
 JOB # 4 TOTAL LABOR & PARTS 0.00



SALES AND SERVICE DEPT HOURS
 MONDAY THROUGH FRIDAY 9:00 AM TO 7:00 PM
 SATURDAY 9:00 AM TO 3:00 PM
 SUNDAY 10:00 AM TO 2:00 PM
 (805) 525-2127



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42423	BRIAN FOX	533	4876	08/19/11	CVCS246559
[REDACTED]	[REDACTED]		40,974	BLACK/	C2482
VENTURA, CA	08/CHEVROLET/MALIBU/4D			07/15/11	37,682
[REDACTED]	1 G 1 Z G 5 7 B 8 8 F				01/01/08
[REDACTED]				08/16/11	

SUBLET PO# VEND INV# INV DATE DESCRIPTION WARRANTY
 JOB # 2 86594 253377 08/19/11 RENTAL TOTAL - SUBLET 0.00

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

TOTALS

IN THE NEXT FEW DAYS YOU MAY BE RECEIVING A CALL OR A SURVEY REGARDING THE QUALITY OF SERVICE YOU HAVE RECEIVED. IF YOU FEEL THAT YOU CAN "NOT" RATE US "COMPLETELY SATISFIED". PLEASE CALL OUR SERVICE MANAGER FOR ASSISTANCE. WE THANK YOU FOR YOUR BUSINESS SINCERELY, BILL EDWARDS (805)525-2127 PARTS DENOTED WITH (*) CARRY LIFETIME WARRANTY!	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG....	0.00
	TOTAL MISC DISC....	0.00
	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

* [] CASH [] CHECK CHECK# [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *
 * ACCOUNT # [] *

CUSTOMER SIGNATURE



SALES TAX COLLECTOR DEPT. VOLHS
 MON-FRI 7:00 AM TO 7:00 PM
 SATURDAY 7:00 AM TO 1:00 PM

SALES TAX COLLECTOR DEPT. VOLHS

SALES TAX COLLECTOR DEPT. VOLHS

SALES TAX COLLECTOR DEPT. VOLHS

SALES TAX COLLECTOR DEPT. VOLHS

RECOMMENDED SERVICES

ITEM	DESCRIPTION	UNIT	PRICE	ITEM	DESCRIPTION	UNIT	PRICE
13CVZ	*TIRE ROTATION	MI	23.98	18CVZ17	*FUEL FILTER SERVICE	MI	69.95
18CVZ01	VEHICLE INSPECTION	MI	0.00	18CVZ27	6,000 MILE SERVICE	MI	127.16
18CVZ23	12,000 MILE SERVICE	MI	172.36	18CVZ30	30,000 MILE SERVICE	MI	272.96
22CVZ17	*FUEL FILTER SERVICE	MI	69.95	18CVZ03	*COOLING SYSTEM SVC	MO	114.76
13CV5	TIRE PRESSURE CHECK	MI	0.00				

DATE	TIME	SALES	SALES	SALES	SALES	SALES	SALES	SALES	SALES	SALES
08/16/11	246559	40974	533	122	C	13CV5	TIRE PRESSURE CHECK			
				122	W	92CVZ	*AIR CONDITIONING			
				122	W	15CVZ4	SEATS SEAT TRIM			
				122	C	15CVZ2	15A DEPARTMENT			
08/10/11	246395	40504	533	122	I	92CVZ01	AIR CONDITIONING			
				122	W	20CVZ0	ELECTRICAL			

SALESPERSON NO: 524 BRIAN SCOTT-WHITTAKER SERVICE STATE REG# AH168380

1G1ZG57B88E 08/CHEVROLET/MALIBU/4D 01/01/08 C2482 247386

42423 07/15/11 37,682 09/09/11

VENTURA, CA BLACK/ 5974

42,846 9327 RAFAEL ROMERO

ESTIMATES DO NOT INCLUDE SALES TAX. SALES TAX IS BASED UPON THE TOTAL AMOUNT OF OPERATIONS AND INCLUDES SALES TAX. SALES TAX IS NOT BASED UPON CLOCK HOURS.

05:11pm 09/09/11 07:00pm

I REPRESENT ANY OF THE RECOMMENDED SERVICES LISTED ABOVE.

CUSTOMER SIGNATURE

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

- 1 * 13CV5 TIRE PRESSURE CHECK AND INFLATE SERVICE
- 2 W * 92CVZ *AIR CONDITIONING CUSTOMER REPORTS IS A BAD SMELL FROM A/C WHEN ON.
- 3 I * 15CVZ 15A DEPARTMENT CLEAN REAR SEAT.

RECEIVED ESTIMATE	ADD. COST	REMARKS	BY WHOM
DATE	DATE	REASON	REASON
PHONE	PHONE	PHONE	PHONE
RECEIVED ESTIMATE	ADD. COST	REMARKS	BY WHOM
DATE	DATE	REASON	REASON
PHONE	PHONE	PHONE	PHONE

BAJAJI...
 I...
 I...



SALE HOURS
 MONDAY - SATURDAY 9:00 AM TO 7:00 PM
 SUNDAY 10:00 AM TO 6:00 PM
 HOLIDAYS BY APPOINTMENT
 561-2735



1000 SANTA PAULA BLVD. BOX 70 SANTA PAULA, CA 93081 PHONES (805) 277-2735 • 525-2121 www.santapaulachevrolet.com

42423	RAFAEL ROMERO	9327	5974	09/16/11	CVCS247386
[REDACTED]	[REDACTED]		42,846	BLACK/	C2482
VENTURA, CA	08/CHEVROLET/MALIBU/4D			07/15/11	37,682
[REDACTED]	1G1ZG57B88F				01/01/08
				09/09/11	

LABOR & PARTS
 J# 1 13CV5 TIRE PRESSURE CHECK TECH(S):122 INTERNAL
 TIRE PRESSURE CHECK AND INFLATE SERVICE
 INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.
 TIRES INFLATED TO (PSI)
 RIGHT FRONT 30
 LEFT FRONT 30
 RIGHT REAR 30
 LEFT REAR 30

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

J# 2 92CVZ *AIR CONDITIONING TECH(S):122 WARRANTY
 CUSTOMER REPORTS IS A BAD SMELL FROM A/C WHEN ON.
 REPLACED HEATER CASE, TRANSFER ALL NECESSARY PARTS
 AND RE-CHECK OK.

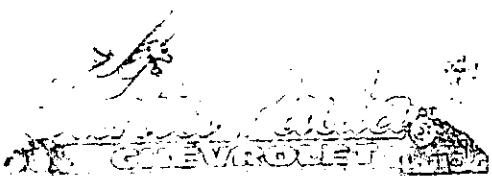
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	22737146	CASE 9.211			WARRANTY
JOB # 2	1	15844208	VALVE 9.786			WARRANTY
JOB # 2	1	25941318	CABLE 9.647			WARRANTY
JOB # 2	1	20527963	PAD 9.743			WARRANTY
						JOB # 2 TOTAL PARTS 0.00
						JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 15CVZ 15A DEPARTMENT TECH(S):12 INTERNAL
 CLEAN REAR SEAT.
 JOB COMPLETED.

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

SUBLET PO# VEND INV# INV DATE DESCRIPTION WARRANTY
 JOB # 2 87327 253645 09/16/11 RENTAL CAR TOTAL - SUBLET 0.00

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



SALES SERVICE DEPT HOURS
MON-FRI 9:00-5:00
SAT 9:00-4:00
SUN 10:00-4:00

WOODWARD
SERVICE

42423

RAFAEL ROMERO 9327 5974 09/16/11 CVCS247386
42,846 BLACK/ C2482
08/CHEVROLET/MALIBU/4D 07/15/11 37,682
1 G 1 Z G 5 7 B 8 8 F 01/01/08
09/09/11

[REDACTED]
VENTURA, CA [REDACTED]
[REDACTED]

TOTALS

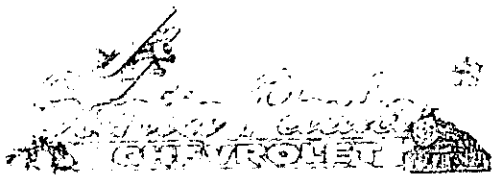
IN THE NEXT FEW DAYS YOU MAY BE RECEIVING A CALL OR A SURVEY REGARDING THE QUALITY OF SERVICE YOU HAVE RECEIVED. IF YOU FEEL THAT YOU CAN "NOT" RATE US "COMPLETELY SATISFIED", PLEASE CALL OUR SERVICE MANAGER FOR ASSISTANCE. WE THANK YOU FOR YOUR BUSINESS SINCERELY, BILL EDWARDS (805)525-2127 PARTS DENOTED WITH (*) CARRY LIFETIME WARRANTY!

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

TOTAL INVOICE \$ 0.00

* [] CASH [] CHECK CHECK# [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *
* ACCOUNT # [] *

CUSTOMER SIGNATURE



PARTS AND SERVICE DEPT. HOURS
 MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
 SATURDAY 9:00 A.M. TO 3:00 P.M.
 SUNDAY 10:00 A.M. TO 2:00 P.M.
 (SANTA PAULA) (SANTA PAULA) (SANTA PAULA)
 (SANTA PAULA) (SANTA PAULA) (SANTA PAULA)



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42423	RAFAEL ROMERO	9327	5974	09/22/11	CVCS247797
[REDACTED]	[REDACTED]	[REDACTED]	42,952	BLACK/	C2482
VENTURA, CA	08/CHEVROLET/MALIBU/4D	[REDACTED]	[REDACTED]	07/15/11	37,682
[REDACTED]	1G1ZG57B88F	[REDACTED]	[REDACTED]	[REDACTED]	01/01/08
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	09/22/11	[REDACTED]

LABOR & PARTS
 J# 1 15CVZ 15A DEPARTMENT TECH(S):12 0.00
 CUSTOMER REPORTS THAT ONSTAR IS INOP. RECENTLY IN FOR REPAIR
 DIAGNOSED PROBLEM AND FOUND THAT TECHNICIAN FAILED TO
 PROPERLY PLUG ONSTAR CABLE BACK IN AFTER REMOVING AND
 REPLACING ENTIRE AC DISTRIBUTION SYSTEM. WE PICKED UP CUSTOMER
 VEHICLE AND RE-SECURED CABLE AND RECHECKED OPERATION OK.
 WE THEN DELIVERED IT BACK TO CUSTOMER. JOB COMPLETE.
 JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$110.00 (+TAX)
 COMMENTS

TOTALS
 IN THE NEXT FEW DAYS YOU MAY BE RECEIVING A CALL
 OR A SURVEY REGARDING THE QUALITY OF SERVICE YOU
 HAVE RECEIVED. IF YOU FEEL THAT YOU CAN "NOT" RATE
 US "COMPLETELY SATISFIED", PLEASE CALL OUR SERVICE
 MANAGER FOR ASSISTANCE. WE THANK YOU FOR YOUR BUSINESS
 SINCERELY, BILL EDWARDS (805)525-2127
 PARTS DENOTED WITH (*) CARRY LIFETIME WARRANTY!

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

* [] CASH [] CHECK CHECK# [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *
 * ACCOUNT # [] *
 * [REDACTED] *



PARTS AND SERVICE DEPT. HOURS
 MONDAY THRU FRIDAY: 7:00 A.M. TO 7:00 P.M.
 SATURDAY 8:00 A.M. TO 3:00 P.M.
 SUNDAY 10:00 A.M. TO 2:00 P.M.
 SERVICE DEPT. HOURS



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42423	RAFAEL ROMERO	9327	5974	09/30/11	CVCS248027
[REDACTED]	[REDACTED]	43,602	BLACK/	C2482	
VENTURA, CA	08/CHEVROLET/MALIBU/4D		07/15/11	37,682	
	1 G 1 Z G 5 7 B 8 8 F			01/01/08	
			09/29/11		

LABOR & PARTS
 # 1 92CVZ *AIR CONDITIONING TECH(S):12 0.00
 CUSTOMER REPORTS A/C STILL HAVE BAD SMELL WHEN A/C IS ON.
 LIKE VINEGAR SMELL.
 INSPECT AND DUPLICATE CUSTOMERS CONCERN, NECESSARY TO
 CALLED TAC CASE #71-992415542, THEY ADVISE TO USE
 OZONE MACHINE AND DEODORIZED. RE-CHECK OK.
 JOB # 1 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	
JOB # 1	87698	253815		09/30/11	RENTAL CAR	25.00
JOB # 1	87710	11752		09/30/11	OZONE MACHINE	85.00
TOTAL - SUBLET						110.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$110.00 (+TAX)

COMMENTS
 CHARGE REPAIRS TO 6/YD PER BILL. E.

TOTALS
 IN THE NEXT FEW DAYS YOU MAY BE RECEIVING A CALL OR A SURVEY REGARDING THE QUALITY OF SERVICE YOU HAVE RECEIVED. IF YOU FEEL THAT YOU CAN "NOT" RATE US "COMPLETELY SATISFIED". PLEASE CALL OUR SERVICE MANAGER FOR ASSISTANCE. WE THANK YOU FOR YOUR BUSINESS SINCERELY, BILL EDWARDS (805)525-2127
 PARTS DENOTED WITH (*) CARRY LIFETIME WARRANTY!

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	110.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

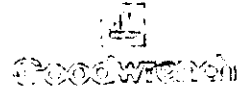
TOTAL INVOICE \$ 110.00

 * [] CASH [] CHECK CHECK# [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *
 * ACCOUNT # [] *

CUSTOMER SIGNATURE



PARTS AND SERVICE DEPT. HOURS
 MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
 SATURDAY 9:00 A.M. TO 3:00 P.M.



SALES & SERVICE DEPT. MONDAY THRU FRIDAY 9:00 A.M. TO 5:00 P.M.
 SATURDAY 9:00 A.M. TO 3:00 P.M.

SALES & SERVICE DEPT. MONDAY THRU FRIDAY 9:00 A.M. TO 5:00 P.M. PHONES (805) 847-2736 • (805) 212-1717 • www.santapaula.com • santapaula.com

RECOMMENDED SERVICES

RECOMMENDED SERVICES	DATE	TIME	STATUS

SERVICE HISTORY

DATE	TIME	STATUS	DESCRIPTION
09/22/11	247797	42952	9327 12
09/09/11	247386	42846	9327 122
08/16/11	246559	40974	533 122

SALESPERSON NO: 524 BRIAN SCOTT-WHITAKE SERVICE STATE REG# AH168380

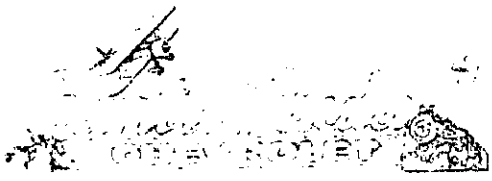
1G1ZG57B88E	08/CHEVROLET/MALIBU/4D	01/01/08	C2482	248027
42423	07/15/11	37,682	09/29/11	5974
VENTURA, CA	BLACK/	43,602	9327	RAFAEL ROMERO

09:43am 09/29/11 07:00pm

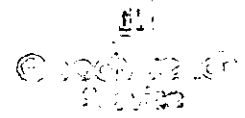
ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

W *92CVZ AIR CONDITIONING
 CUSTOMER REPORTS A/C STILL HAVE BAD SMELL WHEN A/C IS ON.

IS YOUR VEHICLE ALWAY...
 REVISD ESTIMATE ADDL COST REASON...
 TIME DATE VIA PHONE IN PERSON
 PHONE REASON
 REVISD ESTIMATE ADDL COST REASON...
 TIME DATE VIA PHONE IN PERSON
 PHONE REASON
 I HEREBY AUTHORIZE...
 POWER OF ATTORNEY
 I, the undersigned, hereby authorize the undersigned to execute all documents necessary to complete the sale of the above described vehicle to the undersigned and to take any action necessary to complete the sale of the above described vehicle to the undersigned and to take any action necessary to complete the sale of the above described vehicle to the undersigned.



SALES SERVICE CENTER
10000 WILSON AVENUE
DALLAS, TEXAS 75243



SALES SERVICE CENTER (805) 525-2127

www.chevrolet.com

42423

RAFAEL ROMERO

9327 7685

11/01/11

CVCS249012

[REDACTED]
VENTURA, CA [REDACTED]

45,206 BLACK/

C2482

08/CHEVROLET/MALIBU/4D

07/15/11

37,682

1 G I Z G 5 7 B 8 8 F [REDACTED]

01/01/08

11/01/11

TOTALS

IN THE NEXT FEW DAYS YOU MAY BE RECEIVING A CALL OR A SURVEY REGARDING THE QUALITY OF SERVICE YOU HAVE RECEIVED. IF YOU FEEL THAT YOU CAN "NOT" RATE US "COMPLETELY SATISFIED". PLEASE CALL OUR SERVICE MANAGER FOR ASSISTANCE. WE THANK YOU FOR YOUR BUSINESS SINCERELY, BILL EDWARDS (805) 525-2127 PARTS DENOTED WITH (*) CARRY LIFETIME WARRANTY!

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

TOTAL INVOICE \$ 0.00

* [] CASH [] CHECK CHECK# [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *
* ACCOUNT # [] *

CUSTOMER SIGNATURE

Certified Service

MULTIPOINT
VEHICLE INSPECTION

Name W. J. ...

Date 11-01-11

Repair Order # 2172

Checked and OK

May Require Attention Soon

Requires Immediate Attention

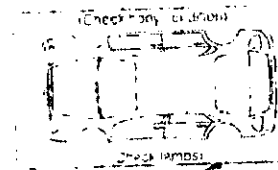
- On Star active
- E-rated in DVD
- E-rated in DMN
- Service History Check
- Air Conditioning Performance
- Remaining engine oil: 32 %
- Reset: N/A

BATTERY

Denial, fault
3000, 1000 as
and connections

Wear	RF	LF	RR	LR
8/32 or Greater	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7/32	ACTUAL	7/32	7/32	7/32
6/32	10/10	6/32	6/32	6/32
5/32		5/32	5/32	5/32
4/32		4/32	4/32	4/32
3/32 or Less				

PSI: 32 set to 32 PSI PS: 32 set to 32 PSI



FRONT BRAKE MEASUREMENT AND REAR LININGS

Wear	RF	LF	RR	LR
7 mm greater	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6 mm	ACTUAL	8/8	8/8	8/8
5 mm				
4 mm				
3 mm/less				
2 mm/less				
1 mm/less				

Lowest Front Lining: 8 Lowest Rear Lining: 8

- OK FILLED**
- Engine oil
 - Brake fluid reservoir
 - Transmission (if equipped w/dipstick)
 - Coolant recovery reservoir
 - Power steering
 - Windshield washer
- REQUIRES ATTENTION**
- Fuel system (also including gas cap seating)
 - Engine, transmission, drive axle, transfer case
 - Engine cooling system (leak/other)
 - Shocks and struts (also check lubrication)
 - Belts, engine, power steering and/or drive
 - Hoses, engine, power steering and HVAC
 - Engine air filter
 - Passenger Compartment Air Filter
 - Steering components and steering linkage
 - CV drive axle (nuts or driveshafts and U-joints)
 - Exhaust system components
 - Body components lubrication

- Brake system (also including lines, hoses and parking brake)
- Additional Recommended Services
- Restraint system component check
 - Chassis components lubrication
 - Drive Axle (leak/other)
 - Evaporative control system
- Signature: R. K. ...*

Santa Paula
 SERVICE CENTER

WORKING HOURS
 MON - FRI 7:00 AM - 7:00 PM
 SAT 7:00 AM - 6:00 PM
 SUN 9:00 AM - 5:00 PM

DATE	DESCRIPTION	MI	LABOR	PARTS	TOTAL
13CVZ	TIRE ROTATION	MI	23.98	13CVZ17	
13CVZ11	VEHICLE INSPECTION	MI	0.00	13CVZ37	
13CVZ18	12,000 MILE SERVICE	MI	72.36	13CVZ30	
13CVZ20	FUEL FILTER SERVICE	MI	69.95	13CVZ03	
13CVZ	TIRE PRESSURE CHECK	MI	0.00		
					69.95
					127.16
					272.96
					114.76

DATE	DESCRIPTION	MI	LABOR	PARTS	TOTAL
04-29-11	248027	43602	9327	12	C 92CVZ
03-27-11	247797	42952	9327	12	C 15CVZ
03-09-11	247366	42846	9327	122	I 13CV5
				122	W 92CVZ
				12	I 15CVZ
				122	C 13CV5

SALESPERSON NO 524 BRIAN SCOTT WHITTAKER SERVICE STATE REG# AH168380

1G17G57B88F 08/CHEVROLET/MALTBU/4D 01/01/08 C2482 249012
 42423 07/15/11 37,682 7685
 VENTURA, CA BLACK/ N CVZZ Y A 45,206 9327 RAFAEL ROMERO
 10:27am (11/01/11) 07:00pm

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

COMMENTS:

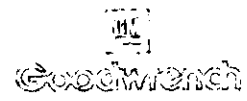
- C * 13CV5 TIRE PRESSURE CHECK
TIRE PRESSURE CHECK AND INFLATE SERVICE
- W * 20CVZ *ELECTRICAL
CUSTOMER REPORTS D/SIDE FRONT DOOR LOCK IS INOP; ADVISE.
- W * 20CVZ0 ELECTRICAL
CUSTOMER REPORTS D/SIDE REAR DOOR LOCK WILL NOT UNLOCK.

REVISED ESTIMATE	ADD COST	PERSONS TO CALL	BY WHOM
TIME	DATE	<input type="checkbox"/> BY PHONE	<input type="checkbox"/> IN PERSON
PHONE	PERSON		
REVISED ESTIMATE	ADD COST	DATE	BY WHOM
TIME	DATE	<input type="checkbox"/> BY PHONE	<input type="checkbox"/> IN PERSON
PHONE	PERSON		

POWER OF ATTORNEY



PARTS AND SERVICE DEPT. HOURS
 MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
 SATURDAY 8:00 A.M. TO 3:00 P.M.
 SUNDAY 10:00 A.M. TO 3:00 P.M.
 1500 W. HIGHWAY 101, SANTA PAULA, CA 93050
 (805) 885-7550 • FAX (805) 885-7551



ITEM	QUANTITY	UNIT	PRICE	TOTAL	DESCRIPTION	UNIT	PRICE	TOTAL
13CV2		MI	23.98		FUEL FILTER SERVICE	MI	69.95	
13CV201		MI	0.00		6,000 MILE SERVICE	MI	127.16	
13CV228		MI	172.36		30,000 MILE SERVICE	MI	272.96	
22CV21		MI	69.95		COOLING SYSTEM SVC	MO	114.76	
13CV1		MI	0.00					

DATE	TIME	AMOUNT	SALES	SALES	SALES	SALES	SALES	SALES	SALES
11/01/11		249012	45206	9327	339	C	13CV5	TIRE PRESSURE CHECK	
					339	W	20CVZ	ELECTRICAL	
					339	W	20CV20	ELECTRICAL	
					339	W	20CV22	POWER DOOR LOCKS	
09/29/11		248027	43602	9327	12	C	92CVZ	AIR CONDITIONING	
09/22/11		247797	42952	9327	12	C	15CVZ	15A DEPARTMENT	

SALESPERSON NO. 524 BRIAN SCOTT-WHITTAKER SERVICE STATE REG# AH163380

1G1ZG57B88F [REDACTED] 08/CHEVROLET/MALIBU/4D 01/01/08 C2482 [REDACTED] 249859

[REDACTED] 42423 07/15/11 437,682 [REDACTED] 11/28/11

[REDACTED] VENTURA, CA [REDACTED] BLACK/ [REDACTED] 46,740 515 [REDACTED] CLIFF SHANLEY

ESTIMATES DO NOT INCLUDE SALES TAX. SALES TAX IS NOT BASED UPON CLOCK HOURS.

09:56am 11/7/28/11 07:00pm

REFUSE ANY OF THE RECOMMENDED SERVICES LISTED ABOVE

CUST. INITIAL

ORIGINAL CUSTOMER ESTIMATE: TOTAL 220.00

- 1 C* 15CV22 15A DEPARTMENT
C/S R/R DOOR PULL HANDLE BROKEN
- 2 C* 15CV21 15A DEPARTMENT
C/S AIR VENTS DOES NOT WORK IN FLOOR MODE

POWER OF ATTORNEY

The undersigned hereby certifies that the person whose name appears on this document is the owner of the vehicle described herein and that the undersigned is the owner of the vehicle and is authorized to sign this document and to execute any and all documents necessary to carry out the terms of this document.

DATE: _____

SIGNATURE: _____

PRINTED NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

249859



SAINT PAUL SERVICE DEPT. HOURS
 MONDAY THROUGH FRIDAY 9:00 AM TO 7:00 PM
 SATURDAY 9:00 AM TO 3:00 PM
 SUNDAY CLOSED
 SERVICE DEPT. HOURS
 101 W. HARVARD BLVD. SANTA PAUL, CA 95060



101 W HARVARD BLVD. - P.O. BOX 70 SANTA PAUL, CA 95060 PHONES: (805) 647 2756 - 525-2127

www.santapaulchevrolet.com

42423

CLIFF SHANLEY 515 8531 12/06/11 CVCS249859

46,740 BLACK/ C2482

08/CHEVROLET/MALIBU/4D 07/15/11 37,682

1 G 1 Z G 5 7 B 8 8 F 01/01/08

11/28/11

LABOR & PARTS
 J# 1 15CVZ2 15A DEPARTMENT TECH(S):339 WARRANTY
 C/S R/R DOOR PULL HANDLE BROKEN
 FOUND CLIPS ON R/R DOOR PANEL NOT HOLDING
 REPLACED R/R DOOR PANEL BEZAL
 CERTIFIED USED CAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	25864420	BEZEL 10.777			
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 15CVZ1 15A DEPARTMENT TECH(S):339 WARRANTY
 C/S AIR VENTS DOES NOT WORK IN FLOOR MODE
 TIME TO INSPECT FOUND HEATER CASE BROKEN MIDDLE VENTDOOR
 REPLACED HEATER CASE AND TRANSFER RELATED PARTS
 PART WARRANTY R/O 247386 09/09/11 MILEAGE 42,846
 FIRST HEATER CASE SHIPED WAS DAMAGED
 SIGNED BILL EDWARDS 5.3 PLUS 2.0 TOTAL HR 7.3

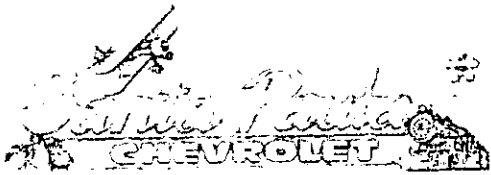
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	25931136	PLATE 10.252			
JOB # 2	1	25001	OVN			
JOB # 2	1	15844208	VALVE 9.786			
JOB # 2	1	25001	OVN			
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3+13CV5 TIRE PRESSURE CHECK TECH(S):339 0.00
 Added Operation (CSHANLEY @ 12/05/2011 16:09)
 TIRE PRESSURE CHECK AND INFLATE SERVICE
 INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.
 TIRES INFLATED TO (PSI)
 RIGHT FRONT 30
 LEFT FRONT 30
 RIGHT REAR 30
 LEFT REAR 30
 AIR TIRES TO 35 PSI

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

J# 4+50CVZ *BRAKES TECH(S):339 WARRANTY
 Added Operation (CSHANLEY @ 12/05/2011 16:10)
 C/S STOP LIGHTS IN OP SOME TIMES
 INTERNAL FAILURE BRAKE SWITCH SENSOR
 REPLACED BRAKE SENSOR . NOW WORKING
 CERTIFIED USED CAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 4	1	22666955	SENSOR KI 4.625			



MONDAY - FRIDAY 9:00 AM - 5:00 PM
 SATURDAY 9:00 AM - 12:00 PM
 SUNDAY 10:00 AM - 4:00 PM
 (805) 525-2127



1000 W. PALM BLVD. SANTA ANA, CA 92705-1212 (805) 525-2127

www.santapalmettochevrolet.com

42423

CLIFF SHANLEY

515

8531

12/06/11

CVCS249859

46,740 BLACK/

G2482

08/CHEVROLET/MALIBU/4D

07/15/11

37,682

VENTURA, CA

1 G 1 Z G S 7 B 8 8 F

01/01/08

11/28/11

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 2	89138	254452	12/06/11	ENTERPRISE	0.00
TOTAL - SUBLET					0.00

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

COMMENTS:
 1ST HEATER CASE CAME IN 11/30/211
 2ND HEATER CASE CAME IN 12/02/211
 XXX
 XXX
 ENTERPRISE RENTAL VIN 5GAKRCED2CJ [REDACTED] D NO 254452 PO 89138

TOTALS		
IN THE NEXT FEW DAYS YOU MAY BE RECEIVING A CALL OR A SURVEY REGARDING THE QUALITY OF SERVICE YOU HAVE RECEIVED. IF YOU FEEL THAT YOU CAN "NOT" RATE US "COMPLETELY SATISFIED", PLEASE CALL OUR SERVICE MANAGER FOR ASSISTANCE. WE THANK YOU FOR YOUR BUSINESS SINCERELY, BILL EDWARDS (805) 525-2127 PARTS DENOTED WITH (*) CARRY LIFETIME WARRANTY!	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

* [] CASH [] CHECK CHECK# [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *
 * ACCOUNT # [] *

CUSTOMER SIGNATURE

42423

CLIFF SHANLEY

515

8531

12/23/11

CVCS250589

47,689 BLACK/

C2482

08/CHEVROLET/MALIBU/4D

07/15/11

37,682

1 G 1 Z G 5 7 B 8 8 F

01/01/08

12/23/11

LABOR & PARTS

J# 1 15CVZ1

15A DEPARTMENT

TECH(S):339

WARRANTY

C/S TRACTION CONTROL SWITCH
ON INSPECTION FOUND OPEN CIRCUIT ON TRACTION CONTROL SWITCH
REPLACED TRACTION CONTROL SWITCH
CERTIFIED WARRNTY

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-

JOB # 1 1 15835337 SWITCH 4.710

JOB # 1 TOTAL PARTS

WARRANTY
0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 18CVZZ18

CERTIFIED & GO

TECH(S):353

WARRANTY

2011 CERTIFIED & GO SERVICE.
LUBE, OIL, AND FILTER CHANGE, FOUR WHEEL TIRE ROTATION
AND MULTI POINT INSPECTION.
SERVICE COMPLETE.
CERTIFIED USED CAR MAINT PLAN

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-

JOB # 2 1 12605566 FILTER 1.836

JOB # 2 TOTAL PARTS

WARRANTY
0.00

JOB # 2 TOTAL LABOR & PARTS

0.00

J# 3 13CV5

TIRE PRESSURE CHECK

TECH(S):353

0.00

TIRE PRESSURE CHECK AND INFLATE SERVICE
INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.
TIRES INFLATED TO (PSI)
RIGHT FRONT 30
LEFT FRONT 30
RIGHT REAR 30
LEFT REAR 30
AIR TIRES TO 35 PSI

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-

JOB # 3 TOTAL PARTS

0.00

JOB # 3 TOTAL LABOR & PARTS

0.00

G.O.G. & SUPPLIES

JOB # 2

1 0 10W-30 OIL

@

/UNIT

TOTAL - GOG

WARRANTY
0.00

MISC-- --CODE-----DESCRIPTION-----CONTROL NO-----

JOB # 2

HW HAZARDOUS WASTE

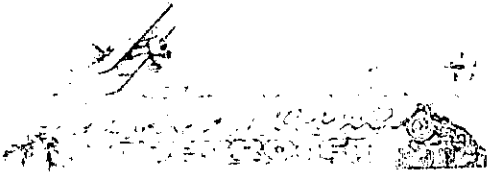
TOTAL - MISC

WARRANTY
0.00

ESTIMATE

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

RECOMMENDATIONS
REC AIR FILTER



PARTS AND SERVICE DEPT HOURS
 MON-FRI 7:00 AM TO 7:00 PM
 SAT 7:00 AM TO 6:00 PM
 SUN 10:00 AM TO 5:00 PM



www.chevrolet.com

42423

CLIFF SHANLEY 515 8531 12/23/11 CVCS250589
 [REDACTED] 47,689 BLACK/ C2482
 08/CHEVROLET/MALIBU/4D 07/15/11 37,682
 1 G 1 Z G 5 7 B 8 8 F [REDACTED] 01/01/08
 [REDACTED] 12/23/11

VENTURA, CA [REDACTED]

TOTALS

IN THE NEXT FEW DAYS YOU MAY BE RECEIVING A CALL OR A SURVEY REGARDING THE QUALITY OF SERVICE YOU HAVE RECEIVED. IF YOU FEEL THAT YOU CAN "NOT" RATE US "COMPLETELY SATISFIED", PLEASE CALL OUR SERVICE MANAGER FOR ASSISTANCE. WE THANK YOU FOR YOUR BUSINESS SINCERELY, BILL EDWARDS (805)525-2127 PARTS DENOTED WITH (*) CARRY LIFETIME WARRANTY!

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

TOTAL INVOICE \$ 0.00

 * [] CASH [] CHECK CHECK# [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *
 * ACCOUNT # [] *

CUSTOMER SIGNATURE

San Jose, CA

18CVZ10	AUTO TRANS SERVICE	MI	109.00	13CVZ	TIRE ROTATION	MI	23.95
18CVZ17	FUEL FILTER SERVICE	MI	69.95	18CVZ01	VEHICLE INSPECTION	MI	0.00
18CVZ21	6,000 MILE SERVICE	MI	127.16	18CVZ28	12,000 MILE SERVICE	MI	172.36
18CVZ30	30,000 MILE SERVICE	MI	272.96	40CVZ10	AUTO TRANS SERVICE	MI	139.95
22CVZ1	FUEL FILTER SERVICE	MI	69.95	18CVZ03	COOLING SYSTEM SVC	MO	114.76

RECOMMENDATIONS FROM RD# 250589 REC AIR FILTER

12 23 11	250589	47689	515	339	W	15CVZ1	15A DEPARTMENT
				353	W	18CVZZ18	CERTIFIED & GO
				353	C	13CV5	TIRE PRESSURE CHECK
11 11 11	140359	46740	515	339	W	15CVZ2	15A DEPARTMENT
				339	W	15CVZ1	15A DEPARTMENT
				339	C	13CV5	TIRE PRESSURE CHECK

SALESPERSON NO 524 BRIAN SCOTT WHITTAKER SERVICE STATE REG# AH168380

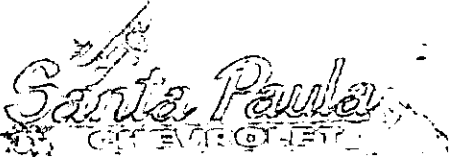
1G1ZG57B88E [REDACTED] 0S/CHEVROLET/MALIBU/4D 01/01/08 C2482 [REDACTED] 252861
 [REDACTED] 42423 07/15/11 37.682 [REDACTED] 03/01/12
 VENTURA, CA [REDACTED] BLACK/ [REDACTED] 1671
 [REDACTED] N CVZZ Y Y A -- 51,856 122 ROBERT CABRAL
 05:46pm 03/01/12 07:00pm

ORIGINAL CUSTOMER ESTIMATE: TOTAL 232.00

- 1 C 50CVZ10 A.B.S ELECTRICAL
CUSTOMER STATES TRACTION CONTROL LIGHT CAME ON
- 2 C 50CVZ BRAKES
CUSTOMER STATES BRAKE LIGHTS STAY ON AT TIMES

San Jose, CA
San Jose Chevrolet
 1000 N. Highway Blvd. Santa Paula, CA 93051
 (805) 421-1239
 www.santapaulachevrolet.com

SALES	SALES	SALES	SALES
SALES	SALES	SALES	SALES
SALES	SALES	SALES	SALES
SALES	SALES	SALES	SALES



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.



Goodwrench

DAI # 4M160360 EPA # CAD991652258

1111 MAR/ARD BLVD PO BOX 70 SANTA PAULA CA 93931 PHONE: (805) 647-2756 • 525-2127 www.santapaulachevrolet.com

RECOMMENDED SERVICES

DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
13CV210 AUTO TRANS SERVICE	MT	109.00	109.00	13CV2 TIRE ROTATION	MI	23.98	23.98
13CV17 FUEL FILTER SERVICE	MI	69.95	69.95	13CV201 VEHICLE INSPECTION	MI	0.00	0.00
13CV27 6,000 MILE SERVICE	MI	127.16	127.16	18CVZ28 12,000 MILE SERVICE	MI	172.36	172.36
13CV30 30,000 MILE SERVICE	MI	272.96	272.96	40CVZ10 AUTO TRANS SERVICE	MI	139.95	139.95
22CV17 FUEL FILTER SERVICE	MT	69.95	69.95	13CV203 COOLING SYSTEM SVC	NO	114.76	114.76

VEHICLE HISTORY

DATE	MILEAGE	ADVISOR	PERFORMED BY	NAME	OPERATION	OPERATION DESCRIPTION
08 01 17	252861	51356	122	222	W	50CVZ10 A.B.S ELECTRICAL
12 25 11	250589	476891	515	339	W	50CVZ BRAKES
11 28 11	249839	46740	515	339	W	15CVZ1 15A DEPARTMENT
				339	C	18CVZ18 CERTIFIED & GO
				339	W	13CV5 TIRE PRESSURE CHECK
				339	W	15CVZ2 15A DEPARTMENT

SALESPERSON NO 524 BRIAN SCOTT-WHITTAKER SERVICE STATE REG# AH168380

1G1ZG57B88F 08/CHEVROLET/MALIBU/4D 01/01/08 C2482 254089

42423 07/15/11 37,682 04/05/12

BLACK/

33,898 249 OCTAVIO PEREZ

ESTIMATES DO NOT INCLUDE SALES TAX LABOR CHARGES ARE BASED UPON CLOSING HOURS

10:22am 04:05:12 07:00pm

REFUSE ANY OF THE RECOMMENDED SERVICES LISTED ABOVE

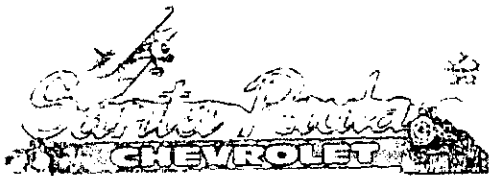
CUST. INITIAL

ORIGINAL CUSTOMER ESTIMATE: TOTAL 90.00

- C 13CV5 TIRE PRESSURE CHECK**
TIRE PRESSURE CHECK AND INFLATE SERVICE
- C 64CV12 ALIGNMENT**
PERFORM FRONT END ALIGNMENT
SET UP MEASURE & MAKE NECESSARY ADJUSTMENTS
- C 15CVZ 15A DEPARTMENT**
CUST STATES THAT CENTER LEFT A/C VENT CAME APART
- C 13CVZ TIRE ROTATION**
PERFORM TIRE ROTATION, INCLUDING BRAKE LINING INSPECTION
FRONT...% REAR...%

REVISED ESTIMATE	ADD'L COST	PERSON CONTACTED	BY WHOM
\$	\$		
TYPE	DATE	<input type="checkbox"/> VIA PHONE	<input type="checkbox"/> IN PERSON
PHONE	REASON		
REVISED ESTIMATE	ADD'L COST	PERSON CONTACTED	BY WHOM
\$	\$		
TYPE	DATE	<input type="checkbox"/> VIA PHONE	<input type="checkbox"/> IN PERSON
PHONE	REASON		

TEAR-DOWN ESTIMATE: ...



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
 UNTIL SERVICE DEPT. HOURS
 5000 BAYVIEW BLVD. SANTA PAUL, CA 93061
 FAX: (408) 255-1632



5000 BAYVIEW BLVD. - P.O. BOX 70 - SANTA PAUL, CA 93061 PHONES (408) 647-2756 • 525-2127

www.santapaulchevrolet.com

WORK ORDER NO. 42423	OWNER OCTAVIO PEREZ	TAG NO. 249	PLATE NO. 2848	DATE 04/05/12	CVCS254089
			PRICE 53,898	COLOR BLACK/	STOCK NO. C2482
	08/CHEVROLET/MALIBU/4D			DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
VENTURA, CA	1G1ZG57B88F			SALES DATE 01/01/08	
				DATE 04/05/12	

LABOR & PARTS
 J# 1 13CV5 TIRE PRESSURE CHECK TECH(S):385 0.00
 TIRE PRESSURE CHECK AND INFLATE SERVICE
 INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.
 TIRES INFLATED TO (PSI)
 RIGHT FRONT 30
 LEFT FRONT 30
 RIGHT REAR 30
 LEFT REAR 30

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

J# 2 64CV12 ALIGNMENT TECH(S):385 69.95
 PERFORM FRONT END ALIGNMENT
 SET UP MEASURE & MAKE NECESSARY ADJUSTMENTS
 Align Front Wheels All

PARTS... QTY... FP-NUMBER... DESCRIPTION... LIST PRICE-UNIT PRICE-
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 69.95

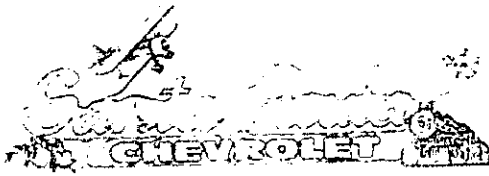
J# 3 15CVZ 15A DEPARTMENT TECH(S):12 0.00
 CUST STATES THAT CENTER LEFT A/C VENT CAME APART
 SPECIAL ORDERED VENT

PARTS... QTY... FP-NUMBER... DESCRIPTION... LIST PRICE-UNIT PRICE-
 JOB # 3 0 25910449 OUTLET 9.262 60.70 60.70 0.00
 PART ON SPECIAL ORDER
 ** QUANTITY 1 IS SPECIAL ORDERED **
 JOB # 3 TOTAL PARTS 0.00
 JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 13CVZ TIRE ROTATION TECH(S):385 19.95
 PERFORM TIRE ROTATION, INCLUDING BRAKE LINING INSPECTION
 FRONT.....% REAR.....%
 Rotate Tires 08/12

PARTS... QTY... FP-NUMBER... DESCRIPTION... LIST PRICE-UNIT PRICE-
 JOB # 4 TOTAL PARTS 0.00
 JOB # 4 TOTAL LABOR & PARTS 19.95

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$90.00 (+TAX)
 RECOMMENDATIONS
 REPLACE REAR TIRES



PARTS AND SERVICE DEPT. HOURS
 MONDAY THRU FRIDAY 7:00 AM TO 7:00 PM
 SATURDAY 8:00 AM TO 3:00 PM
 SUNDAY 10:00 AM TO 2:00 PM



101 W. HARVARD BLVD. SANTA PAULA, CA 93061 PHONES: (805) 547-2753 • 525 2127

www.santapaulichevrolet.com

42423 OCTAVIO PEREZ 219 2848 04705712 CVC5254089
 53,898 BLACK7 C2462
 087/CHEVROLET/MALIBU74D 07/15/11 37,652
 1-G 1-Z G 5 7 B 8 8 F 01/01/08
 04/05/12

TOTALS

IN THE NEXT FEW DAYS YOU MAY BE RECEIVING A CALL OR A SURVEY REGARDING THE QUALITY OF SERVICE YOU HAVE RECEIVED. IF YOU FEEL THAT YOU CAN "NOT" RATE US "COMPLETELY SATISFIED", PLEASE CALL OUR SERVICE MANAGER FOR ASSISTANCE. WE THANK YOU FOR YOUR BUSINESS SINCERELY, RAFAEL ROMERO (805) 525-2127 PARTS DENOTED WITH (*) CARRY LIFETIME WARRANTY!

TOTAL LABOR... 69.90
 TOTAL PARTS... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G... 0.00
 TOTAL MISC CHG... 0.00
 TOTAL MISC DISC... 0.00
 TOTAL TAX... 0.00

TOTAL INVOICE \$ 89.90

* [] CASH [] CHECK CHECK# [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *
 * ACCOUNT # [] *

CUSTOMER SIGNATURE

SANTA PAULA CHEVROLET
 101 W. HARVARD BLVD
 SANTA PAULA, CA 93061
 (805) 547-2753

SALE

Sale

LEBI
 Exp. 03/14
 Entry Method: Scanned
 Approved: Online Batch#: 000000
 04/05/12 12:01:46
 Inv#: 00000002 Appr Code: 020315
 Total: \$ 89.90

FACE 000

CUSTOMER COPY

[END OF INVOICE]

ELDA M VALDIVIA

ELDA M VALDIVIA

ELDA M VALDIVIA

Certified Service

MULTI-POINT VEHICLE INSPECTION

Name



of Calif.

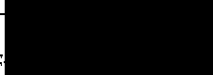
Date:

4/1/10

Repair Order #

294689

VIN



Odometer:

53198

Tag#:

License#:



Checked and OK

May Require Attention Soon

Requires Immediate Attention

WASHER FLUIDS

RF

LF

Rear Wiper Blade

Windshield Washer

Cracks

Chips

- OnStar active
- Enrolled in OVD
- Enrolled in DMN

Service History Check

Air Conditioning Performance

Remaining engine oil life

Reset

89

CHECK BATTERY



Battery Health

Battery cables and connections

CHECK TIRE TREAD & WEAR PATTERN

Rotation needed

Alignment needed

Balance needed

Rotation performed

Alignment performed

Balance performed

(Check body condition)



(Check tread)

8/32 or Greater

8/32 or Greater

8/32 or Greater

8/32 or Greater

7/32

ACTUAL

7/32

7/32

ACTUAL 7/32

6/32

6/32

6/32

6/32

LF

LR

RF

RR

5/32

5/32

5/32

5/32

4/32

4/32

4/32

4/32

Lowest Tread Depth: 3/32

3/32 or Less

3/32 or Less

3/32 or Less

3/32 or Less

PSI@ 30

set to 30 PSI

PSI@ 30

set to 30 PSI

LF

Wear Pattern

RF

LR

Damage

RR

PSI@ 30

set to 30 PSI

PSI@ 30

set to 30 PSI

FLUIDS

OK FILLED

REQUIRES ATTENTION

Engine oil

Brake fluid reservoir

Transmission (if equipped w/d stick)

Coolant recovery reservoir

Power steering

Windshield washer

ACTUAL

7 mm greater

6 mm

5 mm

4 mm

3 mm/less

2 mm/less

1 mm/less

ACTUAL

LR

RR

Lowest Front Lining 6mm

Lowest Rear Lining 6mm

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

Additional Recommended Services

Fuel system (also including gas cap seating)

Engine, transmission, drive axle, transfer case

Engine cooling system (leak/other)

Shocks and struts - also check operation

Belts, engine, power steering and/or drive

Hoses, engine, power steering and HVAC

Engine air filter

Passenger Compartment Air Filter

Steering components and steering linkage

CV drive axle boots or shields and U-joints

Exhaust system components

Body components lubrication

Restraint system component check

Chassis components lubrication

Drive Axle (leak/other)

Evaporative control system



PARTS AND SERVICE DEPT. HOURS
 MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
 SATURDAY 9:00 A.M. TO 3:00 P.M.

COCCOCHIANI

10017 BARTON RD. SANTA PAULA, CA 93051 PH: 661-341-1127 FAX: 661-341-1127

www.santapaulacocochian.com

UNLOADED SERVICES

DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL
AUTO TRANS SERVICE	1	109.00	109.00	FUEL FILTER SERVICE	1	69.95	69.95
VEHICLE INSPECTION	1	0.00	0.00	16,000 MILE SERVICE	1	127.16	127.16
17,000 MILE SERVICE	1	172.36	172.36	30,000 MILE SERVICE	1	272.96	272.96
AUTO TRANS SERVICE	1	139.95	139.95	FUEL FILTER SERVICE	1	69.95	69.95
COOLING SYSTEM SVC	1	114.76	114.76	WIPER BLADES	1	29.95	29.95

RECOMMENDATIONS FROM ROW#	REPLACE REAR TIRES	RECOMMENDATIONS
254089	385	TIRE PRESSURE CHECK
53598	385	ALIGNMENT
249	12	15A DEPARTMENT
	385	TIRE ROTATION
352861	222	A.S.S. ELECTRICAL
51806	222	BRAKES

SALESPERSON NO. 524

SERVICE

STATE REG# AH165380

1G1ZG57B88F [REDACTED] 08/CHEVROLET/MALIBU/4D 01/01/08 C2482 [REDACTED] 254886

42423 07/15/11 37,682 [REDACTED] 05/01/12

VENTURA, CA [REDACTED] BLACK/ [REDACTED] 3642

N CVZZ Y Y A 56,046 249 OCTAVIO PEREZ

ESTIMATES DO NOT INCLUDE SALES TAX LABOR CHARGES ARE BASED UPON INDIVIDUAL LABOR OPERATIONS AND ARE NOT BASED UPON CLOCK HOURS

09:15am 05/01/12 07:00pm

RELEASE ANY OF THE RECOMMENDED SERVICES STOP HERE

- TOTAL 0.00
- C* 13CV5 TIRE PRESSURE CHECK AND INFLATE SERVICE
 - W* 15CVZ 15A DEPARTMENT CUST STATES THAT CENTER LEFT A/C VENT CAME APART
 - W* 15CVZ1 15A DEPARTMENT CUST STATES THAT CENTER DASH VENT HAS EXCESSIVE MILDEW SMELL
 - W 18CVZZ18 CERTIFIED & GO 2011 CERTIFIED & GO SERVICE. LUBE, OIL, AND FILTER CHANGE, FOUR WHEEL TIRE ROTATION AND MULTI POINT INSPECTION.

REVISED ESTIMATE	APPROVED	PREPARED BY	DATE
REVISED EST. DATE	ADDL COST	PERSON TRACED	BY WHOM
TIME	DATE	BY PHONE	BY VISIT

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-CHEVY

FAX COVER SHEET

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Company Name G.M.B.R.C.

Attention: PATRICIA GARCIA

From The Desk of: Rafael Romero Fax # 805-525-8042

Total number of pages (including this cover sheet) 73

Message:
 [REDACTED]

CASE # 71-1087364601



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

245589



Goodwrench

245589

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

RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Lists services like AUTO TRANS SERVICE, FUEL FILTER SERVICE, TIRE ROTATION, VEHICLE INSPECTION, etc.

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Shows history of tire pressure checks and 3,000 mile service.

SALESPERSON NO.

S E R V I C E

STATE REG# AH168380

Service form containing fields for VEHICLE I.D. NO., YEAR/MAKE/MODEL, PRODUCTION DATE, STOCK NO., CUSTOMER NO., SERVICE CONTRACT, DELIVERY DATE, DELIVERY MILES, SELLING DEALER NO., R.O. DATE, COLOR, CONTRACT NO., EXPIRATION DATE, EXPIRATION MILES, TAG NO., TURBO, M/M/C, AIR COND., P. S., TRANS, MILEAGE, ADVISOR NO., ADVISOR, BUSINESS PHONE, ESTIMATES DO NOT INCLUDE SALES TAX, LABOR CHARGES ARE BASED UPON INDIVIDUAL LABOR OPERATIONS AND ARE NOT BASED UPON CLOCK HOURS.

Main service order form with sections for TOTAL (0.00), WORK DESCRIPTIONS (1. C* 13CV5 TIRE PRESSURE CHECK AND INFLATE SERVICE, 2. W*64CVZSTEER STEERING), NOTICE, SIGNATURE/OR INITIAL, TEARDOWN ESTIMATE, POWER OF ATTORNEY, and METHODS OF PAYMENT.

Handwritten notes: 'Scratches on side', 'Knew all the side'.

Handwritten note: '1/652 Done'.



WARRANTY PARTS RETURNED JOB 1

Date: _____ Rec. By: _____

CONCERN _____

CAUSE _____

CORRECTION _____

JOB 1 FLAG SHEET

CONCERN CODE _____

BEFORE _____ AFTER _____

TIME CLOCK

ON _____

OFF _____

WARRANTY PARTS RETURNED JOB 2

Date: 7/20/11 Rec. By: CM

CONCERN #2 Thumping noise when turning

CAUSE steering gear clanking when turning

CORRECTION Road test vehicle, check steering components. Remove steering gear and replace it.

JOB 2 FLAG SHEET

CONCERN CODE _____

BEFORE _____ AFTER _____

14682 E9740

E2000

ON _____

OFF _____

ON _____

OFF _____

ON _____

OFF _____

WARRANTY PARTS RETURNED JOB 3

Date: _____ Rec. By: _____

CONCERN _____

CAUSE perform alignment set front toe

CORRECTION _____

JOB 3 FLAG SHEET

CONCERN CODE _____

BEFORE _____ AFTER _____

ON _____

OFF _____

ON _____

OFF _____

WARRANTY PARTS RETURNED JOB 4

Date: _____ Rec. By: _____

CONCERN _____

CAUSE _____

CORRECTION _____

JOB 4 FLAG SHEET

CONCERN CODE _____

BEFORE _____ AFTER _____

ON _____

OFF _____

ON _____

OFF _____

WARRANTY PARTS RETURNED JOB 5

Date: _____ Rec. By: _____

CONCERN _____

CAUSE _____

CORRECTION _____

JOB 5 FLAG SHEET

CONCERN CODE _____

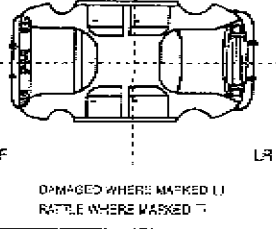
BEFORE _____ AFTER _____

ON _____

OFF _____

ON _____

OFF _____



WE RECOMMEND THE FOLLOWING:

ROAD TEST INFO.

MILES IN _____

MILES OUT _____

TOTAL _____

INSPECTED AND TESTED BY: _____

MILEAGE ON RELEASE _____

I VERIFY THAT R.O. IS READY TO CLOSE

SIGNED _____

I HAVE NOTIFIED THE CUSTOMER THAT VEHICLE IS READY FOR PICKUP BY:

PHONE ANSWER MACHINE IN PERSON

TIME _____ AM PM DISPATCHER CLOCK STAMP _____

SIGNED _____

CASHIER PLEASE CALL CUSTOMER ON TOTAL

CVWS245589

CVW 45589

CUSTOMER No 42086	ADVISOR OCTAVIO PEREZ	TAG No. 4038	INVOICE DATE 07/22/11	CELL: 651-8327
	LABOR RATE	LICENSE No.	MILEAGE 37,802	INVOICE No. CVWS245589
			COLOR BLACK/	STOCK No. C2482
VENTURA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE	DELIVERY MILES 37,649
	VEHICLE I.D. No 1G1ZG57B88F		SELLING DEALER NO	PRODUCTION DATE
	F. T. E. No	P. O. No.	R. O. DATE 07/18/11	
BUSINESS PHONE	COMMENTS			

LABOR & PARTS-----

J# 2 64CVZSTEER STEERING HOURS: 1.70 TECH(S):14652 159.22
 CUST STATES THAT THERE IS THUMPING NOISE WHEN TURNING
 IS FELT IN SEAT WHEN DRIVING
 DIAGNOSED AND TRACED TO FAULTY STEERING GEAR
 REPLACED STEERING GEAR ASSEMBLY AND ADJUSTED TOE
 RECHECKED OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	1	25902150	GEAR KIT 6.508	264.13	264.13	329.78	329.78
JOB # 2	-1	25902150	CORE RETURN	100.00	-100.00	100.00	-100.00
JOB # 2 COST TOTAL				164.13			
JOB # 2 TOTAL PARTS							229.78
JOB # 2 TOTAL LABOR & PARTS							389.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
JOB # 2	85848	D253095	07/21/11	RENTAL	114.00
TOTAL - SUBLET					114.00

COMMENTS-----

CERTIFIED USED CAR WARRANTY

R/O TAX 0.00
 R/O TOTALS 503.00

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#	TOTAL
	503.00
CLAIM TOTALS	503.00

APPROVED BY SIGNATURE _____



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

245953



Goodwrench

245953

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
13CVZ	*TIRE ROTATION	MI	23.98	18CVZ17	*FUEL FILTER SERVICE	MI	69.95
18CVZ01	*VEHICLE INSPECTION	MI	0.00	18CVZ27	6,000 MILE SERVICE	MI	127.16
18CVZ28	12,000 MILE SERVICE	MI	172.36	18CVZ30	30,000 MILE SERVICE	MI	272.96
22CVZ17	*FUEL FILTER SERVICE	MI	69.95	13CV5	TIRE PRESSURE CHECK	MI	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/21/11	245741	37802	304	12	I	81CVZBODY	BODY SHOP
07/18/11	245589	37802	249	14652	C	13CV5	TIRE PRESSURE CHECK
06/20/11	244613	37649	68	14652	W	64CVZSTEER	STEERING
				382	I	13CV5	TIRE PRESSURE CHECK
				382	I	31CV	CERTIFIED USED CAR
				382	I	18CVZ	*3,000 MILE SERVICE

SALESPERSON NO. 524 BRIAN SCOTT-WHITAKE **S E R V I C E** STATE REG# AH168380

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	VEHICLE I.D. NO. 1G17G657R88E	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4D	PRODUCTION DATE	STOCK NO. C2482	LICENSE NO.	R.D. NO. 245953
ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE	VENTURA, CA	CUSTOMER NO. 42423	DELIVERY DATE 07/15/11	DELIVERY MILES 37,682	SELLING DEALER NO.	R.D. DATE 07/28/11
		COLOR BLACK/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAB NO. 4403
		TURBO N	M/MC CVZZ	AIR COND. Y	P. S. Y	TRANS A
		MILEAGE 38,538	ADVISOR NO. 533	ADVISOR BRIAN FOX	ESTIMATES DO NOT INCLUDE SALES TAX	
<input type="checkbox"/> SAVE		TIME RECEIVED 08:47am	DATE/TIME PROMISED 07/28/11 09:59am	PRIORITY	LABOR HOURS	
APPOINTMENT	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	LABOR RATE		TRADE-IN CASH UNLESS ARRANGEMENTS	
I REFUSE ANY OF THE RECOMMENDED SERVICES LISTED ABOVE.				CUST. INITIAL		

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X

COMMENTS:
WAITING

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

2 I 21CV5 SECURITY SYSTEM
INSTALL ALARM AS PER DUE BILL

NO NOTICE
PLEASE REMOVE ALL PERSONAL ARTICLES, VALUABLES, ETC. FROM YOUR VEHICLE. WE ARE NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE.

IS YOUR VEHICLE ALARM IN VALET POSITION? CUSTOMER INITIAL

REVISED ESTIMATE \$	ADD'L COST \$	PERSON CONTACTED	BY WHOM
TIME	DATE	<input type="checkbox"/> VIA PHONE	<input type="checkbox"/> IN PERSON
PHONE	REASON		

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

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

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 enforce 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.

X _____ DATE _____ (INSURED)

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

MULTI MODES OF PAYMENT WE ACCEPT THE FOLLOWING:
 MASTERCARD • VISA • DISCOVER • AMERICAN EXPRESS

COMPANY OR PERSONALIZED CHECK WITH THE FOLLOWING:
 1. NAME, ADDRESS (NO PO BOX), AND TELEPHONE NUMBER, IMPRINTED ON CHECK.
 2. VALID CALIFORNIA DRIVERS LICENSE.
 3. MAJOR CREDIT CARD.



DATE _____
 REC. BY _____
 WARRANTY PARTS RETURNED TO JOB 1

CONCERN _____
 CAUSE _____
 CORRECTION _____

JOB 1 FLAG SHEET

CONCERN CODE _____

BEFORE _____ AFTER _____

DATE _____
 REC. BY _____
 WARRANTY PARTS RETURNED TO JOB 2

CONCERN _____
 CAUSE _____
 CORRECTION _____

JOB 2 FLAG SHEET

CONCERN CODE _____

BEFORE _____ AFTER _____

DATE _____
 REC. BY _____
 WARRANTY PARTS RETURNED TO JOB 3

CONCERN _____
 CAUSE _____
 CORRECTION _____

JOB 3 FLAG SHEET

CONCERN CODE _____

BEFORE _____ AFTER _____

DATE _____
 REC. BY _____
 WARRANTY PARTS RETURNED TO JOB 4

CONCERN _____
 CAUSE _____
 CORRECTION _____

JOB 4 FLAG SHEET

CONCERN CODE _____

BEFORE _____ AFTER _____

DATE _____
 REC. BY _____
 WARRANTY PARTS RETURNED TO JOB 5

CONCERN _____
 CAUSE _____
 CORRECTION _____

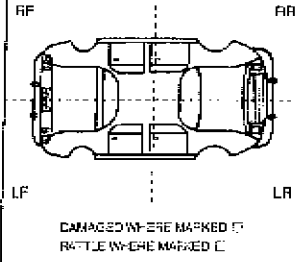
JOB 5 FLAG SHEET

CONCERN CODE _____

BEFORE _____ AFTER _____

TIME CLOCK

ON _____
 OFF _____
 ON _____
 OFF _____
 ON _____
 OFF _____
 ON _____
 OFF _____
 ON _____
 OFF _____
 ON _____
 OFF _____
 ON _____
 OFF _____
 ON _____
 OFF _____



WE RECOMMEND THE FOLLOWING:

ROAD TEST INFO.

MILES IN _____

MILES OUT _____

TOTAL _____

INSPECTED AND TESTED BY: _____

MILEAGE ON RELEASE _____

I VERIFY THAT R.O. IS READY TO CLOSE

SIGNED: _____

I HAVE NOTIFIED THE CUSTOMER THAT VEHICLE IS READY FOR PICKUP BY:

PHONE ANSWER MACHINE IN PERSON

TIME _____ AM _____ PM DISPATCHER CLOCK STAMP _____

SIGNED _____

CASHIER PLEASE CALL CUSTOMER ON TOTAL

CVCS245953

CVCS245953

CUSTOMER No 42423	ADVISOR BRIAN FOX	TAG No 4403	INVOICE DATE 07/28/11	INVOICE No CVCS245953
	LABOR RATE	LICENSE No 533	MILEAGE 38,538	STOCK No C2482
VENTURA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D	VEHICLE I D No 1G1ZG57B88E	DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
	T. E. No	P. O. No	SELLING DEALER NO.	PRODUCTION DATE
	COMMENTS		R.O. DATE 07/28/11	

LABOR & PARTS
 J# 1 13CV5 TIRE PRESSURE CHECK TECH(S):353 0.00
 TIRE PRESSURE CHECK AND INFLATE SERVICE
 INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.
 TIRES INFLATED TO (PSI)
 RIGHT FRONT 30
 LEFT FRONT 30
 RIGHT REAR 30
 LEFT REAR 30

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 21CV5 SECURITY SYSTEM TECH(S):353 INTERNAL
 INSTALL ALARM AS PER DUE BILL
 RE-ACTIVATED ALARM.

JOB # 2 TOTAL LABOR & PARTS 0.00

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

COMMENTS
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 SINCERELY, BILL EDWARDS (805)525-2127 PARTS DENOTED WITH (*)CARRY LIFETIME WARRANTY!

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

TOTAL INVOICE \$ 0.00

* [] CASH [] CHECK CHECK# [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *
 * ACCOUNT # [] *



CVIB245741

CVIB245741

CUSTOMER No 42086	ADVISOR MIKE MAGEE	TAO No. 4038	INVOICE DATE 07/22/11	SELLER CVIB245741
	LICENSE No. 304	MILEAGE 37,802	COLOR BLACK/	STOCK No. C2482
VENTURA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE	DELIVERY MILES 37,649
	VEHICLE I.D. No. 1G1ZG57B88E		SELLING DEALER NO.	PRODUCTION DATE
BUSINESS PHONE	F. T. E. No.	P. O. No.	R.O. DATE 07/21/11	
COMMENTS				

LABOR & PARTS-----
 J# 1 81CVZBODY BODY SHOP HOURS: 3.00 TECH(S):12 48.00
 COLOR SAND & POLISH SCRATCHES AS NOTED
 CLAY VEHICLE, POLISH, WAX & DETAIL
 COMPLETED TOWING AND EVALUATION PROCESS

JOB # 1 TOTAL LABOR & PARTS 48.00

G.O.G. & SUPPLIES-----
 JOB # 1 1.0 PAINT AND MATERIAL @ 20.000 /UNIT 20.00
 TOTAL - GOG 20.00

COMMENTS-----
AS PER DUE BILL

TOTALS-----
 CONTROL# ACCOUNT NUMBER AMOUNT.. TOTAL LABOR... 48.00
 C2482 240 68.00 TOTAL PARTS... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G... 20.00
 TOTAL MISC.CHG. 0.00
 TOTAL MISC.DISC 0.00
 TOTAL TAX..... 0.00
TOTAL INVOICE \$ 68.00

APPROVED BY SIGNATURE



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

245741



Goodwrench

245741

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
18CVZ10	*AUTO TRANS SERVICE	MO	109.00	13CVZ	*TIRE ROTATION	MI	23.98
18CVZ17	*FUEL FILTER SERVICE	M1	69.95	18CVZ01	*VEHICLE INSPECTION	MI	0.00
18CVZ27	6,000 MILE SERVICE	MI	127.16	18CVZ28	12,000 MILE SERVICE	MI	172.36
18CVZ30	30,000 MILE SERVICE	MI	272.96	40CVZ10	*AUTO TRANS SERVICE	MO	139.95
22CVZ17	*FUEL FILTER SERVICE	MI	69.95	18CVZ03	*COOLING SYSTEM SVC	MO	114.76

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/20/11	244613	37649	68	382	I	13CV5	TIRE PRESSURE CHECK
				382	I	31CVV	CERTIFIED USED CAR
				382	I	18CVZ	*3,000 MILE SERVICE
				222	I	35CVZ	SMOG INSPECTION
				382	I	13CV2	WHEELS/TIRES
				382	I	15CVZ	15A DEPARTMENT

SALESPERSON NO.

B O D Y

STATE REG# AH168380

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	VEHICLE I.D. NO. 1G1ZG57B88F	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4D	PRODUCTION DATE	STOCK NO. C2482	LICENSE NO.	R.O. NO. 245741
ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE	VENTURA, CA	CUSTOMER NO. 42086	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES 37,649	SELLING DEALER NO.
		COLOR BLACK/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	R.O. DATE 07/21/11
		TURBO N	M/MC CVZZ	AIR COND. Y	P. S. Y	TRANS A
		MILEAGE 37,802	ADVISOR NO. 304	ADVISOR MIKE MAGEE		

ESTIMATES DO NOT INCLUDE SALES TAX LABOR CHARGES ARE BASED UPON INDIVIDUAL LABOR OPERATIONS AND ARE NOT BASED UPON CLOCK HOURS.

APPOINTMENT: SAVE NO
 TIME RECEIVED: 12:00pm DATE/TIME PROMISED: 07/18/11 07:00pm PRIORITY:
 CELL:
 LABOR RATE:
 MAKE IN ADVANCE. CUSTOMER TRACK WITH US FOR RECEIPT OF A COPY HEREIN.
 I REFUSE ANY OF THE RECOMMENDED SERVICES LISTED ABOVE.
 CUST. INITIAL:
 SIGNATURE AND RECEIVED: X

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

COMMENTS:
 AS PER DUE BILL

1 | 81CVZBODY BODY SHOP
 COLOR SAND & POLISH SCRATCHES AS NOTED
 CLAY VEHICLE, POLISH, WAX & DETAIL

NOTICE: PLEASE REMOVE ALL PERSONAL ARTICLES, VALUABLES, COINS, ETC. FROM YOUR VEHICLE. WE ARE NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE.

IS YOUR VEHICLE ALARM IN VALET POSITION? _____

REVISED ESTIMATE	ADD'L COST	PERSON CONTACTED	BY WHOM
\$	\$		
TIME	DATE	<input type="checkbox"/> VIA PHONE	<input type="checkbox"/> 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 recommended.

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

POWER OF ATTORNEY
 I, 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.

X _____ DATE _____ (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:
 1. NAME, ADDRESS (NO P.O. 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 RISK FUND MAY BE CHARGED ON ACCOUNT. DUE TO THE NATURE 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



Goodwrench

244613

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

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Lists services like AUTO TRANS SERVICE, FUEL FILTER SERVICE, TIRE ROTATION, VEHICLE INSPECTION, etc.

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Includes handwritten entry G3139.

SALESPERSON NO.

SERVICE

STATE REG# AH168380

Service order form containing vehicle details (1G1ZG57B88F), customer info (SANTA PAULA CHEVROLET INC), and technician info (RICARDO HERNANDEZ).

Main repair order form with job list (TIRE PRESSURE CHECK, CERTIFIED USED CAR, 3,000 MILE SERVICE, SMOG INSPECTION), notices, and payment information.



HARD COPY

244613

DATE _____
 REC BY _____
 WARRIANTY PARTS RETURNED (JOB 1)

CONCERN _____
 CAUSE _____
 CORRECTION _____

JOB 1 FLAG SHEET

CONCERN CODE _____ BEFORE _____ AFTER _____

TIME CLOCK

ON _____
 OFF _____

DATE _____
 REC BY _____
 WARRIANTY PARTS RETURNED (JOB 2)

CONCERN _____
 CAUSE _____
 CORRECTION _____

JOB 2 FLAG SHEET

CONCERN CODE _____ BEFORE _____ AFTER _____

ON _____
 OFF _____

DATE _____
 REC BY _____
 WARRIANTY PARTS RETURNED (JOB 3)

CONCERN _____
 CAUSE _____
 CORRECTION _____

JOB 3 FLAG SHEET

CONCERN CODE _____ BEFORE _____ AFTER _____

ON _____
 OFF _____

DATE _____
 REC BY _____
 WARRIANTY PARTS RETURNED (JOB 4)

CONCERN _____
 CAUSE _____
 CORRECTION _____

JOB 4 FLAG SHEET

CONCERN CODE _____ BEFORE _____ AFTER _____

ON _____
 OFF _____

Address P21560 R16 TPC1225MS

CONCERN CODE *1.0 382*

Alignment

CONCERN CODE _____ BEFORE _____ AFTER _____

DATE _____
 REC BY _____
 WARRIANTY PARTS RETURNED (JOB 5)

CONCERN _____
 CAUSE _____
 CORRECTION _____

JOB 5 FLAG SHEET

CONCERN CODE _____ BEFORE _____ AFTER _____

ON _____
 OFF _____

RT pt door lock actuator 0.9 382

CONCERN CODE _____ BEFORE _____ AFTER _____

Wiper blades 0.1 382

CONCERN CODE _____ BEFORE _____ AFTER _____

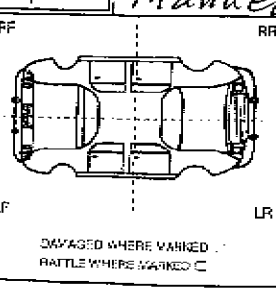
Key Job 0.3 382

CONCERN CODE _____ BEFORE _____ AFTER _____

Key 0.2 382

CONCERN CODE _____ BEFORE _____ AFTER _____

Manual + 4 floor mats in vehicle



WE RECOMMEND THE FOLLOWING:

ROAD TEST INFO.

MILES IN _____

MILES OUT _____

TOTAL _____

INSPECTED AND TESTED BY: _____

MILEAGE ON RELEASE _____

I VERIFY THAT R.O. IS READY TO CLOSE

SIGNED: _____

I HAVE NOTIFIED THE CUSTOMER THAT VEHICLE IS READY FOR PICKUP BY:

PHONE ANSWER MACHINE IN PERSON

TIME _____ AM PM DISPATCHER CLOCK STAMP _____

SIGNED _____

CASHIER PLEASE CALL CUSTOMER ON TOTAL

CVIS244613

CVIS244613

CUSTOMER No. 100		ADVISOR RICARDO HERNANDEZ	TAG No. 68 3041	INVOICE DATE 06/27/11	INVOICE No. CVIS244613
SANTA PAULA CHEVROLET INC 101 W HARVARD BLVD PO BOX 70 SANTA PAULA, CA 93061		LABOR RATE	MILEAGE 37,649	COLOR BLACK/	STOCK No. C2482
RESIDENCE PHONE		BUSINESS PHONE 805-525-2127		DELIVERY DATE	DELIVERY MILES 37,649
YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		VEHICLE I.D. No. 1G1ZG57B88F		SELLING DEALER NO.	PRODUCTION DATE
F T E. No. SRAR99-113280		P C No.		R.O. DATE 06/20/11	
COMMENTS					

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 6	1	15824471	KEY 2.187	35.25	35.25
JOB # 6	1	KEYCODE	SEARCH 8.800	12.50	12.50
JOB # 6	1	15252034	TRANSMITT 10.485	51.25	51.25
JOB # 6	1	22785607	LOCK 10.470	57.14	57.14
JOB # 6	3	11516807	RIVET 8.967	3.18	9.54
				JOB # 6 TOTAL PARTS	165.68
				JOB # 6 TOTAL LABOR & PARTS	296.80

J# 7+18CV111 WIPER BLADES HOURS: TECH(S):382 10.00
 Added Operation (RICARDOH @ 06/27/2011 16:42)
 WIPER BLADES
 REPLACE WITH TWO NEW WIPER BLADES
 JOB COMPLETE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 7	1	22779755	BLADE 10.146	16.25	16.25
JOB # 7	1	22779754	BLADE 10.146	16.25	16.25
				JOB # 7 TOTAL PARTS	32.50
				JOB # 7 TOTAL LABOR & PARTS	42.50

J# 8+64CV22 *3D IMAGING ALIGN HOURS: TECH(S):14652 69.95
 Added Operation (RICARDOH @ 06/27/2011 16:43)
 FOR MODERN VEHICLES, WHEEL ALIGNMENT HAS BECOME MORE AND MORE IMPORTANT FOR THE MAINTENANCE OF THE VEHICLE AS IT PROVIDES RIDE COMFORT, PREVENTS ABNORMAL TIRE WEAR AND IMPROVES FUEL ECONOMY.
 PERFORM COMPUTERIZED 3D IMAGE ALIGNMENT. ROADTEST UPON COMPLETION, OK.

G.O.G. & SUPPLIES	QTY	DESCRIPTION	UNIT PRICE	PRICE	
JOB # 3	1.0	10W-30 OIL	@ 12.400 /UNIT	12.40	
				TOTAL - GOG	12.40

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE	
JOB # 2	DE	DETAIL VEHICLE		100.00	
JOB # 2	AL	ALARM LABOR	C2482	39.00	
JOB # 3	HW	HAZARDOUS WASTE		1.76	
JOB # 4	SC	SMOG CERTIFICATION		8.25	
JOB # 4	SCT	SMOG TRANSMITTAL FEE		0.90	
JOB # 5	TDF	TIRE SALE FEE		7.00	
				TOTAL - MISC	156.91

COMMENTS
 CHARGE REPAIRS TO STOCK#C2482
 OWNER'S MANUAL AND FLOOR MATS IN VEHICLE
 CERT#02/7907

CVIS244613

CVIS244613

CUSTOMER No. 100		ADVISOR RICARDO HERNANDEZ	TAG No. 3041	INVOICE DATE 06/27/11	INVOICE No. CVIS244613
SANTA PAULA CHEVROLET INC 101 W HARVARD BLVD PO BOX 70 SANTA PAULA, CA 93061		LABOR RATE	LICENSE No.	MILEAGE 37,649	COLOR BLACK/
		YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D	VEHICLE I.D. No. 1G1ZG57B88F	DELIVERY DATE	DELIVERY MILES 37,649
RESIDENCE PHONE	BUSINESS PHONE 805-525-2127	F.T.E. No. SRAR99-113280	P.O. No.	SELLING DEALER NO.	PRODUCTION DATE
		COMMENTS		R.O. DATE 06/20/11	

LABOR & PARTS		QTY	FP-NUMBER	DESCRIPTION	HOURS	TECH(S)	UNIT PRICE	TOTAL
J# 1	13CV5			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	0.00	382	0.00	0.00
							JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2	31CVV			CERTIFIED USED CAR COMPLETE GM CERTIFIED USED VEHICLE INSPECTION.	2.00	382	187.32	187.32
							JOB # 2 TOTAL LABOR & PARTS	187.32
J# 3	18CVZ			*3,000 MILE SERVICE PERFORM 3,000 MILE FACTORY SERVICE. INCLUDES-OIL AND FILTER CHANGE, LUBRICATE FRONT SUSPENSION, INSPECT CONDITION OF DRIVE BELTS, AIR FILTER AND HOSES. INSPECT TIRE PRESSURE AND INFLATE TO PROPER LEVEL. (INCLUDES UP TO 5 QUARTS OF OIL) COMPLETED SERVICE	3.00	382	17.74	17.74
PARTS		1	12605566	FILTER 1.836			5.78	5.78
							JOB # 3 TOTAL PARTS	5.78
							JOB # 3 TOTAL LABOR & PARTS	23.52
J# 4	35CVZ			SMOG INSPECTION COMPLETE SMOG INSPECTION PASSED ISSUE CERT#C2482 COMPLETED INSPECTION		222	59.10	59.10
							JOB # 4 TOTAL LABOR & PARTS	59.10
J# 5	13CV2			WHEELS/TIRES Added Operation (RICARDOH @ 06/27/2011 16:35) GENERAL MOTORS TIRES PROGRAM THE PURCHASER OF FOUR NEW TIRES IS ENTITLED TO FREE TIRE ROTATIONS FOR THE LIFE OF THAT SET OF TIRES. (ROTATION OF TIRES NEED TO BE PERFORMED EVERY 6,000 MILES)	1.40	382	49.95	49.95
PARTS		4	89016781	B2156016 5.880			103.40	413.60
							JOB # 5 TOTAL PARTS	413.60
							JOB # 5 TOTAL LABOR & PARTS	463.55
J# 6	15CVZ			15A DEPARTMENT Added Operation (RICARDOH @ 06/27/2011 16:36) REPLACE RT/FRT DOOR LOCK ACTUATOR.ADD ONE KEY FOB AND KEY	1.40	382	131.12	131.12

CVIS244613

CVIS244613

CUSTOMER No 100		ADVISOR RICARDO HERNANDEZ	TAG No. 68 3041	INVOICE DATE 06/27/11	INVOICE No. CVIS244613
SANTA PAULA CHEVROLET INC 101 W HARVARD BLVD PO BOX 70 SANTA PAULA, CA 93061		LABOR RATE	LICENSE No.	MILEAGE 37,649	COLOR BLACK/
		YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D	DELIVERY DATE		STOCK No. C2482
		VEHICLE I D No. 1G1ZG57B88E	SELLING DEALER NO		DELIVERY MILES 37,649
RESIDENCE PHONE	BUSINESS PHONE 805-525-2127	P.T. No. SRAR99-113280		P.O. No.	R.O. DATE 06/20/11
COMMENTS					

TOTALS-----

CONTROL# C2482	ACCOUNT NUMBER 240	AMOUNT.. 1312.05	TOTAL LABOR....	525.18
			TOTAL PARTS....	617.56
			TOTAL SUBLET...	0.00
			TOTAL G.O.G....	12.40
			TOTAL MISC. CHG.	156.91
			TOTAL MISC. DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	1312.05

APPROVED BY SIGNATURE _____

Gm Cert

CVWS246559

CVWS246559

CUSTOMER No 42423	ADVISOR BRIAN FOX	TAG No 533	INVOICE DATE 08/25/11	INVOICE No. CVWS246559
	LABOR RATE	MILEAGE 40,974	COLOR BLACK/	STOCK No. C2482
VENTURA, CA	YEAR / MAKE / MODEL 08 / CHEVROLET / MALIBU / 4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
	VEHICLE I.D. No. 1G1ZG57B88F		SELLING DEALER NO.	PRODUCTION DATE 01/01/08
	F. T. E. No.	P. O. No.	R. O. DATE 08/16/11	
COMMENTS				

LABOR & PARTS-----

J# 2 92CVZ *AIR CONDITIONING HOURS: 6.10 TECH(S):122 571.33
 CUSTOMER REPORTS THAT AC SYSTEM STILL SMELLS MUSTY.
 RECENTLY IN FOR SAME COMPLAINT
 EVAPORATOR FAILURE
 REPLACED THE EVAPORATOR. TESTED AFTER.
 OK NOW

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 2	1	25913637	EVAPORATO 9.210	163.82	163.82	229.35
JOB # 2	1	Z5001	FED EX	28.66	28.66	28.66
JOB # 2	1	12377951	COOLING C 8.800	41.46	41.46	58.04
JOB # 2	1	7092A	A/C KIT 8.800	20.95	20.95	29.33
JOB # 2 COST TOTAL				254.89		
JOB # 2 TOTAL PARTS						345.38
JOB # 2 TOTAL LABOR & PARTS						916.71

J# 3 15CVZ4 SEATS/SEAT TRIM HOURS: TECH(S):122
 CUSTOMER STATES THAT THERE IS A CLUNK HEARD FROM UNDER THE
 SEAT WHEN DRIVING
 INSPECTED SEAT RAIL MOUNTS. FOUND TO BE SECURE AND
 TIGHT. NOT ABLE TO FIND ANYTHING LOOSE. TEST DROVE BUT
 NOT ABLE TO DUPLICATE CONCERN.
 TEST DROVE 4 MILES, OUTBOUND MILES = 40978
 JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV DATE-DESCRIPTION-----

JOB # 2	86594	253377	08/19/11 RENTAL		114.00
TOTAL - SUBLET					114.00
R/O TAX					0.00
R/O TOTALS					1030.71

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#	TOTAL
	1002.05
CLAIM TOTALS	1002.05

APPROVED BY SIGNATURE _____



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

246559



Goodwrench

246559

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

RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION

SALESPERSON NO. 524 BRIAN SCOTT-WHITAKE SERVICE STATE REG# AH168380

Vehicle information form including fields for VEHICLE I.D. NO., YEAR/MAKE/MODEL, PRODUCTION DATE, STOCK NO., CUSTOMER NO., SERVICE CONTRACT, DELIVERY DATE, DELIVERY MILES, SELLING DEALER NO., H.O. NO., COLOR, CONTRACT NO., EXPIRATION DATE, EXPIRATION MILES, TAG NO., TURBO, M/MC, AIR COND., P. S., TRANS, MILEAGE, ADVISOR NO., ADVISOR

Main service order form with job list, customer estimates, and notes. Includes handwritten notes like 'rear view mirror loose cust. states' and 'TIRE PRESSURE CHECK AND INFLATE SERVICE'.



Rec. By: _____ Date: _____

WARRANTY PARTS RETURNED JOB 1

CONCERN _____

CAUSE _____

CORRECTION _____

JOB 1 FLAG SHEET

CONCERN CODE _____

BEFORE _____

AFTER _____

Rec. By: _____ Date: _____

WARRANTY PARTS RETURNED JOB 2

CONCERN *A/c smells musty*

CAUSE *milieu smell from three evaporator*

CORRECTION *Smelted A/c has slight musty smell, used kit to remove smell by spraying evaporator*

JOB 2 FLAG SHEET

CONCERN CODE *122*

BEFORE _____

AFTER _____

Rec. By: _____ Date: _____

WARRANTY PARTS RETURNED JOB 3

CONCERN *through three cast. still smelly.*

CAUSE *replaced evaporator & sprayed case*

CORRECTION *A/c necessary to vac & recharge A/c.*

JOB 3 FLAG SHEET

CONCERN CODE _____

BEFORE _____

AFTER _____

Rec. By: _____ Date: *8-8-11*

WARRANTY PARTS RETURNED JOB 4

CONCERN *Clunk noise from under driver seat while driving*

CAUSE _____

CORRECTION *Test drive - unable to duplicate concern 122*

drive with Service manager. still unable to duplicate concern at this time

JOB 3 FLAG SHEET

CONCERN CODE _____

BEFORE _____

AFTER _____

Rec. By: _____ Date: _____

WARRANTY PARTS RETURNED JOB 5

CONCERN *Rear view mirror is loose.*

CAUSE *loose screw*

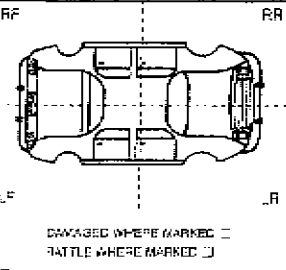
CORRECTION *tighten screws*

JOB 4 FLAG SHEET

CONCERN CODE _____

BEFORE _____

AFTER _____



WE RECOMMEND THE FOLLOWING:

ROAD TEST INFO.

MILES IN _____

MILES OUT _____

TOTAL _____

INSPECTED AND TESTED BY _____

MILEAGE ON RELEASE _____

I VERIFY THAT R.O. IS REAL

SIGNED _____

I HAVE NOTIFIED THE CUSTOMER IS READY FOR PICKUP BY:

PHONE ANSWER MACHINE

TIME _____ AM PM

SIGNED _____

CASHIER PLEASE CALL CUSTOMER



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

246395



Goodwrench

246395

101 W. HARVARD BLVD. • P.O. BOX 70 SANTA PAULA, CA 93061 PHONES: (805) 647-2758 • 525-2127 www.santapaulachevrolet.com

RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Lists services like TIRE ROTATION, VEHICLE INSPECTION, FUEL FILTER SERVICE.

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Shows past repairs and dates.

SALESPERSON NO. 524 BRIAN SCOTT-WHITAKE SERVICE STATE REG# AH168380

Vehicle information form including VEHICLE I.D. NO., YEAR/MAKE/MODEL, PRODUCTION DATE, STOCK NO., CUSTOMER NO., SERVICE CONTRACT, DELIVERY DATE, DELIVERY MILES, SELLING DEALER NO., R.O. NO., R.O. DATE, TAG NO., and other details.

- 1. C 92CVZ01 AIR CONDITIONING
2. C 20CVZ0 ELECTRICAL
3. C 20CVZ ELECTRICAL
4. C * 13CV5 TIRE PRESSURE CHECK

Service details form including NOTICE, REVISED ESTIMATE, ADD'L COST, PERSON CONTACTED, BY WHOM, and POWER OF ATTORNEY section.

Handwritten notes: 'wants to pay 2000', 'PO# 86371 e-car', '253339 BO OH from E prise', 'Santa Paula CHEVROLET', '\$ 72.00', '2 days'.

Date: _____
 Rep. By: _____
 MAINTENANCE PARTS
 RETURNED TO
 STOCK

CONCERN _____
 CAUSE _____
 CORRECTION _____

JOB 1 FLAG SHEET

CONCERN CODE _____ BEFORE _____ AFTER _____

TIME CLOCK

ON _____
 OFF _____

Date: _____
 Rep. By: _____
 MAINTENANCE PARTS
 RETURNED TO
 STOCK

CONCERN _____
 CAUSE *Brake lights stay on all the time*
 CORRECTION *Bad connection at BCM*
• Verified complaint. Diagnosed vehicle.
used schematics in DOC # 1996721
found BCM connector xl not seated

JOB 2 FLAG SHEET

CONCERN CODE *122* BEFORE _____ AFTER _____

EXCEPT THIS
DIAGNOSIS
T HAWK
2L
BL
PIT

ON _____
 OFF _____

Date: _____
 Rep. By: _____
 MAINTENANCE PARTS
 RETURNED TO
 STOCK

CONCERN _____
 CAUSE *Properly. Reconnect all BCM connectors*
 CORRECTION *and applied Dielectric grease & reinstalled.*
verified fix. de novo.

JOB 3 FLAG SHEET

CONCERN CODE _____ BEFORE _____ AFTER _____

ON _____
 OFF _____

Date: _____
 Rep. By: _____
 MAINTENANCE PARTS
 RETURNED TO
 STOCK

CONCERN _____
 CAUSE _____
 CORRECTION _____

JOB 4 FLAG SHEET

CONCERN CODE _____ BEFORE _____ AFTER _____

ON _____
 OFF _____

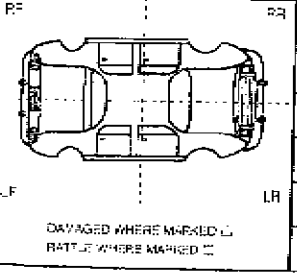
Date: _____
 Rep. By: _____
 MAINTENANCE PARTS
 RETURNED TO
 STOCK

CONCERN _____
 CAUSE _____
 CORRECTION _____

JOB 5 FLAG SHEET

CONCERN CODE _____ BEFORE _____ AFTER _____

ON _____
 OFF _____



WE RECOMMEND THE FOLLOWING:

ROAD TEST INFO.

MILES IN _____

MILES OUT _____

TOTAL _____

INSPECTED AND TESTED BY: _____

MILEAGE ON RELEASE _____

I VERIFY THAT R.O. IS READY TO CLOSE

BOXED _____

I HAVE NOTIFIED THE CUSTOMER THAT VEHICLE IS READY FOR PICK-UP BY:

PHONE ANSWER MACHINE IN PERSON

TIME _____ AM _____ PM CUSTOMER 01:00-07:00

SIGNED _____

CASHIER PLEASE CALL CUSTOMER ON TOTAL

CVWS246395

CVWS246395

CUSTOMER No. 42423	ADVISOR BRIAN FOX	TAG No. 533	INVOICE DATE 08/16/11	INVOICE No. CVWS246395
	LABOR RATE	MILEAGE 40,504	COLOR BLACK/	STOCK No. C2482
VENTURA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
	VEHICLE I.D. No. 1G1ZG57B88E		SELLING DEALER NO.	PRODUCTION DATE 01/01/08
	F.T.E. No.	P.O. No.	R.O. DATE 08/10/11	
COMMENTS				

J# 2 20CVZ0	ELECTRICAL	HOURS: 2.50	TECH(S):122	234.15
THE CUSTOMER STATES THAT THE BRAKE LIGHTS TURN OFF WHEN YOU APPLY THE BRAKES. THEY ARE ON ALL THE TIME. CHECK AND ADVISE				
RENTAL NEEDED				
POOR CONNECTION IN DOC#1996721				
VERIFIED CONCERN. REMOVED ALL BCM CONNECTORS AND APPLIED DE-ELECTRIC GREASE AND REINSTALLED. VERIFIED WORKING TO FACTORY SPECS AFTER				
JOB # 2 TOTAL LABOR & PARTS				234.15
J# 3 20CVZ	*ELECTRICAL	HOURS:	TECH(S):122	0.00
CUSTOMER STATES THAT THE CRUISE CONTROL IS NOT WORKING RELATED DIRECTLY TO JOB # 2.				
JOB # 3 TOTAL LABOR & PARTS				0.00
SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION
JOB # 2	86371	253339	08/11/11	RENTAL
TOTAL - SUBLET				72.00
				72.00
R/O TAX				0.00
R/O TOTALS				306.15
WARRANTY CLAIM DETAIL TOTALS				
CLAIM#	TOTAL			
	310.15			
CLAIM TOTALS	310.15			

APPROVED BY SIGNATURE _____

CVIS246395

CVIS246395

CUSTOMER No 42423	ADVISOR BRIAN FOX	TAG No. 4876	INVOICE DATE 08/16/11	INVOICE No. CVIS246395
LABOR RATE	LICENSE No. 533	MILEAGE 40,504	COLOR BLACK/	STOCK No. C2482
YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D	VEHICLE I.D. No. 1G17G57B88E	SELLING DEALER NO.	DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
F.T.E. No.	P.O. No.	R.O. DATE 08/10/11	PRODUCTION DATE 01/01/08	
COMMENTS				

LABOR & PARTS

J# 1 92CVZ01 AIR CONDITIONING HOURS: TECH(S):122 0.00
 CUSTOMER STATES THAT THE A/C SMELLS MUSTY WHEN USED.
 CHECK AND ADVISE
 A/C KIT USED TO REMOVE MUSTY SMELL,
 (OK'D BY BILL E. 08-10-11 1645hrs.)

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	7092A	A/C KIT 8.800	26.19	26.19
				JOB # 1 TOTAL PARTS	26.19
				JOB # 1 TOTAL LABOR & PARTS	26.19

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT..		
	67D	26.19	TOTAL LABOR....	0.00
			TOTAL PARTS....	26.19
			TOTAL SUBLET...	0.00
			TOTAL G.O.G....	0.00
			TOTAL MISC.CHG.	0.00
			TOTAL MISC.DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	26.19

APPROVED BY SIGNATURE _____



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

248027



Goodwrench

248027

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

RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION

SALESPERSON NO. 524 BRIAN SCOTT-WHITTAKER SERVICE STATE REG# AH168380

Vehicle information form including VEHICLE I.D. NO. 1G1ZG57B88F, YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4D, PRODUCTION DATE 01/01/08, STOCK NO. C2482, R.O. NO. 248027, and customer details.

Main service order form with handwritten notes: 'W 92CVZ *AIR CONDITIONING', 'CUSTOMER REPORTS A/C STILL HAVE BAD SMELL WHEN A/C IS ON.', 'JOSH Sleeper', 'CASE # 71-992415542', 'Recommend using ozone machine.', 'inform customer not to use air fresheners.', and '122', '11752', '253815'.



PN 12378554

Right side of the service order form containing NOTICE, REVISIONS, POWER OF ATTORNEY, and ARRANGEMENTS FOR PAYMENT sections.

CVCS248027

CVCS248027

CUSTOMER No. 42423	ADVISOR RAFAEL ROMERO	TAG No. 9327	INVOICE DATE 09/30/11	INVOICE No. CVCS248027
	LABOR RATE	MILEAGE 43,602	COLOR BLACK/	STOCK No. C2482
VENTURA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D	DELIVERY DATE 07/15/11	DELIVERY MILES 37,682	PRODUCTION DATE 01/01/08
	VEHICLE I D No. 1G17G5ZB88E	SELLING DEALER NO.	R.O DATE 09/29/11	
	F. T. E. No.	P.O. No.	COMMENTS	

LABOR & PARTS
 J# 1 92CV7 *AIR CONDITIONING TECH(S):12 0.00
 CUSTOMER REPORTS A/C STILL HAVE BAD SMELL WHEN A/C IS ON.
 LIKE VINEGAR SMELL.
 INSPECT AND DUPLICATE CUSTOMERS CONCERN, NECESSARY TO
 CALLFD TAC CASE #71-992415542, THEY ADVISE TO USE
 OZONE MACHINE AND DEODORIZED, RE-CHECK OK.

JOB # 1 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	
JOB # 1	87698	253815		09/30/11	RENTAL CAR	25.00
JOB # 1	87710	11752		09/30/11	OZONE MACHINE	85.00
TOTAL - SUBLET						110.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$110.00 (+TAX)

COMMENTS
 CHARGE REPAIRS TO 67D PER BILL E.

TOTALS

IN THE NEXT FEW DAYS YOU MAY BE RECEIVING A CALL OR A SURVEY REGARDING THE QUALITY OF SERVICE YOU HAVE RECEIVED. IF YOU FEEL THAT YOU CAN "NOT" RATE US "COMPLETELY SATISFIED", PLEASE CALL OUR SERVICE MANAGER FOR ASSISTANCE. WE THANK YOU FOR YOUR BUSINESS SINCERELY, BILL EDWARDS (805)525-2127 PARTS DENOTED WITH (*) CARRY LIFETIME WARRANTY!	TOTAL LABOR.....	0.00
	TOTAL PARTS.....	0.00
	TOTAL SUBLET...	110.00
	TOTAL G.O.G.....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 110.00

* [] CASH [] CHECK CHECK# [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *
 ACCOUNT # [] *

CUSTOMER SIGNATURE

CVCS247386

CVCS247386

CUSTOMER No. 42423	ADVISOR RAFAEL ROMERO	TAG No. 9327	INVOICE DATE 09/16/11	INVOICE No. CVCS247386
	LABOR RATE	MILEAGE 42,846	COLOR BLACK/	STOCK No. C2482
VENTURA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
	VEHICLE I.D. No. 1G1ZG57R88E		SELLING DEALER NO.	PRODUCTION DATE 01/01/08
	F.T.E. No.	P.O. No.	R.O. DATE 09/09/11	
COMMENTS				

LABOR & PARTS
J# 1 13CV5 TIRE PRESSURE CHECK TECH(S):122 INTERNAL
 TIRE PRESSURE CHECK AND INFLATE SERVICE
 INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.
 TIRES INFLATED TO (PSI)
 RIGHT FRONT 30
 LEFT FRONT 30
 RIGHT REAR 30
 LEFT REAR 30

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

J# 2 92CVZ *AIR CONDITIONING TECH(S):122 WARRANTY
 CUSTOMER REPORTS IS A BAD SMELL FROM A/C WHEN ON.
 REPLACED HEATER CASE,TRANSFER ALL NECESSARY PARTS
 AND RE-CHECK OK.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 2 1 22737146 CASE 9.211 WARRANTY
 JOB # 2 1 15844208 VALVE 9.786 WARRANTY
 JOB # 2 1 25941318 CABLE 9.647 WARRANTY
 JOB # 2 1 20927963 PAD 9.743 WARRANTY
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 15CVZ 15A DEPARTMENT TECH(S):12 INTERNAL
 CLEAN REAR SEAT.
 JOB COMPLETED.

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

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
 JOB # 2 87327 253645 09/16/11 RENTAL CAR WARRANTY
 TOTAL - SUBLET 0.00

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



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



Goodwrench

247386

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

RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Lists services like TIRE ROTATION, VEHICLE INSPECTION, FUEL FILTER SERVICE, etc.

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Shows past repairs on 08/16/11 and 08/10/11.

SALESPERSON NO. 524 BRIAN SCOTT-WHITTAKER SERVICE STATE REG# AH168380

Vehicle information form including VEHICLE I.D. NO. 1G1ZG57B88E, YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4D, PRODUCTION DATE 01/01/08, STOCK NO. C2482, LICENSE NO. 247386, and customer details.

Summary section with TOTAL 0.00 and phone number 651-8327. Includes a notice to remove personal items from the vehicle.

- 1 I* 13CV5 TIRE PRESSURE CHECK AND INFLATE SERVICE
2 W*92CVZ AIR CONDITIONING CUSTOMER REPORTS IS A BAD SMELL FROM A/C WHEN ON.
3 I* 15CVZ 15A DEPARTMENT CLEAN REAR SEAT.

Signature and approval section with fields for PHONE, REASON, and SIGNATURE/OR INITIAL. Includes a note about the tear-down estimate.



DATE: 7-15-11
 TIME: 11:11
 WARRANT PARTS RETURNED JOB 2
 WARRANT PARTS RETURNED JOB 3

DATE: _____
 TIME: _____
 WARRANT PARTS RETURNED JOB 3

DATE: _____
 TIME: _____
 WARRANT PARTS RETURNED JOB 4

DATE: _____
 TIME: _____
 WARRANT PARTS RETURNED JOB 5

CONCERN: Cust. states bad smell from A/C
 CAUSE: _____
 CORRECTION: Replaced heater case. transferred all necessary actuators ^{near} case. expects

CONCERN: _____
 CAUSE: _____
 CORRECTION: _____

CONCERN: _____
 CAUSE: _____
 CORRECTION: _____

CONCERN: _____
 CAUSE: _____
 CORRECTION: _____

CONCERN: _____
 CAUSE: _____
 CORRECTION: _____

JOB 1 FLAG SHEET

CONCERN CODE: 122
 BEFORE: EXCEPTIONAL BASIS
 AFTER: _____

JOB 2 FLAG SHEET

CONCERN CODE: _____
 BEFORE: _____
 AFTER: _____

JOB 3 FLAG SHEET

CONCERN CODE: _____
 BEFORE: _____
 AFTER: _____

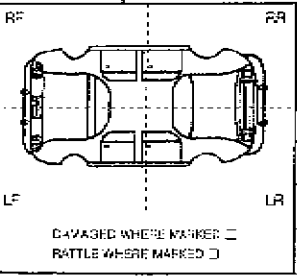
JOB 4 FLAG SHEET

CONCERN CODE: _____
 BEFORE: _____
 AFTER: _____

JOB 5 FLAG SHEET

CONCERN CODE: _____
 BEFORE: _____
 AFTER: _____

TIME CLOCK	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	
ON	
OFF	



WE RECOMMEND THE FOLLOWING:

ROAD TEST INFO.

MILES IN: _____
 MILES OUT: _____
 TOTAL: _____
 INSPECTED AND TESTED BY: _____
 MILEAGE ON RELEASE: _____

I VERIFY THAT R.O. IS READY TO CLOSE

SIGNED: _____

I HAVE NOTIFIED THE CUSTOMER THAT VEHICLE IS READY FOR PICKUP BY:

PHONE ANSWER MACHINE IN PERSON

TIME: _____ AM PM DISPATCHER CLOCK STAMP: _____

SIGNED: _____

CASHIER PLEASE CALL CUSTOMER ON TOTAL

CVWS247386

CVWS247386

CUSTOMER No 42423	ADVISOR RAFAEL ROMERO	TAG No. 9327	INVOICE DATE 09/29/11	INVOICE No. CVWS247386
VENTURA, CA	LABOR RATE	MILEAGE 42,846	COLOR BLACK/	STOCK No. C2482
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
	VEHICLE I.D. No. 1G1ZG57B88E		SELLING DEALER NO.	PRODUCTION DATE 01/01/08
	F.T.E No.	P.O. No.	R.O. DATE 09/09/11	
COMMENTS				

DCS AUDIT SLIP

JOB CARD 247386

VIN	1G1ZG57B88E	REPAIRING BAC	114587
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/09/2011
ODOMETER	42846	SERVICE ADVISOR GMIN	829676217
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		247386-2	001102943420	0005

JOB COMPLETION DATE: 09/20/2011
TECHNICIAN GMIN: 924679567

LABOR OPERATION	BASE HOURS	ADD PUB.	OTHER
D2220	5.0	0.3	2.0

COMPLAINT CODE: 0722

COMPLAINT DESCRIPTION: CUSTOMER REPORTS IS A BAD SMELL FROM A/C WHEN ON.

CAUSE CODE: 6571

CAUSE DESCRIPTION: EXCESSIVE MILDEW ODOR CAUSING TO CUSTOMER FEEL SEEK.

CORRECTION DESCRIPTION: REPLACED HEATER CASE, TRANSFER ALL NECESSARY PARTS AND RECHECK OK. OLH FOR NECESSARY TO REMOVED EXTRA MOLDINGS AND DEODORIZE A ZE ADDITIONAL INTERNAL COMPONENTS ADDITIONA DASH PARTS WERE USED FOR THE F HE FOLLOWING NOTE These parts were stuck together and connector came apart part upo N REMOVING DASH

CAUSAL PART: 22737146

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
15844208	1	54.46			
20927963	1	60.79			
22737146	1	30.96			
25941318	1	42.93			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
304.00	NTC			2G1WG5CK7B1	8	T

GM WHOLESALE AUTHORIZATION COMMENTS: 8 DAY RENTAL OWNER HYPER ALLERGENIC TO S MELL SHE BROUGHT IN ON FRIDAY WEEKEND STAY WAS NEEDED OLH TO ATTEMP DIS SINFECTANT CLEANERS TO ELIMINATE SMELL BILL OK, MOLDINGS CLEAN AND SANI ITIZE OLH PARTS NOTED REASON IN CORRECTION FIELD FORWARDED APPROVED EMA AIL FROM DWIGHT SENT 9 29

PARTS HANDLING	TOTAL W/O TAX	TAX	TOTAL
PARTS	75.65		
LABOR	189.14	0.00	264.79
NET ITEMS	683.72	0.00	683.72
PARTICIPATION AMOUNT	304.00	0.00	304.00
			(0.00)

*Pending 9-29-11
Accepted 10-11-11*

CVWS247386

CVWS247386

CUSTOMER No 42423	ADVISOR RAFAEL ROMERO	TAG No. 9327	INVOICE DATE 09/29/11	INVOICE No. CVWS247386
	LABOR RATE	LICENSE No.	MILEAGE 42,846	COLOR BLACK/
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	STOCK No. C2482
VENTURA, CA	VEHICLE I.D. No. 1G1ZG57B88F		SELLING DEALER NO.	DELIVERY MILES 37,682
	F.T.E No.	P.O. No.	R.O. DATE 09/09/11	PRODUCTION DATE 01/01/08
COMMENTS				

TRANSACTION	1252.51	0.00	1252.51
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CVWS247386

CVWS247386

CUSTOMER No. 42423	ADVISOR RAFAEL ROMERO	TAG No. 5974	INVOICE DATE 09/29/11	INVOICE No. CVWS247386
	LABOR RATE	LICENSE No.	MILEAGE 42,846	COLOR BLACK/
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	STOCK No. C2482
VENTURA, CA	VEHICLE I.D. No. 1G1ZG57B88E		SELLING DEALER NO.	DELIVERY MILES 37,682
	F T E No.	P O No.	R.O. DATE 09/09/11	PRODUCTION DATE 01/01/08
COMMENTS				

LABOR & PARTS-----
J# 2 92CVZ

*AIR-CONDITIONING HOURS: 7.30 TECH(S):122 683.72
 CUSTOMER REPORTS IS A BAD SMELL FROM A/C WHEN ON.
 EXCESSIVE MILDEW ODOR CAUSING TO CUSTOMER FEEL SEEK.
 REPLACFD HEATER CASE,TRANSFER ALL NECESSARY PARTS
 AND RECHECK OK. OLN FOR
 NECESSARY TO REMOVED EXTRA MOLDINGS AND DEODORIZE ADDITIONAL
 INTERNAL COMPONENTS
 ADDITIONA DASH PARTS WERE USED FOR THE FOLLOWING NOTE
 These parts were stuck together and connector came apart upo
 N REMOVING DASH

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	1	22737146	CASE 9.211	30.96	30.96	43.34	43.34
JOB # 2	1	15844208	VALVE 9.786	54.46	54.46	76.24	76.24
JOB # 2	1	25941318	CABLE 9.647	42.93	42.93	60.10	60.10
JOB # 2	1	20927963	PAD 9.743	60.79	60.79	85.11	85.11
JOB # 2 COST TOTAL				189.14			
JOB # 2 TOTAL PARTS						264.79	
JOB # 2 TOTAL LABOR & PARTS						948.51	

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 2	8732/	253645	09/16/11	RENTAL CAR	304.00
TOTAL - SUBLET					304.00

COMMENTS-----
 EMAILED DWIGHT ROBERTS 09-16-11 REQUESTED EIGHT DAY RENTAL CAR
 EXCEPTIONAL DIAGNOSIS TIME 2.0 HRS
 NECESSARY TO REMOVED EXTRA MOLDINGS AND DEODORIZE ADDITIONAL
 INTERNAL COMPONENTS
 VIN #2G1WE5EK7B

R/D TAX 0.00
 R/O TOTALS 1252.51

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#	TOTAL
247386-2	1252.51
CLAIM TOTALS	1252.51

APPROVED BY SIGNATURE _____

Jul 24 2012 5:15PM KEYSTONE/LKQ

5624041340

p. 1



LOS ANGELES, CA
13042 ORDEN DRIVE
SANTA FE SPRINGS, CA 90670
Phone 562-944-6422
Fax 562-926-1798

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
805-525-2127

ORDER NUMBER SFAD2720	ORDER DATE 05/04/12	SALES REP K179/	CUSTOMER P/O NUMBER 750323	PAYMENT TERMS NET 10% PROX
SHIP DATE 05/04/12	WRN BY 218D	CONTACT *106	R/O NUMBER	SHIP VIA KEYSTONE TRUCK 18820

For Quotations, contact SHAWN TIEDE, 800-832-8733, LKQ-BAKERSFIELD

PRODUCT DESCRIPTION	QTY	UNIT PRICE	EXTENSION
FO2503181C HEADLAMP ASM;RH;03-6 EXPEDITION EXCLUDES OFFROAD INV# SF523261 P/O# 92714 RMA# 760998	-1	172.00	-172.00
	-1		-115.24 EA
	0		-115.24

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 reasonable 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.

MERCHANDISE 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

Received By: _____

30-Day Return Policy - The original sales receipt must accompany all returns. Returns without the original sales receipt will not be accepted. A part returned undamaged within 30 days of the original purchase date may be credited at management's discretion, but no credit will be given for any part returned more than 30 days after the original purchase date. Core charges are refundable if the appropriate core is returned within 30 days. No returns will be accepted after 30 days.
Refund Policy - Cash Purchases returned on the same day as delivered will be refunded by your local branch. All other refunds will be processed by Keystone Automotive Industries' corporate office and sent via U.S. mail within seven (7) working days.

ORIGINAL

CVWS249012

CVWS249012

CUSTOMER No 42423	ADVISOR RAFAEL ROMERO	TAG No. 9327	INVOICE DATE 11/08/11	INVOICE No. CVWS249012
	LABOR RATE	MILEAGE 45,206	COLOR BLACK/	STOCK No. C2482
VENTURA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
	VEHICLE I.D. No. 1G1ZG57B88F		SELLING DEALER NO.	PRODUCTION DATE 01/01/08
	F T E No.	P.O. No.	R.O. DATE 11/01/11	
COMMENTS				

LABOR & PARTS
 J# 2:20CVZ *ELECTRICAL HOURS: 0.90 TECH(S):339 84.29
 CUSTOMER REPORTS D/SIDE FRONT DOOR LOCK IS INOP:ADVISF.
 INSPECT AND FOUND FAULTY DOOR LOCK ACTUATOR.
 REPLACED D/SIDE FRONT DOOR LOCK ACTUATOR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	1	22785608	LOCK 10.470	48.90	48.90	68.46	68.46
JOB # 2 COST TOTAL				48.90			
JOB # 2 TOTAL PARTS							68.46
JOB # 2 TOTAL LABOR & PARTS							152.75

J# 3:20CVZ0 ELECTRICAL HOURS: 1.70 TECH(S):339 159.22
 CUSTOMER REPORTS D/SIDE REAR DOOR LOCK WILL NOT UNLOCK.
 P/SIDE REAR DOOR LOCK WILL NOT UNLOCK.
 INSPECT AND FOUND FAULTY DOOR LOCK ACTUATOR.
 FAULTY DOOR LOCK ACTUATOR PASSENGER SIDE
 REPLACE BOTH REAR DOOR LOCK ACTUATORS

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 3	1	20922251	LOCK 10.473	62.22	62.22	87.11	87.11
JOB # 3	1	20922250	LOCK 10.473	62.22	62.22	87.11	87.11
JOB # 3 COST TOTAL				124.44			
JOB # 3 TOTAL PARTS							174.22
JOB # 3 TOTAL LABOR & PARTS							333.44

J# 4:20CVZ2 POWER DOOR LOCKS HOURS: TECH(S):339 0.00
 Added Operation (RAFAEL @ 11/01/2011 11:29)
 CUSTOMER REPORTS RIGHT REAR DOOR LOCK ACTUATOR IS INOP:ADVIS
 INSPECT AND FOUND FAULTY DOOR LOCK ACTUATOR.
 REPLACED RIGHT REAR DOOR LOCK ACTUATOR,RE-CHECK OK.
 JOB # 4 TOTAL LABOR & PARTS 0.00

COMMENTS
 CERTIFIED USED CAR.
J3. CODE 3 FOR OPPOSITE SIDE LOCK

R/O TAX 0.00
 R/O TOTALS 486.19

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	152.75
	333.44
CLAIM TOTALS	486.19

APPROVED BY SIGNATURE _____



CVWS249012

CVWS249012

CUSTOMER No 42423	ADVISOR RAFAEL ROMERO	TAG No. 9327	INVOICE DATE 11/08/11	INVOICE No. CVWS249012
LABOR RATE	LICENSE No.	MI. LEASE 7685	COLOR BLACK/	STOCK No. C2482
YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D	VEHICLE ID No. 1G17G57B88F	45,206	DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
VENTURA, CA	F T E No.	P O No.	SELLING DEALER NO.	PRODUCTION DATE 01/01/08
COMMENTS			R O DATE 11/01/11	

DCS AUDIT SLIP

JOB CARD 249012

VIN	1G17G57B88F	REPAIRING BAC	114587
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	11/01/2011
ODOMETER	45206	SERVICE ADVISOR GMIN	829876217
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	DEM SAP TRAN #	VER
2	W	ZREG		249012-2	001105580369	0002

JOB COMPLETION DATE: 11/08/2011
TECHNICIAN GMIN: 502450392

LABOR OPERATION	BASE HOURS	DIAGNOSIS
B4261	0.6	0.3

COMPLAINT CODE: 0524
COMPLAINT DESCRIPTION: CUSTOMER REPORTS D/SIDE FRONT DOOR LOCK IS INOP:ADVISE.

CAUSE CODE: 6579
CAUSE DESCRIPTION: INSPECT AND FOUND FAULTY DOOR LOCK ACTUATOR.

CORRECTION DESCRIPTION: REPLACED D/SIDE FRONT DOOR LOCK ACTUATOR.

CAUSAL PART: 22785608

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
22785608	1	48.90			

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	19.56		
PARTS	48.90	0.00	68.46
LABOR	84.29	0.00	84.29
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	152.75	0.00	152.75

CVWS249012

CVWS249012

CUSTOMER No. 42423	ADVISOR RAFAEL ROMERO	TAG No. 9327	INVOICE DATE 11/08/11	INVOICE No. CVWS249012
	LABOR RATE	MILEAGE 7685	COLOR BLACK/	STOCK No. C2482
VENTURA, CA	YEAR / MAKE / MODEL 08 / CHEVROLET / MALIBU / 4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
	VEHICLE I.D. No. 1G1ZG57B88E		SELLING DEALER NO.	PRODUCTION DATE 01/01/08
	F. T. E. No.	P.O. No.	R.O. DATE 11/01/11	
COMMENTS				

DCS AUDIT SLIP

JOB CARD 249012

VIN	1G1ZG57B88E	REPAIRING BAC	114587
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	11/01/2011
ODOMETER	45206	SERVICE ADVISOR GMIN	829876217
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
3	W	ZREG		249012-3	001105580409	0002

JOB COMPLETION DATE: 11/08/2011
TECHNICIAN GMIN: 502450392

LABOR OPERATION	BASE HOURS	DIAGNOSIS	OTHER
B4660	0.7	0.3	0.7

COMPLAINT CODE: 0524
COMPLAINT DESCRIPTION: CUSTOMER REPORTS D/SIDE REAR DOOR LOCK WILL NOT UNLOCK. P/SIDE REAR DOOR LOCK WILL NOT UNLOCK

CAUSE CODE: 6579
CAUSE DESCRIPTION: INSPECT AND FOUND FAULTY DOOR LOCK ACTUATOR. FAULTY DOOR LOCK ACTUATOR PASSENGER SIDE

CORRECTION DESCRIPTION: REPLACE BOTH REAR DOOR LOCK ACTUATORS

CAUSAL PART: 20922250

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
20922250	1	62.22			
20922251	1	62.22			

SERVICE MANAGEMENT AUTHORIZATION CODE: E
REASON FOR AUTHORIZATION: OLH FOR OPPOSITE SIDE LOCK

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	49.78		
PARTS	124.44	0.00	174.22
LABOR	159.22	0.00	159.22
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	333.44	0.00	333.44

CVCS249012

CVCS249012

CUSTOMER No 42423		ADVISOR RAFAEL ROMERO	TAG No. 9327	INVOICE DATE 11/01/11	INVOICE No CVCS249012
VENTURA, CA		LABOR RATE	MILEAGE 7685	COLOR BLACK/	STOCK No C2482
		YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4D	45,206	DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
		VEHICLE I.D. No 1G1ZG57B88E		SELLING DEALER NO	PRODUCTION DATE 01/01/08
		F.T.E. No	P.O.	R.O. DATE 11/01/11	
COMMENTS					

J# 1 13CV5 TIRE PRESSURE CHECK TECH(S):339 0.00
 TIRE PRESSURE CHECK AND INFLATE SERVICE
 INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.
 TIRES INFLATED TO (PSI)
 RIGHT FRONT 32
 LEFT FRONT 32
 RIGHT REAR 32
 LEFT REAR 32

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

J# 2 20CVZ *ELECTRICAL TECH(S):339 WARRANTY
 CUSTOMER REPORTS D/SIDE FRONT DOOR LOCK IS INOP;ADVISE.
 INSPECT AND FOUND FAULTY DOOR LOCK ACTUATOR.
 REPLACED D/SIDE FRONT DOOR LOCK ACTUATOR.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE
 JOB # 2 1 22785608 LOCK 10.470 WARRANTY 0.00
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 20CVZD ELECTRICAL TECH(S):339 WARRANTY
 CUSTOMER REPORTS D/SIDE REAR DOOR LOCK WILL NOT UNLOCK.
 INSPECT AND FOUND FAULTY DOOR LOCK ACTUATOR.
 REPLACED D/SIDE REAR DOOR LOCK ACTUATOR.

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

J# 4+20CVZ2 POWER DOOR LOCKS TECH(S):339 WARRANTY
 Added Operation (RAFAEL @ 11/01/2011 11:29)
 CUSTOMER REPORTS RIGHT REAR DOOR LOCK ACTUATOR IS INOP;ADVISE
 INSPECT AND FOUND FAULTY DOOR LOCK ACTUATOR.
 REPLACED RIGHT REAR DOOR LOCK ACTUATOR,RE-CHECK OK.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE
 JOB # 4 1 20922250 LOCK 10.473 WARRANTY 0.00
 JOB # 4 TOTAL PARTS 0.00
 JOB # 4 TOTAL LABOR & PARTS 0.00

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

COMMENTS
 CERTIFIED USED CAR.



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

249012



Goodwrench

249012

101 W. HARVARD BLVD. • P.O. BOX 70 SANTA PAULA, CA 93061

PHONES: (805) 647-2756 • 525-2127

www.santapaulachevrolet.com

RECOMMENDED SERVICES

Table with 7 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Lists services like tire rotation, fuel filter service, and cooling system svc.

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Shows past repairs and dates.

SALESPERSON NO. 524 BRIAN SCOTT-WHITAKE

SERVICE

STATE REG# AH168380

Service form containing vehicle details: VEHICLE I.D. NO. 1G1ZG57B88F, YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4D, PRODUCTION DATE 01/01/08, STOCK NO. C2482, R.O. NO. 249012, MILEAGE 45,206, ADVISOR RAFAEL ROMERO.

- ORIGINAL CUSTOMER ESTIMATE: TOTAL
1 C*13CV5 TIRE PRESSURE CHECK AND INFLATE SERVICE
2 W*20CVZ ELECTRICAL 339 CUSTOMER REPORTS D/SIDE FRONT DOOR LOCK IS INOP;ADVISE.
3 W*20CVZ0 ELECTRICAL 339 CUSTOMER REPORTS D/SIDE REAR DOOR LOCK WILL NOT UNLOCK.

Handwritten notes: R.R. Trip - 339, LE, UR, R.R.

Notice and signature section: PLEASE REMOVE ALL PERSONAL ARTICLES... IS YOUR VEHICLE ALARM IN VALET POSITION? SIGNATURE/OR INITIAL: X. Includes power of attorney and payment methods.



WARRANTY PARTS RETURNED JOB 1

Date: _____ Rec. By: _____

CONCERN _____

CAUSE _____

CORRECTION _____

JOB 1 FLAG SHEET

CONCERN CODE _____

BEFORE _____ AFTER _____

TIME CLOCK

ON _____

OFF _____

WARRANTY PARTS RETURNED JOB 2

Date: _____ Rec. By: _____

CONCERN Line 2

CAUSE Time to Diag PRT Power + Grounds

CORRECTION Replace faulty L.F. Door lock Actuator + Re-test

JOB 2 FLAG SHEET

CONCERN CODE _____

BEFORE _____ AFTER _____

ON _____

OFF _____

WARRANTY PARTS RETURNED JOB 3

Date: _____ Rec. By: _____

CONCERN Line 3

CAUSE Time to Diag PRT Power + Grounds

CORRECTION Replace faulty LR Door lock Actuator + Re-test

JOB 3 FLAG SHEET

CONCERN CODE _____

BEFORE _____ AFTER _____

ON _____

OFF _____

WARRANTY PARTS RETURNED JOB 4

Date: _____ Rec. By: _____

CONCERN Line 4

CAUSE Time to Diag PRT power + Grounds

CORRECTION Replace R.R. Door lock Actuator + Re-test

JOB 4 FLAG SHEET

CONCERN CODE _____

BEFORE _____ AFTER _____

ON _____

OFF _____

WARRANTY PARTS RETURNED JOB 5

Date: _____ Rec. By: _____

CONCERN _____

CAUSE _____

CORRECTION _____

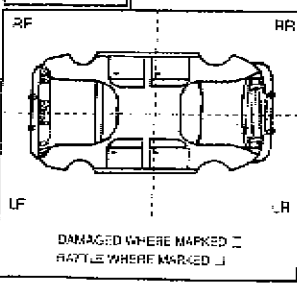
JOB 5 FLAG SHEET

CONCERN CODE _____

BEFORE _____ AFTER _____

ON _____

OFF _____



WE RECOMMEND THE FOLLOWING:

ROAD TEST INFO.

MILES IN _____

MILES OUT _____

TOTAL _____

INSPECTED AND TESTED BY: _____

MILEAGE ON RELEASE _____

I VERIFY THAT R.O. IS READY TO CLOSE

SIGNED: _____

I HAVE NOTIFIED THE CUSTOMER THAT VEHICLE IS READY FOR PICKUP BY:

PHONE ANSWER MACHINE IN PERSON

TIME _____ AM PM DISPATCHER CLOCK STAMP _____

SIGNED _____

CASHIER PLEASE CALL CUSTOMER ON TOTAL



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
BAR # AH168380 EPA # CAD981652258

249859



Goodwrench

249859

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

RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Lists services like tire rotation, fuel filter service, and cooling system svc.

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Shows past repairs like tire pressure check and electrical work.

SAI EPERSON NO. 524 BRIAN SCOTT-WHITTAKER SERVICE STATE REG# AH168380

SAI form containing vehicle details: VEHICLE I.D. NO. 1G1ZG57B88E, YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4D, PRODUCTION DATE 01/01/08, STOCK NO. C2482, LICENSE NO. 249859, DELIVERY DATE 07/15/11, DELIVERY MILES 37,682, R.O. DATE 1/28/11, TAG NO. 8531, ADVISOR CLIFF SHANLEY.

Handwritten notes and stamps: 'TOTAL 220.00', '15CVZ2 15A DEPARTMENT C/S R/R DOOR PULL HANDLE BROKEN', '15CVZ1 15A DEPARTMENT C/S AIR VENTS DOES NOT WORK IN FLOOR MODE', 'PARTS IN 11-30-130P', 'PARTS CRACKED RE ORDER 11-30', 'COMPACT DASH TAKEN OUT', 'PARTS RETURN BOX', 'AIR PRESSURE 30PS', 'SENSOR - STOP LAMP SWITCH', 'Santa Paula Chevrolet logo', '254452', '5100 323', 'HARD COPY'.

NOTICE: PLEASE REMOVE ALL PERSONAL ARTICLES, VALUABLES, COINS, ETC. FROM YOUR VEHICLE. WE ARE NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE. IS YOUR VEHICLE ALARM IN VALET POSITION? REVISED ESTIMATE, ADD'L COST, PERSON CONTACTED, BY WHOM. SIGNATURE/OR INITIAL X. POWER OF ATTORNEY. 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: 1. NAME, ADDRESS (NO P.O. BOX), AND TELEPHONE NUMBER, IMPRINTED ON CHECK. 2. VALID CALIFORNIA DRIVER'S 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.

CVWS249859

CVWS249859

CUSTOMER No. 42423	ADVISOR CLIFF SHANLEY	TAG No. 515 8531	INVOICE DATE 01/02/12	INVOICE No. CVWS249859
	LABOR RATE	MILEAGE 46,740	COLOR BLACK/	STOCK No. C2482
VENTURA, CA	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
	VEHICLE I.D. No. 1G1ZG57B88E		SELLING DEALER NO	PRODUCTION DATE 01/01/08
	F.T.E. No.	P.O. No.	R.O. DATE 11/28/11	
COMMENTS				

LABOR & PARTS

J# 1 15CVZ2 15A DEPARTMENT HOURS: 0.30 TECH(S):339 28.10
 C/S R/R DOOR PULL HANDLE BROKEN
 FOUND CLIPS ON R/R DOOR PANEL NOT HOLDING
 REPLACED R/R DOOR PANEL BEZAL
 CERTIFIED USED CAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	25864420	BEZEL 10.777	23.42	23.42	32.79
JOB # 1 COST TOTAL				23.42		
JOB # 1 TOTAL PARTS						32.79
JOB # 1 TOTAL LABOR & PARTS						60.89

J# 2 15CVZ1 15A DEPARTMENT HOURS: 7.30 TECH(S):339 683.72
 C/S AIR VENTS DOES NOT WORK IN FLOOR MODE
 NECESSARY TO REMOVE DASH ASSY TO GAIN ACCESS TO CONCERN. FOUND
 THAT THE VALVE DOOR IS DEFECTIVE AND WONT OPEN. RECENTLY
 REPLACED ON RO#247386. MILEAGE WAS 42,846 DATED 09-16-11
 PART WARRANTY R/O 247386 09/09/11 MILEAGE 42,846
 FIRST HEATER CASE/VALVE CAME IN DAMAGED SO WE HAD TO RE-
 ORDER NEW CASE. EXTRA RENTAL DAYS WHILE WE WAITED FROM
 PART. ALSO CENTER CONSOLE TRIM PLATE WAS BROKEN UPON
 REMOVAL OF DASH. PART#25931136 CHARGE TO 67D PER BILL
 EDWARDS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 2	1	15844208	VALVE 9.786	54.46	54.46	76.24
JOB # 2	1	25001	OVN	17.70	17.70	17.70
JOB # 2 COST TOTAL				72.16		
JOB # 2 TOTAL PARTS						93.94
JOB # 2 TOTAL LABOR & PARTS						777.66

J# 4+50CVZ *BRAKES HOURS: 0.60 TECH(S):339 56.20
 Added Operation (CSHANLEY @ 12/05/2011 16:10)
 C/S STOP LIGHTS IN OP SOME TIMES
 INTERNAL FAILURE BRAKE SWITCH SENSOR
 REPLACED BRAKE SENSOR. NOW WORKING
 CERTIFIED USED CAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 4	1	22666955	SENSOR KI 4.625	12.40	12.40	17.36
JOB # 4 COST TOTAL				12.40		
JOB # 4 TOTAL PARTS						17.36
JOB # 4 TOTAL LABOR & PARTS						73.56

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
JOB # 2	89138	254452	12/06/11	ENTERPRISE	342.00
TOTAL - SUBLET					342.00

COMMENTS

1ST HEATER CASE CAME IN 11/30/211
 2ND HEATER CASE CAME IN 12/02/211
 XXX
 XXX
 ENTERPRISE RENTAL VIN 5GAKRCED2CJ [REDACTED] D NO 254452 PO 89138

CVWS249859

CVWS249859

CUSTOMER No 42423	ADVISOR CLIEF SHANLEY	TAG No 515 8531	INVOICE DATE 01/02/12	INVOICE No. CVWS249859
VENTURA, CA	LABOR RATE	MILEAGE 46,740	COLOR BLACK/	STOCK No. C2482
	YEAR / MAKE / MODEL 08 / CHEVROLET / MALIBU / 4D	DELIVERY DATE 07/15/11	DELIVERY MILES 37,682	PRODUCTION DATE 01/01/08
	VEHICLE I.D. No. 1G17G57B88E	SELLING DEALER NO.	R.O DATE 11/28/11	
	F.T.E. No.	P.O. No.	COMMENTS	

COMMENTS
 BILL EDWARDS SIGNED FOR 2.0 EXCEPTIONAL DIAGNOSIS TIME.

R/O TAX 0.00
 R/O TOTALS 1254.11

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	60.89
	1202.06
	73.56
CLAIM TOTALS	1336.51

APPROVED BY SIGNATURE

CVWS249859

CVWS249859

CUSTOMER No. 42423	ADVISOR CLIFF SHANLEY	TAG No. 515 8531	INVOICE DATE 01/02/12	INVOICE No. CVWS249859
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 46,740	COLOR BLACK/	STOCK No. C2482
VENTURA, CA [REDACTED]	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
[REDACTED]	VEHICLE I.D. No. 1G1ZG57B88F		SELLING DEALER NO.	PRODUCTION DATE 01/01/08
[REDACTED]	F.T.E. No.	P.O. No.	R.O. DATE 11/28/11	
COMMENTS				

DCS AUDIT SLIP

JOB CARD 249859

VIN	1G1ZG57B88F [REDACTED]	REPAIRING BAC	114587
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	11/28/2011
ODOMETER	46740	SERVICE ADVISOR GMIN	812638458
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		249859-1	001108218357	0004

JOB COMPLETION DATE: 12/16/2011
TECHNICIAN GMIN: 502450392

LABOR OPERATION BASE HOURS
C3540 0.3

COMPLAINT CODE: 0890
COMPLAINT DESCRIPTION: C/S R/R DOOR PULL HANDLE BROKEN

CAUSE CODE: 6021
CAUSE DESCRIPTION: FOUND CLIPS ON R/R DOOR PANEL NOT HOLDING

CORRECTION DESCRIPTION: REPLACED R/R DOOR PANEL BEZAL CERTIFIED USED CAR

CAUSAL PART: 25864420

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
25864420	1	23.42			

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	9.37		
PARTS	23.42	0.00	32.79
LABOR	28.10	0.00	28.10
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	60.89	0.00	60.89

CVWS249859

CVWS249859

CUSTOMER No 42423	ADVISOR CLIFF SHANLEY	TAG No 515 8531	INVOICE DATE 01/02/12	INVOICE No CVWS249859
	LABOR RATE	LICENSE No.	MILEAGE 46,740	COLOR BLACK/
VENTURA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D	VEHICLE I D No 1G1ZG57R88E	DELIVERY DATE 07/15/11	STOCK No. C2482
	F. T. E No.	P.O. No.	SELLING DEALER NO.	DELIVERY MILES 37,682
	COMMENTS		R.O. DATE 11/28/11	PRODUCTION DATE 01/01/08

DCS AUDIT SLIP

JOB CARD 249859

VIN	1G1ZG57B88E	REPAIRING BAC	114587
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	11/28/2011
ODOMETER	46740	SERVICE ADVISOR GMIN	812638458
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		249859-2	001108218531	0002

JOB COMPLETION DATE: 12/16/2011
TECHNICIAN GMIN: 502450392

LABOR OPERATION	BASE HOURS	OTHER
D2220	5.3	2.0

COMPLAINT CODE: 0722
COMPLAINT DESCRIPTION: C/S AIR VENTS DOES NOT WORK IN FLOOR MODE

CAUSE CODE: 6021
CAUSE DESCRIPTION: TIME TO INSPECT FOUND HEATER CASE BROKEN MIDLE VENTDOOR

CORRECTION DESCRIPTION: REPLACED HEATER CASE AND TRANSFER RELATED PARTS PART WARRANTY R/O 247386 09/09/11 MILEAGE 42,846 FIRST HEATER CASE SHIPED WAS WAS DAMAGED SIGNED BILL EDWARDS 5.3 PLUS 2.0 TOTAL HR 7.3

CAUSAL PART: 15844208

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
15844208	1	54.46			
25931136	1	48.31			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
342.00	NIC			5GAKRCED2CJ100323	9	P
32.47	NIF					

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	41.10		
PARTS	102.77	0.00	143.87
LABOR	683.72	0.00	683.72
NET ITEMS	374.47	0.00	374.47
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	1202.06	0.00	1202.06

CVWS249859

CVWS249859

CUSTOMER No 42423	ADVISOR CLIFF SHANLEY	TAG No. 515 8531	INVOICE DATE 01/02/12	INVOICE No. CVWS249859
VENTURA, CA	LABOR RATE	LICENSE No.	MILEAGE 46,740	COLOR BLACK/
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D	VEHICLE ID No. 1G1ZG57B88F	DELIVERY DATE 07/15/11	STOCK No. C2482
	F. T. E No.	P.O. No.	SELLING DEALER NO.	DELIVERY MILES 37,682
	COMMENTS		R.O. DATE 11/28/11	PRODUCTION DATE 01/01/08

OCS AUDIT SLIP

JOB CARD 249859

VIN	1G1ZG57B88F	REPAIRING BAC	114587
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	11/28/2011
ODOMETER	46740	SERVICE ADVISOR GMIN	812638458
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN #	VER
4	W	ZREG		249859-4	001108218698	0002

JOB COMPLETION DATE: 12/16/2011
TECHNICIAN GMIN: 502450392

LABOR OPERATION	BASE HOURS	DIAGNOSIS
H2642	0.3	0.3

COMPLAINT CODE: 0124
COMPLAINT DESCRIPTION: C/S STOP LIGHTS IN OP SOME TIMES

CAUSE CODE: 6579
CAUSE DESCRIPTION: INTERNAL FAILURE BRAKE SWITCH SENSOR

CORRECTION DESCRIPTION: REPLACED BRAKE SENSOR , NOW WORKING CERTIFIED USED CAR

CAUSAL PART: 22666955

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
22666955	1	12.40			

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	4.96		
PARTS	12.40	0.00	17.36
LABOR	56.20	0.00	56.20
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	73.56	0.00	73.56

CVIS249859

CVIS249859

CUSTOMER No. 42423	ADVISOR CLIFF SHANLEY	TAG No. 515 8531	INVOICE DATE 01/02/12	INVOICE No. CVIS249859
	LABOR RATE	MILEAGE 46,740	COLOR BLACK/	STOCK No. C2482
VENTURA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
	VEHICLE I.D. No. 1G1ZG57R88E		SELLING DEALER NO.	PRODUCTION DATE 01/01/08
	F. T. E. No.	P. O. No.	R. O. DATE 11/28/11	
COMMENTS				

LABOR & PARTS

J#	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 2	1	25931136	PLATE 10,252		60.39
JOB # 2	1	Z5001	OVN		18.46
JOB # 2 TOTAL PARTS					78.85
JOB # 2 TOTAL LABOR & PARTS					78.85

COMMENTS

1ST HEATER CASE CAME IN 11/30/211
 2ND HEATER CASE CAME IN 12/02/211
 XXX
 XXX
 ENTERPRISE RENTAL VIN 5GAKRCE2CJ D NO 254452 PO 89138
 BILL EDWARDS SIGNED FOR 2.0 EXCEPTIONAL DIAGNOSIS TIME.

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT..
C2482		
	TOTAL LABOR....	0.00
	TOTAL PARTS....	78.85
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC.CHG.	0.00
	TOTAL MISC.DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	78.85

APPROVED BY SIGNATURE

CVCS249859

CVCS249859

CUSTOMER No. 42423	ADVISOR CLIFF SHANLEY	TAG No. 515 8531	INVOICE DATE 12/06/11	INVOICE No. CVCS249859
	LABOR RATE	MILEAGE 46,740	COLOR BLACK/	STOCK No. C2482
VENTURA, CA	YEAR / MAKE / MODEL 08 / CHEVROLET / MALIBU / 4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37.682
	VEHICLE I.D. No. 1G1ZG57B88E		SELLING DEALER NO.	PRODUCTION DATE 01/01/08
	F T E. No.	P O. No.	R O. DATE 11/28/11	
COMMENTS				

LABOR & PARTS
J# 1 15CVZ2 15A DEPARTMENT TECH(S):339 WARRANTY
 C/S R/R DOOR PULL HANDLE BROKEN
 FOUND CLIPS ON R/R DOOR PANEL NOT HOLDING
 REPLACED R/R DOOR PANEL BEZAL
 CERTIFIED USED CAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	25864420	BEZEL 10.777			
				JOB # 1 TOTAL PARTS	0.00	
				JOB # 1 TOTAL LABOR & PARTS	0.00	

J# 2 15CVZ1 15A DEPARTMENT TECH(S):339 WARRANTY
 C/S AIR VENTS DOES NOT WORK IN FLOOR MODE
 TIME TO INSPECT FOUND HEATER CASE BROKEN MIDDLE VENTDOOR
 REPLACED HEATER CASE AND TRANSFER RELATED PARTS
 PART WARRANTY R/O 247386 09/09/11 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	WARRANTY
JOB # 2	1	25931136	PLATE 10.252			
JOB # 2	1	25001	OVN			
JOB # 2	1	15844208	VALVE 9.786			
JOB # 2	1	25001	OVN			
				JOB # 2 TOTAL PARTS	0.00	
				JOB # 2 TOTAL LABOR & PARTS	0.00	

J# 3+13CV5 TIRE PRESSURE CHECK TECH(S):339 WARRANTY
 Added Operation (CSHANLEY @ 12/05/2011 16:09)
 TIRE PRESSURE CHECK AND INFLATE SERVICE
 INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.
 TIRES INFLATED TO (PSI)
 RIGHT FRONT 30
 LEFT FRONT 30
 RIGHT REAR 30
 LEFT REAR 30
 AIR TIRES TO 35 PSI

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

J# 4+50CVZ *BRAKES TECH(S):339 WARRANTY
 Added Operation (CSHANLEY @ 12/05/2011 16:10)
 C/S STOP LIGHTS IN OP SOME TIMES
 INTERNAL FAILURE BRAKE SWITCH SENSOR
 REPLACED BRAKE SENSOR , NOW WORKING
 CERTIFIED USED CAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 4	1	22666955	SENSOR KI 4.625			



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

250589



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RECOMMENDED SERVICES

Table with columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Contains empty rows for recommended services.

SERVICE HISTORY

Table with columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Contains two service history entries.

SALESPERSON NO. 524 BRIAN SCOTT-WHITAKE SERVICE STATE REG# AH168380

Customer information form including fields for VEHICLE I.D. NO., YEAR/MAKE/MODEL, PRODUCTION DATE, STOCK NO., LICENSE NO., R.O. NO., CUSTOMER NO., SERVICE CONTRACT, DELIVERY DATE, DELIVERY MILES, SELLING DEALER NO., R.D. DATE, COLOR, CONTRACT NO., EXPIRATION DATE, EXPIRATION MILES, TAG NO., TURBO, M/M/C, AIR COND., P. S., TRANS, MILEAGE, ADVISOR NO., ADVISOR.

Main service order form with sections for ORIGINAL CUSTOMER ESTIMATE, COMMENTS, LABOR RATE, SIGNATURE, and POWER OF ATTORNEY. Includes handwritten notes and signatures.

CVWS250589

CVWS250589

CUSTOMER No. 12423	ADVISOR CLIEF SHANLEY	TAG No. 8531	INVOICE DATE 12/27/11	INVOICE No. CVWS250589
	LABOR RATE	515	47.689	STOCK No. C2482
VENTURA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D	VEHICLE ID No. 1G1ZG57B88E	DELIVERY DATE 07/15/11	DELIVERY MILES 37.682
	R.T.E. No.	P.O. No.	R.O. DATE 12/23/11	PRODUCTION DATE 01/01/08
COMMENTS				

LABOR & PARTS
J# 1 15CVZ1 15A DEPARTMENT HOURS: 0.60 TECH(S):339 56.20
 C/S TRACTION CONTROL SWITCH
 ON INSPECTION FOUND OPEN CIRCUIT ON TRACIION CONTROL SWITCH
 REPLACED TRACTION CONTROL SWITCH
 CERTIFIED WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	15835337	SWITCH 4.710	10.30	10.30	14.42
JOB # 1 COST TOTAL				10.30		
JOB # 1 TOTAL PARTS						14.42
JOB # 1 TOTAL LABOR & PARTS						70.62

J# 2 18CVZZ18 CERTIFIED & GO HOURS: TECH(S):353 9.66
 2011 CERTIFIED & GO SERVICE,
 LUBE, OIL, AND FILTER CHANGE, FOUR WHEEL TIRE ROTATION
 AND MULTI POINT INPECTION.
 SERVICE COMPLETE,
 CERTIFIED USED CAR MAINT PLAN

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 2	1	12605566	FILTER 1.836	4.62	4.62	6.47
JOB # 2 COST TOTAL				4.62		
JOB # 2 TOTAL PARTS						6.47
JOB # 2 TOTAL LABOR & PARTS						16.13

G.O.G. & SUPPLIES
JOB # 2 1.0 10W-30 OIL @ 12.400 /UNIT
 TOTAL - GOG 12.40

MISC. CODE DESCRIPTION CONTROL NO.
JOB # 2 HW HAZARDOUS WASTE
 TOTAL - MISC 1.47

RECOMMENDATIONS
 REC AIR FILTER
 R/O TAX 0.00
 R/O TOTALS 100.62

WARRANTY CLAIM DETAIL TOTALS
 CLAIM# TOTAL
 70.62
 30.00
 CLAIM TOTALS 100.62

APPROVED BY SIGNATURE _____

CVWS250589

CVWS250589

CUSTOMER No. 42423	ADVISOR CLIFF SHANLEY	TAG No. 515 8531	INVOICE DATE 12/27/11	INVOICE No. CVWS250589
	LABOR RATE	MILEAGE 47.689	COLOR BLACK/	STOCK No. C2482
VENTURA, CA	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
	VEHICLE I D No. 1G1ZG57B88E		SELLING DEALER NO	PRODUCTION DATE 01/01/08
	F.T.E No.	P.O. No.	R.O. DATE 12/23/11	
COMMENTS				

DCS AUDIT SLIP

JOB CARD 250589

VIN	1G1ZG57B88E	REPAIRING BAC	114587
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	12/23/2011
ODOMETER	47689	SERVICE ADVISOR GMIN	812638458
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	FRM CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG			001108853626	0002

JOB COMPLETION DATE: 12/27/2011
TECHNICIAN GMIN: 502450392

LABOR OPERATION	BASE HOURS	DIAGNOSIS
N2585	0.3	0.3

COMPLAINT CODE: 0590
COMPLAINT DESCRIPTION: C/S TRACTION CONTROL SWITCH

CAUSE CODE: 6579
CAUSE DESCRIPTION: ON INSPECTION FOUND OPEN CIRCUIT ON TRACTION CONTROL SWITCH

CORRECTION DESCRIPTION: REPLACED TRACTION CONTROL SWITCH CERTIFIED WARRANTY

CAUSAL PART: 15835337

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
15835337	1	10.30			

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	4.12		
PARTS	10.30	0.00	14.42
LABOR	56.20	0.00	56.20
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	70.62	0.00	70.62

CVWS250589

CVWS250589

CUSTOMER No 42423	ADVISOR CLIFF SHANLEY	TAG No. 8531	INVOICE DATE 12/27/11	INVOICE No. CVWS250589
	LABOR RATE [REDACTED]	MILEAGE 47,689	COLOR BLACK/	STOCK No. C2482
VENTURA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
	VEHICLE ID No. 1G1ZG57B88F		SELLING DEALER NO.	PRODUCTION DATE 01/01/08
	F. T. E. No.		R.O. DATE 12/23/11	
COMMENTS				

DCS AUDIT SLIP

JOB CARD 250589

VIN	1G1ZG57B88F	REPAIRING BAC	114587
ODDMETER INDICATOR	M	JOB CARD OPEN DATE	12/23/2011
ODMETER	47689	SERVICE ADVISOR GMIN	812638458
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG			001108853844	0002

JOB COMPLETION DATE: 12/27/2011
TECHNICIAN GMIN: 494535063

LABOR OPERATION BASE HOURS
22327 0.0

COMPLAINT CODE: 0021
COMPLAINT DESCRIPTION: 2011 CERTIFIED & GO SERVICE. LUBE, OIL, AND FILTER CHANGE.FOUR WHEEL TIRE ROTATION AND MULTI POINT INSPECTION.

CAUSE CODE: 9099
CAUSE DESCRIPTION: SERVICE COMPLETE.

CORRECTION DESCRIPTION: CERTIFIED USED CAR MAINT PLAN

CAUSAL PART: 12605566

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL	VIN OR INFO	DAYS	REASON
30.00	NIM			LOF			

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	0.00	0.00	0.00
NET ITEMS	30.00	0.00	30.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	30.00	0.00	30.00

CVCS250589

CVCS250589

CUSTOMER No. 42423	ADVISOR CLIEF SHANLEY	TAG No 515	INVOICE DATE 12/23/11	INVOICE No. CVCS250589
	LABOR RATE	MILEAGE 47,689	COLOR BLACK/	STOCK No. C2482
VENTURA, CA	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
	VEHICLE I.D. No. 1G1ZG57B88E		SELLING DEALER NO.	PRODUCTION DATE 01/01/08
	F.T.E. No.	P.O. No.	R.O. DATE 12/23/11	
COMMENTS				

LABOR & PARTS
J# 1 15CVZ1 15A DEPARTMENT TECH(S):339 WARRANTY
 C/S TRACTION CONTROL SWITCH
 ON INSPECTION FOUND OPEN CIRCUIT ON TRACTION CONTROL SWITCH
 REPLACED TRACTION CONTROL SWITCH
 CERTIFIED WARRNTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	15835337	SWITCH 4.710			
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 18CVZZ18 CERTIFIED & GO TECH(S):353 WARRANTY
 2011 CERTIFIED & GO SERVICE.
 LUBE, OIL, AND FILTER CHANGE.FOUR WHEEL TIRE ROTATION
 AND MULTI POINT INSPECTION.
 SERVICE COMPLETE.
 CERTIFIED USED CAR MAINT PLAN

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	12605566	FILTER 1.836			
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 13CV5 TIRE PRESSURE CHECK TECH(S):353 WARRANTY
 TIRE PRESSURE CHECK AND INFLATE SERVICE
 INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.
 TIRES INFLATED TO (PSI)
 RIGHT FRONT 30
 LEFT FRONT 30
 RIGHT REAR 30
 LEFT REAR 30
 AIR TIRES TO 35 PSI

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

G.O.G. & SUPPLIES
JOB # 2 1.0 10W-30 OIL @ /UNIT TOTAL - GOG WARRANTY
 0.00

MISC
JOB # 2 HW HAZARDOUS WASTE CONTROL NO. TOTAL - MISC WARRANTY
 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)
 RECOMMENDATIONS
 REC AIR FILTER



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 # CAD901652258

254089



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254089

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RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Lists services like AUTO TRANS SERVICE, FUEL FILTER SERVICE, TIRE ROTATION, etc.

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Shows past repairs with dates and descriptions.

SALESPERSON NO. 524 BRIAN SCOTT-WHITAKE SERVICE STATE REG# AH168380

Vehicle information form including VEHICLE I.D. NO., YEAR/MAKE/MODEL, PRODUCTION DATE, STOCK NO., COLOR, MILEAGE, ADVISOR, and various checkboxes for parts and services.

Main service order form with handwritten notes: 'WAITER', 'Balance 385.4', '215/60 R14 Bridgestone insigne'. Lists 4 items of work: TIRE PRESSURE CHECK, ALIGNMENT, 15A DEPARTMENT, and TIRE ROTATION.

Right side of the service order form containing NOTICE, SIGNATURE, POWER OF ATTORNEY, and payment information sections.

CVCS254089

CVCS254089

CUSTOMER No 42423	ADVISOR OCTAVIO PEREZ	TAG No 249	INVOICE DATE 04/05/12	INVOICE No CVCS254089
	LABOR RATE	LICENSE No	MILEAGE 53,898	COLOR BLACK/
VENTURA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D	VEHICLE I.D No 1G1ZG57B88E	DELIVERY DATE 07/15/11	STOCK No C2482
	F T E No	P.O. No.	SELLING DEALER NO.	DELIVERY MILES 37,682
	COMMENTS		R O DATE 04/05/12	PRODUCTION DATE 01/01/08

LABOR & PARTS	DESCRIPTION	TECH(S)	UNIT PRICE	TOTAL
J# 1 13CV5	TIRE PRESSURE CHECK 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	385	0.00	0.00
PARTS-----				
				JOB # 1 TOTAL PARTS 0.00
				JOB # 1 TOTAL LABOR & PARTS 0.00
J# 2 64CV12	ALIGNMENT PERFORM FRONT END ALIGNMENT SET UP, MEASURE & MAKE NECESSARY ADJUSTMENTS Align Front Wheels All	385	69.95	69.95
PARTS-----				
				JOB # 2 TOTAL PARTS 0.00
				JOB # 2 TOTAL LABOR & PARTS 69.95
J# 3 15CVZ	15A DEPARTMENT CUST STATES THAT CENTER LEFT A/C VENT CAME APART SPECIAL ORDERED VENT	12	0.00	0.00
PARTS-----				
JOB # 3	0 25910448 PART ON SPECIAL ORDER ** QUANTITY 1 IS SPECIAL ORDERED **	OUTLET 9.262	60.70	60.70
				JOB # 3 TOTAL PARTS 0.00
				JOB # 3 TOTAL LABOR & PARTS 0.00
J# 4 13CVZ	TIRE ROTATION PERFORM TIRE ROTATION, INCLUDING BRAKE LINING INSPECTION FRONT.....% REAR.....% Rotate Tires 08/12	385	19.95	19.95
PARTS-----				
				JOB # 4 TOTAL PARTS 0.00
				JOB # 4 TOTAL LABOR & PARTS 19.95

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$90.00 (+TAX)
 RECOMMENDATIONS
 REPLACE REAR TIRES

CVCS254089

CVCS254089

CUSTOMER No. 42423		ADVISOR OCTAVIO PEREZ	TAG No. 2848	INVOICE DATE 04/05/12	INVOICE No. CVCS254089
[REDACTED]		LABOR RATE [REDACTED]	MILEAGE 53,898	COLOR BLACK/	STOCK No. C2482
VENTURA, CA [REDACTED]		YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
[REDACTED]		VEHICLE I.D. No. 1G1ZG57B88E		SELLING DEALER No.	PRODUCTION DATE 01/01/08
[REDACTED]		F.T.E. No.	P.O. No.	R.O. DATE 01/05/12	
COMMENTS					

J# 1 13CV5 TIRE PRESSURE CHECK TECH(S):385 0.00
 TIRE PRESSURE CHECK AND INFLATE SERVICE
 INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.
 TIRES INFLATED TO (PSI)
 RIGHT FRONT 30
 LEFT FRONT 30
 RIGHT REAR 30
 LEFT REAR 30

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

J# 2 64CV12 ALIGNMENT TECH(S):385 69.95
 PERFORM FRONT END ALIGNMENT
 SET UP, MEASURE & MAKE NECESSARY ADJUSTMENTS
 Align Front Wheels All

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 69.95

J# 3 15CVZ 15A DEPARTMENT TECH(S):12 0.00
 CUST STATES THAT CENTER LEFT A/C VENT CAME APART
 SPECIAL ORDERED VENT

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 3 0 25910448 OUTLET 9.262 60.70 60.70 0.00
 PART ON SPECIAL ORDER
 ** QUANTITY 1 IS SPECIAL ORDERED **
 JOB # 3 TOTAL PARTS 0.00
 JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 13CVZ TIRE ROTATION TECH(S):385 19.95
 PERFORM TIRE ROTATION, INCLUDING BRAKE LINING INSPECTION
 FRONT.....% REAR.....%
 Rotate Tires 08/12

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 4 TOTAL PARTS 0.00
 JOB # 4 TOTAL LABOR & PARTS 19.95

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$90.00 (+TAX)
 RECOMMENDATIONS-----
 REPLACE REAR TIRES



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

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PHONES: (805) 647-2756 • 525-2127

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RECOMMENDED SERVICES

Table with 7 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Lists services like AUTO TRANS SERVICE, FUEL FILTER SERVICE, TIRE ROTATION, VEHICLE INSPECTION, etc.

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Shows past repairs and services.

SALESPERSON NO. 524 BRIAN SCOTT-WHITAKE

SERVICE

STATE REG# AH168380

Customer information form including VEHICLE I.D. NO. (1G1ZG57B88F), YEAR/MAKE/MODEL (08/CHEVROLET/MALIBU/4D), PRODUCTION DATE (01/01/08), STOCK NO. (C2482), DELIVERY DATE (07/15/11), MILEAGE (51,856), and ADVISOR (ROBERT CABRAL).

Main service order form with job descriptions: 1. C 50CVZ10 A.B.S ELECTRICAL CUSTOMER STATES TRACTION CONTROL LIGHT CAME ON; 2. C 50CVZ *BRAKES CUSTOMER STATES BRAKE LIGHTS STAY ON AT TIMES. Includes total cost of 232.00 and various notices.

Rec. By: WJW Date: 7/25/12
 WARRANTY PARTS RETURNED (JOB 1)

CONCERN Performed diag sptom
 CAUSE check found DCL C0561 &
 CORRECTION check wiring OK; Replaced & Reprogrammed BCM

CONCERN CODE _____ BEFORE _____ AFTER _____
 REPAIR MILEAGE _____

TIME CLOCK
 ON
 OFF
 ON
 OFF

Rec. By: BL Date: 7/25/12
 WARRANTY PARTS RETURNED (JOB 2)

CONCERN _____
 CAUSE Replaced Trup T.2
 CORRECTION Success

CONCERN CODE _____ BEFORE _____ AFTER _____
 REPAIR MILEAGE _____

ON
 OFF
 ON
 OFF

Rec. By: _____ Date: _____
 WARRANTY PARTS RETURNED (JOB 3)

CONCERN _____
 CAUSE _____
 CORRECTION _____

CONCERN CODE _____ BEFORE _____ AFTER _____
 REPAIR MILEAGE _____

ON
 OFF
 ON
 OFF

Rec. By: _____ Date: _____
 WARRANTY PARTS RETURNED (JOB 4)

CONCERN _____
 CAUSE _____
 CORRECTION _____

CONCERN CODE _____ BEFORE _____ AFTER _____
 REPAIR MILEAGE _____

OFF
 ON
 OFF
 ON

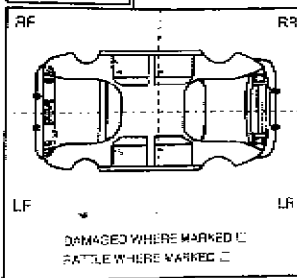
Rec. By: _____ Date: _____
 WARRANTY PARTS RETURNED (JOB 5)

CONCERN _____
 CAUSE _____
 CORRECTION _____

CONCERN CODE _____ BEFORE _____ AFTER _____
 REPAIR MILEAGE _____

ON
 OFF
 ON
 OFF

*255317
 261W656K4B1*



WE RECOMMEND THE FOLLOWING:

ROAD TEST INFO.

MILES IN _____
 MILES OUT _____
 TOTAL _____
 INSPECTED AND TESTED BY: _____
 MILEAGE ON RELEASE _____

I VERIFY THAT R.O. IS READY TO CLOSE

SIGNED: _____

I HAVE NOTIFIED THE CUSTOMER THAT VEHICLE IS READY FOR PICKUP BY:
 PHONE ANSWER MACHINE IN PERSON

TIME _____ AM _____ PM DISPATCHER CLOCK STAMP _____

SIGNED _____
 CASHIER PLEASE CALL CUSTOMER ON TOTAL

CVWS252861

CVWS252861

CUSTOMER No 42423	ADVISOR ROBERT CARRAL	TAG No. 122	INVOICE DATE 03/16/12	INVOICE No. CVWS252861
VENTURA, CA	LABOR RATE	MILEAGE 51,856	COLOR BLACK/	STOCK No. C2482
	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
	VEHICLE I.D. No. 1G1ZG57B88E		SELLING DEALER NO	PRODUCTION DATE 01/01/08
	F.T.E. No.	P.O. No.	R.O. DATE 03/01/12	
COMMENTS				

LABOR & PARTS
J# 1 50CVZ10 A.B.S ELECTRICAL HOURS: 0.60 TECH(S):222 58.12
 CUSTOMER STATES TRACTION CONTROL LIGHT CAME ON
 INSPECT AND FOUND FAULTY SWITCH.
 REPLACED TRACTION CONTROL SWITCH.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	0	20989771	PLATE 10.252	53.82	0.00	75.35	0.00
** QUANTITY 1 IS SPECIAL ORDERED **							
JOB # 1	1	15835337	SWITCH 4.710	10.50	10.50	14.70	14.70
				JOB # 1 COST TOTAL	10.50		
				JOB # 1 TOTAL PARTS			14.70
				JOB # 1 TOTAL LABOR & PARTS			72.82

J# 2 50CVZ *BRAKES HOURS: 0.80 TECH(S):222 77.49
 CUSTOMER STATES BRAKE LIGHTS STAY ON AT TIMES
 INSPECT AND FOUND CODE C0561,PERFORM DIAGNOSIS FOUND
 BCM HAS INTERNAL FAILURE.
 REPLACED BCM AND REPROGRAMMED,RE-CHECK OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	1	20943341	MODULE 2.560	121.02	121.02	169.43	169.43
JOB # 2	1	25001	OVN	10.34	10.34	10.34	10.34
				JOB # 2 COST TOTAL	131.36		
				JOB # 2 TOTAL PARTS			179.77
				JOB # 2 TOTAL LABOR & PARTS			257.26

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 2	91692	00000	03/05/12	RENTAL CAR	75.00
TOTAL - SUBLET					75.00

COMMENTS
 VIN#2G1WG5EK481
 GOODWILL REPAIRS PER CUSTOMER SATISFACTION REASONS.

R/O TAX 0.00
 R/O TOTALS 406.08

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	72.82
	333.26
CLAIM TOTALS	406.08

APPROVED BY SIGNATURE

CVWS252861

CVWS252861

CUSTOMER No. 42423	ADVISOR ROBERT CABRAL	TAG No. 1671	INVOICE DATE 03/16/12	INVOICE No. CVWS252861
	LABOR RATE 122	MILEAGE 51,856	COLOR BLACK/	STOCK No. C2482
VENTURA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
	VEHICLE ID No. 1G1ZG57ZB88E		SELLING DEALER NO	PRODUCTION DATE 01/01/08
	F T E No.	P.O. No.	R.O. DATE 03/01/12	
COMMENTS				

DCS AUDIT SLIP

JOB CARD 252861

VTN	1G1ZG57D08F196231	REPAIRING BAC	114587
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	03/01/2012
ODOMETER	51856	SERVICE ADVISOR GMIN	924679567
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN #	VER
1	W	ZREG	VPOL	252861-1	001121277624	0002

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 ON

CAUSE CODE: 6579
CAUSE DESCRIPTION: INSPECT AND FOUND FAULIY SWITCH.

CORRECTION DESCRIPTION: REPLACED TRACTION CONTROL SWITCH.

CAUSAL PART: 15835337

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
15835337	1	10.50			

SERVICE MANAGEMENT AUTHORIZATION CODE: A
REASON FOR AUTHORIZATION: FOR CUSTOMFR SATISFACTION

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	4.20		
PARTS	10.50	0.00	14.70
LABOR	58.12	0.00	58.12
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	72.82	0.00	72.82

CVWS252861

CVWS252861

CUSTOMER No. 42423	ADVISOR ROBERT CARRAL	TAG No. 122 1671	INVOICE DATE 03/16/12	INVOICE No. CVWS252861
[REDACTED]	LABOR RATE	MILEAGE 51,856	COLOR BLACK/	STOCK No. C2482
VENTURA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
[REDACTED]	VEHICLE I.D. No. 1G1ZG57B88F		SELLING DEALER NO.	PRODUCTION DATE 01/01/08
[REDACTED]	P. T. E. No.	P.O. No.	R.O. DATE 03/01/12	
COMMENTS				

DCS AUDIT SLIP

JOB CARD 252861

VIN	1G1ZG57B88F	REPAIRING BAC	114587
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	03/01/2012
ODOMETER	51856	SERVICE ADVISOR GMIN	924679567
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	DEM SAP TRAN #	VER
2	W	ZREG	VPOL	252861-2	001121277754	0002

JOB COMPLETION DATE: 03/16/2012
TECHNICIAN GMIN: 602901866

LABOR OPERATION	BASE HOURS	DIAGNOSIS
N4800	0.5	0.3

COMPLAINT CODE: 0621
COMPLAINT DESCRIPTION: CUSTOMER STATES BRAKE LIGHTS STAY ON AT TIMES

CAUSE CODE: 6579
CAUSE DESCRIPTION: INSPECT AND FOUND CODE C0561,PERFORM DIAGNOSIS FOUND BCM HAS INTERNAL FAILURE.

CORRECTION DESCRIPTION: REPLACED BCM AND REPROGRAMMED,RE-CHECK OK.

CAUSAL PART: 20943341

PART NUMBER	QTY	UNIT COSI	REPLACEMENT SERIAL#	TRADE	NON-GM
20943341	1	121.02			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
76.00	NIC			2G1WG5EK4B1	2	0
10.34	NIE					

SERVICE MANAGEMENT AUTHORIZATION CODE: A
REASON FOR AUTHORIZATION: FOR CUSTOMER SATISFACTION

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	48.41		
PARTS	121.02	0.00	169.43
LABOR	77.49	0.00	77.49
NET ITEMS	86.34	0.00	86.34
PARTICIPATION AMOUNT		(0.00)
TRANSACTION	333.26	0.00	333.26



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



Goodwrench

254886

101 W. HARVARD BLVD. • P.O. BOX 70

SANTA PAULA, CA 93061

PHONES: (805) 647-2756 • 525-2127

www.santapaulachevrolet.com

RECOMMENDED SERVICES

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Lists services like AUTO TRANS SERVICE, VEHICLE INSPECTION, FUEL FILTER SERVICE, etc.

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Shows past repairs like TIRE PRESSURE CHECK, ALIGNMENT, 15A DEPARTMENT.

SALESPERSON NO. 524

SERVICE

STATE REG# AH168380

Service form containing fields for VEHICLE I.D. NO., YEAR/MAKE/MODEL, PRODUCTION DATE, STOCK NO., LICENSE NO., R.O. NO., CUSTOMER NO., SERVICE CONTRACT, DELIVERY DATE, DELIVERY MILES, EXPIRATION DATE, EXPIRATION MILES, TAG NO., COLOR, TURBO, M/M/C, AIR COND., P. S., TRANS, MILEAGE, ADVISOR NO., ADVISOR, ESTIMATES DO NOT INCLUDE SALES TAX, LABOR CHARGES ARE BASED UPON INDIVIDUAL LABOR OPERATIONS AND ARE NOT BASED UPON CLOCK HOURS.

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00
1 C* 13CV5 TIRE PRESSURE CHECK AND INFLATE SERVICE
2 W* 15CVZ 15A DEPARTMENT CUST STATES THAT CENTER LEFT A/C VENT CAME APART 339
3 W* 15CVZ1 15A DEPARTMENT CUST STATES THAT CENTER DASH VENT HAS EXCESSIVE MILDEW SMELL
4 W* 18CVZZ18 CERTIFIED & GO 385.6
2011 CERTIFIED & GO SERVICE. LUBE, OIL, AND FILTER CHANGE. FOUR WHEEL TIRE ROTATION AND MULTI POINT INSPECTION.

Form with sections: NOTICE, IS YOUR VEHICLE ALARM IN VAULT POSITION?, REVISED ESTIMATE, ADD'L COST, PERSON CONTACTED, BY WHOM, TIME, DATE, REASON, SIGNATURE/INITIAL X, TEARDOWN ESTIMATE, POWER OF ATTORNEY, ARRANGEMENTS FOR PAYMENT, METHODS OF PAYMENT, COMPANY OR PERSONALIZED CHECK WITH THE FOLLOWING.

Handwritten notes: P 215 60 R16 BRIDGESTONE Insignia SE 200. Santa Paula CHEVROLET logo.

DATE _____
 REC'D BY _____
 WARRANTY PARTS RETURNED JOB 1

CONCERN _____
 CAUSE _____
 CORRECTION _____

JOB 1 FLAG SHEET

CONCERN CODE _____ BEFORE _____ AFTER _____

TIME _____
 ON _____
 OFF _____

DATE _____
 REC'D BY _____
 WARRANTY PARTS RETURNED JOB 2

CONCERN **339**
 CAUSE **Case 2.**
 CORRECTION **Repair Center IP Vents.**

JOB 2 FLAG SHEET

CONCERN CODE _____ BEFORE _____ AFTER _____

ON _____
 OFF _____

DATE _____
 REC'D BY _____
 WARRANTY PARTS RETURNED JOB 3

CONCERN _____
 CAUSE _____
 CORRECTION _____

JOB 3 FLAG SHEET

CONCERN CODE _____ BEFORE _____ AFTER _____

ON _____
 OFF _____

DATE _____
 REC'D BY _____
 WARRANTY PARTS RETURNED JOB 4

CONCERN _____
 CAUSE _____
 CORRECTION _____

JOB 4 FLAG SHEET

CONCERN CODE _____ BEFORE _____ AFTER _____

ON _____
 OFF _____

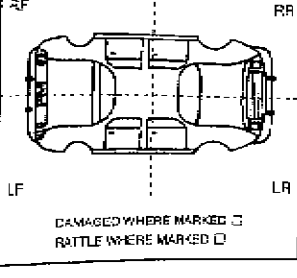
DATE _____
 REC'D BY _____
 WARRANTY PARTS RETURNED JOB 5

CONCERN _____
 CAUSE _____
 CORRECTION _____

JOB 5 FLAG SHEET

CONCERN CODE _____ BEFORE _____ AFTER _____

ON _____
 OFF _____



WE RECOMMEND THE FOLLOWING:

ROAD TEST INFO.

MILES IN _____

MILES OUT _____

TOTAL _____

INSPECTED AND TESTED BY: _____

MILEAGE ON RELEASE _____

I VERIFY THAT R.O. IS READY TO CLOSE

SIGNED: _____

I HAVE NOTIFIED THE CUSTOMER THAT VEHICLE IS READY FOR PICKUP BY:

PHONE ANSWER MACHINE IN PERSON

TIME _____ AM PM DISPATCHER CLOCK STAMP _____

SIGNED _____

CASHIER PLEASE CALL CUSTOMER ON TOTAL

CVWS254886

CVWS254886

CUSTOMER No 42423	ADVISOR OCTAVIO PEREZ	TAG No. 249	INVOICE DATE 05/04/12	INVOICE No. CVWS254886
	LABOR RATE	MILEAGE 56,046	COLOR BLACK/	STOCK No. C2482
VENTURA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
	VEHICLE I.D. No. 1G1ZG57B88E		SELLING DEALER NO.	PRODUCTION DATE 01/01/08
	F.T.E. No.	P.O. No.	R.O. DATE 05/01/12	
COMMENTS				

LABOR & PARTS-----
J# 2 15CVZ 15A DEPARTMENT HOURS: 0.40 TECH(S):339 38.74
 CUST STATES THAT CENTER LEFT A/C VENT CAME APART
 INSPECTED AND FOUND FAULTY A/C VENT
 PART ORDERED WHEN UNDER WARRANTY REF RO# 254089
 REPLACED VFNT. RECHECKED OK

PARTS-----QTY--FP-NUMBER-----	DESCRIPTION-----	U/COST---	E/COST----	U/PRICE	
JOB # 2 1 25910448	OUTLET	9.262	30.35	30.35	42.49
JOB # 2 COST TOTAL					30.35
JOB # 2 TOTAL PARTS					42.49
JOB # 2 TOTAL LABOR & PARTS					81.23

J# 4 18CVZ 3,000 MILE SERVICE HOURS: TECH(S):385 11.11
 LUBE OIL AND FILTER
 SERVICE COMPLETE.
 CPO MAINTENCE PERFORM LUBE OIL AND FILTER SERVICE

PARTS-----QTY--FP-NUMBER-----	DESCRIPTION-----	U/COST---	E/COST----	U/PRICE	
JOB # 4 1 12605566	FILTFR 1.836	4.62	4.62	6.47	6.47
JOB # 4 6 89021593	5W30 OIL	1.81	10.86	2.07	12.42
JOB # 4 COST TOTAL					15.48
JOB # 4 TOTAL PARTS					18.89
JOB # 4 TOTAL LABOR & PARTS					30.00

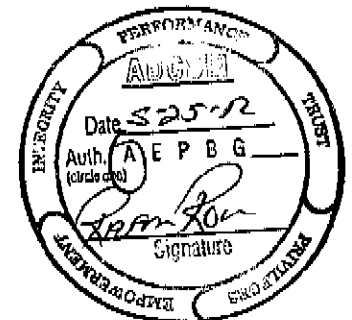
COMMENTS-----
 CUSTOMER HAS CERTIFIED USED MAINT PLAN FOR LINE 4
 CODE A ON DEFLECTOR WAS ORDERED WHILE UNDER THE CUV

R/O TAX 0.00
 R/O TOTALS 111.23

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#	TOTAL
	81.23
	30.00
CLAIM TOTALS	111.23

APPROVED BY SIGNATURE _____



CVWS254886

CVWS254886

CUSTOMER No. 42423	ADVISOR OCTAVIO PEREZ	TAG No. 249	INVOICE DATE 05/04/12	INVOICE No. CVWS254886
	LABOR RATE	LICENSE No.	MILEAGE 56,046	COLOR BLACK/
VENTURA, CA	YEAR / MAKE / MODEL 08 / CHEVROLET / MALIBU / 4D	VEHICLE I.D. No. 1G1ZG57B88F	DELIVERY DATE 07/15/11	STOCK No. C2482
	COMMENTS	DELIVERY MILES 37,682	SELLING DEALER NO.	PRODUCTION DATE 01/01/08
		R.O. DATE 05/01/12		

DCS AUDIT SLIP

JOB CARD 254886

VIN 1G1ZG57B88F
 ODOMETER INDICATOR M
 ODOMETER 56046
 NON-GM VEHICLE N
 REFERENCE NUMBER

REPAIRING BAC 114587
 JOB CARD OPEN DATE 05/01/2012
 SERVICE ADVISOR GMIN 387035255
 FOREIGN TOURIST

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG	VPOL	254886-2	001132663358	0002

JOB COMPLETION DATE: 05/04/2012
 TECHNICIAN GMIN: 502450392

LABOR OPERATION BASE HOURS
 D1446 0.4

COMPLAINT CODE: 0790
 COMPLAINT DESCRIPTION: CUST STATES THAT CENTER LEFT A/C VENT CAME APART

CAUSE CODE: 6021
 CAUSE DESCRIPTION: INSPECTED AND FOUND FAULTY A/C VENT PART ORDERED WHEN UNDER WARRANTY REF RO# 254089

CORRECTION DESCRIPTION: REPLACED VENT. RECHECKED OK

CAUSAL PART: 25910448

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
25910448	1	30.35			

SERVICE MANAGEMENT AUTHORIZATION CODE: A
 REASON FOR AUTHORIZATION: ORDERED WHILE COVERED BY CPD WHICH JUST RECENTLY EXPIRED

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	12.14		
PARTS	30.35	0.00	42.49
LABOR	38.74	0.00	38.74
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	81.23	0.00	81.23

CVWS254886

CVWS254886

CUSTOMER No 42423	ADVISOR OCTAVIO PEREZ	TAG No. 3642	INVOICE DATE 05/04/12	INVOICE No. CVWS254886
	LABOR RATE	LICENSE No. 249	MILEAGE 56,046	COLOR BLACK/
VENTURA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D	DELIVERY DATE 07/15/11	DELIVERY MILES 37,682	STOCK No. C2482
	VEHICLE I.D. No. 1G1ZG57B88E	SELLING DEALER NO.	PRODUCTION DATE 01/01/08	
	F.T.E. No.	P.O.	R.O. DATE 05/01/12	
COMMENTS				

DCS AUDIT SLIP

JOB CARD 254886

VIN	1G1ZG57B88E	REPAIRING BAC	114587
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	05/01/2012
ODOMETER	56046	SERVICE ADVISOR GMIN	387035255
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
4	W	ZREG		254886-4	001132663440	0002

JOB COMPLETION DATE: 05/01/2012
TECHNICIAN GMIN: 997452883

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 LUBE OIL AND FILTER SERVICE

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
30.00	NIM			LOF		

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	0.00	0.00	0.00
NET ITEMS	30.00	0.00	30.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	30.00	0.00	30.00

CVWS254886

CVWS254886

CUSTOMER No. 42423	ADVISOR OCTAVIO PEREZ	TAG No. 249 3642	INVOICE DATE 05/04/12	INVOICE No. CVWS254886
	LABOR RATE	LICENSE No.	MILEAGE 56,046	COLOR BLACK/
VENTURA, CA	YEAR / MAKE / MODEL 08 / CHEVROLET / MALIBU / 4D	DELIVERY DATE 07/15/11	DELIVERY MILES 37,682	STOCK No. C2482
	VEHICLE I.D No. 1 G 1 Z G 5 7 B 8 8 F	SELLING DEALER NO.	PRODUCTION DATE 01/01/08	
	P T F No	P O No	R O DATE 05/01/12	
COMMENTS				

LABOR & PARTS

J# 2 15CVZ 15A DEPARTMENT HOURS: 0.40 TECH(S):339 38.74
 CUST STATES THAT CENTER LEFT A/C VENT CAME APART
 INSPECTED AND FOUND FAULTY A/C VENT
 PART ORDERED WHEN UNDER WARRANTY REF R0# 254089
 REPLACED VENT. RECHECKED OK

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	1	25910448	OUTLET 9.262	30.35	30.35	42.49	42.49
				JOB # 2 COST TOTAL	30.35		
				JOB # 2 TOTAL PARTS			42.49
				JOB # 2 TOTAL LABOR & PARTS			81.23

J# 4 18CVZ 3,000 MILE SERVICE HOURS: TECH(S):385 11.11
 LUBE OIL AND FILTER
 SERVICE COMPLETE
 CPO MAINTENCE PERFORM LUBE OIL AND FILTER SERVICE

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 4	1	12605566	FILTER 1.836	4.62	4.62	6.47	6.47
JOB # 4	6	89071593	5W30 OIL	1.81	10.86	7.07	12.42
				JOB # 4 COST TOTAL	15.48		
				JOB # 4 TOTAL PARTS			18.89
				JOB # 4 TOTAL LABOR & PARTS			30.00

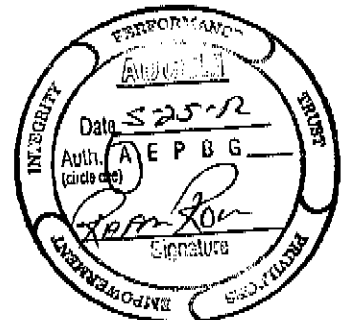
COMMENTS
 CUSTOMER HAS CERTIFIED USED MAINT PLAN FOR LINE 4
 CODE A ON DEFLECTOR WAS ORDERED WHILF UNDER THE CUV

R/O TAX 0.00
 R/O TOTALS 111.23

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	81.23
	30.00
CLAIM TOTALS	111.23

APPROVED BY SIGNATURE



CVCS252861

CVCS252861

CUSTOMER No. 42423		ADVISOR ROBERT CABRAL	TAG No. 122	INVOICE DATE 03/05/12	INVOICE No. CVCS252861
[REDACTED]		LABOR RATE	LICENSE No. [REDACTED]	MILEAGE 51,856	COLOR BLACK/
VENTURA, CA [REDACTED]		YEAR / MAKE / MODEL 08 / CHEVROLET / MALIBU / 4D			STOCK No. C2482
[REDACTED]		VEHICLE I.D. No. 1G1ZG57B88E [REDACTED]			DELIVERY DATE 07/15/11
[REDACTED]		F. T. E. No.	P. O. No.	SELLING DEALER NO.	PRODUCTION DATE 01/01/08
COMMENTS				R.O. DATE 03/01/12	

LABOR & PARTS

J# 1 50CVZ10 A.B.S ELECTRICAL TECH(S):222 WARRANTY
 CUSTOMER STATES TRACTION CONTROL LIGHT CAME ON
 INSPECT AND FOUND FAULTY SWITCH.
 REPLACED TRACTION CONTROL SWITCH.

PARTS - - - - - QTY - - - - - FP - NUMBER - - - - - DESCRIPTION - - - - - LIST PRICE - UNIT PRICE -
 JOB # 1 0 20989771 PLATE 10.252 WARRANTY
 PART ON SPECIAL ORDER

JOB # 1 1 15835337 SWITCH 4.710 WARRANTY
 ** QUANTITY 1 IS SPECIAL ORDERED **

JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 50CVZ *BRAKES TECH(S):222 WARRANTY
 CUSTOMER STATES BRAKE LIGHTS STAY ON AT TTMS
 INSPECT AND FOUND CODE C0561. PERFORM DIAGNOSIS FOUND
 BCM HAS INTERNAL FAILURE.
 REPLACED BCM AND REPROGRAMMED, RE-CHECK OK.

PARTS - - - - - QTY - - - - - FP - NUMBER - - - - - DESCRIPTION - - - - - LIST PRICE - UNIT PRICE -
 JOB # 2 1 20943341 MODULE 2.560 WARRANTY
 JOB # 2 1 Z5001 OVN WARRANTY

JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET - - - - - PC# - - - - - VEND INV# - INV. DATE - DESCRIPTION - - - - -
 JOB # 2 91592 00000 03/05/12 RENTAL CAR WARRANTY

TOTAL - SUBLET 0.00

ESTIMATE - - - - -
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$232.00 (+TAX)

COMMENTS - - - - -
 VIN#2G1WG5EK481 [REDACTED]

CVCS254089

CVCS254089

CUSTOMER No 42423	ADVISOR OCTAVIO PEREZ	TAG No 249	INVOICE DATE 04/05/12	INVOICE No. CVCS254089
	LAHOR RATE	MILEAGE 53,898	COLOR BLACK/	STOCK No. C2482
VENTURA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
	VEHICLE I.D. No. 1G1ZG57B88E		SELLING DEALER NO	PRODUCTION DATE 01/01/08
	P.T.E. No.	P.O. No.	R.O. DATE 04/05/12	
COMMENTS				

LABOR & PARTS
 J# 1 13CV5 TIRE PRESSURE CHECK TECH(S):385 0.00
 TIRE PRESSURE CHECK AND INFLATE SERVICE
 INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.
 TIRES INFLATED TO (PSI)
 RIGHT FRONT 30
 LEFT FRONT 30
 RIGHT REAR 30
 LEFT REAR 30

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

J# 2 64CV12 ALIGNMENT TECH(S):385 69.95
 PERFORM FRONT END ALIGNMENT
 SET UP, MEASURE & MAKE NECESSARY ADJUSTMENTS
 Align Front Wheels All

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 69.95

J# 3 15CVZ 15A DEPARTMENT TECH(S):12 0.00
 CUST STATES THAT CENTER LEFT A/C VENT CAME APART
 SPECIAL ORDERED VENT

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 3 0 25910448 OUTLET 9.262 60.70 60.70 0.00
 PART ON SPECIAL ORDER
 ** QUANTITY 1 IS SPECIAL ORDERED **
 JOB # 3 TOTAL PARTS 0.00
 JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 13CVZ TIRE ROTATION TECH(S):385 19.95
 PERFORM TIRE ROTATION, INCLUDING BRAKE LINING INSPECTION
 FRONT% REAR%
 Rotate Tires 08/12

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 4 TOTAL PARTS 0.00
 JOB # 4 TOTAL LABOR & PARTS 19.95

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$90.00 (+TAX)
 RECOMMENDATIONS
 REPLACE REAR TIRES

CVCS250589

CVCS250589

CUSTOMER No. 42423	ADVISOR CLIFF SHANLEY	TAG No 8531	INVOICE DATE 12/23/11	INVOICE No. CVCS250589
	LABOR RATE	LICENSE No.	STOCK No. C2482	
		MILEAGE 47,689	COLOR BLACK/	
VENTURA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
	VEHICLE I.D. No. 1G1ZG57B88F		SELLING DEALER NO.	PRODUCTION DATE 01/01/08
	F.T.E. No.	P.O. No.	R.O. DATE 12/23/11	
COMMENTS				

LABOR & PARTS-----
J# 1 15CVZ1 15A DEPARTMENT TECH(S):339 WARRANTY
 C/S TRACTION CONTROL SWITCH
 ON INSPECTION FOUND OPEN CIRCUIT ON TRACTION CONTROL SWITCH
 REPLACED TRACTION CONTROL SWITCH
 CERTIFIED WARRNTY

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-	
JOB # 1 1 15835337 SWITCH 4.710	WARRANTY 0.00
JOB # 1 TOTAL PARTS	
JOB # 1 TOTAL LABOR & PARTS 0.00	

J# 2 18CVZZ18 CERTIFIED & GO TECH(S):353 WARRANTY
 2011 CERTIFIED & GO SERVICE.
 LUBE. OIL, AND FILTER CHANGE.FOUR WHEEL TIRE ROTATION
 AND MULTI POINT INPECTION.
 SERVICE COMPLETE.
 CERTIFIED USED CAR MAINT PLAN

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-	
JOB # 2 1 12605566 FILTER 1.836	WARRANTY 0.00
JOB # 2 TOTAL PARTS	
JOB # 2 TOTAL LABOR & PARTS 0.00	

J# 3 13CV5 TIRE PRESSURE CHECK TECH(S):353 0.00
 TIRE PRESSURE CHECK AND INFLATE SERVICE
 INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.
 TIRES INFLATED TO (PSI)
 RIGHT FRONT 30
 LEFT FRONT 30
 RIGHT REAR 30
 LEFT REAR 30
 AIR TIRES TO 35 PSI

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

G.O.G. & SUPPLIES
JOB # 2 1.0 10W-30 OIL @ /UNIT TOTAL - GOG WARRANTY 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
JOB # 2 HW HAZARDOUS WASTE	WARRANTY 0.00
TOTAL - MISC	

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)
 RECOMMENDATIONS-----
 REC AIR FILTER

CVWS249859

CVWS249859

CUSTOMER No. 42423	ADVISOR CLIFF SHANLEY	TAG No. 515 8531	INVOICE DATE 01/02/12	INVOICE No. CVWS249859
	LABOR RATE	MILEAGE 46,740	COLOR BLACK/	STOCK No. C2487
VENTURA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
	VEHICLE ID No. 1G1ZG57B88E		SELLING DEALER NO.	PRODUCTION DATE 01/01/08
	F T # No.	P.O. No.	R O DATE 11/28/11	
COMMENTS				

LABOR & PARTS
J# 1 15CVZ2 15A DEPARTMENT HOURS: 0.30 TECH(S):339 28.10
 C/S R/R DOOR PULL HANDLE BROKEN
 FOUND CLIPS ON R/R DOOR PANEL NOT HOLDING
 REPLACED R/R DOOR PANEL BEZEL
 CERTIFIED USED CAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	25864420	BEZEL 10.777	23.42	23.42	32.79	32.79
				JOB # 1 COST TOTAL	23.42		
				JOB # 1 TOTAL PARTS			32.79
				JOB # 1 TOTAL LABOR & PARTS			60.89

J# 2 15CVZ1 15A DEPARTMENT HOURS: 7.30 TECH(S):339 683.72
 C/S ATR VENTS DOES NOT WORK IN FLOOR MODE
 NECESSARY TO REMOVE DASH ASSY TO GAIN ACCESS TO CONCERN. FOUND
 THAT THE VAVLE DOOR IS DEFECTIVE AND WONT OPEN. RECENTLY
 REPLACED ON RO#247386. MILEAGE WAS 42,846 DATED 09-16-11
 PART WARRANTY R/O 247386 09/09/11 MILIAGE 42,846
 FIRST HEATER CASE/VALVE CAME IN DAMAGED SO WE HAD TO RE-
 ORDER NEW CASE. EXTRA RENTAL DAYS WHILE WE WAITED FROM
 PART. ALSO CENTER CONSOLE TRIM PLATE WAS BROKEN UPON
 REMOVAL OF DASH. PART#25931136 CHARGE TO 67D PER BILL
 EDWARDS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	1	15844208	VALVE 9.786	54.46	54.46	76.24	76.24
JOB # 2	1	Z5001	OVN	17.70	17.70	17.70	17.70
				JOB # 2 COST TOTAL	72.16		
				JOB # 2 TOTAL PARTS			93.94
				JOB # 2 TOTAL LABOR & PARTS			777.66

J# 4+50CVZ *BRAKES HOURS: 0.60 TECH(S):339 56.20
 Added Operation (CSHANLEY @ 12/05/2011 16:10)
 C/S STOP LIGHTS IN OP SOME TIMES
 INTERNAL FAILURE BRAKE SWITCH SENSOR
 REPLACED BRAKE SENSOR , NOW WORKING
 CERTIFIED USED CAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 4	1	22666955	SENSOR KI 4.625	12.40	12.40	17.36	17.36
				JOB # 4 COST TOTAL	12.40		
				JOB # 4 TOTAL PARTS			17.36
				JOB # 4 TOTAL LABOR & PARTS			73.56

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 2	89138	254452	12/06/11	ENTERPRISE	342.00
TOTAL - SUBLET					342.00

COMMENTS
 1ST HEATER CASE CAME IN 11/30/211
 2ND HEATER CASE CAME IN 12/02/211
 XXX
 XXX
 ENTERPRISE RENTAL VIN 5GAKRCED2CJ [REDACTED] NO 254452 PO 89138

CVWS249012

CVWS249012

CUSTOMER No. 42423	ADVISOR RAFAEL ROMERO	TAG No. 9327	INVOICE DATE 11/08/11	INVOICE No. CVWS249012
	LABOR RATE ██████████	LICENSE No. ██████████	MILEAGE 45,206	COLOR BLACK/
VENTURA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	STOCK No. C2482
	VEHICLE I.D. No. 1G17G57B88E		SELLING DEALER NO	DELIVERY MILES 37,682
	F T E No	P O No.	R.O. DATE 11/01/11	PRODUCTION DATE 01/01/08
COMMENTS				

LABOR & PARTS
J# 2 20CVZ *ELECTRICAL HOURS: 0.90 TECH(S):339 84.29
 CUSTOMER REPORTS D/SIDE FRONT DOOR LOCK IS INOP;ADVISE.
 INSPECT AND FOUND FAULTY DOOR LOCK ACTUATOR.
 REPLACED D/SIDE FRONT DOOR LOCK ACTUATOR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	1	22785608	LOCK 10.470	48.90	48.90	68.46	68.46
				JOB # 2 COST TOTAL	48.90		
				JOB # 2 TOTAL PARTS			68.46
				JOB # 2 TOTAL LABOR & PARTS			152.75

J# 3 20CVZ0 ELECTRICAL HOURS: 1.70 TECH(S):339 159.22
 CUSTOMER REPORTS D/SIDE REAR DOOR LOCK WILL NOT UNLOCK.
 P/SIDE REAR DOOR LOCK WILL NOT UNLOCK.
 INSPECT AND FOUND FAULTY DOOR LOCK ACTUATOR.
 FAULTY DOOR LOCK ACTUATOR PASSENGER SIDE
 REPLACE BOTH REAR DOOR LOCK ACTUATORS

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 3	1	20922251	LOCK 10.473	62.22	62.22	87.11	87.11
JOB # 3	1	20922250	LOCK 10.473	62.22	62.22	87.11	87.11
				JOB # 3 COST TOTAL	124.44		
				JOB # 3 TOTAL PARTS			174.22
				JOB # 3 TOTAL LABOR & PARTS			333.44

J# 4+20CVZ2 POWER DOOR LOCKS HOURS: TECH(S):339 0.00
 Added Operation (RAFAEL @ 11/01/2011 11:29)
 CUSTOMER REPORTS RIGHT REAR DOOR LOCK ACTUATOR IS INOP;ADVISE
 INSPECT AND FOUND FAULTY DOOR LOCK ACTUATOR.
 REPLACED RIGHT REAR DOOR LOCK ACTUATOR,RE-CHECK OK.
 JOB # 4 TOTAL LABOR & PARTS 0.00

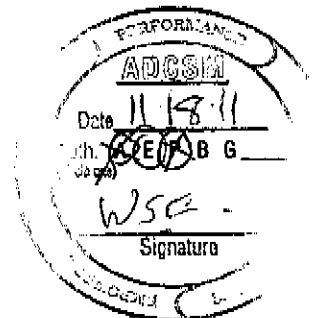
COMMENTS
 CERTIFIED USED CAR.
J3CODE 3 FOR OPPOSITE SIDE LOCK

R/O TAX 0.00
 R/O TOTALS 486.19

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
██████████	152.75
██████████	333.44
CLAIM TOTALS	486.19

APPROVED BY SIGNATURE



CVCS248027

CVCS248027

CUSTOMER No 42423	ADVISOR RAFAEL ROMERO	TAG No. 9327	INVOICE DATE 09/30/11	INVOICE No. CVCS248027
VENTURA, CA	LABOR RATE	LICENSE No.	MILEAGE 43,602	COLOR BLACK/
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D	DELIVERY DATE 07/15/11	DELIVERY MILES 37,682	STOCK No. C2482
	VEHICLE I.D No 1G1ZG57B88E	SELLING DEALER NO	PRODUCTION DATE 01/01/08	
	F T E No.	P.O. No.	R.O DATE 09/29/11	
COMMENTS				

LABOR & PARTS

J# 1 92CVZ *AIR CONDITIONING TECH(S):12 0.00
 CUSTOMER REPORTS A/C STILL HAVE BAD SMELL WHEN A/C IS ON.
 LIKE VINEGAR SMELL.
 INSPECT AND DUPLICATE CUSTOMERS CONCERN, NECESSARY TO
 CALLED TAC CASE #71-992415542, THEY ADVISE TO USE
 OZONE MACHINE AND DEODORIZED, RE-CHECK OK.

JOB # 1 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
JOB # 1	87698	253815	09/30/11	RENTAL CAR	25.00
JOB # 1	87710	11752	09/30/11	OZONE MACHINE	85.00
TOTAL - SUBLET					110.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$110.00 (+TAX)

COMMENTS
 CHARGE REPAIRS TO 67D PER BILL E.

TOTALS

IN THE NEXT FEW DAYS YOU MAY BE RECEIVING A CALL OR A SURVEY REGARDING THE QUALITY OF SERVICE YOU HAVE RECEIVED. IF YOU FEEL THAT YOU CAN "NOT" RATE US "COMPLETELY SATISFIED", PLEASE CALL OUR SERVICE MANAGER FOR ASSISTANCE. WE THANK YOU FOR YOUR BUSINESS SINCERELY, BILL EDWARDS (805)525-2127 PARTS DENOTED WITH (*)CARRY LIFETIME WARRANTY!	TOTAL LABOR,...	0.00
	TOTAL PARTS,...	0.00
	TOTAL SUBLET,...	110.00
	TOTAL G.O.G.,...	0.00
	TOTAL MISC CHG.,...	0.00
	TOTAL MISC DISC,...	0.00
	TOTAL TAX,.....	0.00

 * [] CASH [] CHECK CHECK# [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *
 * ACCOUNT # [] *

CUSTOMER SIGNATURE _____

CVCS247386

CVCS247386

CUSTOMER No 42423	ADVISOR RAFAEL ROMERO	TAG No 9327	INVOICE DATE 09/16/11	INVOICE No CVCS247386
	LABOR RATE	LICENSE No	MILEAGE 42,846	COLOR BLACK/
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D		DELIVERY DATE 07/15/11	STOCK No C2482
VENTURA, CA	VEHICLE ID No 1G17G57B88F		SELLING DEALER NO	DELIVERY MILES 37,682
	P.T.E. No	P.O. No	R.O. DATE 09/09/11	PRODUCTION DATE 01/01/08
COMMENTS				

LABOR & PARTS-----
J# 1 13CV5 TIRE PRESSURE CHECK TECH(S):122 INTERNAL
 TIRE PRESSURE CHECK AND INFLATE SERVICE
 INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.
 TIRES INFLATED TO (PSI)
 RIGHT FRONT 30
 LEFT FRONT 30
 RIGHT REAR 30
 LEFT REAR 30

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

J# 2 92CVZ *AIR CONDITIONING TECH(S):122 WARRANTY
 CUSTOMER REPORTS IS A BAD SMELL FROM A/C WHEN ON.
 REPLACED HEATER CASE,TRANSFER ALL NECESSARY PARTS
 AND RE-CHECK DK.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 2 1 22737146 CASE 9.211 WARRANTY
 JOB # 2 1 15844208 VALVE 9.786 WARRANTY
 JOB # 2 1 25941318 CABLE 9.647 WARRANTY
 JOB # 2 1 20927963 PAD 9.743 WARRANTY
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 15CVZ 15A DEPARTMENT TECH(S):12 INTERNAL
 CLEAN REAR SEAT.
 JOB COMPLETED.

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

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
 JOB # 2 87327 253645 09/16/11 RENTAL CAR WARRANTY
 TOTAL - SUBLET 0.00

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

CVCS246395

CVCS246395

CUSTOMER No 42423	ADVISOR BRIAN FOX	TAG No 533 4876	INVOICE DATE 08/11/11	INVOICE No. CVCS246395
	LABOR RATE	LICENSE No	COLOR BLACK/	STOCK No. C2482
VENTURA, CA	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4D	MILEAGE 40,504	DELIVERY DATE 07/15/11	DELIVERY MILES 37,682
	VEHICLE ID No. 1G1ZG57B88F		SELLING DEALER NO	PRODUCTION DATE 01/01/08
	F.T.E. No	P.O. No	R.O. DATE 08/10/11	
COMMENTS				

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
J# 1 92CVZ01 AIR CONDITIONING CUSTOMER STATES THAT THE A/C SMELLS MUSTY WHEN USED. CHECK AND ADVISE A/C KIT USED TO REMOVE MUSTY SMELL. (OK'D BY BILL E. 08-10-11 1645hrs.)		7092A	A/C KIT 8.800			
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00
J# 2 20CVZ0 ELECTRICAL THE CUSTOMER STATES THAT THE BRAKE LIGHTS TURN OFF WHEN YOU APPLY THE BRAKES. THEY ARE ON ALL THE TIME. CHECK AND ADVISE RENTAL NEEDED POOR CONNECTION IN DOC#1996721 VERIFIED CONCERN. REMOVED ALL BCM CONNECTORS AND APPLIED DE-ELECTRIC GREASE AND REINSTALLED. VERIFIED WORKING TO FACTORY SPECS AFTER						
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00
J# 3 20CVZ *ELECTRICAL CUSTOMER STATES THAT THE CRUISE CONTROL IS NOT WORKING RELATED DIRECTLY TO JOB # 2.						
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00
J# 4 13CV5 TIRE PRESSURE CHECK 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						
JOB # 4 TOTAL PARTS						0.00
JOB # 4 TOTAL LABOR & PARTS						0.00
SUBLET JOB # 2	PD# 86371	VEND INV# 253339	INV. DATE 08/11/11	DESCRIPTION RENTAL		
TOTAL - SUBLET						0.00

7

INTERNAL
WARRANTY

WTD
BE

VENTURA
Buckin
8/11/11
Purchasing
Per 10/11

2000.5-2.0
CUTWE
2day rental
7/10/11

CVWS246559

CVWS246559

CUSTOMER No 42423	ADVISOR BRIAN FOX	TAG No 533 4876	INVOICE DATE 08/25/11	INVOICE No. CVWS246559
	LABOR RATE	LICENSE No	MILEAGE 40,974	COLOR BLACK/
VENTURA, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4D	VEHICLE I.D. No. 1G1ZG57B88F	DELIVERY DATE 07/15/11	STOCK No. C2482
	F. T. E. No.	P.O. No.	SELLING DEALER NO	DELIVERY MILES 37,682
	COMMENTS		R.O. DATE 08/16/11	PRODUCTION DATE 01/01/08

LABOR & PARTS-----
J# 2 92CVZ *AIR CONDITIONING HOURS: 6.10 TECH(S):122 571.33
 CUSTOMER REPORTS THAT AC SYSTEM STILL SMELLS MUSTY.
 RECENTLY IN FOR SAME COMPLAINT
 EVAPORATOR FAILURE
 REPLACED THE EVAPORATOR. TESTED AFTER.
 OK NOW

PARTS-----	QTY	FP-NUMBER-----	DESCRIPTION-----	U/COST---	E/COST---	U/PRICE	
JOB # 2	1	25913637	EVAPORATO 9.210	163.82	163.82	229.35	229.35
JOB # 2	1	Z5001	FED EX	28.66	28.66	28.66	28.66
JOB # 2	1	12377951	COOLING C 8.800	41.46	41.46	58.04	58.04
JOB # 2	1	7092A	A/C KIT 8.800	20.95	20.95	29.33	29.33
JOB # 2 COST TOTAL				254.89			
JOB # 2 TOTAL PARTS							345.38
JOB # 2 TOTAL LABOR & PARTS							916.71

J# 3 15CVZ4 SEATS/SEAT TRIM HOURS: TECH(S):122
 CUSTOMER STATES THAT THERE IS A CLUNK HEARD FROM UNDER THE
 SEAT WHEN DRIVING
 INSPECTED SEAT RAIL MOUNTS. FOUND TO BE SECURE AND
 TIGHT. NOT ABLE TO FIND ANYTHING LOOSE. TEST DROVE BUT
 NOT ABLE TO DUPLICATE CONCERN.
 TEST DROVE 4 MILES, OUTBOUND MILES = 40978
 JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET-----	PO#-----	VEND INV#-----	INV DATE-----	DESCRIPTION-----	
JOB # 2	86594	253377	08/19/11	RENTAL	114.00
TOTAL - SUBLET					114.00
R/O TAX					0.00
R/O TOTALS					1030.71

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#	TOTAL
	1002.05
CLAIM TOTALS	1002.05

APPROVED BY SIGNATURE _____

CVCS245589

CVCS245589

CUSTOMER No 42086	ADVISOR OCTAVIO PEREZ	TAG No. 4038	INVOICE DATE 07/20/11	CELL CVCS245589
	LABOR RATE 249	LICENSE No. [REDACTED]	MILEAGE 37,802	STOCK No. C2482
VENTURA, CA	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4D	VEHICLE I.D. No. 1G17G57B88E	COLOR BLACK/	DELIVERY MILES 37,649
	F.T.E. No.	P.O. No.	SELLING DEALER NO.	PRODUCTION DATE
BUSINESS PHONE	COMMENTS		R.O. DATE 07/18/11	

LABOR & PARTS
 J# 1 13CV5 TIRE PRESSURE CHECK TECH(S):14652 0.00
 TIRE PRESSURE CHECK AND INFLATE SERVICE
 INFLATE ALL TIRES TO THE RECOMMENDED TIRE PRESSURE RATING.
 TIRES INFLATED TO (PSI)
 RIGHT FRONT 30
 LEFT FRONT 30
 RIGHT REAR 30
 LEFT REAR 30

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

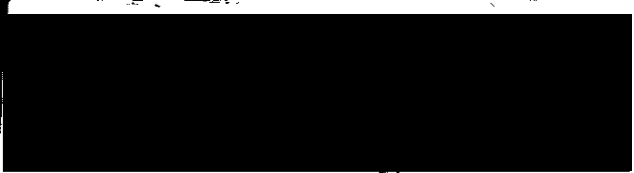
J# 2 64CVZSTEER STEERING TECH(S):14652 WARRANTY
 CUST STATES THAT THERE IS THUMPING NOISE WHEN TURNING
 IS FELT IN SEAT WHEN DRIVING
 DIAGNOSED AND TRACED TO FAULTY STEERING GEAR
 REPLACED STEERING GEAR ASSEMBLY AND ADJUSTED TOE
 RECHECKED OK

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
 JOB # 2 1 25902150 GEAR KIT 6.508 WARRANTY
 JOB # 2 -1 25902150 CORE RETURN WARRANTY
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 0.00

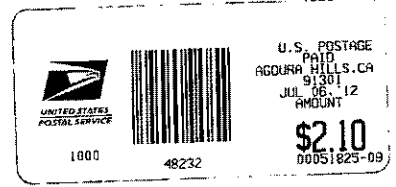
ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
 CERTIFIED USED CAR WARRANTY

Handwritten notes:
 EG740 .7
 3 day
 1.0
 Rental
 114.00
 1.7

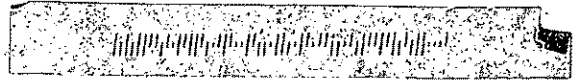


Oak PARK, Ca



07-16-12 A08:02 IN

General Motors Corporation
P. O. Box 33170
Detroit, Michigan
48232-5170



**LAW OFFICES OF HOWARD D. SILVER
638 LINDERO CANYON ROAD, SUITE 421
OAK PARK, CALIFORNIA 91377
TELEPHONE: (818) 597-2610
FAX: (818) 879-0862
WEB: WWW.HOWARDSILVERLAW.COM**

July 3, 2012

General Motors Corporation
P.O. Box 33170
Detroit, Michigan 48232 - 5170

Re: My Client: [REDACTED]
Vehicle: Certified Pre-Owned 2008 Chevrolet Malibu

Dear General Motors:

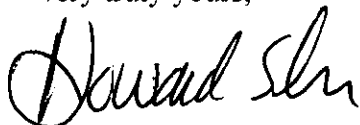
I am enclosing the repair orders, purchase agreement and certified pre-owned documents for new California lemon law clients, [REDACTED] the buyers of a 2008 Chevrolet Malibu from Santa Paula Chevrolet.

As the repair orders show, there have been multiple repair attempts for this vehicle including numerous times for a foul odor relating to the air conditioning unit.

Please consider this letter as a demand for the repurchase of the vehicle pursuant to California law.

Your prompt response to this letter is appreciated.

Very truly yours,



HOWARD D. SILVER

CERTIFIED PRE-OWNED

CHEVROLET BUICK GMC

NEW STANDARD CPO MAINTENANCE PLAN

2-Year/30,000-Mile¹

TWO WARRANTIES

**Bumper-to-Bumper
Warranty**

12-Month/12,000-Mile²

**Powertrain Limited
Warranty**

5-Year/100,000-Mile³

Roadside Assistance

**Courtesy
Transportation**

**172-point Inspection
and Reconditioning Process**

Satisfaction Guarantee
3-Day/150-Mile

**Free Vehicle History
Report**

VISIT GMCERTIFIED.COM

¹Whichever comes first. See participating dealer for details.
²See dealer for details.

³See dealer for details.
See dealer for details.
See dealer for details.
See dealer for details.

DEALER CONTACT

Santa Paula Chevrolet

101 W. Harvard Blvd

Santa Paula CA 93060

(805) 525 - 2127

<http://www.santapaulachevrolet.com>

VEHICLE DESCRIPTION

2008 Chevrolet Malibu LS Sedan 4D



VIN: 1G1ZG5733F

Trans: 4-Spd Automatic

Mileage: 37,649 miles

Drive Train: FWD

Stock: C2482

Engine: 4-Cyl, 2.4 Liter

FEATURES

Traction Control
Air Conditioning
Power Door Locks
Power Steering
AM/FM Stereo
Dual Air Bags
Power Seat

ABS (4-Wheel)
Power Windows
Cruise Control
Tilt Wheel
MP3 Single Disc
Side Air Bags

STANDARD EQUIPMENT

EXTERIOR

Door handles, body-color
Glass, Solar-Ray tinted
Mirrors, auto dimming, adjustable, Black
manual-folding
Flashers, front and rear, body-color
Wipers, front, intermittent, variable
speed-sensitive
Moldings, body-color rocker
Window trim, bright side
Grille, Black with chrome surround
Repeater lamps, side-mounted
Tail lamps, incandescent

MECHANICAL

FRONT WHEEL DRIVE
Suspension, 4-wheel independent
Battery, maintenance-free with run-down
protection
Steering, Electric Power Steering (EPS)
435 lb
Transmission, 4-speed automatic
electronically controlled with overdrive
SAFETY
Daytime running lamps
Tire pressure monitor
Brakes, 4-wheel anti-lock, 4-wheel disc
Traction control, all-speed

Selling Price: \$18,940.00

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RETAIL INSTALLMENT SALE CONTRACT - SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number _____

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address)
---	--	------------------------------------

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
					<input type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE <small>The cost of your credit as a yearly rate.</small>	FINANCE CHARGE <small>The dollar amount the credit will cost you.</small>	Amount Financed <small>The amount of credit provided to you or on your behalf.</small>	Total of Payments <small>The amount you will have paid after you have made all payments as scheduled.</small>	Total Sale Price <small>The total cost of your purchase on credit, including your down payment of</small>
_____ %	\$ _____ (e)	\$ _____	\$ _____ (e)	\$ _____ is (e)
<small>(e) means an estimate</small>				

YOUR PAYMENT SCHEDULE WILL BE:		
Number of Payments	Amount of Payments	When Payments Are Due
One Payment of _____		
One Payment of _____		
_____ Payments		Monthly, Beginning
_____ Payments		Monthly, Beginning
One Final Payment _____		

Late Charge. If payment is not received within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment default, any required repayment in full before the scheduled date, minimum finance charges and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories \$ _____ (A)

1. Cash Price Vehicle \$ _____

2. Cash Price Accessories \$ _____

3. Other (Nontaxable)

Describe _____ \$ _____

Describe _____ \$ _____

B. Document Preparation Fee (not a governmental fee) \$ _____ (B)

C. Smog Fee Paid to Seller \$ _____ (C)

D. (Optional) Theft Deterrent Device (to whom paid) \$ _____ (D)

E. (Optional) Theft Deterrent Device (to whom paid) \$ _____ (E)

F. (Optional) Theft Deterrent Device (to whom paid) \$ _____ (F)

G. (Optional) Surface Protection Product (to whom paid) \$ _____ (G)

H. (Optional) Surface Protection Product (to whom paid) \$ _____ (H)

I. Sales Tax (on taxable items in A through H) \$ _____ (I)

J. Optional DMV Electronic Filing Fee \$ _____ (J)

K. (Optional) Service Contract (to whom paid) \$ _____ (K)

L. (Optional) Service Contract (to whom paid) \$ _____ (L)

M. (Optional) Service Contract (to whom paid) \$ _____ (M)

N. (Optional) Service Contract (to whom paid) \$ _____ (N)

O. (Optional) Service Contract (to whom paid) \$ _____ (O)

P. Prior Credit or Lease Balance paid by Seller to _____ \$ _____ (P)

(see down payment and trade-in calculation)

Q. (Optional) Gap Contract (to whom paid) \$ _____ (Q)

R. (Optional) Used Vehicle Contract Carpooling Option Agreement \$ _____ (R)

S. Other (to whom paid) \$ _____ (S)

For _____

Total Cash Price (A through S) \$ _____ (T)

2. Amounts Paid to Public Officials

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. You choose to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

Term	Premium
\$ _____ Ded. Comp. Fire & Theft _____ Mos.	\$ _____
\$ _____ Ded. Collision _____ Mos.	\$ _____
Body Injury \$ _____ Limits _____ Mos.	\$ _____
Property Damage \$ _____ Limits _____ Mos.	\$ _____
Medical _____ Mos.	\$ _____
_____ Mos.	\$ _____
Total Vehicle Insurance Premiums	\$ _____ (U)

UNLESS A CHARGE IS INCURRED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X _____
 Co-Buyer X _____
 Seller X _____

If any insurance is provided below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

Credit Life Buyer Co-Buyer Both
 Credit Disability (Buyer Only)

Term	Exp.	Premium
Credit Life _____ Mos.	_____	\$ _____
Credit Disability _____ Mos.	_____	\$ _____
Total Credit Insurance Premiums		\$ _____ (V)

Insurance Company Name _____

Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the final payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).**

5. Subtotal (Total Price)	\$ _____ (5)
6. Total Downpayment	
A. Agreed Trade-In (Make _____, Year _____, Model _____, Odcm _____, VIN _____)	\$ _____ (A)
B. Less Prior Credit or Lease Balance	\$ _____ (B)
C. Net Trade-In (A less B) (indicate if a negative number)	\$ _____ (C)
D. Deferred Downpayment	\$ _____ (D)
E. Manufacturer's Rebate	\$ _____ (E)
F. Other	\$ _____ (F)
G. Cash	\$ _____ (G)
Total Downpayment (C through G)	\$ _____ (Total)
(negative, enter zero or circle and enter absolute value)	
7. Amount Financed (5 less 6)	\$ _____ (7)

provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is set forth in item 10 of the itemization of Amount Financed. See your contract for details on the terms and conditions it provides. This is a part of this contract.

Term _____ Mos. Name of Gap Contract _____

I want to buy a gap contract.

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 10, 11, 12, 13, and/or 14.

11. Company _____
Term _____ Mos. or _____ Miles

12. Company _____
Term _____ Mos. or _____ Miles

13. Company _____
Term _____ Mos. or _____ Miles

14. Company _____
Term _____ Mos. or _____ Miles

SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND BUYER IS OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS CONTRACT AND THE LOAN.

Amount of Loan From: _____

Finance Charge \$ _____

Buyer Signature _____

Date _____

Co-Buyer Signature _____

Date _____

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable: _____

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs X _____

Co-Buyer Signs X _____

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

Buyer _____

Co-Buyer _____

OPTION: You pay no finance charge if the Amount Financed is less than _____ or before _____, Year _____, SELLER'S INITIALS _____

... and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

... If you have a complaint concerning this sale, you should try to resolve it with the seller. If you believe that the seller is using unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Consumer Affairs, or any combination thereof.

... If this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change that is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X _____ Co-Buyer Signature X _____

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

THERE IS NO CANCELLATION OFFER FOR THIS CONTRACT.

... You may change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign this contract, you may cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does not require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain conditions. This contract does not give you a 2-day contract cancellation option.

... **IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN CONTRACT.**

Signature _____

Signature _____

Date _____

Date _____

Guarantor X _____

Address _____

Title _____

Date _____

OWNER CARE

Owner Care is a vehicle benefits package that raises our already great coverage to new heights. It's why our vehicles deliver more satisfaction and certainty than any ordinary used vehicle.

2-Year/30,000-Mile¹ Standard CPO Maintenance Plan

Starting from the delivery of your vehicle, we provide you with our exclusive 2 years or 30,000 miles of standard vehicle maintenance—including:

- Oil Changes: based on your vehicle's Oil Life Monitor system
- Tire Rotations
- Multi-Point Vehicle Inspections (MPVI)²

Two Warranties

You get a 12-Month/12,000-Mile³ Bumper-to-Bumper Warranty (that's four times better coverage than Chrysler and Ford), plus our 5-Year/100,000-Mile⁴ Powertrain Limited Warranty.

24/7 Roadside Assistance and Courtesy Transportation⁵

3-Day/150-Mile Customer Satisfaction Guarantee

3-month trials of OnStar⁶ and SiriusXM Satellite Radio⁷

All of our digitally equipped vehicles are eligible for 3-month trial⁶ of OnStar Directions & Connections² including OnStar Turn-by-Turn Navigation. With OnStar, you're never far from help.

All of our SiriusXM⁷-equipped Certified Pre-Owned Vehicles come with three trial months⁸ of "SiriusXM Everything." SiriusXM Satellite Radio brings to your vehicle radio over 170 channels of audio entertainment with coast-to-coast signal coverage.

CERTIFICATION STANDARDS

All of our Certified Pre-Owned Vehicles must:

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

It all adds up to \$2,135 of Built-in Value

We did the math. All these benefits are worth \$2,135 to your wallet. \$2,135 represents the national average value you get with a Certified Pre-Owned Vehicle from Chevy, Buick and GMC as compared to a non-Certified vehicle.

Ask your Sales Consultant for more details.

**CERTIFIED
PRE-OWNED
CHEVROLET BUICK GMC**

**CERTIFIED
PRE-OWNED
CHEVROLET BUICK GMC**

**Standard Certified Pre-Owned
2-Year or 30,000¹ Mile Maintenance Plan**

Customer Acknowledgement Form

All Certified Pre-Owned Chevrolet, Buick, GMC, Pontiac and Saturn vehicles purchased on or after June 11, 2011 now come with the Standard Certified Pre-Owned 2-Year or 30,000¹ Mile Maintenance plan. It provides peace of mind by covering the following routine maintenance services:

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

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

Fluid top offs are NOT covered.

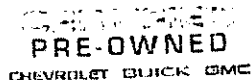
I understand the Standard Certified Pre-Owned 2-Year or 30,000¹ Mile Maintenance plan services outlined above.

<i>Vehicle Identification No.</i>	<i>Date of delivery</i>	<i>Mileage at delivery</i>
<i>Dealer Name, City, State</i>	<i>Authorized Signature</i>	<i>Date</i>
<i>Customer Name</i>	<i>Signature</i>	<i>Date</i>

¹Whichever comes first. See dealer for details.

²Based on your Oil Life Monitor system or as otherwise indicated in the owner's manual

³A comprehensive vehicle inspection, performed by a qualified dealership that evaluates multiple "points" on a particular vehicle such as: the engine, transmission, safety equipment, and tires.



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

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

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

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

Check one of the following

Vehicle (refer to VIN below) is eligible for return under the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy)

- OR -

Vehicle is not eligible for return under the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy). The reason(s) for the vehicle's ineligibility is (are) (please check the appropriate box below - see Exclusions on reverse for additional details):

- Vehicle is a fleet purchase or fleet lease
- Vehicle used for livery, taxi or delivery
- The customer listed below has previously returned a vehicle under the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy)

Trade-in Vehicle - (Original)

Model Year: 2003 Make: CHEVROLET Model: TRUCK

"Agreed-Upon Trade-in Value" (\$):

1. Actual Purchase/Trade-in Value 22000

2. Less Trade-in Lien 12000

3. "Agreed-Upon Trade-in Value" 10000

I have read the provisions described on the back of this form and understand the provisions of the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy). If applicable, I understand and acknowledge that the CERTIFIED PRE-OWNED vehicle I am purchasing/leasing is not eligible for return under the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy). Furthermore, I understand and acknowledge that if I have previously returned a vehicle under the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy) in the 12 calendar months immediately preceding the date of execution of this agreement, I am not eligible to participate in the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy), notwithstanding my purchase of a CERTIFIED PRE-OWNED vehicle or the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy).

Customer Name: [REDACTED] Delivery Date: 10/15/03

Customer Signature: [REDACTED] Odometer Reading (at delivery) 57000

Make/Model Type: CHEVROLET TRUCK VIN: [REDACTED]

Retail Facility: TRUCK BAC Code: _____

Sales Consultant Signature: [REDACTED]

White Copy - Customer Yellow Copy - Dealer

BUYERS GUIDE

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

Chevrolet Malibu 2008 1G1ZG57B88F
VEHICLE MAKE MODEL YEAR VIN NUMBER
C2482
DEALER STOCK NUMBER (Optional)

WARRANTIES FOR THIS VEHICLE:

AS IS - NO WARRANTY

YOU WILL PAY ALL COSTS FOR ANY REPAIRS. The dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.

WARRANTY

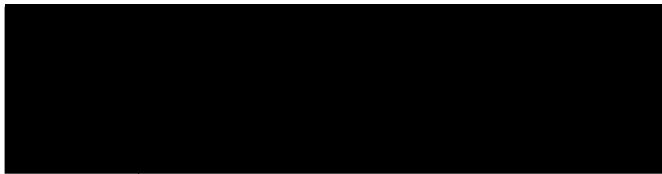
- FULL **LIMITED WARRANTY:** The dealer will pay 100% of the labor and 100% of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty document for a full explanation of warranty coverage, exclusions, and the dealer's repair obligations. Under state law, "implied warranties" may give you even more rights.

SYSTEMS COVERED:

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

DURATION:

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



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

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

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

2008 MALIBU 1LS
 58U BLACK GRANITE METALLIC /L4G
 34B COCOA/CASHMERE
 ORDER NO. MJKS8Q/TRE STOCK NO.
 VIN 1G1 ZG57 B8 8F

GENERAL MOTORS CORPORATION
 & SUBSIDIARIES
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 10D93954674

*****13*20207S

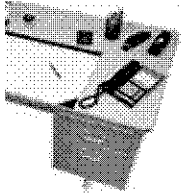
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZG69 MALIBU 1LS	19345.00	18377.75	INVOICE 01/08/08
B37 FLOOR MATS	80.00	66.40	SHIPPED 01/08/08
LE5 ENGINE, 2.4L DOHC MFI	N/C	N/C	EXP I/T 01/20/08
MN5 4-SPEED AUTO TRANSMISSION	0.00	0.00	INT COM 01/22/08
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	PRC EFF 01/08/08
YF5 50-STATE EMISSIONS	N/C	N/C	KEYS
58U BLACK GRANITE METALLIC	95.00	78.85	WFP-S QTR OPT-1
			BANK: CHRYSLER FI
			CHG-TO 20-207

SHIP WT: 3358
 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

 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.



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, [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-1087364661
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZG57B88F [REDACTED]
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 [REDACTED]. The customer's vehicle is a 2008 Chevrolet Malibu with 58,730 miles. The VIN is 1G1ZG57B88F [REDACTED]. 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, [REDACTED]

"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, [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-1087364661
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZG57B88F [REDACTED]
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 [REDACTED]. The customer's vehicle is a 2008 Chevrolet Malibu with 58,730 miles. The VIN is 1G1ZG57B88F [REDACTED]. 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

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.

RETAIL INSTALLMENT SALE CONTRACT - SIMPLE FINANCE CHARGE

Dealer Name: [Redacted] Contract Number: [Redacted] R.C.S. Number: [Redacted] Stock Number: [Redacted]

Buyer Name and Address, Co-Buyer Name and Address, Creditor/Seller (Name and Address)

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth in Lending Disclosures below are part of this contract.

Table with 6 columns: Make Used, Year, Make and Model, Operator, Vehicle Identification Number, Primary Use For Which Purchased

FEDERAL TRUTH-IN-LENDING DISCLOSURES

Table with 5 columns: ANNUAL PERCENTAGE RATE, FINANCE CHARGE, Amount Financed, Total of Payments, Total Sale Price

YOUR PAYMENT SCHEDULE WILL BE:

Table with 3 columns: Number of Payments, Amount of Payments, When Payments Are Due

Loan Charge. If payment is not received... Security Interest. You are giving a security interest in the vehicle being purchased. Additional Information: See the contract for more information including late-payment details, any required down payment, and whether the scheduled rate...

RESTITUTION OF THE AMOUNT FINANCED (Seller may keep part or all of items paid for others)

- 1. Total Cash Price
A. Cash Price of Motor Vehicle and Accessories
B. Optional Preparation Fee (not a government fee)
C. Sticker Fee Paid to Seller
D. Optional Theft Deterrent Device (to whom paid)
E. Optional Theft Deterrent Device (to whom paid)
F. Optional Theft Deterrent Device (to whom paid)
G. Optional Service Contract to protect to whom paid
H. Optional Service Contract to whom paid
I. Sales Tax (for in-state license if through us)
J. Optional DVD Standard Ring Film
K. Optional Service Contract to whom paid
L. Optional Service Contract to whom paid
M. Optional Service Contract to whom paid
N. Optional Service Contract to whom paid
O. Optional Service Contract to whom paid
P. Final Credit or Lease Adjustment paid by Seller to whom paid
(See Government and Trade-in (if any) section)
Q. Optional Cash Consideration to whom paid
R. Optional Cash Consideration Cash Advance Agreement
S. Other (if whom paid)

STATEMENT OF INSURANCE

NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or require any insurance. You may choose to buy any other insurance to obtain credit. You do not have to buy or not buy other insurance. We will be a factor in the credit approval process.

Vehicle Insurance

Table with 2 columns: Item, Premium

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR LOSS OF TITLE OR PROPERLY DAMAGED VEHICLE, THIS SUCH CHARGE IS NOT PROVIDED BY THIS AGREEMENT. You may buy the physical damage insurance that contract requires. You have the option to choose not to accept it to us. You are not required to buy a different insurance to obtain credit.

Buyer: [Redacted] Co-Buyer: [Redacted] Seller: [Redacted]

Application for Optional Credit Insurance

Application form for credit insurance with fields for Credit Life, Cash Disability (Legal Only), Term, Est., Premium

Credit life insurance and credit disability insurance are not required to obtain credit. Your ability to buy property, such as your car, with credit insurance is not a condition of financing. You are not required to buy or not buy other insurance to obtain credit. You do not have to buy or not buy other insurance to obtain credit. We will be a factor in the credit approval process.

You are applying for the credit insurance market above. Your signature below means that you agree that (1) You are not eligible for insurance if you have reached your 68th birthday, (2) you are eligible for credit life insurance only if you are working for wages or profit 24 hours a week or more on the Effective Date, (3) Only the Primary Buyer is eligible for credit life insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disability Not Covered" section below for details).

3. Seller's Name: _____
4. Total Downpayment: _____
A. Agreed To: Year _____ Make _____
 Model _____ Color _____
 VIN: _____
B. Less For: Credit or Lease Balance _____
C. Tax/Titles: (Address) (Indicate if a regular number) _____
D. Deferred Downpayment: _____
E. Manufacturer's Rebate: _____
F. Other: _____
G. Cash: _____
Total Downpayment (C-F+G): _____
5. Escrows: (Enter % on line 6 and amount on purchase slip on any other page) _____
6. Amount Financed (3 less 4): _____

7. Period: (Does not start until you deliver the first charge if you choose to buy pay outside the store's store) _____
 Term _____ Mile _____
 Name of Co. Contact _____
 Contact Address _____
 Phone Number _____

SELLER ASSIGNED LEAN:
 YOU WILL BE REQUIRED TO FURNISH SECURITY FOR THE LOAN, AND YOU WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS INSTALLMENT SALE CONTRACT AND THE LOAN.
 Name of Lessor From: _____
 Lessor's Name: _____
 Lessor's Address: _____
 Lessor's City: _____
 Lessor's State: _____
 Lessor's Zip: _____

AUTO-BROKER FEE DISCLOSURE
 If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:
 Name of autobroker receiving fee if applicable: _____

OPTIONAL SERVICE CONTRACTS: You want to purchase the service contractual written with the following company(ies) for the terms shown below for the charge(s) shown in item 8, 11, 12, 13, and/or 14:
 11 Company _____
 Term _____ Mile _____
 12 Company _____
 Term _____ Mile _____
 13 Company _____
 Term _____ Mile _____
 14 Company _____
 Term _____ Mile _____

SELLER'S RIGHT TO CANCEL: If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section of the contract shall be void. If you are unable to assign this contract to a financial institution, all apply.
 Buyer Signature: _____
 Co-Buyer Signature: _____

NOW THIS CONTRACT CAN BE CHANGED: This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.
 Buyer Sign: _____
 Co-Buyer Sign: _____

NOTE: You pay no finance charge if the Amount Financed on this contract is \$100 or less. **SELLER'S INTENS:** _____

THE SELLER'S RIGHT TO CANCEL: If you do not pay the amount due on this contract by the date specified, the Seller may cancel this contract and retain the right to receive a part of the finance charge.
 Buyer Signature: _____
 Co-Buyer Signature: _____

If you do not pay the amount due on this contract by the date specified, the Seller may cancel this contract and retain the right to receive a part of the finance charge. If you default in the performance of your obligations under this contract, you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.
 If you change your mind, describe the vehicle, costs too much, or wish you had acquired a different vehicle, you may cancel this contract within the agreement of the seller or for legal cause, without penalty. However, California law does not allow a seller to give a 3-day right to cancel on used vehicles with a purchase price of less than \$1000, subject to certain conditions. This contract is not subject to that law.

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

THERE IS NO CANCELLATION: If you do not pay the amount due on this contract by the date specified, the Seller may cancel this contract and retain the right to receive a part of the finance charge. If you default in the performance of your obligations under this contract, you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

IT TO YOU AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETE COPY OF THIS CONTRACT.

Buyer Signature: _____
 Co-Buyer Signature: _____
 Date: _____
 Address: _____
 City: _____ State: _____ Zip: _____

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

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	'YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2008	2008	DX	2011	120	11	[REDACTED]
BODY TYPE MODEL	MP	MO					VEHICLE ID NUMBER
4D	G	TU					1G1ZG57B88F [REDACTED]
TYPE VEHICLE USE		DATE ISSUED	CC/ALCO	DT FEE RECVD	PGC		STICKER ISSUED
AUTOMOBILE		07/19/12	56	07/19/12	8		[REDACTED]

PR EXP DATE: 03/08/2012

REGISTERED OWNER

AMOUNT PAID
\$ 316.00

AMOUNT DUE	AMOUNT RECVD
\$ 316.00	CASH :
	CHCK : 316.00
	CRDT :

VENTURA
CA

LIENHOLDER

CAR FIN CAPITAL
PO BX 278401

SACRAMENTO
CA

95827

H05 560 28 0031600 0025 CS H05 071912 11 6RJM233 231

RELEASE OF LIEN INFORMATION

[Redacted]

(Client's Name)

hereby authorize CarFinance.com
(Lien holder Name)

[Redacted] Irvine, CA [Redacted]

(Lien holder Address)

(Lien holder Phone Number)

to release any and all information regarding my loan account # [Redacted]

(Account Number)

with CarFinance.com
(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 7/20/12

VEHICLE INFORMATION

The current vehicle mileage is 60643 Date mileage read: 7/20/12

[Redacted Signature]

Signature

[Redacted 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.

Company Name General Motors Business Resource Center.

Attention: C Patricia 1-866-432-1681

From The Desk of: Dora A Novoa. Fax # 805-525-8042

Total number of pages (including this cover sheet) John Mack 9

Message: [REDACTED]

Contract & Paperwork.

If you do not receive the total number of pages, please call 805-525-2127

Dealer Number 7162 Contract Number 30545 R.O.S. Number 39306623 Stock Number C2482

Buyer Name and Address (Including County and Zip Code) VENTURA CA
Co-Buyer Name and Address (Including County and Zip Code) VENTURA CA
Creditor-Seller (Name and Address) SANTA PAULA CHEVROLET 101 W. HARVARD BLVD. PO BOX 70 SANTA PAULA CA 93061-0070 VENTURA

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

Table with 6 columns: New Used, Year, Make and Model, Odometer, Vehicle Identification Number, Primary Use For Which Purchased. Includes fields for USED, 2009, CHEVROLET MALIBU, 37682, 1G1ZG5788A...

FEDERAL TRUTH-IN-LENDING DISCLOSURES. Includes sections for ANNUAL PERCENTAGE RATE (15.75%), FINANCE CHARGE (\$7789.75), Amount Financed (\$17004.05), Total of Payments (\$24793.50), Total Sale Price (\$26193.00), and YOUR PAYMENT SCHEDULE WILL BE: (59 payments of 413.23).

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.) 1. Total Cash Price A. Cash Price of Motor Vehicle and Accessories \$16206.00 B. Document Preparation Fee \$55.00 C. Smog Fee Paid to Seller \$ N/A D. (Optional) Theft Deterrent Device (to whom paid) KARR SECURITY 695.00

STATEMENT OF INSURANCE NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. Vehicle Insurance table with columns for Term and Premium.

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Application for Optional Credit Insurance. Includes checkboxes for Credit Life, Credit Disability (Buyer Only), and a table for Term, Exp., and Premium. Total Credit Insurance Premiums \$ N/A.

N/A \$ N/A
 (see downpayment and trade-in calculation)
 Q. (Optional) Gap Contract (to whom paid) N/A \$ N/A
 R. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A
 S. Other (to whom paid) N/A \$ N/A
 For N/A
Total Cash Price (A through S) \$ **16185.31(1)**

2. Amounts Paid to Public Officials
 A. License Fees **ESTIMATED** \$ 105.00(A)
 B. Registration/Transfer/Titling Fees \$ 104.00(B)
 C. California Tire Fees \$ 8.75(C)
 D. Other N/A \$ N/A(D)
Total Official Fees (A through D) \$ **218.75(2)**

3. Amount Paid to Insurance Companies
 (Total premiums from Statement of Insurance column a + b) \$ N/A(3)

4. Smog Certification or Exemption Fee Paid to State \$ N/A(4)

5. Subtotal (1 through 4) \$ 18404.06(5)

6. **Total Downpayment**
 A. Agreed Trade-In Value Yr 2003 Make TOYOTA \$ 3200.00(A)
 Model CAMRY SOLARA Odor 180965
 VIN 2T1CE22PX3C
 B. Less Prior Credit or Lease Balance WILSHIRE CONSUMER \$ 4300.00(B)
 C. Net Trade-In (A less B) (indicate if a negative number) \$ -1100.00(C)
 D. Deferred Downpayment \$ N/A(D)
 E. Manufacturer's Rebate \$ N/A(E)
 F. Other N/A \$ N/A(F)
 G. Cash \$ 2500.00(G)
Total Downpayment (C through G) \$ **1400.00(6)**
 (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1P above)

7. **Amount Financed (5 less 6)** \$ **17004.06(7)**

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).** You want to buy the credit insurance.

Date N/A Buyer Signature _____ Age N/A
 Date N/A Co-Buyer Signature _____ Age _____

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1Q of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A
 Name of Gap Contract _____

I want to buy a gap contract.
 Buyer Signs X N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1K, 1L, 1M, 1N, and/or 1O.

1K Company N/A
 Term N/A Mos. or N/A Miles
 1L Company N/A
 Term N/A Mos. or N/A Miles
 1M Company N/A
 Term N/A Mos. or N/A Miles
 1N Company N/A
 Term N/A Mos. or N/A Miles
 1O Company N/A
 Term N/A Mos. or N/A Miles
 Buyer X N/A

SELLER ASSISTED LOAN
 BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A
 Amount \$ N/A Finance Charge \$ N/A
 Total \$ N/A Payable in N/A
 installments of \$ N/A \$ N/A
 from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE
 If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable:
N/A

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on _____ is unable to assist _____

Buyer _____
 Co-Buyer _____

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it.

Buyer Sign _____
 Co-Buyer Sign _____

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A, Year N/A SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
 FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER _____ UNDERSTANDS THESE PUBLIC LIABILITY LIMITS.
 S/S: X _____ X _____

Payoff Agreement: Seller relied on information from you and/or the holder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the Prior Credit or Lease Balance. Seller agrees to pay the payoff amount shown in 6B to the holder or lessor of the trade-in vehicle, or its assignee, if the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund _____ any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or amount due from the Seller.

Buyer Signature X _____
 Co-Buyer Signature _____

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles.

\$ 17,004.00(7)

SELLER ASSISTED LOAN
 BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A
 Amount \$ N/A Finance Charge \$ N/A
 Total \$ N/A Payable in N/A
 installments of \$ N/A \$ N/A
 from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE
 If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable:
N/A

1L Company N/A
 Term N/A Mos. or N/A Miles
 1M Company N/A
 Term N/A Mos. or N/A Miles
 1N Company N/A
 Term N/A Mos. or N/A Miles
 1O Company N/A
 Term N/A Mos. or N/A Miles
 Buyer X N/A

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the _____ Seller is unable to assign _____
 X _____ X _____
 Buyer Co-Buyer

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs _____
 Co-Buyer Signs _____

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A Year N/A SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED IF YOU DO NOT HAVE FULL COVERAGE. SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
 FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE, CONSULT YOUR INSURANCE AGENT.
 I UNDERSTAND THESE PUBLIC LIABILITY LIMITS. _____
 X _____
 S/S X _____

Payoff Agreement: Seller agrees to pay the payoff amount shown in item 6B of the itemization of Amount Financed as the "Prior Credit or Lease Balance." Seller agrees to pay the payoff amount shown in 6B. If the actual payoff amount is less than the amount shown in 6B, Seller will return the difference to you. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will return the difference to you. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand.

Buyer Signature X _____ Co-Buyer Signature X _____

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing and it is an unfair or deceptive practice.

Buyer Signature X _____ Co-Buyer Signature X _____

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

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
 California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle. _____ the vehicle contract cancellation option agreement.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN _____

Buyer Signature _____ 07/22/11 Co-Buyer Signature _____ 7/22/11
 Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person who is responsible for paying the entire debt. The other owner agrees to the security interest in the vehicle given to us in this contract.
 Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing. Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____ Date _____
 Address _____ Address _____

Seller Signs **SANTA PAULA CHEVROLET** Date 07/22/11 By X ADAM Q Title FIN MGR



A Public Service Agency

C2482

REPORT OF SALE—USED VEHICLE

42423
210

39306623

DATE SOLD (MO./DAY/YR.) 07/15/2011		DATE OPERATED (MO./DAY/YR.) 07/15/2011		DRM/IND	
MAKE CHEVROLET	YEAR MODEL 2008	BODY TYPE 4D.	MOTIVE POWER GAS	NUMBER OF AXLES 2	UNLADEN WEIGHT
VEHICLE IDENTIFICATION NUMBER 1G1ZG57D88F [REDACTED]			M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER		
LAST REGISTERED IN STATE OF			YEAR REGISTERED	LICENSE NUMBER [REDACTED]	COUNTY OF RESIDENCE Ventura
IF REVIVED JUNK OR SALVAGE - DISMANTLER NOTICE OF ACQUISITION NUMBER					

SOLD TO: PRINT TRUE FULL NAME (1) [REDACTED]		ID CARD IN THE ORDER SHOWN BELOW M		DRIVER LICENSE/ID CARD NO. [REDACTED]	
<input type="checkbox"/> AND	[REDACTED]	<input type="checkbox"/> OR	(2) [REDACTED]	MIDDLE	DRIVER LICENSE/ID CARD NO. [REDACTED]
BUSINESS OR RESIDENCE ADDRESS [REDACTED]		APT. NUMBER	CITY VENTURA	STATE CA	ZIP CODE [REDACTED]
MAILING ADDRESS—IF DIFFERENT FROM ABOVE OR LOCATION (FOR TRAILER COACH/VESSEL)		APT. NUMBER	CITY	STATE	ZIP CODE
DEALER'S NAME SANTA PAULA CHEVROLET		BY CHRIS ROMALDO LOPEZ <i>[Signature]</i>			
ADDRESS 101 W. HARVARD BLVD, PO BOX 70		CITY SANTA PAULA			
DEALER'S NUMBER 7162		SALESPERSON'S NUMBER 9649543			
SIGNATURE OF PURCHASER(S) (1) X <i>[Signature]</i>		(2) [REDACTED]			

REMINDERS TO PERSONS PREPARING THIS REPORT

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

Car Finance Capital LLC



VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

This form is not the ownership certificate. It must accompany the titling document or application for a duplicate title.
INSTRUCTIONS ON REVERSE SIDE ALL SIGNATURES MUST BE IN INK PHOTOCOPIES NOT ACCEPTED

Vehicle/Vessel ID

SECTION 1: Vehicle/Vessel Description

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF #	MOTORCYCLE ENGINE #
1G1ZG57B88F [REDACTED]	2008 MALIBU	CHEVROLE	[REDACTED]	

Bill of Sale

SECTION 2: Bill of Sale

I/We SANTA PAULA CHEVROLET (PRINT SELLER'S NAME(S)) sell, transfer, and deliver the above vehicle/vessel to [REDACTED] (PRINT BUYER'S NAME(S)) on 07 15 20 11 for the amount of \$ 16901.00 (SELLING PRICE).
If this was a gift, indicate relationship: N/A (e.g., parents, spouse, friend, etc.) \$ N/A (GIFT VALUE).

Odometer

SECTION 3: Odometer Disclosure Statement (Void if Mileage is Altered or Erased)

Federal and State Law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads 3 7 6 8 2 10 (no tenths) miles, and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

Odometer reading is NOT the actual mileage
 Mileage exceeds the odometer mechanical limits
 Explain odometer discrepancy: _____

Buyer

SECTION 4: Buyer and Seller (MUST print his or her name, date and sign this section.)

I acknowledge the odometer reading and the facts of the transfer. I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

BUYER
 PRINT NAME: [REDACTED] SIGNATURE: [REDACTED] DATE: 07/15/11 DL ID OR DEALER #: [REDACTED]
 PRINT NAME: [REDACTED] SIGNATURE: [REDACTED] DATE: 07/15/11 DL ID OR DEALER #: [REDACTED]
 CITY: VENTURA STATE: CA ZIP: [REDACTED] DAYTIME PHONE #: [REDACTED]

Seller

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

SELLER
 PRINT NAME: CHRIS [REDACTED] SIGNATURE: [REDACTED] DATE: 07/15/11 DL ID OR DEALER #: 7162
 PRINT NAME: SANTA PAULA CHEVROLET SIGNATURE: [REDACTED] DATE: [REDACTED] DL ID OR DEALER #: [REDACTED]
 MAILING ADDRESS: 101 W. HARVARD BLVD. PO BOX 70 SANTA PAULA CA 93061-0070 (805)525-2127

Power of Attorney

SECTION 5: Power of Attorney

I/We [REDACTED] (PRINT NAME(S)) appoint SANTA PAULA CHEVROLET (PRINT NAME(S)) as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.
 Sign [REDACTED] Power of Attorney DATE: 07/15/2011
 Signature required by person appointing attorney [REDACTED] 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 (SEE OUT-OF-COUNTY RESIDENCE)

Sold to Name [Redacted]

P.O. Box or Street Address [Redacted]

City Ventura, Ca. 93004 County Ventura

Make and Cyls Chevrolet Engine No. _____

Date First Sold _____ Yr _____ Body Type 4D COUPE, SEDAN, ETC.

V.I.N. 1G1ZG57B88F [Redacted] Model, Name or Number Malibu

Date First Operated _____ MONTH DAY YEAR

Motive Power Gas

Have engine and serial numbers been checked against the vehicle? YES Dealer's No. 7162

Legal Owner Car Finance Capital

P.O. Box or Street Address P.O. Box 278401

City Sacramento, Ca. 95827-8401 County _____

THIS IS TO CERTIFY that the undersigned dealer

(No.) [Redacted] has on this date delivered to the Department of Motor Vehicles of the State of California Dealer's Report of Sale and Application for Registration No. 7162, covering the above described automobile, and that accordingly Yr. _____ license plates No. _____ have been assigned by the Department of Motor Vehicles for the vehicle described above.

SANTA PAULA CHEVROLET 101 W. HARVARD BLVD. P.O. BOX 70 SANTA PAULA, CA 95066

By [Signature]

Dated at Spauld 7/15 Yr. 11

**CERTIFIED
PRE-OWNED**
CHEVROLET BUICK GMC

CUSTOMER SATISFACTION GUARANTEE

3-Day/150-Mile Certified Pre-Owned vehicle Exchange Policy

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

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

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

Check one of the following

Vehicle (refer to VIN below) is eligible for return under the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy)

- OR -

Vehicle is not eligible for return under the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy). The reason(s) for the vehicle's ineligibility is (are) (please check the appropriate box below - see Exclusions on reverse for additional details):

- Vehicle is a fleet purchase or fleet lease
- Vehicle used for livery, taxi or delivery
- The customer listed below has previously returned a vehicle under the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy)

Trade-in Vehicle - (Original)

Model Year: 2003 Make: TOYOTA Model: CAMRY SOLARA

"Agreed-Upon Trade-in Value" (\$):	1. Actual Purchase/Trade-in Value	<u>3200.00</u>
	2. Less Trade-in Lien	<u>4300.00</u>
	3. "Agreed-Upon Trade-in Value"	<u>-1100.00</u>

I have read the provisions described on the back of this form and understand the provisions of the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy). If applicable, I understand and acknowledge that the CERTIFIED PRE-OWNED vehicle I am purchasing/leasing is not eligible for return under the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy). Furthermore, I understand and acknowledge that if I have previously returned a vehicle under the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy) in the 12 calendar months immediately preceding the date of execution of this agreement, I am not eligible to participate in the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy), notwithstanding my purchase of a CERTIFIED PRE-OWNED vehicle or the Customer Satisfaction Guarantee (3-Day/150-Mile Vehicle Exchange Policy).

Customer Name: [REDACTED] Delivery Date: 07/15/2011

Customer Signature: [REDACTED] Mileage Reading (at delivery) 37682

Make/Model Type: CHEVROLET MALIBU VIN: 1G1ZG57B88F [REDACTED]

Retail Facility: SANTA PAULA CHEVROLET BAC Code: _____

Sales Consultant Signature: [Signature]

White Copy - Customer Yellow Copy - Dealer

CERTIFIED PRE-OWNED CHEVROLET BUICK GMC

Standard Certified Pre-Owned 2-Year or 30,000¹ Mile Maintenance Plan

Customer Acknowledgement Form

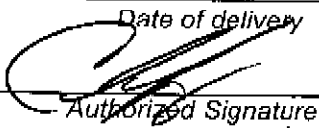
All Certified Pre-Owned Chevrolet, Buick, GMC, Pontiac and Saturn vehicles purchased on or after June 11, 2011 now come with the Standard Certified Pre-Owned 2-Year or 30,000¹ Mile Maintenance plan. It provides peace of mind by covering the following routine maintenance services:

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

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

Fluid top offs are NOT covered.

I understand the Standard Certified Pre-Owned 2-Year or 30,000¹ Mile Maintenance plan services outlined above.

1G1ZG57B88F [REDACTED]	07/15/2011	37682
Vehicle Identification No.	Date of delivery	Mileage at delivery
SANTA PAULA CHEVROLET SANTA PAULA CA		07/15/2011
Dealer Name, City, State	Authorized Signature	Date
[REDACTED]	[REDACTED]	07/15/2011
Customer Name	Signature	Date

¹Whichever comes first. See dealer for details.

²Based on your Oil Life Monitor system or as otherwise indicated in the owner's manual

³A comprehensive vehicle inspection, performed by a qualified dealership that evaluates multiple "points" on a particular vehicle such as: the engine, transmission, safety equipment, and tires.



PO Box 57053
Irvine, CA 92619-7053

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



VENTURA, CA [Redacted]

Payment History

Transaction Date	Transaction	Code	Principal	Interest	Fees	Loan Balance	Payoff Amount
8/1/2011	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	46L	\$ 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

[REDACTED]
Ventura, Ca [REDACTED]

Re: Payoff Statement for Account Number: [REDACTED]

Dear [REDACTED]

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

"This is an attempt to collect a debt. Any information will be used for that purpose. If you dispute the validity of this debt you have 30 days to notify us of such"


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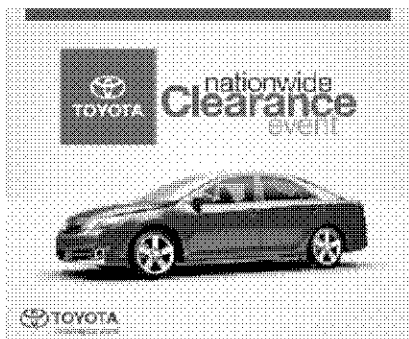
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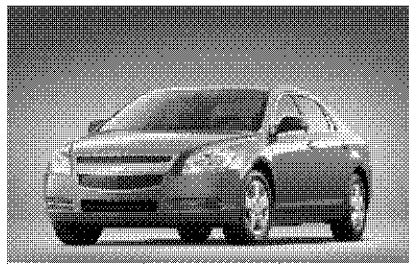


TOYOTA
 nationwide clearance event

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2008 Chevrolet Malibu Sedan - What Your Car is Worth



Photos
Videos
360

27709 | UPDATE: Pricing for Durham, NC

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

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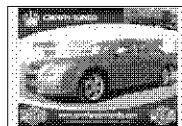
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\$199* PER MONTH 24 MONTHS
 \$2,899 DUE AT SIGNING WITH APPROVED CREDIT

TOYOTA
 FIND YOURS

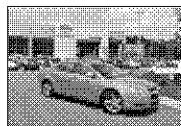
For Sale in Your Area



Price: \$13,998
 2008 Chevrolet Malibu LS



Price: \$16,961
 2011 Chevrolet Malibu LT2

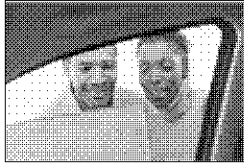


Price: \$12,995
 2009 Chevrolet Malibu LT2



Price: \$19,995
 2011 Chevrolet Malibu LT1

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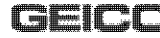
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VIA FAX ONLY

August 30, 2012

Howard Silver, Esq.
Law Offices of Howard D. Silver
513 Water Oak Lane, No. A
Oak Park, CA 91377

RE: [REDACTED]
Service Request: 71-1087364661
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZG57B83F [REDACTED]
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 \$ 1,229.30)
Total down payment	\$ 2,500.00
License/Title/Registration	\$ 316.00
Subtotal:	\$ 7,361.53
Less Usage/Depreciation (based at 2,822 miles)	- \$ 484.67
Less Negative Equity	- \$ 1,100.00
Less Theft Deterrent Device	- \$ 695.00
Subtotal:	\$ 5,081.86
Attorney's Fees	\$ 3,500.00
Subtotal:	\$ 8,581.86
* 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

CURRENT VEHICLE MILEAGE: 63713

[Redacted signature area]

Client's Signature

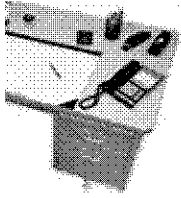
Client's Signature

8/31/2012

8/31/12

Date

Date



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

To: Howard Silver <hsilver283@aol.com>@SITEWCWEB
cc
bcc
Subject: Re: [REDACTED] 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 <hsilver283@aol.com> 09/06/2012 11:05:47 PM



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

To: "patricia_garcia@gmexpert.com"
<patricia_garcia@gmexpert.com>
cc: [REDACTED]vald49@gmail.com>
Subject: Re: [REDACTED] Service Request -
71-1087364661

Patricia,

On the [REDACTED] 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
>
> 09/04/2012 01:16 PM hsilver283@aol.com@SITEWCWEB
>
> To cc
> Subject
> Re: [REDACTED] Service
> Request - 71-1087364661 (Document
> link: Patricia Garcia)

> Dear Mr. Silver:
> I apologize for the confusion. I am in receipt of the executed 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
> m
> 09/04/2012 12:18 PM patricia_garcia@gmexpert.com
> To cc
> Subject
> Re: [REDACTED] Service
> Request - 71-1087364661

> 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: [REDACTED] Service Request - 71-1087364661

>

>

>

> 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

>

>

08/30/2012 12:55
PM

hsilver283@aol.com@SITEWCWEB

To

>

>

cc

>

>

Re: [REDACTED] Subject
Request - 71-1087364661 (Document Service
link: Patricia Garcia)

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>

> Dear Mr. Silver:

>

> General Motors will not agree to reimburse for the theft deterrent 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 reimburses 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

> 08/28/2012 06:39 PM
> To: patricia_garcia@gmexpert.com
> cc: vald49@gmail.com
> Subject: Re: [REDACTED] Service
Request - 71-1087364661

> Patricia,
>
> I sent you proof of DMV fees just paid (\$316.00). Please add to offer. I
am
> 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: [REDACTED] 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.com
> m

> 08/23/2012 03:40 PM

patricia_garcia@gmexpert.com

To

cc

Re: [REDACTED] 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

> Subject: Re: [REDACTED]; Service Request - 71-1087364661

> RE: Customer Last Name: [REDACTED]

> 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

> 08/09/2012 11:03
> AM

patricia_garcia@gmexpert.com

To

cc

Re: [REDACTED] Subject
Request - 71-1087364661 Service

> 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

> Subject: Re: [REDACTED] Service Request - 71-1087364661

> 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

> 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

>

> 07/23/2012 11:55

> AM

>

>

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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>

To

patricia_garcia@gmexpert.com

cc

Subject

Service

Request - 71-1087364661



hsilver283@aol.com
09/11/2012 04:52 PM

To patricia_garcia@gmexpert.com
cc
bcc
Subject Re: [REDACTED] 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: [REDACTED] 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.com>

09/06/2012 11:05
PM

To
"patricia_garcia@gmexpert.com"
<patricia_garcia@gmexpert.com>

cc
[REDACTED]

Subject
Re: [REDACTED] Service
Request - 71-1087364661

> I apologize for the confusion. I am in receipt of the executed 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

> m

To

> 09/04/2012 12:18 patricia_garcia@gmexpert.com

> PM cc

Subject

Re: [REDACTED] 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: [REDACTED] 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.com
> m
>
> To
> 08/31/2012 03:34 PM patricia_garcia@gmexpert.com
> cc
>
> Subject
> Re: [REDACTED] 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
> Subject: Fw: [REDACTED] Service Request - 71-1087364661

>
>
> 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 PM
> hsilver283@aol.com@SITELCWEB
> cc

>
> Subject
> Re: [REDACTED] Service
> Request - 71-1087364661(Document
> link: Patricia Garcia)

>
> Dear Mr. Silver:
>
> General Motors will not agree to reimburse for the theft deterrent
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 reimburses 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
>
> To
> 08/28/2012 06:39 patricia_garcia@gmexpert.com
> PM [REDACTED] cc
>
> Subject
> Re: [REDACTED] 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
am
> 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>](mailto:patricia_garcia@gmexpert.com)
> To: [hsilver283 <hsilver283@aol.com>](mailto:hsilver283@aol.com)

> Sent: Fri, Aug 24, 2012 7:48 am

> Subject: Re: [REDACTED] 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
> m
>
> To
> 08/23/2012 03:40 patricia_garcia@gmexpert.com
> PM [REDACTED] cc
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>

>
> Subject
> Re: [REDACTED] 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: [REDACTED] Service Request - 71-1087364661
>
>

> RE: Customer Last Name: [REDACTED]

> 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
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> hsilver283@aol.com
> m

> To
> 08/09/2012 11:03 patricia_garcia@gmexpert.com
> AM cc

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Subject
[REDACTED] 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

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	'YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2008	2008	DX	2011	120	11	[REDACTED]
BODY TYPE MODEL	MP	MO					VEHICLE ID NUMBER
4D	G	TU					1G1ZG57B88F [REDACTED]
TYPE VEHICLE USE		DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC		STICKER ISSUED
AUTOMOBILE		07/19/12	56	07/19/12	8		[REDACTED]

PR EXP DATE: 03/08/2012

REGISTERED OWNER

AMOUNT PAID
\$ 316.00

AMOUNT DUE	AMOUNT RECVD
\$ 316.00	CASH :
	CHCK : 316.00
	CRDT :

VENTURA
CA

LIENHOLDER

CAR FIN CAPITAL
PO BX 278401

SACRAMENTO
CA

95827

H05 560 28 0031600 0025 CS H05 071912 11 6RJM233 231

RELEASE OF CLAIM

1. We, [REDACTED] hereinafter referred to as "Releasor(s)", as buyers(s) of a certain 2008 Chevrolet Malibu, bearing Vehicle Identification Number 1G1ZG57B88F [REDACTED] (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 [REDACTED] 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 TERMS OF THIS RELEASE THE
UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 10 DAY OF
September, 20 12.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 64187

DATE SIGNED: 9-10-12

WITNESS: 

Initial 

[Redacted]

Claimant's Signature

Claimant's Signature

[Redacted]

Address

Address

Ventura CA

Ventura CA

City, State, Zip Code

City, State, Zip Code

STATE OF

California

COUNTY OF

Ventura

Sworn to (or affirmed) and subscribed before me this 20 12 by Elda M. Valdivia and Isidro Valdivia.

8th day of September

Samuel Mora

Signature of Notary Public

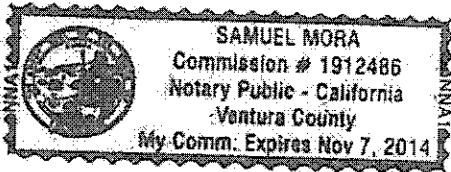
Samuel Mora

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification X

Type of identification California Driver License

My commission expires: Nov. 07, 2014



Initial

[Redacted]

Request for Taxpayer Identification Number and Certification

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

Print or type See Specific Instructions on page 2.	Name (as shown on your income tax return) Howard D. Silver	
	Business name/disregarded entity name, if different from above Law Offices Of Howard D. Silver	
	Check appropriate box for federal tax classification: <input checked="" type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ <input type="checkbox"/> Other (see instructions) ▶ _____	
	<input type="checkbox"/> Exempt payee	
	Address (number, street, and apt. or suite no.) 638 Lindero Canyon Road, Suite 421	
City, state, and ZIP code Oak Park, CA 91377		
List account number(s) here (optional)		
Requester's name and address (optional)		

Part I Taxpayer Identification Number (TIN)

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

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



Employer identification number									

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here	Signature of U.S. person ▶	<i>Howard Silver</i>	Date ▶	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.



Case Number: 195216
Originator Name: Elizabeth Rudinsky Elizabeth_Rudinsky@gmexper.com
Created Date: 09/14/2012

Vehicle Info
VIN: 1G1ZG57B88F
Year: 2008
MSRP: 20170.0
Make: Chevrolet
*TAC #: 71-9924115512
Model: Malibu
Vehicle Comments & TAC Explanation: N/A

Original Purchase Date: 07/22/2011
* Repurchase Mileage: 64187
Vehicle Owner(s) * Original Purchase Condition: Used

Entity Type: Joint Owners
* Names(s) on Title:
* Primary Owner:
* Address:
* City: Ventura
* State: CA
* ZIP Code:
* Day Phone:
* Home Phone:
* Cell Phone:
* E-mail:
* Title State: CA
* Secondary Owner: Isidro Valdivia
* Fax Phone:

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

UCC Codes: (D3111) HVAC - General - Odor / Smel / Fumes
(D3509) HVAC - A/C Evaporator - Odor / Smell / Fumes
(D2005) HVAC - Air Vents & Ducts - Inoperative

Repurchasing Dealer:
* Dealer #: 114567 Dealer Name: SANTA PAULA CHEVROLET INC
Region: 1C 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: -

Customer's Attorney
Legal Case Ref. #:
Firm Name: Law Offices of Howard D. ...
Address: 6381 Inferno Canyon Road
City: Oak Park
Phone: 818-597-2610
Tax Id: 385580368
Contact: Howard D. Silver, Esq.
State: CA
Fax: 818-879-0862
Tax Id Type: Fed ID
1099: Y
Zip Code: 91377
E-mail:

Local Counsel
Firm Name:
Address:
City:
Phone:
Contact Person:
State:
Fax:
Zip Code:
E-mail:



Case Number: 195216
 Originator Name: Elizabeth Rozinsky Elizabeth_Rozinsky@gmexper.com
 Created Date: 09/14/2012

Vehicle Lien Holder

Type of Secured Interest: Standard Lien	* Company: CAR FIN CAPITAL	Account #: [REDACTED]
Payoff Amount: 15654.72	Per Diem: 6.57	Payoff Date: 2012-10-11
Contact or Attention: Payoff Department	Address: 2075 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: Auction	Trans. State: CA
* Trans. Type: Straight	Trans. 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 Type	Payee	Payee Line 2	Amount
Joint Customer/Attorney Repurchase	Elda or Isidro Valdivia	Law Offices of Howard D Silver	2581.86
Lien Payoff	CAR FIN CAPITAL		15654.72



Case Number: 195216
 Originator Name: Elizabeth Rozinsky Elizabeth_Rozinsky@gmexpert.com
 Created Date: 09/14/2012

Vehicle Info

*VIN: 1G1ZG57B88F [REDACTED] MSRP: 20170.0 *TAC #: 71-992415542
 Year: 2008 Make: Chevrolet Model: Malibu
 Vehicle Comments & TAC Explanation:
 N/A

Original Purchase Date: 07/22/2011 * Repurchase Mileage: 64187
 * Original Purchase Condition: Used

Vehicle Owner(s)

Entity Type: Joint Owners
 * Names(s) on Title: [REDACTED] * Title State: CA
 * Primary Owner: [REDACTED] * Secondary Owner: Isidro Valdivia
 * Address: [REDACTED]
 * City: Ventura * State: CA * ZIP Code: [REDACTED]
 * Day Phone: [REDACTED] * Home Phone: * Cell Phone:
 * E-mail: [REDACTED] * 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
 (D0509) HVAC - A/C Evaporator - Odor / Smell / Fumes
 (D2005) HVAC - Air Vents & Ducts - Inoperative

Repurchasing Dealer:

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

Customer's Attorney

Legal Case Ref. #: Tax Id: 385580368 Tax Id Type: Fed ID
 Firm Name: Law Offices of Howard D. ... Contact: Howard D. Silver, Esq. 1099: Y
 Address: 638 Lindero Canyon Road.. State: CA Zip Code: 91377
 City: Oak Park Fax: 818-879-0862 E-mail:
 Phone: 818-597-2610

Local Counsel

Firm Name: Contact Person:
 Address: State: Zip Code:
 City: Fax: E-mail:
 Phone:



Case Number: 195216
 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 #: [REDACTED]
Payoff Amount: 15654.72	Per Diem: 6.57	Payoff Date: 2012-10-11
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: Auction	Trans. State: CA
* Trans. Type: Straight	Trans. 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

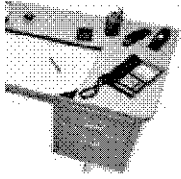
Replacement VIN:

Disposition:

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

Disbursement(s)

Payment Type	Payee	Payee Line 2	Amount
Joint Customer/Attorney Repurchase	Elda or Isidro Valdivia	Law Offices of Howard D Silver	8581.86
Lien Payoff	CAR FIN CAPITAL		15654.72



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

To paul.byrne@chevrolet.com@SITEWCWEB
cc
bcc
Subject AVM Resolution Email - 71-1087364661, [REDACTED] 9/21/12

RE: [REDACTED]
Service Request: 71-1087364661
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZG57B88F [REDACTED]
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 [REDACTED]. The customer's vehicle is a 2008 Chevrolet Malibu with 64,187 miles. The VIN is 1G1ZG57B88F [REDACTED].

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, [REDACTED]

"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, [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-1087364661
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZG57B88F [REDACTED]
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 [REDACTED]. The customer's vehicle is a 2008 Chevrolet Malibu with 58,730 miles. The VIN is 1G1ZG57B88F [REDACTED]. 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

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: [REDACTED] 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: [REDACTED] 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
cc

Subject
Re: [REDACTED] 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: [REDACTED] 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_garcia@gmexpert.com"

09/06/2012 11:05

<patricia_garcia@gmexpert.com>

PM

cc

Subject

Re: [REDACTED] Service

Request - 71-1087364661

Patricia,

On the [REDACTED] 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
> PM cc
>
> Subject
> Re: [REDACTED] 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 executed 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

> m

> To

> 09/04/2012 12:18 patricia_garcia@gmexpert.com

> PM cc

> Subject

> Re: [REDACTED] 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: [REDACTED] 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](mailto:hsilver283@aol.com)

> m

>

> 08/31/2012 03:34

> PM

To

> patricia_garcia@gmexpert.com

>

cc

>

>

Subject

>

Re: [REDACTED] Service

>

Request - 71-1087364661

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>

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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

> Subject: Fw: [REDACTED] Service Request - 71-1087364661

>

>

>

> 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,

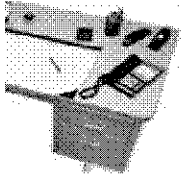
>

> General Motors

> ----- Forwarded by Patricia Garcia/Austin/GM1 on 08/30/2012 04:34 PM

> Patricia,
>
> 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, [REDACTED]

RE: Customer Last Name: [REDACTED]

Service Request: 71-1087364661

2008 Chevrolet Malibu

Vehicle Identification Number: 1G1ZG57B88F [REDACTED]

Customer Relationship Specialist: Patricia Garcia

Telephone: (866) 790-5700 x 41262

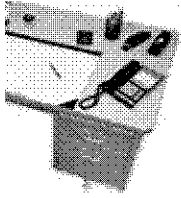
Dear Mr. Romero:

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@SITEWCWEB
cc
bcc
Subject: Re: [REDACTED] 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: [REDACTED] 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: [REDACTED] 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
cc

Subject
Re: [REDACTED] 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: [REDACTED] 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.com>
om>
09/06/2012 11:05 PM
To
"patricia_garcia@gmexpert.com"
<patricia_garcia@gmexpert.com>
cc
[REDACTED]
Subject
Re: [REDACTED] Service
Request - 71-1087364661

Patricia,

On the [REDACTED] 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

> PM cc

>
> Subject

> Re: [REDACTED] 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 executed 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

> m

> To
> 09/04/2012 12:18 patricia_garcia@gmexpert.com

> PM cc

>
> Subject

> Re: [REDACTED] 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, Sep 4, 2012 6:13 am
> Subject: Re: [REDACTED] 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.com
> m
> To
> 08/31/2012 03:34 patricia_garcia@gmexpert.com
> PM cc
>
> Subject
> Re: [REDACTED] 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: [REDACTED] Service Request - 71-1087364661
>
>
>
> 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 PM
> hsilver283@aol.com@SITEWCWEB
> cc
>
> Subject
> Re: [REDACTED] 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 deterrent

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 reimburses 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.com
> m
> To
> 08/28/2012 06:39 PM patricia_garcia@gmexpert.com
> cc
> [REDACTED]
> Subject
> Re: [REDACTED] Service
> Request - 71-1087364661

> Patricia,
>
> I sent you proof of DMV fees just paid (\$316.00). Please add to offer. I
am
> 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>](mailto:patricia_garcia@gmexpert.com)
> To: [hsilver283 <hsilver283@aol.com>](mailto:hsilver283@aol.com)
> Sent: Fri, Aug 24, 2012 7:48 am
> Subject: Re: [REDACTED] 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.com
> m

> To
> 08/23/2012 03:40 patricia_garcia@gmexpert.com
> PM cc

> Subject
> Re: [REDACTED] 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>](mailto:patricia_garcia@gmexpert.com)

> To: [hsilver283 <hsilver283@aol.com>](mailto:hsilver283@aol.com)

> Sent: Fri, Aug 10, 2012 12:39 pm

> Subject: Re: [REDACTED] Service Request - 71-1087364661

> RE: Customer Last Name: [REDACTED]

> 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.com
> m

> To
> 08/09/2012 11:03 AM patricia_garcia@gmexpert.com
> cc

> Subject
> Re: [REDACTED] 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
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>](mailto:patricia_garcia@gmexpert.com)
> To: [hsilver283 <hsilver283@aol.com>](mailto:hsilver283@aol.com)
> Sent: Mon, Aug 6, 2012 10:09 am
> Subject: Re: [REDACTED] Service Request - 71-1087364661

> 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
- > 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

>
> To
> 07/23/2012 11:55 AM patricia_garcia@gmexpert.com
> cc

>
> Subject
> [REDACTED] 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>

(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: [REDACTED] Service Request -
71-1087364661

Patricia,

As you know the [REDACTED] vehicle is being turned in on Monday. However, my client called 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: [REDACTED] 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

PM

To

patricia_garcia@gmexpert.com

cc

vald49@gmail.com

Subject

Re: [REDACTED] 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>](mailto:hsilver283@aol.com)

Sent: Fri, Sep 14, 2012 8:18 am

Subject: Re: [REDACTED] 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.com

m

09/11/2012 04:52
PM

To

patricia_garcia@gmexpert.com

cc

Subject

Re: [REDACTED] 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: [REDACTED] 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_garcia@gmexpert.com"

09/06/2012 11:05

<patricia_garcia@gmexpert.com>

PM

cc

Subject

Re: [REDACTED] Service

Request - 71-1087364661

Patricia,

On the [REDACTED] 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
> PM cc

>
> Subject
>
> Re: [REDACTED] 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 executed 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

> m

>
> To
> 09/04/2012 12:18 patricia_garcia@gmexpert.com
> PM cc

>
> Subject
> Re: [REDACTED]; 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, Sep 4, 2012 6:13 am
> Subject: Re: [REDACTED] 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.com
> m
>
> To
> 08/31/2012 03:34 patricia_garcia@gmexpert.com
> PM cc

>
> Subject
> Re: [REDACTED] 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: [REDACTED] Service Request - 71-1087364661

>
>
> 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 PM hsilver283@aol.com@SITELCWEB
> cc

>
> Subject
> Re: [REDACTED] 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 deterrent 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 reimburses 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.com
> m
>
> To
> 08/28/2012 06:39 PM patricia_garcia@gmexpert.com
> cc

>
> Subject
> Re: [REDACTED] Service

> Request - 71-1087364661

> Patricia,

> I sent you proof of DMV fees just paid (\$316.00). Please add to offer. I am

> 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: [REDACTED] 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](mailto:hsilver283@aol.com)

> m

> 08/23/2012 03:40

> PM

> To

> patricia_garcia@gmexpert.com

> cc

> Subject

> Re: [REDACTED] 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
> Subject: Re: [REDACTED] Service Request - 71-1087364661
>
>
> RE: Customer Last Name: [REDACTED]
> 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
>
> To
> 08/09/2012 11:03 patricia_garcia@gmexpert.com
> AM cc
>
>
> Subject
> Re: [REDACTED] 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
> Subject: Re: [REDACTED] Service Request - 71-1087364661
>
>
>
>
> 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
> 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
> To
> 07/23/2012 11:55 patricia_garcia@gmexpert.com
> AM cc
>
> Subject
> [REDACTED] 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)



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

To patricia_garcia@gmexpert.com
cc gregory.garguilo@gm.com
bcc
Subject [REDACTED] Settlement

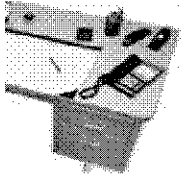
History:  This message has been replied to.

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>@SITEWCWEB
cc
bcc
Subject: Re: [REDACTED] 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 tracking 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: [REDACTED] 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



Ship Track Manage Learn FedEx Office®

Support Locations English Search fedex.com



Detailed Results

Printer-Friendly Get Link Help

Enter tracking number

Detailed Results Notifications

Tracking no.: 535391192472 Select time format: **12H** | 24H [E-mail notifications](#)

Delivered

Initiated Picked up In transit **Delivered**

Delivered
Signed for by: S.EVANS

Shipment Dates	Destination
Ship date ☺ Oct 4, 2012	Oak Park, CA
Delivery date ☺ Oct 5, 2012 10:21 AM	Signature Proof of Delivery ☺

Shipment Options [Help](#)

Hold at FedEx Location
Hold at FedEx Location service is not available for this shipment.

Shipment Facts [Help](#)

Service type	Priority Envelope	Delivered to	Receptionist/Front Desk
Weight	0.5 lbs./2 kg	Reference	ADHC195216PATT195216

Shipment Travel History [Help](#)

Select time zone: Local Scan Time

All shipment travel activity is displayed in local time for the location

Date/Time	Activity	Location	Details
Oct 5, 2012 10:21 AM	Delivered	Oak Park, CA	
Oct 5, 2012 9:00 AM	On FedEx vehicle for delivery	CANOGA PARK, CA	
Oct 5, 2012 8:07 AM	At local FedEx facility	CANOGA PARK, CA	
Oct 4, 2012 11:02 PM	Arrived at FedEx location	MEMPHIS, TN	
Oct 4, 2012 8:01 PM	Left FedEx origin facility	FREELAND, MI	
Oct 4, 2012 5:36 PM	Picked up	FREELAND, MI	
Oct 4, 2012 4:33 PM	Shipment information sent to FedEx		



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Detailed Results

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Enter tracking number

Detailed Results		Notifications	
Tracking no.: 535391193023		Select time format: 12H 24H	
Delivered		E-mail notifications	
Signed for by: O.COOPER			
Shipment Dates		Destination	
Ship date ☺ Oct 8, 2012		Irving, TX	
Delivery date ☺ Oct 9, 2012 8:42 AM		Signature Proof of Delivery ☺	
Shipment Options Help			
Hold at FedEx Location Hold at FedEx Location service is not available for this shipment.			
Shipment Facts Help			
Service type	Priority Envelope	Delivered to	Mailroom
Weight	0.5 lbs./2 kg	Reference	LIEN195216LIEN195216
Shipment Travel History Help			
Select time zone: <input type="text" value="Local Scan Time"/>			
All shipment travel activity is displayed in local time for the location			
Date/Time	Activity	Location	Details
Oct 9, 2012 8:42 AM	Delivered	Irving, TX	
Oct 9, 2012 7:51 AM	On FedEx vehicle for delivery	IRVING, TX	
Oct 9, 2012 6:37 AM	At local FedEx facility	IRVING, TX	
Oct 9, 2012 3:56 AM	At destination sort facility	DALLAS, TX	
Oct 9, 2012 2:43 AM	Departed FedEx location	MEMPHIS, TN	
Oct 8, 2012 10:54 PM	Arrived at FedEx location	MEMPHIS, TN	
Oct 8, 2012 8:01 PM	Left FedEx origin facility	FREELAND, MI	
Oct 8, 2012 5:24 PM	Picked up	FREELAND, MI	
Oct 8, 2012 8:20 AM	Shipment information sent to FedEx		

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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, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Baton Rouge	State: LA	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone:
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Malibu	Year: 2010	Current mileage: 31000
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Gerry Lane Chevrolet, Baton Rouge, LA			
Primary Servicing dealer/city/state: GERRY LANE CHEVROLET,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 08/01/10		Mileage at purchase/lease:	
First repair attempt date:		First repair attempt mileage:	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

The customer would like the manufacturer to replace the vehicle with one that functions properly, a vehicle that doesn't have any defects. The customer also stated she afraid to drive this vehicle, she' concerned about her safety. The customer also mentioned that they no longer want this vehicle it's defective and a road hazard.
Chevrolet service request : 71-1105657442

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER _____
Lienholder/Leasing Company _____ Phone Number _____
Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

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

Total days out of service for all problems: _____

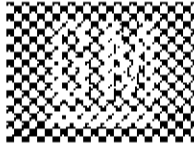
Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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

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

**BBB AUTO LINE
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: [REDACTED]
Service Request: 71-1109820303
Veh: 2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZE5E78A4 [REDACTED]

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*).

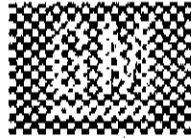
Please fax them to the number below. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate. If any Social Security Numbers are present, please black out.

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**



VIA FAX ONLY

From JK
To Brandy

September 24, 2012

Attn: J.K. Khamiss
Dealer: Gerry Lane Enterprises, Inc.
Location: Baton Rouge, LA

RE: Customer: [REDACTED]
Service Request: 71-1109820903
Veh: 2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZE5E78A4 [REDACTED]

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

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

TERRY P LEWIS
 GISELE B LEWIS
 CUSTOMER NAME: _____
 VIN: G / 1 / Z / E / 5 / E / 7 / 8 / A / A _____

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
GM REBATE	\$2000.00	CSR
GM BONUS CASH	\$1000.00	AZT
	\$ N/A	
	\$ N/A	
	\$ N/A	
Total Incentive Amount Received	\$3000.00	

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

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

Vehicle Incentive Acknowledgment. I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 02-12-10. I acknowledge receipt of incentive (s) as described in Item 1 and release GM from any future claim or obligation for incentive (s) on this unit. *Terry P. Lewis*

Purchaser/Lessee Signature: _____ Date: 02-12-10
 Authorized Dealer Signature: *[Signature]* Date: 02-12-10
 Dealership Name: GERRY LANE CHEVROLET Dealer Code: 24447

OnStar Acknowledgement

Is vehicle equipped with OnStar? Yes No

OnStar Terms and Conditions Acknowledgement
 I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided. Copies are available in the vehicle glove box, from the dealer, at www.onstar.com, or by contacting OnStar as described below.

OnStar Stolen Vehicle Slowdown Capability (Model Year 2009 or Newer)
 My OnStar-equipped vehicle may have Stolen Vehicle Slowdown capability that enables OnStar to slow down my stolen vehicle remotely to assist authorities in its recovery.

I understand I must press the blue OnStar button and request the OnStar advisor to disable this capability if I don't want the Stolen Vehicle Slowdown capability on my vehicle. This capability can only be re-enabled at a GM dealership at my expense.

Cancellation of All OnStar Services:
 I understand that to cancel all OnStar services in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that all OnStar services be cancelled.

Purchaser/Lessee Signature: _____ Date: 02-12-10

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: *[Signature]* Date: 02-12-10
 Dealership Name: GERRY LANE CHEVROLET Dealer Code: 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

VIN Incentive Look-Up: Results - Consumer Cash

Eligible Incentive Programs for VIN 1G1ZE5E78A4 [REDACTED] dated 01/02/2010

Vehicle Details
 Vehicle Description: 2010 Chevrolet Malibu LTZ Sedan
 MAKE: GM
 Inventory Status: New
 Delivery Type: 010 Individual
 Delivery Code: 24447
 Delivery Type: 070

Delivery Destination
 Region: SOUTH CENTRAL
 State: LOUISIANA
 DMA: BATON ROUGE, LA
 Postal Code: 70817
 County: EAST BATON ROUGE

Report Generated On: 02/12/2010 15:54:00 EST

Program Name	Start Date	End Date	Option Condition	Program #	Cash	Incentive Code
<input checked="" type="checkbox"/> GM SOUTH CENTRAL REGION 2010 RETAIL CONSUMER CASH/APR/DEALER CASH INCENTIVES	02/10/2010	03/01/2010		10-32A-0	2000	GSR
<input checked="" type="checkbox"/> GM BONUS CASH PROGRAM	02/10/2010	03/01/2010		10-40AO-1	1000	AZT
<input type="checkbox"/> PONTIAC & SATURN OWNER LOYALTY LEASE PROGRAM	02/10/2010	03/31/2010		10-40CAC-1	500	ABM
<input type="checkbox"/> PONTIAC & SATURN OWNER PURCHASE PROGRAM	02/10/2010	03/31/2010		10-40CAI-1	1000	ADN
<input type="checkbox"/> GM/GMAC 2010 FEBRUARY FULL AHEAD PROGRAM	02/01/2010	03/01/2010		10-02-1		222
<input type="checkbox"/> 2010 MODEL YEAR GM CUSTOMER ASSISTANCE CENTER GOODWILL CERTIFICATE PROGRAM	10/02/2009	09/30/2010		10-03-1		LCR
<input type="checkbox"/> 2010 MODEL YEAR GM COLLEGE DISCOUNT PROGRAM	01/18/2010	09/30/2010		10-04-3		GLG
<input type="checkbox"/> 2010 MODEL YEAR GM CARD (BLUE/GOLD) PROGRAM	10/02/2009	09/30/2010		10-05-1		UDE
<input type="checkbox"/> 2010 MODEL YEAR GM CARDS WITH REDEMPTION LIMITS COPPER/ PLATINUM AND FLEXIBLE EARNINGS PROGRAMS	10/02/2009	09/30/2010		10-05A-1		UDP
<input type="checkbox"/> 2010 MODEL YEAR GM BUSINESS CARD PROGRAM	10/02/2009	09/30/2010		10-05B-1		UDB
<input type="checkbox"/> 2010 MODEL YEAR GM EXTENDED FAMILY CARD PROGRAM	10/02/2009	09/30/2010		10-05C-1		UDF
<input type="checkbox"/> 2010 MODEL YEAR GM MOBILITY ADAPTIVE EQUIPMENT PROGRAM	10/02/2009	09/30/2010		10-07-1		MOB/MDC
<input type="checkbox"/> 2010 MODEL YEAR GM DRIVER EDUCATION PURCHASE/LEASE PROGRAM	10/02/2009	09/30/2010		10-08-1	750	U4C
<input type="checkbox"/> 2010 MODEL YEAR GM CREDIT UNION MEMBER DISCOUNT PROGRAM	01/18/2010	09/30/2010		10-11-4		GN
<input type="checkbox"/> 2010 GM CUSTOMER APPRECIATION CERTIFICATE PROGRAM	10/01/2009	09/30/2010		10-14	500	VHC
<input type="checkbox"/> 2010 MODEL YEAR GM MILITARY DISCOUNT PROGRAM	01/18/2010	09/30/2010		10-16-3		GMM
<input type="checkbox"/> 2010 MODEL YEAR GM RETIREE VOUCHER PROGRAM	10/02/2009	09/30/2010		10-18-1		HRC
<input type="checkbox"/> TOYOTA LEXUS LEASEHOLDER PRIVATE OFFER PROGRAM	01/27/2010	03/01/2010		10-40CAA		AZQ
<input type="checkbox"/> GM CONQUEST PRIVATE OFFER PROGRAM	01/27/2010	03/01/2010		10-40CAB	1000	AZR
<input type="checkbox"/> FREE AGENT DIRECT MAIL LEASE PRIVATE OFFER	02/02/2010	05/31/2010		10-40CAE	500	AZX
<input type="checkbox"/> FREE AGENT DIRECT MAIL PURCHASE PRIVATE OFFER	02/02/2010	05/31/2010		10-40CAH	1000	ARC
<input type="checkbox"/> CHEVROLET SILVERADO/GMC SIERRA GM1800 HYBRID OWNER LOYALTY/TRADE-IN ASSISTANCE PROGRAM	01/05/2010	03/31/2010		10-40CB-3	5000	WLI
<input type="checkbox"/> GM NATIONAL COMMUNITY ACTION FOUNDATION (NCAAF) PRIVATE OFFER	10/30/2009	10/30/2010		10-40CC	500	VWG
<input type="checkbox"/> UNITED SERVICES AUTOMOBILE ASSOCIATION (USAA) \$500 PRIVATE OFFER	01/16/2010	12/31/2010		10-40CS-1	750	WMC
<input type="checkbox"/> UNITED SERVICES AUTOMOBILE ASSOCIATION (USAA) \$1000 PRIVATE OFFER	01/16/2010	12/31/2010		10-40CT-1	1000	WWD
<input type="checkbox"/> CHASE ULTIMATE REWARDS PRIVATE OFFER PROGRAM	01/05/2010	06/30/2010		10-40CV	500	AZF
<input type="checkbox"/> GM SELECT BUSINESS/TRADE ASSOCIATION PRIVATE OFFER	01/05/2010	09/30/2010		10-40CX	500	KPK

Total Cash: **3000**

Programs listed and with this print indicate a VIN Exception Condition - You must refer to program for specific eligibility/compatibility guidelines. Dealer responsible for determining cash for each eligible VIN - each program.

2010 MALIBU LTZ			GENERAL MOTORS COMPANY
98U WHITE DIAMOND TRICOAT	/V6C		RENAISSANCE CENTER
342 COCOA/CASHMERE			DETROIT MI 48243-1114
ORDER NO. NNDVXK/TRE	STOCK NO.		VEHICLE INVOICE 1AD38079249
VIN 1G1ZE5E78A4			*****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
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	PRC EFF 09/11/09
PDQ H5V6 ENGINE PACKAGE:	1595.00	1403.60	KEYS XXXXX XXXXX
*3.6L V6 DOHC ENGINE			WFP-F QTR OPT-1
(REPLACES STD/OPT ENGINE)			BANK: GMAC - 084
*DUAL CHROME EXHAUST TIPS			CHG-TO 24-447
*HYDRAULIC POWER STEERING ASSIST			
			SHIP WT: 3565
			HP: 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
LMA GROUP CONTRIBUTION		296.60	EXP 65A	296.60

TOTAL 30380.00 29143.33 PAY 310 29143.33

MEMO: TOTAL LESS HOLDBACK AND 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.

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

PURCHASE & DISCLAIMER CONTRACT

GERRY LANE CHEVROLET

6505 Florida Blvd. - Baton Rouge, LA 70806

Phone (225) 926-4600

02/12/2010 127684

Date

Buyer

Street

BATON ROUGE LA

City

H.P.

Tel. No.

Salesman **JEREMY DERRELL HAWKI TERRY BELL**

Unit _____
 Options _____
 Options _____ \$ _____

*2000
1000
72
72
100*

GM SUPPLIER

REC. NO.	AMT	Total
		27661.00
		N/A
		27661.00
		N/A
		N/A
		N/A
		N/A
		3000.00
		3000.00
		24661.00
		100.00
		1750.00
		2219.49
		102.50
		28832.99

NEW UNIT SOLD: 100135

Stock No. _____

Model 2010 CHEVROLET MALIBU

Mtr. No. 1G1ZE5E78A4128548

Color WHT DIAMOND TC

Color COCOA/CASH

Key No. G0159 Mileage **2577**

PAYMENT SCHEDULE

72 488.77 03/14/2010

inst. @ _____ due _____

inst. @ _____ due _____

inst. @ _____ due _____

INFORMATION ON TRADE-IN

Sm Buy Sm Lease Owned

Bid

Yr. & Make _____

Body _____

Mtr. # _____

Lic. # _____ Mileage _____

"I do hereby contract to purchase from GERRY LANE CHEVROLET, under the terms and conditions specified herein, and on the reverse side of this agreement, all of which I have read, the vehicle described above for the sum of \$ 27661.00. It is agreed, however, that neither you nor the Manufacturer will be liable for failure to effect delivery.

DISCLAIMER OF WAIVER OF ALL WARRANTIES

Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. There is no service contract made or entered into by GERRY LANE CHEVROLET. Seller, GERRY LANE CHEVROLET, expressly disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and GERRY LANE CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.

Read and agreed to this 12th day of FEBRUARY, 20 2010

Buyer

FAIR CREDIT REPORTING ACT DISCLOSURE
 A CONSUMER CREDIT REPORT MAY BE OBTAINED FOR CONSIDERATION AS TO WHETHER THIS PURCHASE MEETS PURCHASE REQUIREMENTS. THIS MAY BE SUBMITTED TO A LENDING INSTITUTION FOR CONSIDERATION TO FINANCE THIS PURCHASE VEHICLE.

This order is not binding on dealer until accepted by dealer in writing. The warranty exclusion has been brought to my attention and explained to me and I have read the matter printed on the back hereof and agree to it as part of this order the same as if it were printed above my signature. The front and back of this order comprise the entire agreement pertaining to this purchase and no other agreement of any kind of verbal understanding or promise whatsoever, will be recognized. Receipt of a copy of this order is hereby acknowledged.

For and in consideration of the sum of N/A which you have on this day credited to my account, I do hereby bargain, sell and deliver unto GERRY LANE CHEVROLET, the trade-in described in this order and I warrant the title to said automobile to be in me, and that same is free from encumbrances and all debts, except as described in this order which amount GERRY LANE CHEVROLET does assume; that I have a good right to sell and deliver the above automobile and that title and possession thereto I will warrant against the claims of all parties whatsoever, except as above specified.

S.S.# _____
 D.L.# _____
 Birthday _____
 Anniversary _____
 Spouse's Name _____
 Spouse's Birthday _____
 Email: _____

Buyer's Signature X

GERRY LANE CHEVROLET

GM SUPPLIER

Accepted

(Must be accepted by an Authorized Representative of the Dealer)

Date Del. 2-10-10
 Mgr. _____
 Gr. (2001.71)

**RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE**

ELLAC

Dealer Number _____ Contract Number _____

Buyer Name and Address (Including Parish and Zip Code) BATON ROUGE LA E BATON ROUGE	Co-Buyer Name and Address (Including Parish and Zip Code) BATON ROUGE LA E BATON ROUGE	Creditor/Seller (Name and Address) GERRY LANE CHEVROLET 6505 FLORIDA BLVD BATON ROUGE LA 70806 EAST 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. funds according to the payment schedule below. We will figure your finance charge on a daily basis at a Base Rate of 6.80% per year. The Truth-in-Lending Disclosures below are part of this contract.

New/Used	Year	Make and Model	Body Style	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2010	CHEVROL MALIBU	4DR SDN	1G1ZE5E78A4	<input type="checkbox"/> personal, family or household <input type="checkbox"/> business <input checked="" type="checkbox"/> agricultural XX-PERSONAL

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you, or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
6.80 %	\$ 6358.45	\$ 28832.99	\$ 35191.44	\$ 3000.00 is \$ 38191.44

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	488.77	Monthly beginning 03/14/2010

Or As Follows:

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of \$ 10.00 or 5 % of the part of the payment that is late, whichever is greater.

Prepayment. If you pay off all your debt early, you may have to pay a penalty.

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including \$ <u>2219.49</u> sales tax)	\$ <u>29880.49</u> (1)
2 Total Downpayment =	
Trade-In	
(Year) (Make) (Model)	
Gross Trade-In Allowance	\$ <u>N/A</u>
Less Pay Off Made By Seller	\$ <u>N/A</u>
Equals Net Trade In	\$ <u>N/A</u>
+ Cash	\$ <u>N/A</u>
+ Other GM REBATE	\$ <u>3000.00</u>
(If total downpayment is negative, enter "0" and see 4f below)	\$ <u>3000.00</u> (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ <u>26880.49</u> (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf:	
(Seller may keep part of these amounts):	
A: Cost of Optional Credit Insurance Paid to Insurance Company or Companies	
Life	\$ <u>N/A</u>
Disability	\$ <u>N/A</u>
B Other Optional Insurance Paid to Insurance Company or Companies	\$ <u>N/A</u>
C Official Fees Paid to Government Agencies	\$ <u>10.00</u>
D Optional Gap Contract	\$ <u>N/A</u>
E Government Taxes Not Included in Cash Price	\$ <u>N/A</u>
F Government License and/or Registration Fees	\$ <u>15.00</u>
HANDL/TEMP/LIC	\$ <u>18.50</u>
G Government Certificate of Title Fees	\$ <u>8.00</u>
H Government Waste Tire Fee	\$ <u>8.00</u>
I Other Charges (Seller must identify who is paid and describe purpose)	

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 any other insurance to obtain credit.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

**Check the Insurance you want and sign below:
Optional Credit Insurance**

Credit Life: Buyer Co-Buyer
 Both

Term _____ months Premium: \$ _____ N/A

Credit Disability for Buyer

Term N/A months Premium: \$ _____ N/A

Insurance Company Name _____

N/A
Home Office Address _____

N/A
Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays all or part of the amount you owe 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 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.

Other Optional Insurance

N/A N/A
Type of Insurance Term

Coverage (Describe) N/A
Premium \$ N/A
Insurance Company Name N/A

N/A
Home Office Address N/A

N/A N/A
Type of Insurance Term

Coverage (Describe) N/A
Premium \$ N/A
Insurance Company Name N/A

N/A
Home Office Address N/A

to N/A	for Prior Credit or Lease Balance	\$	N/A
to GMPP	for SVC CONT	\$	1750.00
to N/A	for N/A	\$	N/A
to N/A	for N/A	\$	N/A
to GERRY LANE CHEVR	for NOTARY/INSP/CONV/LA	\$	151.00
to N/A	for N/A	\$	N/A
Total Other Charges and Amounts Paid to Others on Your Behalf		\$	1952.50 (4)
5	Prepaid Finance Charge	\$	N/A (5)
6	Amount Financed (3 + 4 + 5)	\$	28832.99 (6)

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.
 Buyer Signature _____ Date _____
 Co-Buyer Signature _____ Date _____

OPTION: You pay no finance charge if the Amount Financed, Item 6, is paid in full on or before N/A Year. SELLER'S INITIALS _____

If this box is checked, the following late charge applies to vehicles purchased primarily for business or agricultural use. If a payment is not received in full within N/A days after it is due, you will pay a late charge of \$ N/A or N/A % of the part of the payment that is late, whichever is less. If this box is not checked, the late charge in the "Federal Truth-In-Lending Disclosures" still applies.

Returned Check Charge: If any check you give us or electronic payment you make is returned unpaid for insufficient funds, you will pay us a charge of 5% of the amount of the check or electronic payment or \$15, whichever is less.

Any insurance referred to in this contract does not 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 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 prescribed liability limits. Failure to obtain insurance that meets those limits will subject you to penalties, which may include the suspension or revocation of driving privileges.

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 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A Name of Gap Contract _____

I want to buy a gap contract.
 Buyer Signs X _____

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 cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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 date of this contract, we make no warranties, express or implied, on the vehicle and you waive all such warranties, including any express or implied warranty of fitness for a specific or ordinary purpose, warranty of merchantability, warranty of fitness for the particular purpose of your intended use, and any warranty that the vehicle is free from hidden, latent or redhibitory defects. You also waive any right that you may have to demand that the sale be canceled (rescinded) or seek a reduction of the Cash Price for the vehicle for breach of any implied warranties. If the vehicle is new, you accept the manufacturer's separate written new product warranty as your exclusive warranty with respect to the sale, and you acknowledge that you received a copy of it. The above waiver of warranties has been read by me and explained to me in a manner that I understand and I knowingly consent to the waivers.

Buyer: X _____ Co-Buyer: X ✓ _____

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

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X _____ Co-Buyer Signs X ✓ _____
 If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others. See back for other important agreements. 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 you sign. Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X _____ Date 02/12/10 Co-Buyer Signs X ✓ _____ Date 02/12/10

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X _____ Address _____
 Seller signs GERRY LANE CHEVROLET Date 02/12/10 By X Paul Weyerspaal Title _____

Seller assigns its interest in this contract, including without limitation, its rights as secured party under this contract, to (Assignee) BATON ROUGE TELCO FCU located at 3404 AIRLINE HIGHWAY BATON ROUGE LA 70817 (address of Assignee) under the terms of Seller's agreement(s) with Assignee.

Assigned with recourse
 Assigned without recourse
 Assigned with limited recourse

Seller RRY LANE CHEVROLET By Paul Weyerspaal Title _____



GMC

HUMMER

General Motors Business Resource Center

FAX

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:

TO
Brandy
from JK

NOTES:

519921

519921

STRAIGHT TIME (HRS.) 4.4
 FLAT RATE PRICE 111
 F.O. NO. 3013
 OPER NO. 99921
 TIME 10-25
 ON m

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO	MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO	MI	TOTAL
02CVZBG210	MAJOR FUEL SERVICE				02CVZBG206	FUEL INDUCTION SERV			

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	EFF. DATE	TYPE	OPERATION	OPERATION DESCRIPTION
07/08/10	510142	7512	2795	1974	W	05CVZ	MISC REPAIRS
				1974	W	02CVZ19	CAMP. RECALL
				1974	C	05CVZ01	MISC REPAIRS
04/30/10	503724	5025	3045	2961	C	01CVZ01	CASH OIL CHANGE
				2961	I	30CVZ20	GM MULTI-POINT INSP
03/31/10	500893	4412	2369	3056	W	05CVZ	MISC REPAIRS

SALESPERSON NO. 5099

S E R V I C E

STATE REG# 2

VEHICLE ID No. 1G1ZE5E78A4	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	PROD. DATE 02/12/10	STOCK No. 100135	LICENSE No.	R.O. No. 519921
CUSTOMER No. 99449	SERVICE CONTRACT	DEL. DATE 02/12/10	DEL. MILES 2,577	SELL DEALER No.	R.O. DATE 10/25/10
BATON ROUGE, LA	COLOR WHT DIAMOND TC/CO	CONTRACT No.	EXP. DATE 02/12/16	EXP. MILES 72,000	TAG No. 7367
TURBO	M/MC CVZZ	A/C	P.S.	TRANS.	MILEAGE 12,044
ADVISOR No. 3060	ADVISOR MICHELLE	TAC case 71-883443247 Lorry Loyner Loyner			
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	CELL: [REDACTED]	LADDER RATE	3013		

COMMENTS :
CALL AT 328-5934

1 **W*05CVZ** MISC REPAIRS
CUSTOMER STATES TRACTION CONTROL LIGHT IS ON

3013 N9595.3 Doc ID 2535089

X2 Cleaned terminals applied Bre electric cleared codes
Test Drive working to GM spec

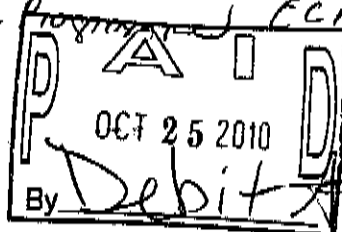
2 **W*05CVZ01** MISC REPAIRS
CUSTOMER STATES SERVICE ESC LIGHT COMES ON

See line 1 for story

3 **W*05CVZ02** MISC REPAIRS
CUSTOMER STATES INTERMITTENTLY ON DECEL VEH ACTS LIKE IT STALLS FOR A FEW SECONDS, DASH LIGHTS DIM THEN COMES BACK OK

See line 8 For story Re programmed ECM term

<input type="checkbox"/> PAPER WORK TURNED IN
<input type="checkbox"/> CALLED CUSTOMER WHEN DONE
<input type="checkbox"/> LEFT MESSAGE ON MACHINE
DATE.....TIME.....INI.....



2 Pages



0101J519921

519921

519921

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO	MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO	MI	TOTAL
02CVZBG210	MAJOR FUEL SERVICE		MI		02CVZBG205	FUEL INDUCTION SERV		MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/08/10	510142	7512	2795	1974	W	05CVZ	MISC REPAIRS
				1974	W	02CVZ19	CAMP. RECALL
04/30/10	503724	5025	3045	1974	C	05CVZ01	MISC REPAIRS
				2961	C	01CVZ01	CASH OIL CHANGE
03/31/10	500893	4412	2369	2961	I	30CVZ20	GM MULTI-POINT INSP
				3056	W	05CVZ	MISC REPAIRS

SALESPERSON NO. 5099

S E R V I C E

STATE REG# 2

VEHICLE ID No. 1G1ZE5E78A4	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	PROD. DATE 02/12/10	STOCK No. 100135	LICENSE No.	R.O. No. 519921
CUSTOMER No. 99449	SERVICE CONTRACT	DEL. DATE 02/12/10	DEL. MILES 2,577	SELL DEALER No.	R.O. DATE 10/25/10
BATON ROUGE, LA	COLOR WHT DIAMOND TC/CO	CONTRACT No.	EXP. DATE 02/12/16	EXP. MILES 72,000	TAG No. 7367
TURBO	M/MC CVZZ	A/C	P.S.	TRANS.	MILEAGE 12,044
	ADVISOR No. 3060	ADVISOR MICHELLE			
TIME RECEIVED 07:19am	DATE / TIME PROMISED 10/25/10 01:00pm	PRIORITY 2	LABOR RATE		
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	CELL: [REDACTED]				

4 **W** 04CVZ **SUSPENSION/STEERING**
 CUSTOMER STATES POWER STEERING MAKES A WHINNING/GRINDING NOISE
 SE 3013
*AD Performed Dif checked for leaks none found
 Bleed Air from PS system with mit. vac working
 To GM Spec*

5 **W***05CVZ04 **MISC REPAIRS**
 CUSTOMER STATES TIRE PRESSURE MONITOR NEVER READS PROPERLY
 CAN FILL UP AIR AND STILL DOES NOT READ PROPERLY
 3013
*Re learned tire mon and RR mon NOT reading
 correct pressure Re placed RR mon Re learned tire
 positions working to GM Spec*

6 **W***30CVZ **MAINTENANCE**
 o/c 3013 Lot Done
 .4

7 **C** 04CVZ09 **4 WHEEL ALIGN**
 CUSTOMER STATES LEFT REAR TIRE IS WEARING, CUST AUTHORIZED
 4 WHEEL ALIGNMENT 3013

8 *Recall #10310
 engine stall reprogram
 Doc ID 2532149 Claim code [REDACTED]
 Re programmed ECM TCM working
 GM Spec*

Barcode: 0101J519921
 3013 V2323 .4
 CUSTOMER COPY



Tag# 7367

Service Consultant- _____

Service Date- _____

Promise Date- _____

Customer Name- [Redacted]

Vin- 1G1ZE5E78A41 [Redacted]

Address- _____

Year- _____ Model- _____

[Redacted]

Miles- 12044

E Mail- none

Requested Maintenance:

Oil Change- Y Brake Service- _____ Alignment- _____ Balance Tires- _____

Rotate Tires- _____ Coolant Service- _____ Air Filter- _____ Tune Up- _____

Concern: 1 Service truck
Service etc.

2 on down, ~~power~~ lefts dim like not stall
then comes back on, happens for a few seconds

3 p/ste, makes weird noise

Concern: 3 Alignment, left rear tire wear

4 Ip rear reads correctly

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.

I authorize \$70 diagnostic fee

Customer Signature- [Redacted]

Global Warranty Management



Michelle Rhodes

[Update My Profile](#)
[Logout](#)

October 25, 2010

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

- [INTERFACE WITH CUSTOMER](#)
- [RECONCILE RESULTS](#)
- [ANALYZE WARRANTY](#)
- [MANAGEMENT PLANNING](#)
- [PREPARE PARTS RETURN](#)
- [USER OPTIONS](#)

View Vehicle Summary ?

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

- For this vehicle:**
- [View Vehicle Summary](#)
 - [Service Contract](#)
 - [Branded Title](#)
 - [Warranty Block](#)
 - [View Vehicle Build](#)
 - [View Vehicle Component Summary](#)
 - [View Vehicle Transaction History Detail](#)
 - [View Vehicle Delivery Information](#)
 - [Investigate Major Assembly History](#)

Vehicle Information

VIN: 1G1ZE5E78A4 [REDACTED] Model 1ZK69-2010 MALIBU LTZ
 Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 70 - RETAIL - STOCK
 Field Actions: 1 Open [REDACTED]

Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	N100310	10310	ENGINE STALL - REPROGRAM TCM/ECM - EXPIRES WITH BASE WARRANTY	09/17/2010	Open
Customer Satisfaction Program	N100085	10085	AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIREHARNES/REPLACE	05/13/2010	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0118	SIR/Airbag Indicator/Light On, DTC B0012 or B0013 Set	09/29/2010
EI	PIE0047	Crank, No Start, Decreased Performance/Acceleration Low/No Fuel Pressure, Inoperative Fuel Gauge	02/03/2010

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.0271) and for XM Radio contact 877.GET.XMST (877.438.9677).

OnStar Equipped: Y OnStar Status: Active
 XM Equipped: Y XM Radio ID: LJ2R324V XM Status: Inactive
 OnStar Vehicle Diagnostics: Y DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Global Warranty Management

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	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	60,024 MI

Service Contract

Policy Number: [REDACTED]

Owner: [REDACTED]

Description: GMPP 72/72 MAJOR GUARD

Deductible Amount: 100.00

Effective Date: 02/12/2010

Expiration Date: 02/12/2016

Effective Odometer: 2577 MI

Expiration Odometer: 74577 MI

Daily Rental Limit: 35.00

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
07/08/2010	510142	ZFAT---Field 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	ZFAT---Field 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	ZFAT---Field 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	ZREG---Regular Vehicle Transaction		J8992 - Customer Concern Not Duplicated - Engine Controls and Fuel	4,412 MI
09/11/2009	A28548	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: [Site Map](#)

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Work Order: R000001

Chevrolet : Malibu (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°	
11.8°	11.8°	

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front : Right

Actual	Before	Specified Range
-0.7°	-0.6°	-1.5° 0.1°
3.7°	3.7°	2.2° 3.7°
0.13°	0.06°	0.00° 0.20°
12.6°	12.6°	
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

Rear : Right

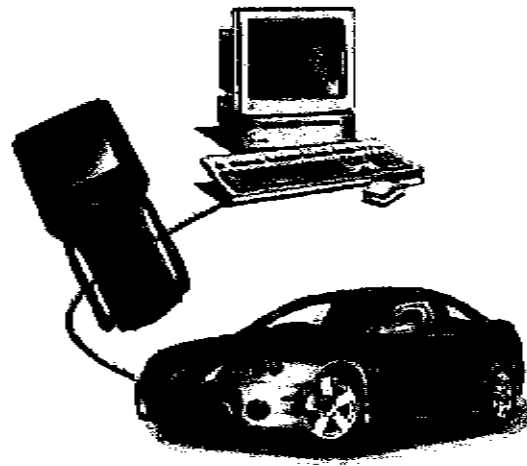
Actual	Before	Specified Range
-0.7°	-1.2°	-1.4° -0.2°
0.12°	0.24°	0.00° 0.20°

Rear

Cross Camber
Total Toe
Thrust Angle

Actual	Before	Specified Range
-0.1°	-0.1°	
0.26°	0.31°	0.00° 0.40°
0.00°	-0.08°	-0.30° 0.30°

Tech2 Pass Thru: Final Instructions



Programming Complete.

Warranty Claim Code: [REDACTED]

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

Post Programming Instructions:

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

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

VIN: 1G1ZE6E78A4128648

Print

Clear DTCs

Proceed with same VIN

New

Cancel

#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.
4. Apply dielectric lubricant (clear gel), GM P/N 12377900 (In Canada, use P/N 10953529) or

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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 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 safely. 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.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION

DTC C0131

Diagnostic Instructions

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

DTC 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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- 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.
2. Apply and release the brake pedal. Verify the brake lamps operate properly.
 - If the brake lamps do not operate properly, refer to Symptoms - Lighting.
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.

Repair Instructions

Perform the Diagnostic Repair Verification after completing the diagnostic procedure.

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

CVCS519921



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0101ICVCS519921

CELL: [REDACTED]

CUSTOMER NO. 99449	ADVISOR MICHELLE	3060	TAG NO. 7367	INVOICE DATE 10/25/10	INVOICE NO. CVCS519921
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 12,044	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ			DELIVERY DATE 02/12/10	DELIVERY MILES 2,577
	VEHICLE I.D. NO. 1G1ZE5E78A4			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	H.O. NO.		H.O. DATE 10/25/10	
COMMENTS					

LABOR & PARTS	TECH(S)	WARRANTY
J# 1 05CVZ MISC REPAIRS CUSTOMER STATES TRACTION CONTROL LIGHT IS ON DTC C0131 SYM 00 ABS/TCS SYSTEM PRESSURE CIR MALFUNCTION PASSED THIS IGNITION SEE DOC ID 2535089 BULTIN TO REMOVE BCM CONNECTOR X2 CLEAN TERMINALS APPLY DYE ELECTRIC PERFORMED REPAIR WORKING TO GM SPEC	3013	WARRANTY
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE- JOB # 1 TOTAL PARTS 0.00 JOB # 1 TOTAL LABOR & PARTS 0.00		
J# 2 05CVZ01 MISC REPAIRS CUSTOMER STATES SERVICE ESC LIGHT COMES ON SEE LINE 1 FOR STORY	3013	WARRANTY
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE- JOB # 2 TOTAL PARTS 0.00 JOB # 2 TOTAL LABOR & PARTS 0.00		
J# 3 05CVZ02 MISC REPAIRS CUSTOMER STATES INTERMITTENTLY ON DECEL VEH ACTS LIKE IT STA LLS FOR A FEW SECONDS, DASH LIGHTS DIM THEN COMES BACK OK SEE LINE 8 FOR STORY	3013	WARRANTY
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE- JOB # 3 TOTAL PARTS 0.00 JOB # 3 TOTAL LABOR & PARTS 0.00		
J# 4 04CVZ SUSPENSION/STEERING CUSTOMER STATES POWER STEERING MAKES A WHINNING/GRINDING NOI SE AIR IN POWER STEERING SYSTEM INSPECTED POWER STEERING SYSTEM FOR LEAKS NONE FOUND INSTALLED MITT VAC BLEAD AIR OUT OF SYSTEM TEST DROVE WORKING TO GM SPEC	3013	WARRANTY
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE- JOB # 4 TOTAL PARTS 0.00 JOB # 4 TOTAL LABOR & PARTS 0.00		
J# 5 05CVZ04 MISC REPAIRS CUSTOMER STATES TIRE PRESSURE MONITOR NEVER READS PROPERLY CAN FILL UP AIR AND STILL DOES NOT READ PROPERLY RIGHT REAR TIRE MONITOR INTERNAL MALFUNCTION REPLACED RIGHT REAR TIRE PRESSURE MONITOR RELEARNED TIRE POSITION WORKING TO GM SPECS	3013	WARRANTY

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01017CVCS519921

CELL: [REDACTED]

CUSTOMER NO. 99449	ADVISOR MICHELLE	3060	TAG NO. 7367	INVOICE DATE 10/25/10	INVOICE NO. CVCS519921
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 12,044	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ			DELIVERY DATE 02/12/10	DELIVERY MILES 2,577
	VEHICLE ID. NO. 1G1ZE5E78A4			SELLING DEALER NO.	PRODUCTION DATE
	RT# NO.		P.O. NO.	R.O. DATE 10/25/10	

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
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PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 5	1	25920615	SENSOR 5.890			0.00
				JOB # 5 TOTAL PARTS		0.00
				JOB # 5 TOTAL LABOR & PARTS		0.00

J# 6 30CVZ			MAINTENANCE			10.00
			TECH(S):3013			
			LOF MAINTANCE			
			PREFORMED LOF TOPPED FLUIDS CHECKED TIRE PRESSURE RESET OIL			
			LIFE			

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 6	1	89017524	FILTER 1.836	5.75	5.75	5.75
JOB # 6	5	12345610X	MOTOR OIL	2.35	2.35	11.75
			FACTORY RECOMMENDED			
				JOB # 6 TOTAL PARTS		17.50
				JOB # 6 TOTAL LABOR & PARTS		27.50

J# 7 04CVZ09			4 WHEEL ALIGN			129.94
			TECH(S):3013			
			CUSTOMER STATES LEFT REAR TIRE IS WEARING, CUST AUTHORIZED			
			4 WHEEL ALIGNMENT			
			CUSTOMER REQUEST			
			SET ALIGNMENT TO GM SPEC			

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 7 TOTAL PARTS		0.00
				JOB # 7 TOTAL LABOR & PARTS		129.94

J# 8+02CVZ19			CAMP RECALL			WARRANTY
			TECH(S):3013			
			RECALL AT #10310			
			DOC ID 2532149 REPROGRAM ECM/TCM			
			REPROGRAMMED ECM/TCM AS PRE DOCUMENT CLEARED CODES CLAIM			
			CODE S0324			

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 8 TOTAL PARTS		0.00
				JOB # 8 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	SHOP SUPPLIES / ENVIRONMENTAL	
JOB # 6	FREE	ADVERTISING	
			TOTAL - MISC
			7.87
			-31.36
			-23.49

COMMENTS
CALL AT [REDACTED]

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CELL: [REDACTED]

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[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 12,044	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ			DELIVERY DATE 02/12/10	DELIVERY MILES 2,577
	VEHICLE I.D. NO. 1 G 1 Z E 5 E 7 8 A 4			SELLING DEALER NO.	PRODUCTION DATE
	E.F.E. NO.	P.O. NO.	R.O. DATE 10/25/10		
COMMENTS					

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

TOTAL LABOR.... 139.94
 TOTAL PARTS.... 17.50
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 7.87
 TOTAL "MISC" DTSC 31.36
 TOTAL TAX..... 14.88

TOTAL INVOICE \$ 148.83

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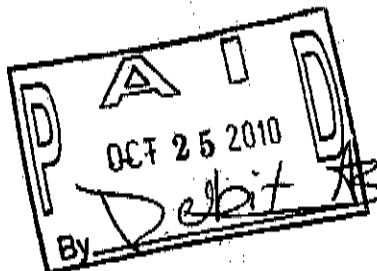
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CELL: [REDACTED]

CUSTOMER NO 99449	ADVISOR MICHELLE	TAG NO. 3060	7367	INVOICE DATE 10/26/10	INVOICE NO. CVWS519921
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 12,044	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	DELIVERY DATE 02/12/10	DELIVERY MILES 2,577	VEHICLE I.D. NO. 1G1ZE5E78A4	SELLING DEALER NO.
[REDACTED]	PRODUCTION DATE	F.T.E. NO.	P.O. NO.	R.O. DATE 10/25/10	COMMENTS

DCS AUDIT SLIP

JOB CARD 519921

VIN	1G1ZE5E78A4	REPAIRING BAC	114281
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	10/25/2010
ODOMETER	12044	SERVICE ADVISOR GMIN	119001707
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
8	W	ZFAT		519921-8	001078372891	0002

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

LABOR OPERATION BASE HOURS
V2323 0.4

CORRECTION DESCRIPTION: REPROGRAMMED ECM/TCM AS PRE DOCUMENT CLEARED CODES
CLAIM CODE S0324

	TOTAL W/O TAX	TAX	TOTAL
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

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0101TCVWS519921

CELL: [REDACTED]

CUSTOMER NO. 99449	ADVISOR MICHELLE	3060	TAG NO. 7367	INVOICE DATE 10/26/10	INVOICE NO. CVWS519921
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 12,044	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ			DELIVERY DATE 02/12/10	DELIVERY MILES 2,577
	VEHICLE I.D. NO. 1G1ZE5E78A4 [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 10/25/10		
COMMENTS					

DCS AUDIT SLIP

JOB CARD 519921

VIN	1G1ZE5E78A4 [REDACTED]	REPAIRING BAC	114281
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	10/25/2010
ODOMETER	12044	SERVICE ADVISOR GMIN	119001707
NON-GM VEHICLE	N	FOREIGN TOURIST	

JOB	PAY TYPE	TRANS TYPE	CATEGORY	FRA CLAIM#	OEM SAP TRAN.#	VER
5	W	ZREG		519921-5	001078372857	0002

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

LABOR OPERATION BASE HOURS DIAGNOSIS
E0722 .6 .3

COMPLAINT CODE: 0190

COMPLAINT DESCRIPTION: CUSTOMER STATES TIRE PRESSURE MONITOR NEVER READS PROPERLY CAN FILL UP AIR AND STILL DOES NOT READ PROPERLY

CAUSE CODE: 7073

CAUSE DESCRIPTION: RIGHT REAR TIRE MONITOR INTERNAL MALFUNCTION

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

CAUSAL PART: 25920615

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
25920615	1	35.68			

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	14.27		
PARTS	35.68	0.00	49.95
LABOR	81.14	0.00	81.14
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	131.09	0.00	131.09

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CELL: [REDACTED]

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[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 12,044	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ			DELIVERY DATE 02/12/10	DELIVERY MILES 2,577
[REDACTED]	VEHICLE I.D. NO. 1G1ZE5E78A4			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	P.T.# NO.	P.O. NO.	H.O. DATE 10/25/10		
COMMENTS					

DCS AUDIT SLIP

JOB CARD 519921

VIN	1G1ZE5E78A4	REPAIRING BAC	114281
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	10/25/2010
ODOMETER	12044	SERVICE ADVISOR GMIN	119001707
NON-GM VEHICLE REFERENCE NUMBER	N	FOREIGN TOURIST	

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
4	W	ZREG		519921-4	001078372815	0002

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

LABOR OPERATION BASE HOURS
E9050 .4

COMPLAINT CODE: 0123
COMPLAINT DESCRIPTION: CUSTOMER STATES POWER STEERING MAKES A WHINNING/GRINDING NOISE

CAUSE CODE: 9096
CAUSE DESCRIPTION: AIR IN POWER STEERING SYSTEM

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

	TOTAL W/O TAX	TAX	TOTAL
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

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CELL: [REDACTED]

CUSTOMER NO. 99449	ADVISOR MICHELLE	TAX NO. 3060	INVOICE DATE 10/26/10	INVOICE NO. CVWS519921
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 12,044	COLOR WHT DIAMOND
[REDACTED]	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	DELIVERY DATE 02/12/10	STOCK NO. 100135	DELIVERY MILE 2,577
BATON ROUGE, LA	VEHICLE I.D. NO. 1G1ZE5E78A4	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	P.T.E. NO.	P.O. NO.	R.O. DATE 10/25/10	
[REDACTED]	COMMENTS			

DCS AUDIT SLIP

JOB CARD 519921

VIN	1G1ZE5E78A4	REPAIRING BAC	114281
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	10/25/2010
ODOMETER	12044	SERVICE ADVISOR	GMIN 119001707
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		519921.1	001078372577	0002

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

LABOR OPERATION BASE HOURS
N9595 0.3

COMPLAINT CODE: 0621
COMPLAINT DESCRIPTION: CUSTOMER STATES TRACTION CONTROL LIGHT IS ON

CAUSE CODE: 9094
CAUSE DESCRIPTION: DTC C0131 SYM 00 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

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

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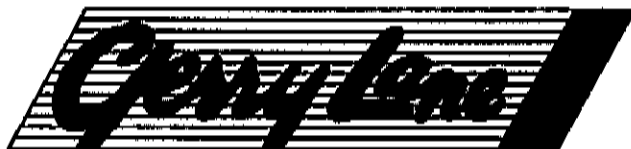
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CELL: [REDACTED]

CUSTOMER NO 99449	ADVISOR MICHELLE	TAG NO 3060	7367	INVOICE DATE 10/26/10	INVOICE NO CVWS519921
[REDACTED]	LABOR RATE	LICENSE NO	MILEAGE 12,044	COLOR WHT DIAMOND	STOCK NO 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ			DELIVERY DATE 02/12/10	DELIVERY MILES 2,577
	VEHICLE I.D. NO 1G1ZE5E78A4 [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.C. NO.	P.O. NO.		R.O. DATE 10/25/10	
COMMENTS					

R/O TAX 0.00
 R/O TOTALS 230.26

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	27.05
[REDACTED]	36.06
[REDACTED]	131.09
[REDACTED]	36.06
CLAIM TOTALS	230.26

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NOT RESPONSIBLE FOR ANY AUDIO EQUIPMENT OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. A \$6.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE PICKUP.

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APPROVED BY SIGNATURE _____

CVWS519921



CHEVROLET

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



CVWS519921



0101ICVWS519921

CELL: [REDACTED]

CUSTOMER NO. 99449	ADVISOR MICHELLE	3060	TAG NO. 7367	INVOICE DATE 10/26/10	INVOICE NO. CVWS519921
[REDACTED]	LABOR RATE	LICENS# NO.	MILEAGE 12,044	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ			DELIVERY DATE 02/12/10	DELIVERY MILES 2,577
	VEHICLE ID NO. 1 G I Z E 5 E 7 8 A 4			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.		P.O. NO.	R.O. DATE 10/25/10	

HE [REDACTED] COMMENTS

LABOR & PARTS	DESCRIPTION	HOURS	TECH(S)	AMOUNT			
J# 1 05CVZ	MISC REPAIRS CUSTOMER STATES TRACTION CONTROL LIGHT IS ON DTC C0131 SYM 00 ABS/TCS SYSTEM PRESSURE CIR MALFUNCTION PASSED THIS IGNITION SEE DOC ID 2535089 BULTIN TO REMOVE BCM CONNECTOR X2 CLEAN TERMINALS APPLY DYE ELECTRIC PREFORMED REPAIR WORKING TO GM SPEC	0.30	3013	27.05			
JOB # 1 TOTAL LABOR & PARTS				27.05			
J# 2 05CVZ01	MISC REPAIRS CUSTOMER STATES SERVICE ESC LIGHT COMES ON SEE LINE 1 FOR STORY		3013	0.00			
JOB # 2 TOTAL LABOR & PARTS				0.00			
J# 3 05CVZ02	MISC REPAIRS CUSTOMER STATES INTERMITTENTLY ON DECEL VEH ACTS LIKE IT STA LLS FOR A FEW SECONDS, DASH LIGHTS DIM THEN COMES BACK OK SEE LINE 8 FOR STORY		3013	0.00			
JOB # 3 TOTAL LABOR & PARTS				0.00			
J# 4 04CVZ	SUSPENSION/STEERING CUSTOMER STATES POWER STEERING MAKES A WHINNING/GRINDING NOI SE AIR IN POWER STEERING SYSTEM INSPECTED POWER STEERING SYSTEM FOR LEAKS NONE FOUND INSTALLED MITI VAC BLEAD AIR OUT OF SYSTEM TEST DROVE WORKING TO GM SPEC	0.40	3013	36.06			
JOB # 4 TOTAL LABOR & PARTS				36.06			
J# 5 05CVZ04	MISC REPAIRS CUSTOMER STATES TIRE PRESSURE MONITOR NEVER READS PROPERLY CAN FILL UP AIR AND STILL DOES NOT READ PROPERLY RIGHT REAR TIRE MONITOR INTERNAL MALFUNCTION REPLACED RIJHT REAR TIRE PRESSURE MONITOR RELEARNED TIRE POSITION WORKING TO GM SPECS	0.90	3013	81.14			
PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	AMOUNT
JOB # 5	1	25920615	SENSOR	5.890	35.68	49.95	49.95
JOB # 5 COST TOTAL					35.68		49.95
JOB # 5 TOTAL PARTS							49.95
JOB # 5 TOTAL LABOR & PARTS							131.09
J# 8+02CVZ19	CAMP.RECALL RECALL AT #10310 DOC ID 2532149 REPROGRAM ECM/TCM REPROGRAMMED ECM/TCM AS PRE DOCUMENT CLEARED CODES CLAIM CODE 50324	0.40	3013	36.06			
JOB # 8 TOTAL LABOR & PARTS							36.06

COMMENTS
CALL AT 328-5934

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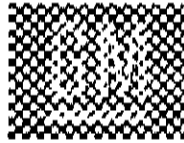
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VIA FAX ONLY

September 24, 2012

Attn: J.K. Khamiss
Dealer: Gerry Lane Enterprises, Inc.
Location: Baton Rouge, LA

RE: Customer: [REDACTED]
Service Request: 71-1109820909
Veh: 2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZE5E78A4 [REDACTED]

To
Brandy
from -
JK

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

564310

2 pages

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ07	ROTATE TIRES-ONLY	MI		01CVZ07	ROTATE TIRES-ONLY	MI	
26CVZ	ROTATE TIRES-ONLY	MI		02CVZBG210	ROTATE TIRES-ONLY	MI	
02CVZBG206	FUEL INDUCTION SERV	MI			MAJOR FUEL SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/06/11	551817	21941	2369	3056	I	01CVZ	FREE LUBE/OIL/FILTER
08/18/11	547603	20013	2795	3056	W	05CVZ	MISC REPAIRS
07/26/11	545488	19179	2795	3052	I	05CVZ	MISC REPAIRS
07/13/11	544341	19025	2795	3144	W	23CVZ	TRIM
05/09/11	537814	17082	3060	3144	I	02CVZ07	CEL ON ALWAYS
						01CVZ	FREE LUBE/OIL/FILTER

SALESPERSON NO. 5099

S E R V I C E

STATE REG# 2

VEHICLE ID No. 1G1ZE5E78A4	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	PROD. DATE 02/12/10	STOCK No. 100135	LICENSE No. 5793	R.O. No. 564310
CUSTOMER No. 99449	SERVICE CONTRACT	DEL. DATE 02/12/10	DEL. MILES 2,577	SELL DEALER No. GERRY LANE	R.O. DATE 03/01/12
BATON ROUGE, LA	COLOR WHT DIAMOND TC/CO	CONTRACT No.	EXP. DATE 02/12/16	EXP. MILES 72,000	TAG No. 8701
TURBO	M/MC CVZZ	A/C	P.S.	TRANS.	MILEAGE 26,933
RESIDENCE PHONE	BUSINESS PHONE	ADVISOR No. 2369	ADVISOR WALT LUCEK		
TIME RECEIVED 05:24am	DATE / TIME PROMISED 03/01/12 06:00pm	PRIORITY 8	<p><i>26936 (70)</i></p> <p><i>Walt Lucek</i></p> <p><i>9941</i></p>		
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE	CELL: [REDACTED]			

COMMENTS :
328-5934

1 I * 01CVZ **FREE LUBE/OIL/FILTER**
CUSTOMER REQUEST A COMPLIMENTARY OIL AND OIL FILTER CHANGE

complete

4

Air filter - Dirty
22676970 \$29.95

2 C * 30CVZ04 **TIRE ROT W/MONITOR**
CUSTOMER REQUEST TIRE ROTATION WITH TIRE MONITOR
CHECK LEFT REAR TIRE - LOSES AIR AT TIMES

complete

17

1 tire - nail knt at sidewall
Goodyear Eagle LS2
P225/50R16
19143129

3 W * 11CVZ **BRAKES**
CUSTOMER STATES FRONT AND REAR BRAKES ARE GRINDING

Test drove no noise heard - checked brakes - do a T
Frt. - 7-8mm pad left Rt. - 6-7mm pad left
no scarring - Rotors ok - all operating to spec @ this time

flang for this job.
not road tested by tech

MAR 01 '12 13.26



564310

564310

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ07	ROTATE TIRES-ONLY	MI		02CVZ07	ROTATE TIRES-ONLY	MI	
26CVZ	ROTATE TIRES-ONLY	MI		02CVZ8G210	MAJOR FUEL SERVICE	MI	
02CVZ8G206	FUEL INDUCTION SERV	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/06/11	551817	21941	2369	3056	I	01CVZ	FREE LUBE/OIL/FILTER
08/18/11	547603	20013	2795	3056	W	05CVZ	MISC REPAIRS
07/26/11	545488	19179	2795	3052	I	05CVZ	MISC REPAIRS
07/13/11	544341	19025	2795	3144	W	23CVZ	TRIM
05/09/11	537814	17082	3060	3052	W	02CVZ07	CEL ON ALWAYS
				3144	I	01CVZ	FREE LUBE/OIL/FILTER

SALESPERSON NO. 5099

S E R V I C E

STATE REG# 2

VEHICLE ID No. 1G1ZE5E78A4	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	PROD. DATE	STOCK No. 100135	LICENSE No. 5793	R.O. No. 564310
BATON ROUGE, LA	CUSTOMER No. 99449	SERVICE CONTRACT	DEL. DATE 02/12/10	DEL. MILES 2,577	SELL DEALER No. GERRY LANE
	COLOR WHT DIAMOND TC/CO	CONTRACT No.	EXP. DATE 02/12/16	EXP. MILES 72,000	R.O. DATE 03/01/12
	TURBO	M/MC CVZZ	A/C	P.S.	TRANS.
			MILEAGE 26,933	ADVISOR No. 2369	ADVISOR WALT LUCEK
TIME RECEIVED 05:24am	DATE / TIME PROMISED 03/01/12 06:00pm	PRIORITY 8			
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE	CELL:			

4 **W*04CVZ SUSPENSION/STEERING**
CUSTOMER STATES HEARS A NOISE OUTSIDE OF VEHICLE WHEN TURNING LEFT OR RIGHT

Test drive - no noise heard, had some one turn wheel while outside veh. - no noise heard, checked steering & susp. - all ok - no problem found @ this time



0101J564310

Tag 

8701

Service Consultant- _____

Service Date- _____

Promise Date- _____


Customer Name- _____

Vin- 914 

Address- _____

Year- _____ Model- _____

Miles- _____

E Mail- 

SU 5793

Requested Maintenance:

26933 0

Oil Change- _____

Brake Service- _____

Alignment- _____

Balance Tires- _____

Rotate Tires- _____

Coolant Service- _____

Air Filter- _____

Tune Up- _____

Concern: _____

Check front + Rear Brakes Grinding

26,933

Concern: _____

fol


Noise outside while vehicle is turned to left or rt

Ref. Labor (over) 1.00

Rotate tires

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.

I authorize diagnostic charge

Customer Signature- 

Vehicle Report

Printed on 02/29/2012 19:18:41



VIN: 1G1ZE5E78A4 [REDACTED]

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	Type	Description	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 WIREHARNES/REPLACE	05/13/2010	Closed

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Warranty 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 Name	Description	Deductible Amount	Daily Effective Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer
[REDACTED]	[REDACTED]	GMPP 72/72 MAJOR GUARD	\$100.00	\$35.00	02/12/2010	2577	02/12/2016	74577

Service Information

Type	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	Service Type
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 Replacement	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

CVCS564310



CHEVROLET

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



CVCS564310



0101:CVCS564310

CUSTOMER NO. 99449	ADVISOR WALT LUCEK	2369	TAG NO. 8701	INVOICE DATE 03/01/12	INVOICE NO. CVCS564310
	LABOR RATE		MILEAGE 26,933	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	DELIVERY DATE 02/12/10		DELIVERY MILES 2,577	
	VEHICLE I.D. NO. 1G1ZE5E78A4	SELLING DEALER NO. GERRY LANE		PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	H.O. DATE 03/01/12		
COMMENTS					MO: 26935

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

TOTAL LABOR....	35.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.75
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.31
TOTAL INVOICE \$	40.06

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CUSTOMER SIGNATURE

CVWS564310



CHEVROLET

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



CVWS564310



0101CVWS564310

CELL: [REDACTED]

CUSTOMER NO. 99449	ADVISOR WALT LUCEK	2369	TAG NO. 8701	INVOICE DATE 03/02/12	INVOICE NO. CVWS564310
[REDACTED]	LABOR RATE [REDACTED]		MILEAGE 26,933	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ			DELIVERY DATE 02/12/10	DELIVERY MILES 2,577
	VEHICLE I.D. NO. I G I Z E 5 E 7 8 A 4			SELLING DEALER NO. GERRY LANE	PRODUCTION DATE
	P.T.E. NO.		H.O. NO.	H.O. DATE 03/01/12	

RE: [REDACTED] COMMENTS: [REDACTED] MO: 26935

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

COMMENTS - 328-5934

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CVIS564310



CHEVROLET

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



CVIS564310



0101ICVIS564310

CUSTOMER NO. 99449	ADVISOR WALT LUCEK	TAD NO. 2369	INVOICE DATE 03/02/12	INVOICE NO. CVIS564310
	LABOR RATE	MILEAGE 26,933	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	DELIVERY DATE 02/12/10	DELIVERY MILES 2,577	
	VEHICLE I.D. NO. 1G1ZE5E78A4	SELLING DEALER NO. GERRY LANE	PRODUCTION DATE	
	P.T.C. NO.	P.O. NO.	P.O. DATE 03/01/12	
	COMMENTS			

CELL: [REDACTED]

MO: 26935

J# 1 01CVZ FREE LUBE/OIL/FILTER HOURS: 0.40 TECH(S):2941
CUSTOMER REQUEST A COMPLIMENTARY OIL AND OIL FILTER CHANGE
SERVICE COMPLETE
COMPLETED THE COMPLIMENTARY OIL AND OIL FILTER CHANGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK48	PF48 O&F	*****	*****
JOB # 1	6	12345610X	MOTOR OIL	3.58	21.48
JOB # 1	1	89017524	FILTER 1.836	5.25	5.25
				JOB # 1 TOTAL PARTS	26.73
				JOB # 1 TOTAL LABOR & PARTS	36.73

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	SS	SHOP SUPPLIES / ENVIRONMENTAL		CUSTOMER
JOB # 1	FREE	ADVERTISING		-36.73
				TOTAL - MISC

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COMMENTS: 328-5934

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT..
100135		
		TOTAL LABOR.... 10.00
		TOTAL PARTS.... 26.73
		TOTAL SUBLET... 0.00
		TOTAL G.O.G.... 0.00
		TOTAL MISC.CHG. 0.00
		TOTAL MISC.DISC -36.73
		TOTAL TAX..... 0.00
		TOTAL INVOICE \$ 0.00

APPROVED BY SIGNATURE _____

537814

537814

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ07	ROTATE TIRES-ONLY	MI		02CVZ07	ROTATE TIRES-ONLY	MI	
26CVZ	ROTATE TIRES-ONLY	MI		02CVZBG210	MAJOR FUEL SERVICE	MI	
02CVZBG206	FUEL INDUCTION SERV	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	OPERATION DESCRIPTION
10/25/10	519921	35	3013	MISC REPAIRS
			3013	MISC REPAIRS
			3013	SUSPENSION/STEERING
				MISC REPAIRS
				MAINTENANCE

SALESPERSON NO. 5099

SERVICE

STATE REG# 2

VEHICLE ID No. 1G1ZE5E78A4	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	PROD. DATE 02/12/10	STOCK No. 100135	LICENSE No.	R.O. No. 537814
CUSTOMER No. 99449	SERVICE CONTRACT	DEL. DATE 02/12/10	DEL. MILES 2,577	SELL DEALER No.	R.O. DATE 05/09/11
BATON ROUGE, LA	COLOR WHT DIAMOND TC/CO	CONTRACT No.	EXP. DATE 02/12/16	EXP. MILES 72,000	TAG No. 2955
NONE	TURBO CVZZ	A/C	P.S.	TRANS.	MILEAGE 17,082
	ADVISOR No. 3060	ADVISOR MICHELLE	17084 COMPLETED		
TIME RECEIVED 07:25am	DATE / TIME PROMISED 05/09/11 06:00pm	PRIORITY 1			
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE				

COMMENTS :

CALL AT

- 1 **C 01CVZ** **FREE LUBE/OIL/FILTER**
CUSTOMER REQUEST A COMPLIMENTARY OIL AND OIL FILTER CHANGE

Completed.

- 2 **C * 30CVZ04** **TIRE ROT W/MONITOR**
CUSTOMER REQUEST TIRE ROTATION WITH TIRE MONITOR

Completed.

- 3 **W 11CVZ** **BRAKES**
CUSTOMER STATES BRAKES SQUEAK ALOT WHEN APPLYING BRAKES AND WHEN BRAKING THERE IS A SHIMMY FELT, PLEASE CHECK OUT

removed Roto and resurfaced both front and surface pads road test shimmy feel has stopped.

- 4 **W * 04CVZ** **SUSPENSION/STEERING**
CUSTOMER STATES THERE IS A WHINNING NOISE IN STEERING WHEN TURNING, PLEASE CHECK OUT

.5

<input checked="" type="checkbox"/> PAPER WORK TURNED IN
<input checked="" type="checkbox"/> CALLED CUSTOMER WHEN DONE
<input type="checkbox"/> LEFT MESSAGE ON MACHINE
DATE: <i>5-9</i> TIME: <i>3:39 PM</i>

*HO122 .9 add.
1.4
found Rotos but rounded
need to re cut rotor front.*

*Air may be in the system.
needs bleed.*

2 Pages



01010537814

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ07	ROTATE TIRES-ONLY	MI		02CVZ07	ROTATE TIRES-ONLY	MI	
26CVZ	ROTATE TIRES-ONLY	MI		02CVZBG210	MAJOR FUEL SERVICE	MI	
02CVZBG206	FUEL INDUCTION SERV	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/25/10	519921	12044	3060	3013	W	05CVZ	MISC REPAIRS
				3013	W	05CVZ01	MISC REPAIRS
				3013	W	05CVZ02	MISC REPAIRS
				3013	W	04CVZ	SUSPENSION/STEERING
				3013	W	05CVZ04	MISC REPAIRS
				3013	C	30CVZ	MAINTENANCE

SALESPERSON NO. 5099

S E R V I C E

STATE REG# 2

VEHICLE ID No. 1G1ZE5E78A4	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	PROD. DATE	STOCK No. 100135	LICENSE No.	K.O. No. 537814
CUSTOMER No. 99449	SERVICE CONTRACT	DEL. DATE 02/12/10	DEL. MILES 2,577	SELL DEALER No.	R.O. DATE 05/09/11
BATON ROUGE, LA	COLOR WHT DIAMOND TC/CO	CONTRACT No.	EXP. DATE 02/12/16	EXP. MILES 72,000	TAG No. 2955
NONE	TURBO	M/MC CVZZ	A/C	P.S.	TRANS.
		MILEAGE 17,082	ADVISOR No. 3060	ADVISOR MICHELLE	
TIME RECEIVED 07:25am	DATE / TIME PROMISED 05/09/11 06:00pm	PRIORITY 1	LABOR RATE		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CELL: [REDACTED]				

5 **W*05CVZ MISC REPAIRS**
 CUSTOMER STATES LEFT FRONT DOOR DOES NOT CLOSE FLUSH, APPEAR S TO BE OUT OF ADJUSTMENT
Adjusted the drives door slams. now flushed with rear door.

door needs B4000-5



0101J537814



Tag 2955

Service Consultant- _____

Service Date- _____

Promise Date- _____

Customer Name- [Redacted]

Vin- A4 [Redacted]

Address- _____

Year- _____ Model- _____

[Redacted]

Miles- 17082

E Mail- none

Requested Maintenance:

Oil Change- Brake Service- _____ Alignment- _____ Balance Tires- _____

Rotate Tires- Coolant Service- _____ Air Filter- _____ Tune Up- _____

Concern: ① squeak & thud when driving on bumpy roads

② wheel in it

③ left front door is out of adjustment

Concern: _____

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.

I authorize diagnostic charge.

Customer Signature [Redacted]



Michelle Rhodes

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[Logout](#)

May 9, 2011

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

- INTERFACE WITH CUSTOMER
- RECONCILE RESULTS
- ANALYZE WARRANTY
- MANAGEMENT PLANNING
- PREPARE PARTS RETURN
- USER OPTIONS

View Vehicle Summary

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

For this vehicle:

- ↳ [View Vehicle Summary](#)
- ↳ [Service Contract](#)
- ↳ [Branded Title](#)
- ↳ [Warranty Block](#)
- ↳ [View Vehicle Build](#)
- ↳ [View Vehicle Component Summary](#)
- ↳ [View Vehicle Transaction History Detail](#)
- ↳ [View Vehicle Delivery Information](#)
- ↳ [Investigate Major Assembly History](#)

Vehicle Information

VIN: 1G1ZE5E78A4 [REDACTED] Model: 1ZK69-2010 MALIBU LTZ
 Service Contract: Yes Branded Title: No Warranty Block: No POI Status: Yes
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [Open](#)

Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletin	N100310	10310	ENGINE STALL - REPROGRAM TCM/ECM - EXPIRES WITH BASE WARRANTY	09/17/2010	Closed
Customer Satisfaction Program	N100085	10085	AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIREHARNES/REPLACE	05/13/2010	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0136	Wheel Bearing/Hub Replacoment - Antilock Brake System (ABS)/Traction Control System (TCS) Light On, DTCs C0035, C0040 Set	11/30/2010

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y OnStar Status: Inactive
 XM Equipped: Y XM Radio ID: LJ2R324V XM Status: Inactive
 OnStar Vehicle Diagnostics: N DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
-------	-------------	------------	--------------------	----------	--------------

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 [REDACTED]

Owner [REDACTED]

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 History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/25/2010	519921	ZFAT----Field Action Recall		V2323 - 10310 - Sequence Program TCM/ECM	12,044 MI
10/25/2010	519921	ZREG----Regular Vehicle Transaction		E0722 - Tire Pressure Indicator Sensor Replacement	12,044 MI
10/25/2010	519921	ZREG----Regular Vehicle Transaction		E9050 - Power Steering Pump Replacement	12,044 MI
10/25/2010	519921	ZREG----Regular Vehicle Transaction		N9595 - BCM C2 Connector Repair	12,044 MI
07/08/2010	510142	ZFAT----Field 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	ZFAT----Field 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	ZFAT----Field 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	ZREG----Regular Vehicle Transaction		J9992 - Customer Concern Not Duplicated - Engine Controls and Fuel	4,412 MI
09/11/2009	A28548	ZPDI----Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

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CVCS537814



CHEVROLET

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



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0101ICVCS537814

CUSTOMER NO. 99449	ADVISOR MICHELLE	TAG NO. 2955	INVOICE DATE 05/09/11	CELL: [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 17,082	COLOR WHT DIAMOND
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	DELIVERY DATE 02/12/10	STOCK NO. 100135	DELIVERY MILES 2,577
NONE	VEHICLE I.D. NO. 1G1ZE5E78A4	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	H.O. DATE 05/09/11	REPRINT# 1
COMMENTS				

MO: 17084

QTY	UNIT	DESCRIPTION	LIST PRICE	UNIT PRICE
		JOB # 5 TOTAL PARTS		0.00
		JOB # 5 TOTAL LABOR & PARTS		0.00
MISC	CODE	DESCRIPTION		CONTROL NO.
JOB # A	SS	SHOP SUPPLIES / ENVIRONMENTAL		
JOB # 1	FREE	ADVERTISING		1.75
JOB # 1	FREE	ADVERTISING		INTERNAL
TOTAL - MISC				0.00

COMMENTS
CALL AT [REDACTED]

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

TOTAL LABOR	35.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	1.75
TOTAL MISC DISC	-1.75
TOTAL TAX	3.31
TOTAL INVOICE \$	38.31

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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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CUSTOMER SIGNATURE [REDACTED]

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CVCS537814



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CUSTOMER NO. 99449	ADVISOR MICHELLE	TAG NO. 3060	INVOICE DATE 05/09/11	INVOICE NO. CVCS537814
	LABOR RATE	LICENSE NO.	MILEAGE 17,082	COLOR WHT DIAMOND
	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ		DELIVERY DATE 02/12/10	STOCK NO. 100135
BATON ROUGE, LA	VEHICLE I.D. NO. 1G1ZE5E78A4		SELLING DEALER NO.	DELIVERY MILES 2,577
NONE	P.T.E. NO.	P.O. NO.	H.O. DATE 05/09/11	REPRINT# 1
	COMMENTS			

CELL: [REDACTED]

MO: 17084

LABOR & PARTS

J# 1 01CVZ FREE LUBE/OIL/FILTER TECH(S):3144
 CUSTOMER REQUEST A COMPLIMENTARY OIL AND OIL FILTER CHANGE
 SERVICE COMPLETE
 COMPLETED THE COMPLIMENTARY OIL AND OIL FILTER CHANGE

INTERNAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	89017524	FILTER 1.836		
JOB # 1	5	12345610X	MOTOR OIL		
			FACTORY RECOMMENDED		

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 30CVZ04 TIRE ROT W/MONITOR TECH(S):3144
 CUSTOMER REQUEST TIRE ROTATION WITH TIRE MONITOR
 COMPLETED TIRE ROTATION AND RELEARNED TIRE PRESSURE MONITOR SYSTEM

35.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE

JOB # 2 TOTAL LABOR & PARTS 35.00

J# 3 11CVZ BRAKES TECH(S):3144
 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
 ELIMINATED

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 04CVZ SUSPENSION/STEERING 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

INTERNAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 05CVZ MISC REPAIRS TECH(S):3144
 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

WARRANTY

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CVWS537814



0101ICVWS537814

CUSTOMER NO. 99449	ADVISOR MICHELLE	3060	TAG NO. 2955	INVOICE DATE 05/11/11	INVOICE NO. CVWS537814
	LABOR RATE	LICENSE NO.	MILEAGE 17,082	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ			DELIVERY DATE 02/12/10	DELIVERY MILES 2,577
NONE	VEHICLE I.D. NO. 1G1ZE5E78A4			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.		H.O. DATE 05/09/11	
	COMMENTS				

CELL: [REDACTED]

MO: 17084

LABOR & PARTS		
J# 3 IICVZ	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 ELIMINATED HOURS: 1.40 TECH(S):3144	129.39
JOB # 3 TOTAL LABOR & PARTS		129.39
J# 5 05CVZ	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 HOURS: 0.50 TECH(S):3144	46.21
JOB # 5 TOTAL LABOR & PARTS		46.21
COMMENTS CALL AT 328-5934		
	R/O TAX	0.00
	R/O TOTALS	175.60

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APPROVED BY SIGNATURE _____

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0101ICVWS537814

CUSTOMER NO. 99449	ADVISOR MICHELLE	TAG NO. 2955	INVOICE DATE 05/11/11	INVOICE NO. CVWS537814
LABOR RATE	LICENSE NO.	MILEAGE 17,082	COLOR WHT DIAMOND	STOCK NO. 100135
YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	VEHICLE I.D. NO. 1G1ZE5E78A4		DELIVERY DATE 02/12/10	DELIVERY MILES 2,577
BATON ROUGE, LA	F.T.L. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
NONE			R.O. DATE 05/09/11	
RESIDENCE PHONE	COMMENTS			MO: 17084

DCS AUDIT SLIP

JOB CARD 537814

VIN	1G1ZE5E78A4	REPAIRING BAC	114281
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	05/09/2011
ODOMETER	17082	SERVICE ADVISOR GMIN	119001707
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	FRA CLAIM#	OEM SAP TRAN.#	VER
3	W	ZREG			001092933448	0002

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

LABOR OPERATION	BASE HOURS	ADD	PUB.
H0122	.9		.5

COMPLAINT CODE: 0124

COMPLAINT DESCRIPTION: CUSTOMER STATES BRAKES SQUEAK ALOT WHEN APPLYING BRAKES AND WHEN BRAKING THERE IS A SHIMMY FELT. PLEASE CHECK OUT

CAUSE CODE: 6011

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

CORRECTION DESCRIPTION: RESURFACED ROTORS AND REASSEMBLED. TEST DROVE AND SHIMMY ELIMINATED

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

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CVWS537814



0101ICVWS537814

CVWS537814

CUSTOMER NO. 99449	ADVISOR MICHELLE	TAG NO. 3060	2955	INVOICE DATE 05/11/11	INVOICE NO. CVWS537814
	LABOR RATE	LICENSE NO.	MILEAGE 17,082	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ			DELIVERY DATE 02/12/10	DELIVERY MILES 2,577
NONE	VEHICLE I.D. NO. 1G1ZE5E78A4			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	F.T.E. NO.	P.O. NO.	H.O. DATE 05/09/11		
	COMMENTS				

CELL: [REDACTED]

MO: 17084

DCS AUDIT SLIP

JOB CARD 537814

VIN	1G1ZE5E78A4	REPAIRING BAC	114281
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	05/09/2011
ODOMETER	17082	SERVICE ADVISOR GMIN	119001707
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
5	W	ZREG			001092933504	0002

JOB COMPLETION DATE: 05/09/2011
 TECHNICIAN GMIN: 984253582

LABOR OPERATION BASE HOURS
 B4000 .5

COMPLAINT CODE: 0490
 COMPLAINT DESCRIPTION: CUSTOMER STATES LEFT FRONT DOOR DOES NOT CLOSE FLUSH
 , APPEAR S TO BE OUTOF ADJUSTMENT

CAUSE CODE: 6011
 CAUSE DESCRIPTION: VERIFIED DOOR OUT OF ADJUSTMENT

CORRECTION DESCRIPTION: ADJUSTED DOOR AND IT IS NOW FLUSH

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	46.21	0.00	46.21
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	46.21	0.00	46.21

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CVIS537814

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0101ICVIS537814

CUSTOMER NO. 99449	ADVISOR MICHELLE	TAG NO. 2955	INVOICE DATE 05/11/11	INVOICE NO. CVIS537814
	LABOR RATE	LICENSE NO.	MILEAGE 17,082	COLOR WHT DIAMOND
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	VEHICLE ID NO. 1G1ZE5E78A4	DELIVERY DATE 02/12/10	STOCK NO. 100135
NONE	P.T.E. NO.	P.O. NO.	SELLING DEALER NO.	DELIVERY MILES 2,577
	COMMENTS		H.O. DATE 05/09/11	PRODUCTION DATE

CELL: [REDACTED]

MO: 17084

LABOR & PARTS
J# 1 01CVZ
FREE LUBE/OIL/FILTER HOURS: 0.40 TECH(S):3144
CUSTOMER REQUEST A COMPLIMENTARY OIL AND OIL FILTER CHANGE
SERVICE COMPLETE
COMPLETED THE COMPLIMENTARY OIL AND OIL FILTER CHANGE
10.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	89017524	FILTER 1.836	5.25
JOB # 1	5	12345610X	MOTOR OIL	3.58
			FACTORY RECOMMENDED	
JOB # 1 TOTAL PARTS				23.15
JOB # 1 TOTAL LABOR & PARTS				33.15

J# 4 04CVZ
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
7.50
JOB # 4 TOTAL LABOR & PARTS 7.50

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	SHOP SUPPLIES / ENVIRONMENTAL	
JOB # 1	FREE	ADVERTISING	
JOB # 1	FREE	ADVERTISING	
TOTAL - MISC			CUSTOMER -40.65
			CUSTOMER -40.65

COMMENTS
CALL AT [REDACTED]

TOTALS	CONTROL#	ACCOUNT NUMBER	AMOUNT..
	100135		

TOTAL LABOR.... 17.50
TOTAL PARTS.... 23.15
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC.CHG. 0.00
TOTAL MISC.DISC -40.65
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

APPROVED BY SIGNATURE _____

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544341

544341

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ07 26CVZ 02CVZBG206	ROTATE TIRES-ONLY ROTATE TIRES-ONLY FUEL INDUCTION SERV	MI MI MI		01CVZ07 02CVZBG210	ROTATE TIRES-ONLY MAJOR FUEL SERVICE	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/09/11	537814	17082	3060	3144 3144 3144 3144 3013	I C W I W	01CVZ 30CVZ04 11CVZ 04CVZ 05CVZ 05CVZ	FREE LUBE/OIL/FILTER TIRE ROT W/MONITOR BRAKES SUSPENSION/STEERING MISC REPAIRS MISC REPAIRS
10/25/10	519921	12044	3060				

SALESPERSON NO. 5099

SERVICE

STATE REG# 2

VEHICLE ID No. **1G1ZE5E78A4** YEAR / MAKE / MODEL **10/CHEVROLET/MALIBU/4DR SDN LTZ** PROD. DATE **02/12/10** STOCK No. **100135** LICENSE No. **544341**

CUSTOMER No. **99449** SERVICE CONTRACT **DEL. DATE 02/12/10** DEL. MILES **2,577** R.O. No. **544341**

BATON ROUGE, LA COLOR **WHT DIAMOND TC/CO** CONTRACT No. **02/12/16** EXP. DATE **02/12/16** EXP. MILES **72,000** TAG No. **7513**

NONE TURBO **CVZZ** A/C P.S. TRANS. MILEAGE **19,025** ADVISOR No. **2795** ADVISOR **WILLIE EDOHO**

RESERVED DATE / TIME PROMISED **12:59pm 07/13/11 06:00pm** PRIORITY **1** **19028**

APPOINTMENT Yes No LABOR RATE CELL: **[REDACTED]**

1 **W*02CVZ07** **CEL ON ALWAYS**
CHECK ENGINE LIGHT COMES ON AND STAYS ON. -
REDUCED ENGINE PWR
 PA138 APP Correlation last 2
 Check & as found APP not Ready Accurately
 w/ 15% Applied
 Replaced APP and Rechecked

J5584
.2
COMPLETED

STRAIGHT TIME (H:R:)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
.2		544341	3052	CC



0101J544341

PARKING SPOT 61
IN OUT TOWN 13



No 8157

CHEVROLET

6505 Florida Blvd., P.O. Box 66456, Baton Rouge, LA 70896 (225) 926-4600

MILEAGE 19028 P.O.# _____ R.O.# _____ DATE 7/13/11

MAKE OF CAR Chery malibu LICENSE NO. [REDACTED]

LOCATION OF VEHICLE 17857 Mac Shea Ln

OWNER OF CAR _____

ADDRESS _____

DELIVERED TO Gerry Lane Chevy Service

WRECKER FEE $\$90.00 + \$32.50 = \$122.50$

VIN

1	2	1	Z	E	5	E	7	8	A	4	[REDACTED]
---	---	---	---	---	---	---	---	---	---	---	------------

Signature _____ Total \$122.50

JUL 12, 2011 APPOINTMENTS *Ty 7513*

GERRY LANE CHEVROLET PORT 5117 3010

1 COMPANY NAME
2 LAST NAME [REDACTED]
3 FIRST NAME [REDACTED]
4 MID. NAME P
5 STREET ADDR [REDACTED]
6 CITY/? BATON ROUGE
7 STATE/CNTRY LOUISIANA
8 ZIP CODE/? [REDACTED]
9 COUNTY/? E BATON ROUGE
10 BILL TO ADDR
11 CITY/?
12 ST/CNTRY/?
13 ZIP CODE/?
14 OTHER NAME [REDACTED]
15 NAME TYPE S X X V X X
25 EMAIL ADDR NONE

MICHELLE 05/09/11 07:22
SUFFIX
16 NAME ID 99449
17 RES PHONE [REDACTED] F
18 BUS PHONE [REDACTED]
EXT
19 FAX PHONE
EXT
20 CELL PH [REDACTED]
EXT
21 PAGER PH [REDACTED]
EXT
22 OTHER PH [REDACTED]
23 STOCK#
24 VIN
STATUS ACTIVE
PAY METHOD

(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

[Update My Profile](#)
[Logout](#)

July 13, 2011

Global Warranty Management, Start > Interface With Customer > **View Vehicle Summary**

INTERFACE WITH
CUSTOMER

RECONCILE
RESULTS

ANALYZE
WARRANTY

MANAGEMENT
PLANNING

PREPARE PARTS
RETURN

USER OPTIONS

View Vehicle Summary

The screen will display information for the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contracts (if applicable), Warranty Block, Branded Title Information and OnStar and XM Radio information (if applicable).

For this vehicle:

- [View Vehicle Summary](#)
- [Service Contract](#)
- [Branded Title](#)
- [Warranty Block](#)
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)
- [Investigate Major Assembly History](#)

Vehicle Information

VIN 1G1ZE5E78A4 [REDACTED] Model: 1ZK69-2010 MALIBU LTZ
 Name: Contact **Yes** Branded Title: No Warranty Block: No PDI Status: **Yes**
 Vehicle Type: **70 - RETAIL - STOCK**
 Field Actions: **0 - Open**

Required Field Actions

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	N100310	10310	ENGINE STALL - REPROGRAM TCM/ECM - EXPIRES WITH BASE WARRANTY	09/17/2010	Closed
Customer Satisfaction Program	N100085	10085	AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIREHARNES/REPLACE	05/13/2010	Closed

Branded Title

The VIN or license plate number listed here and information derived therefrom is the proprietary property of The Polk Company and its subsidiaries. It is the property 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.GP.I.XMST (877.438.9677).

OnStar Enabled: **Y** OnStar Status: **Inactive**
 XM Enabled: **Y** XM Radio ID: **LJ2R324V** XM Status: **Inactive**
 OnStar Vehicle Registration: **N** DMN Enabled: **N**

Applicable Warranties

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Powertrain Limited Warranty	02/12/2010	24 MI	02/12/2015	100,024 MI
	Corrosion Limited Warranty	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 Select Component Ltd Wty	02/12/2010	24 MI	02/12/2018	80,024 MI

Service Contract

Policy Number: [REDACTED]

Owner: [REDACTED]

Description: GMPP 72/72 MAJOR GUARD
 Effective Date: 02/12/2010
 Effective Odometer: 2577 MI
 Policy Rental Limit: 35.00

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

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
05/09/2011	537814	ZREG---Regular Vehicle Transaction		B4000 - Front Side Door Adjustment - Right Side	17,082 MI
05/09/2011	537814	ZREG---Regular 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	ZREG---Regular Vehicle Transaction		E0722 - Tire Pressure Indicator Sensor Replacement	12,044 MI
10/25/2010	519921	ZREG---Regular Vehicle Transaction		E9050 - Power Steering Pump Replacement	12,044 MI
10/25/2010	519921	ZREG---Regular Vehicle Transaction		N9595 - BCM C2 Connector Repair	12,044 MI
07/08/2010	510142	ZFAT---Field 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	ZFAT---Field 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	ZFAT---Field 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	ZREG---Regular Vehicle Transaction		J9992 - Customer Concern Not Duplicated (CCND) - Engine Malfunction Indicator Lamp (MIL) Active	4,412 MI
09/11/2009	A28548	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ07	ROTATE TIRES-ONLY	MI		01CVZ07	ROTATE TIRES-ONLY	MI	
26CVZ	ROTATE TIRES-ONLY	MI		02CVZBG210	MAJOR FUEL SERVICE	MI	
02CVZBG206	FUEL INDUCTION SERV	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/09/11	537814	17082	3060	3144	I	01CVZ	FREE LUBE/OIL/FILTER
				3144	C	30CVZ04	TIRE ROT W/MONITOR
				3144	W	11CVZ	BRAKES
				3144	I	04CVZ	SUSPENSION/STEERING
10/25/10	519921	12044	3060	3144	W	05CVZ	MISC REPAIRS
				3013	W	05CVZ	MISC REPAIRS

SALESPERSON 5099

S E R V I C E

STATE REG# 2

VEHICLE ID No. 1G1ZE5E78A4	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	PROD. DATE	STOCK No. 100135	LICENSE No.	K.O. No. AP87911
CUSTOMER No. 99449	SERVICE CONTRACT	DEL. DATE 02/12/10	DEL. MILES 2,577	SELL DEALER No.	R.O. DATE 07/12/11
BATON ROUGE, LA	COLOR WHT DIAMOND TC/CO	CONTRACT No.	EXP. DATE 02/12/16	EXP. MILES 72,000	TAG No.
NONE	TURBO	M/MC CVZZ	A/C	P.S.	TRANS.
RESIDENCE PHONE	BUSINESS PHONE	MILEAGE 18,365	ADVISOR No. 2795	ADVISOR WILLIE EDOHO	
TIME RECEIVED 06:00am	DATE / TIME PROMISED 07/12/11 06:00pm	PRIORITY 1			
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE	CELL: [REDACTED]			

1 **W** 02CVZ07 **CEL ON ALWAYS**
CHECK ENGINE LIGHT COMES ON AND STAYS ON.
please pwr & traction





CHEVROLET

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



CVCS544341



01011CVCS544341

CVCS544341

CUSTOMER NO. 99449	ADVISOR WILLIE EDOHO	2795	TAG NO. 7513	INVOICE DATE 07/13/11	INVOICE NO. CVCS544341
	LABOR RATE	LICENSE NO.	MILEAGE 19,025	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ			DELIVERY DATE 02/12/10	DELIVERY MILES 2,577
NONE	VEHICLE I.D. NO. 1 G 1 Z E 5 E 7 8 A 4			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		H.O. DATE 07/13/11	
	COMMENTS				

CELL: [REDACTED]

MO: 19025

LABOR & PARTS
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(S):3052

WARRANTY

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PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1		25778568	PEDAL 3.451		

JOB # 1 TOTAL PARTS

WARRANTY 0.00

JOB # 1 TOTAL LABOR & PARTS

WARRANTY 0.00

G.O.G. & SUPPLIES

JOB # 1	1.0	1.
---------	-----	----

@ /UNIT

TOTAL - GOG

WARRANTY 0.00

TOTALS

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

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

TOTAL INVOICE \$ 0.00

[REDACTED SIGNATURE]

CUSTOMER SIGNATURE

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CVWS544341



CHEVROLET

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BATON ROUGE, LA 70806
TEL. (225) 926-4600
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CVWS544341



0101ICVWS544341

CUSTOMER NO. 99449	ADVISOR WILLIE EDOHO	2795	TAG NO. 7513	INVOICE DATE 07/15/11	INVOICE NO. CVWS544341
	LABOR RATE	LICENSE NO.	MILEAGE 19,025	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ			DELIVERY DATE 02/12/10	DELIVERY MILES 2,577
NONE	VEHICLE I.D. NO. 1G1ZE5E78A4			BILLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.		H.O. DATE 07/13/11	
	COMMENTS				

CELL: [REDACTED]

MO: 19025

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
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	0.20	3052	18.48
JOB # 1	1	25778568	PEDAL 3.451	65.09	65.09	91.13
			JOB # 1 COST TOTAL	65.09		91.13
			JOB # 1 TOTAL PARTS			91.13
			JOB # 1 TOTAL LABOR & PARTS			109.61
G.O.G. & SUPPLIES						
JOB # 1	1.0	1.	@ 122.500 /UNIT			122.50
			TOTAL - GOG			122.50
			R/O TAX			0.00
			R/O TOTALS			232.11

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WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	232.11
CLAIM TOTALS	232.11

APPROVED BY SIGNATURE _____

CVWS544341



CHEVROLET

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



CVWS544341



0101ICVWS544341

CUSTOMER NO. 99449	ADVISOR WILLIE EDOHO	TAG NO. 2795	INVOICE DATE 07/15/11	INVOICE NO. CVWS544341
	LABOR RATE	LICENSE NO.	MILEAGE 19,025	COLOH WHT DIAMOND
	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	DELIVERY DATE 02/12/10	DELIVERY MILES 2,577	STOCK NO. 100135
BATON ROUGE, LA	VEHICLE I.D. NO. 1G1ZE5E78A4	SELLING DEALER NO.	PRODUCTION DATE	
NONE	F.T.E. NO.	P.O. NO.	H.O. DATE 07/13/11	
	COMMENTS			

MO: 19025

DCS AUDIT SLIP

JOB CARD 544341

VIN	1G1ZE5E78A4	REPAIRING BAC	114281
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	07/13/2011
ODOMETER	19025	SERVICE ADVISOR GMIN	065932131
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		544341-1	001097689944	0002

JOB COMPLETION DATE: 07/13/2011
TECHNICIAN GMIN: 075488107

LABOR OPERATION BASE HOURS
J5584 .2

COMPLAINT CODE: 0321
COMPLAINT DESCRIPTION: CHECK ENGINE LIGHT COMES ON AND STAYS ON. REDUCED ENGINE POWER.

CAUSE CODE: 6573
CAUSE DESCRIPTION: P2138 ACCELERATOR PEDAL POSITION CORRELATION 1 AND 2.

CORRECTION DESCRIPTION: CHECKED APP OPERATION AND FOUND AT 15% APPLIED SENSORS 1 AND 2 ARE NOT READING ACCURATLY. REPLACED ACCELERATOR PEDAL ASSEMBLY AND RECHECKED AFTER REPIARS

CAUSAL PART: 25778568

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
25778568	1	65.09			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL	VIN OR INFO	DAYS	REASON
122.50	NIT	8157	13				

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	26.04		
PARTS	65.09	0.00	91.13
LABOR	18.48	0.00	18.48
NET ITEMS	122.50	0.00	122.50
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	232.11	0.00	232.11

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CTIS544256



CHEVROLET

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



CTIS544256



0101CTIS544256

CUSTOMER NO. 19150		ADVISOR KELLY	3128	TAG NO. 7501	INVOICE DATE 07/15/11	INVOICE NO. CTIS544256
[REDACTED]		LABOR RATE	[REDACTED]	MILEAGE 89,751	COLOR WHITE/	STOCK NO.
BATON ROUGE, LA		YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/SILVERADO 1500/CR			DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO. 2 G C E C 1 3 Z 4 7 1			SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.	P. O. NO.	M. O. DATE 07/13/11		
BUSINESS PHONE		COMMENTS				

MO: 89754

LABOR & PARTS
 J# 1 05CVZ
 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 SOMEWHERE ELSE
 RESET TOE TO AJDJUST 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

JOB # 1 TOTAL LABOR & PARTS 22.00

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COMMENTS: CHARGE TO 67 D

TOTALS:

CONTROL#	ACCOUNT NUMBER	AMOUNT..
		TOTAL LABOR.... 22.00
		TOTAL PARTS.... 0.00
		TOTAL SUBLET... 0.00
		TOTAL G.O.G.... 0.00
		TOTAL MISC.CHG. 0.00
		TOTAL MISC.DISC 0.00
		TOTAL TAX..... 0.00
		TOTAL INVOICE \$ 22.00

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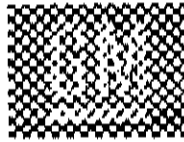
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APPROVED BY SIGNATURE _____



VIA FAX ONLY

September 24, 2012

Attn: J.K. Khamiss
Dealer: Gerry Lane Enterprises, Inc.
Location: Baton Rouge, LA

RE: Customer: [REDACTED]
Service Request: 71-1109820909
Veh: 2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZE5E78A4 [REDACTED]

To -
Brandy
from -
JK

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 SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ07 26CVZ 02CVZBG206	ROTATE TIRES-ONLY ROTATE TIRES-ONLY FUEL INDUCTION SERV	MI MI MI		25CVZ07 02CVZBG210	ROTATE TIRES-ONLY MAJOR FUEL SERVICE	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/13/11 05/09/11	544341 537814	19025 17082	2795 3060	3052 3144 3144 3144 3144 3144	W I C W I W	02CVZ07 01CVZ 30CVZ04 11CVZ 04CVZ 05CVZ	CEL ON ALWAYS FREE LUBE/OIL/FILTER TIRE ROT W/MONITOR BRAKES SUSPENSION/STEERING MISC REPAIRS

SALESPERSON NO. 5099

S E R V I C E

STATE REG# 2

VEHICLE ID No. 1G1ZE5E78A4	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	PROD. DATE	STOCK No. 100135	LICENSE No.	R.O. No. 545488
CUSTOMER No. 99449	SERVICE CONTRACT	DEL. DATE 02/12/10	DEL. MILES 2,577	SELL DEALER No.	R.O. DATE 07/26/11
BATON ROUGE, LA	COLOR WHT DIAMOND TC/CO	CONTRACT No.	EXP. DATE 02/12/16	EXP. MILES 72,000	TAG No. 9182
NONE	TURBO	M/MC CVZZ	A/C	P.S.	TRANS.
RESIDENCE PHONE	BUSINESS PHONE	MILEAGE 19,179	ADVISOR No. 2795	ADVISOR WILLIE EDOHO	
TIME RECEIVED 07:49am	DATE / TIME PROMISED 07/26/11 06:00pm	PRIORITY 3	COMPLETED <i>19184</i>		
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	CELL: [REDACTED]	LABOR RATE			

JOB

1 **W 23CVZ TRIM**
CUST. STATES WATER COMING IN FROM THE UPPER DOOR FRAME OF DRIVER SIDE. *Found the water leaking from the sunroof drain hose found the hose disconnected. Need to re connect the hose and add some sealant to prevent from come apart again*

Removed the roof panel and sunvisor to repair the sunroof drain hose connected hose and add some glue to hold it in place checked for leak was stopped.

*B2852
2.0*

SHUTTLE
 1 WAY 2 WAY



01010545488

ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____

HOME PHONE # _____ BUSINESS PHONE # _____

VIN: _____ A4 _____

LICENSE PLATE: _____ COLOR: _____ MODEL: _____

WAG#: 9182 SERVICE ADVISOR _____ MILEAGE: 19179

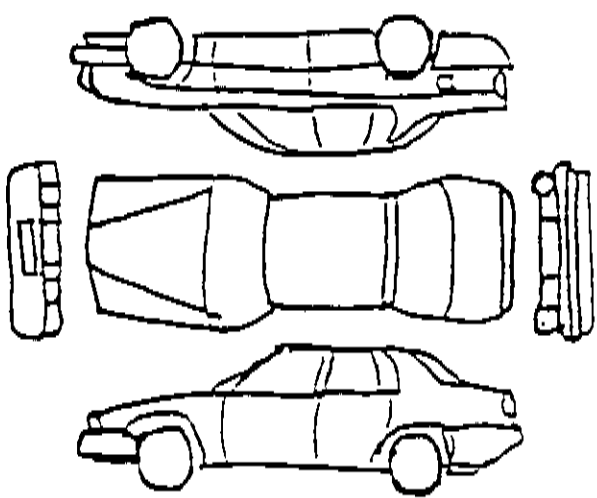
SERVICE OPERATION 328 5934
228 3763

SERVICE OPERATION

SERVICE OPERATION

SERVICE OPERATION

REMARKS *



ACKNOWLEDGE
ALL VALUABLES REMOVED
FROM VEHICLE

CUSTOMER WANTS USED PARTS RETURNED
YES: _____ NO: _____

*MINIMUM DIAGNOSTIC FEE: \$50.00 / HR
X: _____



Global Warranty Management > View Vehicle Summary

- INTERACT WITH CUSTOMER
- RECONCILE RESULTS
- ANALYZE WARRANTY
- MANAGEMENT PLANNING
- PREPARE PARTS RETURN
- USER OPTIONS

View Vehicle Summary

The following BHM users can view the Summary of Vehicle Information, Field Actions, Service Information, Appraisals, Warranties, Transaction History, Service Contracting, Complaints, Warranty Block, Branded Title Information and OnStar and XM Radio information if applicable.

- For this vehicle:
- [View Vehicle Summary](#)
 - [Service Contract](#)
 - Branded Title
 - Warranty Block
 - [View Vehicle Build](#)
 - [View Vehicle Component Summary](#)
 - [View Vehicle Transaction History Detail](#)
 - [View Vehicle Delivery Information](#)
 - [Investigate Major Assembly History](#)

Vehicle Information

VIN: 1G1ZE5E78A4 [REDACTED] Model: 1ZK69-2010 MALIBU LTZ
 Checked In: **Yes** Branded Title: **No** Warranty Block: **No** PDI Status: **Yes**
 Color Type: 70 - RETAIL - STOCK
 Field Action: [Open](#) [REDACTED]

Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletin	N100310	10310	ENGINE STALL - REPROGRAM TCM/ECM - EXPIRES WITH BASE WARRANTY	09/17/2010	Closed
Customer Satisfaction Program	N100085	10085	AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIREHARNES/REPLACE	05/13/2010	Closed

Branded Title

The title information contained herein and a resolution 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.

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)

OnStar Equipped: **Y** OnStar Status: **Inactive**
 XM Equipped: **Y** XM Radio ID: **LJ2R324V** XM Status: **Inactive**
 OnStar OnStar Diagnostic: **N** DMN Enabled: **N**

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	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
 Powertrain Limited Warranty 02/12/2010 24 MI 02/12/2015 100,024 MI

Service Contract

Policy Number [REDACTED]

Owner [REDACTED]

Description: **GMPP 72/72 MAJOR GUARD**
 Effective Date: **02/12/2010**
 Effective Odometer: **2577 MI**
 Exp. Premium: **35.00**

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

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
07/13/2011	544341	ZREG---Regular Vehicle Transaction		J5584 - Accelerator Pedal Position Sensor Replacement	19,025 MI
05/09/2011	537814	ZREG---Regular Vehicle Transaction		B4000 - Front Side Door Adjustment - Right Side	17,082 MI
05/09/2011	537814	ZREG---Regular 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	ZREG---Regular Vehicle Transaction		E0722 - Tire Pressure Indicator Sensor Replacement	12,044 MI
10/25/2010	519921	ZREG---Regular Vehicle Transaction		E9050 - Power Steering Pump Replacement	12,044 MI
10/25/2010	519921	ZREG---Regular Vehicle Transaction		N9595 - BCM C2 Connector Repair	12,044 MI
07/08/2010	510142	ZFAT---Field 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	ZFAT---Field 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	ZFAT---Field 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	ZREG---Regular Vehicle Transaction		J9992 - Customer Concern Not Duplicated (CCND) - Engine Malfunction Indicator Lamp (MIL) Active	4,412 MI
09/11/2009	A28548	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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Global Warranty Management Site Map

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CHEVROLET

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



CVC5545488



0101ICVCS545488

CELL: [REDACTED]

CUSTOMER NO. 99449	ADVISOR WILLIE EDOHO	2795	TAG NO. 9182	INVOICE DATE 07/26/11	INVOICE NO. CVC5545488
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 19,179	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ			DELIVERY DATE 02/12/10	DELIVERY MILES 2,577
NONE	VEHICLE I.D. NO. 1G1ZE5E78A4			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.I.E. NO.	P.O. NO.	H.O. DATE 07/26/11		
[REDACTED]	COMMENTS				MO: 19184

LABOR & PARTS
J# 1 23CVZ TRIM TECH(S):3144 WARRANTY

CUST. STATES WATER COMING IN FROM THE UPPER DOOR FRAME OF DRIVER SIDE. FOUND THE WATER LEAKING FROM THE SUNROOF DRAIN HOSE DISCOUNTED. REMOVED THE ROOF PANEL & SUNVISOR TO REPAIR THE SUNROOF DRAIN HOSE & ADDED SOME GLUE TO HOLD IN PLACE. CKED FOR LEAKS. NO FOUND

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

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

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

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.



CHEVROLET

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



CVWS545488

CVWS545488



0101CVWS545488

CELL: [REDACTED]

CUSTOMER NO. 99449	ADVISOR WILLIE EDHO	2795	TAG NO. 9182	INVOICE DATE 07/27/11	INVOICE NO. CVWS545488
[REDACTED]	LABOR RATE	LICENCE NO.	MILEAGE 19,179	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA [REDACTED]	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ			DELIVERY DATE 02/12/10	DELIVERY MILES 2,577
NONE	VEHICLE I.D. NO. 1G1ZE5E78A4 [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE	
RESERVED PHONE [REDACTED]	P.T.E. NO.	P.O. NO.	H. O. DATE 07/26/11		
COMMENTS					MO: 19184

LABOR & PARTS	DESCRIPTION	HOURS	TECH(S)	CHARGE
J# 1 23CVZ	TRIM	2.00	3144	184.84
CUST. STATES WATER COMING IN FROM THE UPPER DOOR FRAME OF DRIVER SIDE. FOUND THE WATER LEAKING FROM THE SUNROOF DRAIN HOSE DISCOUNTED. REMOVED THE ROOF PANEL & SUNVISOR TO REPAIR THE SUNROOF DRAIN HOSE & ADDED SOME GLUE TO HOLD IN PLACE. CKED FOR LEAKS. NO FOUND				
JOB # 1 TOTAL LABOR & PARTS				184.84
MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # 1	SHUT2	SHUTTLE		15.00
TOTAL - MISC				15.00
R/O TAX				0.00
R/O TOTALS				199.84
WARRANTY CLAIM DETAIL TOTALS				
CLAIM#	TOTAL			
[REDACTED]	199.84			
CLAIM TOTALS				199.84

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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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.

APPROVED BY SIGNATURE _____



CVWS545488
CHEVROLET
 6505 FLORIDA BLVD
 BATON ROUGE, LA 70806
 TEL. (225) 926-4600
 www.gerrylane.com



CVWS545488



0101ICVWS545488

CELL: [REDACTED]

CUSTOMER NO. 99449	ADVISOR WILLIE EDOHO	2795	TAG NO. 9182	INVOICE DATE 07/27/11	INVOICE NO. CVWS545488
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 19,179	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ			DELIVERY DATE 02/12/10	DELIVERY MILES 2,577
NONE	VEHICLE I.D. NO. 1G1ZE5E78A4			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	F.T.E. NO.	P.O. NO.	R.O. DATE 07/26/11		
COMMENTS			MO: 19184		

DCS AUDIT SLIP

JOB CARD 545488

VIN	1G1ZE5E78A4	REPAIRING BAC	114281
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	07/26/2011
ODOMETER	19179	SERVICE ADVISOR GMIN	065932131
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		545488-1	001098415880	0002

JOB COMPLETION DATE: 07/26/2011
 TECHNICIAN GMIN: 984253582

LABOR OPERATION BASE HOURS
 B2852 2.0

COMPLAINT CODE: 0824
 COMPLAINT DESCRIPTION: CUST. STATES WATER COMING IN FROM THE UPPER DOOR FRAME OF DRIVER SIDE.

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

CORRECTION DESCRIPTION: REMOVED THE ROOF PANEL & SUNVISOR TO REPAIR THE SUNROOF DRAIN HOSE & ADDED SOME GLUE TO HOLD IN PLACE. CHECKED FOR LEAKS. NO FLOOD FOUND

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

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	184.84	0.00	184.84
NET ITEMS	15.00	0.00	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 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.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ07	ROTATE TIRES-ONLY	MI		25CVZ07	ROTATE TIRES-ONLY	MI	
26CVZ	ROTATE TIRES-ONLY	MI		02CVZBG210	MAJOR FUEL SERVICE	MI	
02CVZBG206	FUEL INDUCTION SERV	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/26/11	545488	19179	2795	3144		23CVZ	TRIM
07/13/11	544341	19025	2795	3052	W	02CVZ07	CEL ON ALWAYS
05/09/11	537814	17082	3060	3144	I	01CVZ	FREE LUBE/OIL/FILTER
				3144	C	30CVZ04	TIRE ROT W/MONITOR
				3144	W	11CVZ	BRAKES
				3144	I	04CVZ	SUSPENSION/STEERING

SALESPERSON NO. 5099

S E R V I C E

STATE REG# 2

VEHICLE ID No. 1G1ZE5E78A4	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	PROD. DATE	STOCK No. 100135	LICENSE No.	R.O. No. 547603
BATON ROUGE, LA	CUSTOMER No. 99449	SERVICE CONTRACT	DEL. DATE 02/12/10	DEL. MILES 2,577	SELL DEALER No.
NONE	COLOR WHT DIAMOND TC/CO	CONTRACT No.	EXP. DATE 02/12/16	EXP. MILES 72,000	TAG No. 8667
RESIDENCE PHONE	BUSINESS PHONE	TURBO	M/MC CVZZ	A/C	P.S.
		TRANS.	MILEAGE 20,013	ADVISOR No. 2795	ADVISOR WILLIE EDOHO
TIME RECEIVED 04:59pm	DATE / TIME PROMISED 08/19/11 06:00pm	PRIORITY 2	3052		
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	CELL: [REDACTED]	LABOR RATE	[Signature]		

1 ~~W~~*05CVZ **MISC REPAIRS**
 CUST. STATES LOW TRACTION WARNING LIGHTS ON. REDUCED POWER WARNING ON.

No codes
Vehicle works as designed at first time

COMPLETED



0101J547603

Email

_____ CUSTOMER NAME: _____
 ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____
 HOME PHONE # _____ BUSINESS PHONE # _____
 VIN: _____

LICENSE PLATE _____ COLOR: _____ MODEL: _____

TAG#: 8667 SERVICE ADVISOR _____ MILEAGE: 20013

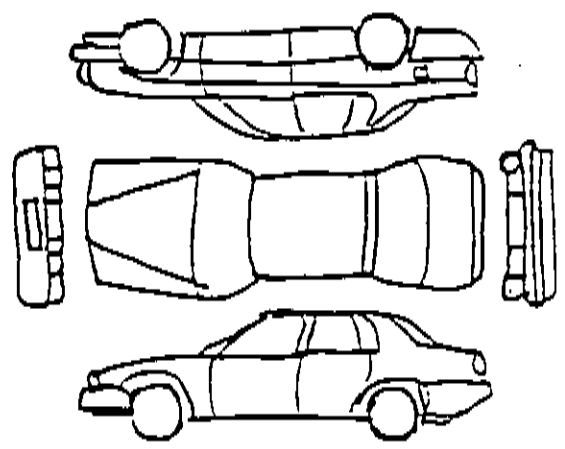
SERVICE OPERATION low traction / no speed (picky)
brake makes noise
C E1 REDUCED POWER

SERVICE OPERATION _____

SERVICE OPERATION _____

SERVICE OPERATION _____

REMARKS _____



**ACKNOWLEDGE
 ALL VALUABLES REMOVED
 FROM VEHICLE**

CUSTOMER WANTS USED PARTS RETURNED
 YES: _____ NO: _____

*MINIMUM DIAGNOSTIC FEE: \$50.00 / HR
 X: _____

I HEREBY AUTHORIZE THE REPAIR WORK LISTED TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU
 WILL BE RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE, ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE
 OF WHICH YOU HAVE CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABLE PARTS OR DELAYS IN PARTS SHIPMENT BY THE SUPPLIER OR
 TRANSPORTER. I HEREBY GRANT YOU AND YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS
 HIGHWAYS AND IN AREAS WHERE PERMITTED FOR THE PURPOSE OF TESTING AND OR INSPECTION.



Connect

Walter F. Mohr

August 22, 2011

- [Update My Profile](#)
- [Logout](#)

Global Warranty Management | Home | My Account | My Vehicle | My Vehicle Summary

- [INITIAL VEHICLE SETUP](#)
- [RECONCILE RESULTS](#)
- [ANALYZE WARRANTY](#)
- [MANAGEMENT PLANNING](#)
- [PREPARE PARTS RETURN](#)
- [USER OPTIONS](#)

View Vehicle Summary

View your vehicle's VIN page to see the latest information on your vehicle's status and performance. Applications, transactions, and other information are available to you. For more information, visit the Help page.

- For this vehicle:
- [View Vehicle Summary](#)
 - [Service Contract](#)
 - [Branded Title](#)
 - [Warranty Events](#)
 - [View Vehicle Build](#)
 - [View Vehicle Component Summary](#)
 - [View Vehicle Transaction History Detail](#)
 - [View Vehicle Delivery Information](#)
 - [Investigate Major Assembly History](#)

Vehicle Information

VIN: **1G1ZE5E78A4** Model: **12K69-2010 MALIBU LTZ**
 Title Status: **Yes** Branded Title: **No** Primary Block: **No** PDI Status: **Yes**
 Mileage: **70 - RETAIL - STOCK**
 Mileage Status: **0 - Open** [REQUEST ANOTHER VIN](#)

Required Field Actions

Type	Number	Original No.	Description	Release Date	Status
Service Update Bulletins	N100310	10310	ENGINE STALL - REPROGRAM TCM/ECM - EXPIRES WITH BASE WARRANTY	09/17/2010	Closed
Customer Satisfaction Program	N100085	10085	AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIREHARNES/REPLACE	05/13/2010	Closed

Branded Title

This vehicle's title is branded. A branded title is a title that is issued to a vehicle that has been previously titled in another state and is now being used for the first time in this state. A branded title is not required for a vehicle to be titled in this state.

Vehicle has no current record of a Branded Title.

Warranty Block

Vehicle has no current record of a 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 ONSTAR (888.557.8274) and for XM Radio contact: 877 GO2 XMST (877.438.3677)

OnStar Equipped: **Y** OnStar Status: **Inactive**
 XM Equipped: **Y** XM Status: **Inactive**
 OnStar Vehicle ID: **N** DMN Equipped: **N**

Applicable Warranties

Warranty Description	Start Date	Effective Odometer	End Date	End Odometer
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

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

Service Contract

Contract Number

Contract

Description: GMPP 72/72 MAJOR GUARD
 Start Date: 02/12/2010
 Effective Mileage: 2577 MI
 Daily Mileage Limit: 35.00

Contract Value: 100.00
 Expiration Date: 02/12/2016
 Current Mileage: 74577 MI

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
07/26/2011	545488	ZREG---Regular Vehicle Transaction		B2852 - Sunroof Housing Front Drain Hose Replacement	19,179 MI
07/13/2011	544341	ZREG---Regular Vehicle Transaction		J5584 - Accelerator Pedal Position Sensor Replacement	19,025 MI
05/09/2011	537814	ZREG---Regular Vehicle Transaction		B4000 - Front Side Door Adjustment	17,082 MI
05/09/2011	537814	ZREG---Regular 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	ZREG---Regular Vehicle Transaction		E0722 - Tire Pressure Indicator Sensor Replacement	12,044 MI
10/25/2010	519921	ZREG---Regular Vehicle Transaction		E9050 - Power Steering Pump Replacement	12,044 MI
10/25/2010	519921	ZREG---Regular Vehicle Transaction		N9595 - BCM C2 Connector Repair	12,044 MI
07/08/2010	510142	ZFAT---Field 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	ZFAT---Field 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	ZFAT---Field 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	ZREG---Regular Vehicle Transaction		J9992 - Customer Concern Not Duplicated	4,412 MI
09/11/2009	A28548	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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CHEVROLET

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0101ICVCS547603

CELL: [REDACTED]

CUSTOMER NO. 99449	ADVISOR WILLIE EDOHO	2795	TAG NO. 8667	INVOICE DATE 08/25/11	INVOICE NO. CVCS547603
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 20,013	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	DELIVERY DATE 02/12/10		DELIVERY MILES 2,577	
NONE	VEHICLE I.D. NO. 1G1ZE5E78A4	SELLING DEALER NO.		PRODUCTION DATE	
H	P.T.E. NO.	# O. NO.		H.O. DATE 08/18/11	
COMMENTS					

MO: 20013

LABOR & PARTS
J# 1 05CVZ MISC REPAIRS TECH(S):3052 WARRANTY
CUST. STATES LOW TRACTION WARNING LIGHTS ON. REDUCED POWER
WARNING ON.
CHECKED AND FOUND NO CODES STORED IN VEHICLE. TEST DROVE
AND FOUND VEHICLE TO WORK AS DESIGNED AT THIS TIME

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.

SUBLET	PO#	VEND	INV#	INV.DATE	DESCRIPTION	TOTAL	WARRANTY
JOB # 1	365070				RENTAL	0.00	0.00
TOTAL - SUBLET						0.00	0.00

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.

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

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

****IMPORTANT MESSAGE****

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

[REDACTED SIGNATURE]

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
0.4		551817		10-5
		EMP. NO.	3056	

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ07	ROTATE TIRES-ONLY	MI		02CVZ07	ROTATE TIRES-ONLY	MI	
25CVZ	RDYATE TIRES-ONLY	MI		02CVZBG210	MAJOR FUEL SERVICE	MI	
02CVZBG206	FUEL INDUCTION SERV	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/18/11	547603	20013	2795	3052	I	05CVZ	MISC REPAIRS
07/26/11	545488	19179	2795	3144	W	23CVZ	TRIM
07/13/11	544341	19025	2795	3052	W	02CVZ07	CEL ON ALWAYS
05/09/11	537814	17082	3060	3144	I	01CVZ	FREE LUBE/OIL/FILTER
				3144	C	30CVZ04	TIRE ROT W/MONITOR
				3144	W	11CVZ	BRAKES

SALESPERSON NO. 5099

S E R V I C E

STATE REG# 2

VEHICLE ID No. 1G1ZE5E78A4	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	PROD. DATE 02/12/10	STOCK No. 100135	LICENSE No. 5793	R.O. No. 551817
CUSTOMER No. 99449	SERVICE CONTRACT	DEL. DATE 02/12/10	DEL. MILES 2,577	SELL DEALER No. GERRY LANE	R.O. DATE 10/06/11
BATON ROUGE, LA	COLOR WHT DIAMOND TC/CO	CONTRACT No.	EXP. DATE 02/12/16	EXP. MILES 72,000	TAG No. 5023
NONE	TURBO M/MC	A/C	P.S.	TRANS.	MILEAGE 21,941
RESIDENCE PHONE	ADVISOR No. 2369	ADVISOR WALT LUCEK	Zahid Mohammed		
APPOINTMENT	TIME RECEIVED 06:28am	DATE / TIME PROMISED 10/06/11 06:00pm	PRIORITY 8	3056	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE	CELL:	COMPLETED		

COMMENTS :
328-5934

1 I* 01CVZ FREE LUBE/OIL/FILTER
CUSTOMER REQUEST A COMPLIMENTARY OIL AND OIL FILTER CHANGE
Change oil & filters **COMPLETED**

2 W* 05CVZ MISC REPAIRS
CUSTOMER STATES LOW TRACTION AND SERVICE ESC MESSAGES COME ON AND GO OFF AT TIMES (4 TIMES RECENTLY)
Found incorrect signal on Brake Pedal Position Sensor Circuit, Replace BPS and clear PTC and retest circuit all ok.

*DTC C0131 - 00 - 85
ABS/TCs System Pressure
Circuit Malfunction.*

#2042



0101J551817

GM GlobalConnect Walt Lucok Update My Profile
 Logout
 October 6, 2011

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 USER OPTIONS

View Vehicle Summary

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

For this vehicle:

- [View Vehicle Summary](#)
 - [Service Contract](#)
 - Branded Title
 - Warranty Block
 - [View Vehicle Build](#)
 - [View Vehicle Component Summary](#)
 - [View Vehicle Transaction History Detail](#)
 - [View Vehicle Delivery Information](#)
 - [Add a Repair Item](#)
 - [Begin Transaction](#)
-
- [Investigate Major Assembly History](#)

Vehicle Information

VIN: 1G1ZE5E78A4 [REDACTED] Model: 1ZK69-2010 MALIBU LTZ
 Service Contract: **Yes** Branded Title: No Warranty Block: No PDI Status: **Yes**
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [Open](#)

Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	N100310	10310	ENGINE STALL - REPROGRAM TCM/ECM - EXPIRES WITH BASE WARRANTY	09/17/2010	Closed
Customer Satisfaction Program	N100085	10085	AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIREHARNES/REPLACE	05/13/2010	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y OnStar Status: **Inactive**
 XM Equipped: Y XM Radio ID: LJ2R324V XM Status: **Inactive**
 OnStar Vehicle Diagnostics: N DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	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

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

Service Contract

Policy Number: [REDACTED] Owner: [REDACTED]

Description: GMPP 72/72 MAJOR GUARD Deductible Amount: 100.00
 Effective Date: 02/12/2010 Expiration Date: 02/12/2016
 Effective Odometer: 2577 MI Expiration Odometer: 74577 MI
 Daily Rental Limit: 35.00

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
07/26/2011	545488	ZREG---Regular Vehicle Transaction		B2852 - Hose, Sunroof Drain - Front - R&R Or Replace	19,179 MI
07/13/2011	544341	ZREG---Regular Vehicle Transaction		J5584 - Accolorator Pedal Position Sensor Replacement	19,025 MI
05/09/2011	537814	ZREG---Regular Vehicle Transaction		B4000 - Front Side Door Adjustment - Right Side	17,082 MI
05/09/2011	537814	ZREG---Regular 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	ZREG---Regular Vehicle Transaction		E0722 - Tire Pressure Indicator Sensor Replacement	12,044 MI
10/25/2010	519921	ZREG---Regular Vehicle Transaction		E9050 - Power Steering Pump Replacement	12,044 MI
10/25/2010	519921	ZREG---Regular Vehicle Transaction		N9585 - BCM C2 Connector Repair	12,044 MI
07/08/2010	510142	ZFAT---Field 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	ZFAT---Field 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	ZFAT---Field 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	ZREG---Regular Vehicle Transaction		J9992 - Customer Concern Not Duplicated	4,412 MI
09/11/2009	A28548	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

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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.

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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 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 safely. 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.



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CVCS551817



0101ICVCS551817

CELL: [REDACTED]

CUSTOMER NO. 99449	ADVISOR WALT LUCEK	TAG NO. 2369	INVOICE DATE 10/06/11	INV. NO. CVCS551817
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 21,941	COLOR WHT DIAMOND
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	DELIVERY DATE 02/12/10	DELIVERY MILES 2,577	STOCK NO. 100135
NONE	VEHICLE ID NO. 1G1ZE5E78A4	SELLING DEALER NO. GERRY LANE	PRODUCTION DATE	
RESIDENCE PHONE	F.T.E. NO.	P.O. NO.	H.O. DATE 10/06/11	
COMMENTS				MO: 21955

LABOR & PARTS

J# 1 01CVZ **FREE LUBE/OIL/FILTER** TECH(S):3056
 CUSTOMER REQUEST A COMPLIMENTARY OIL AND OIL FILTER CHANGE
 SERVICE COMPLETE
 COMPLETED THE COMPLIMENTARY OIL AND OIL FILTER CHANGE

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1		89017524	FILTER 1.836		
JOB # 1	6		12345610X	MOTOR OIL		
				FACTORY RECOMMENDED		
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

J# 2 05CVZ **MISC REPAIRS** TECH(S):3056
 CUSTOMER STATES LOW TRACTION AND SERVICE ESC MESSAGES COME
 ON AND GO OFF AT TIMES (4 TIMES RECENTLY)
 DTC DTC 0131-00 ABS/TCS SYSTEM PRESSURE CIRCUIT MALFUCTION
 FOUND INCORRECT SIGNAL ON BRAKE PEDAL SENSOR CIRCUIT.
 REPLACE BPS, CLEAR DTC AND RETEST CIRCUIT SIGNAL, ALL OK.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2	1		22666955	SENSOR KI 4.625		
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

MISC

JOB #	CODE	DESCRIPTION	CONTROL NO.	PRICE
JOB # 1	GAS	GAS FOR CUSTOMERS		15.80
JOB # 1	FREE	ADVERTISING		15.80
TOTAL - MISC				15.80

COMMENTS
328-5934

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

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	15.80
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	15.80

CUSTOMER SIGNATURE
 [REDACTED]



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01011CVWS551817

CUSTOMER NO. 99449	ADVISOR WALT LUCEK	2369	TAG NO. 5023	INVOICE DATE 10/07/11	INVOICE NO. CVWS551817
	LAUNCH RATE		MILEAGE 21,941	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ		DELIVERY DATE 02/12/10	DELIVERY MILES 2,577	
NONE	VEHICLE I.D. NO. 1G1ZE5E78A4		BILLING DEALER NO. GERRY LANE	PRODUCTION DATE	
	F.T.E. NO.		P.O. NO.	R.O. DATE 10/06/11	
	COMMENTS	MO: 21955			

LABOR & PARTS					
J# 2 05CVZ	MISC REPAIRS	HOURS: 0.30	TECH(S): 3056	27.73	
CUSTOMER STATES LOW TRACTION AND SERVICE ESC MESSAGES COME ON AND GO OFF AT TIMES (4 TIMES RECENTLY) DTC DTC 0131-00 ABS/TCS SYSTEM PRESSURE CIRCUIT MALFUCTION FOUND INCORRECT SIGNAL ON BRAKE PEDAL SENSOR CIRCUIT. REPLACE BPS, CLEAR DTC AND RETEST CIRCUIT SIGNAL, ALL OK.					
PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST
JOB # 2	1	22666955	SENSOR KI 4.625	12.40	12.40
			JOB # 2 COST TOTAL	12.40	17.36
			JOB # 2 TOTAL PARTS		17.36
			JOB # 2 TOTAL LABOR & PARTS		45.09
COMMENTS 328-5934					
WARRANTY CLAIM DETAIL TOTALS					
CLAIM#	TOTAL				
	45.09				
CLAIM TOTALS	45.09				

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APPROVED BY SIGNATURE _____

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0101ICVWS551817

CELL: [REDACTED]

CUSTOMER NO. 99449	ADVISOR WALT LUCEK	2369	TAD NO. 5023	INVOICE DATE 10/07/11	INVOICE NO. CVWS551817
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 21,941	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	DELIVERY DATE 02/12/10		DELIVERY MILES 2,577	
NONE	VEHICLE I.D. NO. 1G1ZE5E78A4	SELLING DEALER NO. GERRY LANE		PRODUCTION DATE	
RESIDENTIAL PHONE	BUSINESS PHONE	COMMENTS	MO: 21955		

DCS AUDIT SLIP

JOB CARD 551817

VIN	1G1ZE5E78A4	REPAIRING BAC	114281
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	10/06/2011
ODOMETER	21941	SERVICE ADVISOR GMIN	880107470
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		551817-2	001103498669	0002

JOB COMPLETION DATE: 10/06/2011
 TECHNICIAN GMIN: 310695604

LABOR OPERATION	BASE HOURS
H2642	.3

COMPLAINT CODE: 0621
 COMPLAINT DESCRIPTION: CUSTOMER STATES LOW TRACTION AND SERVICE ESC MESSAGE S COME ON AND GO OFF AT TIMES (4 TIMES RECENTLY)

CAUSE CODE: 7073
 CAUSE DESCRIPTION: DTC DTC 0131-00 ABS/TCS SYSTEM PRESSURE CIRCUIT MALFUCTI ON FOUND INCORRECT SIGNAL ON BRAKE PEDAL SENSOR CIRCUIT.

CORRECTION DESCRIPTION: REPLACE BPS, CLEAR DTC AND RETEST CIRCUIT SIGNAL, ALL OK.

CAUSAL PART: 22666955

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
22666955	1	12.40			
		TOTAL W/O TAX		TAX	TOTAL
PARTS HANDLING		4.96			
PARTS		12.40	0.00		17.36
LABOR		27.73	0.00		27.73
NET ITEMS		0.00	0.00		0.00
PARTICIPATION AMOUNT				(0.00)
TRANSACTION		45.09	0.00		45.09

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0101ICVIS551817

CELL: [REDACTED]

CUSTOMER NO. 99449	ADVISOR WALT LUCEK	2369	TAG NO. 5023	INVOICE DATE 10/07/11	INVOICE NO. CVIS551817
[REDACTED]	LABOR RATE [REDACTED]		MILEAGE 21,941	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA [REDACTED]	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ			DELIVERY DATE 02/12/10	DELIVERY MILES 2,577
NONE	VEHICLE I.D. NO. 1G1ZE5E78A4 [REDACTED]			SELLING DEALER NO. GERRY LANE	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		R.O. DATE 10/06/11	
					MO: 21955

LABOR & PARTS

J# 1 01CVZ FREE LUBE/OIL/FILTER HOURS: 0.40 TECH(S):3056 10.00
 CUSTOMER REQUEST A COMPLIMENTARY OIL AND OIL FILTER CHANGE
 SERVICE COMPLETE
 COMPLETED THE COMPLIMENTARY OIL AND OIL FILTER CHANGE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	89017524	FILTER 1.836	5.25	5.25
JOB # 1	6	12345610X	MOTOR OIL	3.58	21.48
			FACTORY RECOMMENDED		
				JOB # 1 TOTAL PARTS	26.73
				JOB # 1 TOTAL LABOR & PARTS	36.73

MISC

JOB #	CODE	DESCRIPTION	CONTROL NO		
JOB # 1	GAS	GAS FOR CUSTOMERS		CUSTOMER	
JOB # 1	FREE	ADVERTISING		-36.73	
				TOTAL - MISC	-36.73

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.

COMMENTS

[REDACTED]

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT..
100135		
	TOTAL LABOR....	10.00
	TOTAL PARTS....	26.73
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC.CHG.	0.00
	TOTAL MISC.DISC	-36.73
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

****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.

APPROVED BY SIGNATURE _____

A

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
05CVZ08	30,000 MILE SERVICE	MI		05CVZ18	SERVICE TRANSMISSION	MI	
05CVZ23	COOLANT/SYS/SERVICE	MI		01CVZ07	ROTATE TIRES-ONLY	MI	
11CVZ06	INSPECT BRAKES	MI		25CVZ07	ROTATE TIRES-ONLY	MI	
26CVZ	ROTATE TIRES-ONLY	MI		02CVZ8G210	MAJOR FUEL SERVICE	MI	
02CVZ8G206	FUEL INDUCTION SERV	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/23/12	579875	31825	3245	1995	I	11CVZ	BRAKES
				1995	I	01CVZ	FREE LUBE/OIL/FILTER
				1995	I	30CVZ20	GM MULTI-POINT INSP
03/01/12	564310	26933	2369	1995	I	30CVZ	MAINTENANCE
				2941	I	01CVZ	FREE LUBE/OIL/FILTER
				2941	C	30CVZ04	TIRE ROT W/MONITOR

SALESPERSON NO. 5099

SERVICE

STATE REG# 2

VEHICLE ID No. 1G1ZE5E78A4	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	PROD. DATE	STOCK No. 100135	LICENSE No.	R.O. No. 579986
CUSTOMER No. 99449	SERVICE CONTRACT	DEL. DATE 02/12/10	DEL. MILES 2,577	SELL DEALER No. GERRY LANE	R.O. DATE 08/24/12
BATON ROUGE, LA	COLOR WHT DIAMOND TC/CO	CONTRACT No.	EXP. DATE 02/12/16	EXP. MILES 72,000	TAG No. 2906
RESIDENCE PHONE	TURBO	M/MC CVZZ	A/C	P.S.	TRANS.
BUSINESS PHONE	MILEAGE 31,835	ADVISOR No. 3245	ADVISOR RAYMOND		
TIME RECEIVED 05:35pm	DATE / TIME PROMISED 08/24/12 06:00pm	PRIORITY 2	LABOR RATE		
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	CELL				

Monday
A Axel

1974

1 **W*11CVZ** **BRAKES** *Battery Code* **K147D-J5ETJG**

CUSTOMER STATES ABS & TRACTION WARNINGS ON CLUSTER
SEE HISTORY *No codes stored in any modules, checked electrical systems per [unclear], [unclear] dead as battery, found that battery was faulty - Replaced battery, cables are good, Based on [unclear] issues like this, replaced the traction*

C*30CVZ20 **GM MULTI-POINT INSP** **PERFORM GM GOODWRENCH MULTI-POINT VEHICLE INSPECTION**

condrol switch as per managements request.

Vehicle is operating fine at this time.

158353307

Monday, NO110 12 3D \$1.0 1.5

1.4

1.0 for Replacem switch

90PS **49351**



0101J579986



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
05CVZ08	30,000 MILE SERVICE	MI		05CVZ18	SERVICE TRANSMISSION	MI	
05CVZ23	COOLANT/SYS/SERVICE	MI		01CVZ07	ROTATE TIRES-ONLY	MI	
11CVZ06	INSPECT BRAKES	MI		05CVZ07	ROTATE TIRES-ONLY	MI	
26CVZ	ROTATE TIRES-ONLY	MI		02CVZ8G210	MAJOR FUEL SERVICE	MI	
02CVZ8G206	FUEL INDUCTION SERV	MI					

SERVICE HISTORY

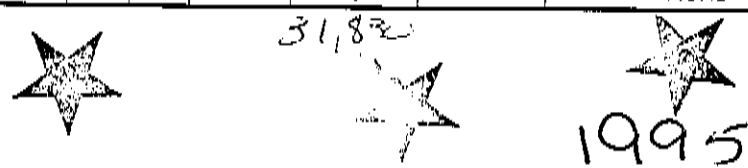
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/01/12	564310	26933	2369	2941	I	01CVZ	FREE LUBE/OIL/FILTER
				2941	C	30CVZ04	TIRE ROT W/MONITOR
				2941	W	11CVZ	BRAKES
10/06/11	551817	21941	2369	2941	W	04CVZ	SUSPENSION/STEERING
				3056	I	01CVZ	FREE LUBE/OIL/FILTER
				3056	W	05CVZ	MISC REPAIRS

SALESPERSON NO. 5099

S E R V I C E

STATE REG# 2

VEHICLE ID No. 1G1ZE5E78A4	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	PROD. DATE	STOCK No. 100135	LICENSE No.	R.O. No. 579875
CUSTOMER No. 99449	SERVICE CONTRACT	DEL. DATE 02/12/10	DEL. MILES 2,577	SELL DEALER No. GERRY LANE	R.O. DATE 08/23/12
COLOR WHT DIAMOND TC/CO	CONTRACT No.	EXP. DATE 02/12/16	EXP. MILES 72,000	TAG No. 2906	
TURBO	M/MC CVZZ	A/C	P.S.	TRANS.	MILEAGE 31,825
RESIDENCE PHONE	BUSINESS PHONE	ADVISOR No. 3245	ADVISOR RAYMOND		
TIME RECEIVED 01:42pm	DATE / TIME PROMISED 08/23/12 06:00pm	PRIORITY 2			
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE				
CELL: 225-328-3763					



31,825

1995

COMMENTS :
328-3763 328-5934

1 **W *11CVZ BRAKES**
CUSTOMER STATES ABS & TRACTION WARNINGS ON CLUSTER WHILE DRIVING
SCAN test = No DTC in any module
Road tested operating as designed

2 **I * 01CVZ FREE LUBE/OIL/FILTER**
CUSTOMER REQUEST A COMPLIMENTARY OIL AND OIL FILTER CHANGE
Complete

3 **C * 30CVZ20 GM MULTI-POINT INSP**
PERFORM GM GOODWRENCH MULTI-POINT VEHICLE INSPECTION
Complete

31,825

1995

AUG 24 AM 07:00

AUG 24 AM 07:00



0101J579875

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
05CVZ08	30,000 MILE SERVICE	MI		05CVZ18	SERVICE TRANSMISSION	MI	
05CVZ23	COOLANT/SYS/SERVICE	MI		01CVZ07	ROTATE TIRES-ONLY	MI	
11CVZ06	INSPECT BRAKES	MI		05CVZ07	ROTATE TIRES-ONLY	MI	
26CVZ	ROTATE TIRES-ONLY	MI		02CVZ8G210	MAJOR FUEL SERVICE	MI	
02CVZ8G206	FUEL INDUCTION SERV	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/01/12	564310	26933	2369	2941	I	01CVZ	FREE LUBE/OIL/FILTER
				2941	C	30CVZ04	TIRE ROT W/MONITOR
				2941	W	11CVZ	BRAKES
10/06/11	551817	21941	2369	2941	W	04CVZ	SUSPENSION/STEERING
				3056	Y	01CVZ	FREE LUBE/OIL/FILTER
				3056	W	05CVZ	MISC REPAIRS

SALESPERSON NO. 5099

S E R V I C E

STATE REG# 2

VEHICLE ID No. 1G1ZE5E78A4	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	PROD. DATE 02/12/10	STOCK No. 100135	LICENSE No. [REDACTED]	R.O. No. 579875
BATON ROUGE, LA	CUSTOMER No. 99449	SERVICE CONTRACT	DEL. DATE 02/12/10	DEL. MILES 2,577	SELL DEALER No. GERRY LANE
	COLOR WHT DIAMOND TC/CO	CONTRACT No.	EXP. DATE 02/12/16	EXP. MILES 72,000	R.O. DATE 08/23/12
	TURBO CVZZ	M/MC 	A/C 	P.S. 	TAG No. 2906
	TRANS. 	MILEAGE 31,825	ADVISOR No. 3245	ADVISOR RAYMOND	
RESIDENCE PHONE	BUSINESS PHONE				
TIME RECEIVED 01:42pm	DATE / TIME PROMISED 08/23/12 06:00pm	PRIORITY 2			
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE				
CELL: [REDACTED]					

4	C * 30CVZ MAINTENANCE CUSTOMER STATES TPM LIGHT IS ON <i>Adjusted tire pressures</i>
---	---



0101J579875



Tag 2906

Service Consultant- _____

Service Date- _____

Promise Date- _____

Customer Name- [Redacted]

Vin- A 4 [Redacted]

Address- _____

Year- _____ Model- _____

Miles- 31825

E Mail- _____

Requested Maintenance:

Oil Change- Brake Service- _____ Alignment- _____ Balance Tires- _____

Rotate Tires- _____ Coolant Service- _____ Air Filter- _____ Tune Up- _____

Concern: [Redacted]

Tran trans

Concern: TPM

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.

I authorize diagnostic charge

Customer Signature- [Redacted]

\$75.00

Vehicle Report

Printed on: 08/23/2012 13:43:48



VIN: 1G1ZE5E78A4 [REDACTED]

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	Type	Description	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 WIREHARNES/REPLACE	05/13/2010	Closed

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Warranty 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
Powortrain Limited Warranty	02/12/2010	24	02/12/2015	100024	Applicable

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer
818263832	LEWIS	GMPP 72/72 MAJOR GUARD	\$100.00	\$35.00	02/12/2010	2577	02/12/2016	74577

Service Information

Type	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	Service Type
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 - Soquence 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 time it was printed.

Vehicle Report

Printed on: 08/23/2012 13:43:48



VIN: 1G1ZE5E78A4 [REDACTED]

Vehicle Model: 2010 MALIBU LTZ

Delivery Date: 02/12/2010

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
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 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	ZPDI	Z7000	Pre-Delivery Inspection - Base Time		0 Warranty

Please Note: This document may be considered current for 24 hours from the time it was printed.

EAN HOLDINGS, LLC, 6615 FLORIDA BLVD, BATON ROUGE, LA 708064466 (225) 926-0730

RENTAL AGREEMENT REF#
33992 3HZ5HS

RENTER

DATE & TIME OUT
08/24/2012 05:35 PM
DATE & TIME IN
09/04/2012 02:43 PM

BILLING CYCLE
24-HOUR

VEH #2 2012 CHEV IMPA 4ALS
VIN# 2G1WF5E34C1
LIC#
MILES DRIVEN 240

VEH #1 2012 CHEV IMPA 4ALS
VIN# 2G1WF5E31C1
LIC#
MILES DRIVEN 68

BILL TO ACCOUNT
GERRY LANE CHEVROLET--DB**
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	11	DAY	\$38.00	\$418.00
REFUELING CHARGE	08/24 - 09/04				\$0.00
Subtotal:					\$418.00
Total Charges:					\$418.00
Bill-To / Deposits					
GERRY LANE CHEVROLET--DB**					
TIME & DISTANCE	08/24 - 09/04	11	DAY		
REFUELING CHARGE	08/24 - 09/04				
Subtotal:					(\$418.00)
Total Amount Due					\$0.00

PAYMENT INFORMATION
AMOUNT PAID TYPE CREDIT CARD NUMBER

9/5/2012



CHEVROLET

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



CVCS579986



0101ICVCS579986

CELL: [REDACTED]

CUSTOMER NO. 99449	ADVISOR RAYMOND	3245	IAQ NO. 2906	INVOICE DATE 09/04/12	INVOICE NO. CVCS579986
[REDACTED]	LABOR RATE	[REDACTED]	MILEAGE 31,835	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	DELIVERY DATE 02/12/10		DELIVERY MILES 2,577	
[REDACTED]	VEHICLE I.D. NO. 1G1ZE5E78A4	SELLING DEALER NO. GERRY LANE		PRODUCTION DATE	
[REDACTED]	P.T.E. NO.	H.O. DATE 08/24/12			
[REDACTED]	COMMENTS				

MO: 31844

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
J# 1 11CVZ	1	89022163	BATTERY 90.6YR			WARRANTY
JOB # 1	-1	89022163	CORE RETURN			WARRANTY
JOB # 1	1	15835337	SWITCH 4.710			WARRANTY
				JOB # 1 TOTAL PARTS	0.00	
				JOB # 1 TOTAL LABOR & PARTS	0.00	
J# 2 30CVZ20			GM MULTI-POINT INSP			0.00
				JOB # 2 TOTAL PARTS	0.00	
				JOB # 2 TOTAL LABOR & PARTS	0.00	
SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		WARRANTY
JOB # 1	387971			GM WARRANTY RENTAL		0.00
				TOTAL - SUBLET		0.00

LABOR & PARTS
8-27 - 8-31
 BRAKES
 CUSTOMER STATES ABS & TRACTION WARNINGS ON CLUSTER
 SEE HISTORY
 NO CODES FOUND IN ANY MODULES. CHECKED ELECTRICAL SYSTEM FOR
 FAULTS THAT COULD CAUSE THIS. DIAGNOSTIC TEST OF BATTERY
 FOUND THAT IT WAS NO GOOD. BATTERY CABLES WERE FINE. DID NOT
 FIND ANY UPDATES FOR MODULES EITHER.
 REPLACED FAULTY BATTERY. THIS IS ALL WORKING FINE NOW.
 BASED ON PREVIOUS INCIDENTS LIKE THIS WITH THE ABS AND TRAC-
 TION LIGHTS. REPLACED THE TRACTION CONTROL SWITCH AT MANAGE-
 MENTS REQUEST. VEHICLE IS OPERATING AS DESIGNED AT THIS TIME

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
 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 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.

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

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



CHEVROLET

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



CVWS579986



0101ICVWS579986

CELL: [REDACTED]

CUSTOMER NO. 99449	ADVISOR RAYMOND	3245	TAO NO. 2906	INVOICE DATE 09/05/12	INVOICE NO. CVWS579986
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 31,835	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	VEHICLE MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ			DELIVERY DATE 02/12/10	DELIVERY MILS 2,577
	VEHICLE I.D. NO. 1G1ZE5E78A4			SELLING DEALER NO. GERRY LANE	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 08/24/12	
COMMENTS					

MO: 31844

LABOR & PARTS

J# 1 11CVZ BRAKES HOURS: 1.50 TECH(S):1974 143.37
 CUSTOMER STATES ABS & TRACTION WARNINGS ON CLUSTER
 SEE HISTORY
 NO CODES FOUND IN ANY MODULES. CHECKED ELECTRICAL SYSTEM FOR
 FAULTS THAT COULD CAUSE THIS. DIAGNOSTIC TEST OF BATTERY
 FOUND THAT IT WAS NO GOOD. BATTERY CABLES WERE FINE. DID NOT
 FIND ANY UPDATES FOR MODULES EITHER.
 REPLACED FAULTY BATTERY. THIS IS ALL WORKING FINE NOW.
 BASED ON PREVIOUS INCIDENTS LIKE THIS WITH THE ABS AND TRAC-
 TION LIGHTS. REPLACED THE TRACTION CONTROL SWITCH AT MANAGE-
 MENTS REQUEST. VEHICLE IS OPERATING AS DESIGNED AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	89022163	BATTERY 90-6YR	94.96	94.96	129.74
JOB # 1	-1	89022163	CORE RETURN	8.00	-8.00	-8.00
JOB # 1	1	15835337	SWITCH 4.710	10.50	10.50	14.70
JOB # 1 COST TOTAL				97.46		
JOB # 1 TOTAL PARTS						136.44
JOB # 1 TOTAL LABOR & PARTS						279.81

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
 any other person to assume for it
 any liability in connection with the
 sale of said products.

SUBLET

PO#	VEND INV#	INV. DATE	DESCRIPTION	TOTAL
JOB # 1	387971	09/05/12	GM WARRANTY RENTAL	418.00
TOTAL - SUBLET				418.00
R/O TAX				0.00
R/O TOTALS				697.81

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.

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	697.81
CLAIM TOTALS	697.81

****IMPORTANT MESSAGE****

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 SATISFIED" WITH THE SERVICE
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 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.

APPROVED BY SIGNATURE _____

DCS AUDIT SLIP

JOB CARD 579986

VIN	1G1ZE5E78A4128548	REPAIRING BAC	114281
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/24/2012
ODOMETER	31835	SERVICE ADVISOR GMIN	959379874
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		579986-1	001143602825	0001

JOB COMPLETION DATE: 09/04/2012
 TECHNICIAN GMIN: 466818793



CHEVROLET

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



CVWS/CCAA/C



0101CVWS579986

CELL: [REDACTED]

CUSTOMER NO. 99449	ADVISOR RAYMOND	3245	TAG NO. 2906	INVOICE DATE 09/05/12	INVOICE NO. CVWS579986
[REDACTED]	LABOR HATE	LICENSE NO. 5793	MILEAGE 31,835	COLOR WHT DIAMOND	STOCK NO. 100135
BATON ROUGE, LA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LTZ	VEHICLE I.D. NO. 1G1ZE5E78A4 [REDACTED]		DELIVERY DATE 02/12/10	DELIVERY MILES 2,577
	P.T.E. NO.	P.O. NO.	SELLING DEALER NO. GERRY LANE		PRODUCTION DATE
			R.O. DATE 08/24/12		

REPAIRS REQUESTED: [REDACTED] COMMENTS: [REDACTED] MO: 31844

LABOR OPERATION	BASE HOURS	DIAGNOSIS	OTHER
N0110	.2	.3	1.0

COMPLAINT CODE: 0621
 COMPLAINT DESCRIPTION: CUSTOMER STATES ABS & TRACTION WARNINGS ON CLUSTER SEE 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 IT 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 NOW. 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	1	10.50			
89022163	1	86.96			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
418.00	NIC			2G1WFE34C [REDACTED]	11	P

GM WHOLESALE AUTHORIZATION COMMENTS: NEED AUTH FOR OLH AND EXTRA PART. MGMT AUTH 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 ARRIVE TILL 8-31. DURING THAT TIME WE HAD A HURRICANE. AND LABOR DAY HOLIDAY. COMPLETED REPAIR 9-4.

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	38.98		
PARTS	97.46	0.00	136.44
LABOR	143.37	0.00	143.37
NET ITEMS	418.00	0.00	418.00
PARTICIPATION AMOUNT			(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.

2010 MALIBU LTZ
 98U WHITE DIAMOND TRICOAT /V6G
 342 COCOA/CASHMERE
 ORDER NO. NNDVXK/TRE STOCK NO.
 VIN 1G1 ZE5E 78 A4
 *****13*24447S

GENERAL MOTORS COMPANY
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD38079249

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	PRC EFF 09/11/09
PDQ HFV6 ENGINE PACKAGE:	1595.00	1403.60	KEYS XXXXX XXXXX
*3.6L V6 DOHC ENGINE			WFP-F QTR OPT-1
(REPLACES STD/OPT ENGINE)			BANK: GMAC - 084
*DUAL CHROME EXHAUST TIPS			CHG-TO 24-447
*HYDRAULIC POWER STEERING ASSIST			
			SHIP WT: 3565
			HP: 32.9
UE1 1YR ONSTAR DIRECTIONS W/ AUTOMATIC CRASH RESPONSE AND TURN-BY TURN NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC COVERAGE)	N/C	N/C	GMS: 27810.33 SUPPLR: 29055.04 MRM: 30380.00 DAN: 1LZ MEMO 1333.00
VK3 FRONT LICENSE PLATE BRACKET	15.00	13.20	GSU: 378.16
ZFH COMPACT SPARE TIRE (REPLACES TIRE SEALANT AND INFLATOR KIT)	100.00	88.00	
98U WHITE DIAMOND TRICOAT	495.00	435.60	

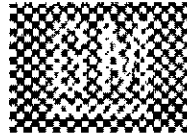
TOTAL MODEL & OPTIONS	29660.00	27830.13	ACT 231	27660.33
DESTINATION CHARGE	720.00	720.00	H/B 261	889.80
DEALER IMR CONTRIBUTION		296.60	ADV 261	296.60
LMA GROUP CONTRIBUTION		296.60	EXP 65A	296.60

TOTAL	30380.00	29143.33	PAY 310	29143.33
MEMO: TOTAL LESS HOLDBACK AND 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.

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 JK
TO Brandy

September 24, 2012

Attn: J.K. Khamiss
Dealer: Gerry Lane Enterprises, Inc.
Location: Baton Rouge, LA

RE: Customer: [REDACTED]
Service Request: 71-1109820303
Veh: 2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZE5E78A4 [REDACTED]

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

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT








TERRY P. LEWIS
BISELE B LEWIS

CUSTOMER NAME: _____

VIN: G / 1 / Z / E / 5 / E / 7 / 8 / A / A _____

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

Incentive Program Reference	Amount	CSR	GM Incentive Code
GM REBATE	\$2000.00	CSR	
GM BONUS CASH	\$1000.00	AZT	
	\$ N/A		
	\$ N/A		
	\$ N/A		
Total Incentive Amount Received	\$3000.00		

2. Other Program Selection (Which may or may not be in lieu of customer allowance programs; for example, Division supported financing/leasing, etc.)
 I elect to receive the following in lieu of _____ AND/OR _____
 I elect to receive _____

Vehicle Incentive Acknowledgment. I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 02-12-10. I acknowledge receipt of incentive(s) as described in Item 1 and release GM from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: Terry P. Lewis Date: 02-12-10
 Authorized Dealer Signature: [Signature] Date: 02-12-10
 Dealership Name: GERRY LANE CHEVROLET Dealer Code: 24447

OnStar Acknowledgement

Is vehicle equipped with OnStar? Yes No

OnStar Terms and Conditions Acknowledgement
 I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided. Copies are available in the vehicle glove box, from the dealer, at www.onstar.com, or by contacting OnStar as described below.

OnStar Stolen Vehicle Slowdown Capability (Model Year 2002 or Newer)
 My OnStar-equipped vehicle may have Stolen Vehicle Slowdown capability that enables OnStar to slow down my stolen vehicle remotely to assist authorities in its recovery.

I understand I must press the blue OnStar button and request the OnStar advisor to disable this capability if I don't want the Stolen Vehicle Slowdown capability on my vehicle. This capability can only be re-enabled at a GM dealership at my expense.

Cancellation of All OnStar Services:
 I understand that to cancel all OnStar services in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that all OnStar services be cancelled.

Purchaser/Lessee Signature: _____ Date: 02-12-10

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: [Signature] Date: 02-12-10
 Dealership Name: GERRY LANE CHEVROLET Dealer Code: 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

VIN Incentive Look-Up: Results - Consumer Cash

Eligible Incentive Programs for VIN 1G1ZE5E7RA4 (date of sale: 02/10/2010)

Vehicle Details
 Vehicle Description: 2010 Chevrolet Malibu LTZ Sedan
 Make: GM
 Inventory Status: New
 Delivery Type: 010 Individual
 Dealer Code: 24447
 Dealer Type: 070

Delivery Destination
 Region: SOUTH CENTRAL
 State: LOUISIANA
 DMA: BATON ROUGE, LA
 Postal Code: 70817
 County: EAST BATON ROUGE

Report Generated On: 02/12/2010 15:51:00 EST

Program Name	Start Date	End Date	Option Condition	Program #	Cash	Incentive Code
GM SOUTH CENTRAL REGION 2010 RETAIL CONSUMER CASH/APP/DEALER CASH INCENTIVES	02/10/2010	03/01/2010		10-32A-0	2000	CSR
GM BONUS CASH PROGRAM	02/10/2010	03/01/2010		10-40AQ-1	1000	AZT
PONTIAC 3 SATURN OWNER LOYALTY LEASE PROGRAM	03/01/2010	03/31/2010		10-40CAC-1	500	ABM
PONTIAC 4 SATURN OWNER FURNITURE PROGRAM	03/01/2010	03/31/2010		10-40CA17-1	1000	ADN
GM/GM/SAV 2010 FEBRUARY FULL AHEAD PROGRAM	03/01/2010	03/01/2010		10-02-1		J22
2010 MODEL YEAR GM CUSTOMER ASSISTANCE CENTER GOODWILL CERTIFICATE PROCESS	10/02/2009	09/30/2010		10-03-1		LCR
2010 MODEL YEAR GM COLLEGE DISCOUNT PRICING PROGRAM	01/18/2010	09/30/2010		10-04-1		GC2
2010 MODEL YEAR GM CARD (BLUE/GOLD) PROGRAM	10/02/2009	09/30/2010		10-05-1		UDE
2010 MODEL YEAR GM CARDS WITH REDEMPTION LIMITS COPPER/ PLATINUM AND FLEXIBLE EARNINGS PROGRAMS	10/02/2009	09/30/2010		10-05A-1		UDP
2010 MODEL YEAR GM BUSINESS CARD PROGRAM	10/02/2009	09/30/2010		10-05B-1		UDB
2010 MODEL YEAR GM EXTENDED FAMILY CARD PROGRAM	10/02/2009	09/30/2010		10-05C-1		UDF
2010 MODEL YEAR GM MOBILITY ADAPTIVE EQUIPMENT PROGRAM	10/02/2009	09/30/2010		10-07-1		MOB/MOC
2010 MODEL YEAR GM DRIVER EDUCATION PURCHASE/LEASE PROGRAM	10/02/2009	09/30/2010		10-08-1	750	U4C
2010 MODEL YEAR GM CREDIT UNION MEMBER DISCOUNT PROGRAM	01/18/2010	09/30/2010		10-11-4		UNI
2010 GM CUSTOMER APPRECIATION CERTIFICATE PROGRAM	10/01/2009	09/30/2010		10-14	500	VHC
2010 MODEL YEAR GM MILITARY DISCOUNT PRICING PROGRAM	01/18/2010	09/30/2010		10-15-3		GMM
2010 MODEL YEAR GM RETIRE VOUCHER PROGRAM	10/02/2009	09/30/2010		10-18-1		NRC
TOYOTA LEXUS LEASEHOLDER PRIVATE OFFER PROGRAM	01/07/2010	03/01/2010		10-40CA4		AZQ
GM CONQUEST PRIVATE OFFER PROGRAM	01/07/2010	03/01/2010		10-40CA6	1000	AZR
FREE AGENT DIRECT MAIL LEASE PRIVATE OFFER	02/02/2010	05/31/2010		10-40CAE	500	AZX
FREE AGENT DIRECT MAIL PURCHASE PRIVATE OFFER	02/02/2010	05/31/2010		10-40CAH	1000	AGY
CHEVROLET SILVERADO/GMC SIERRA GM1800 HYBRID OWNER LOYALTY/TRADE-IN ASSISTANCE PROGRAM	01/05/2010	03/31/2010		10-40CB-3	5000	WU
GM NATIONAL COMMUNITY ACTION FOUNDATION (NCAF) PRIVATE OFFER	10/30/2009	10/30/2010		10-40CC	500	VWG
UNITED SERVICES AUTOMOBILE ASSOCIATION (USA) \$250 PRIVATE OFFER	01/16/2010	12/31/2010		10-40CS-1	750	WWC
UNITED SERVICES AUTOMOBILE ASSOCIATION (USA) \$1000 PRIVATE OFFER	01/16/2010	12/31/2010		10-40CT-1	1000	WWD
GM/GM/SAV ULTIMATE REWARDS PRIVATE OFFER PROGRAM	01/05/2010	06/30/2010		10-40CV	500	AZF
GM/SAV/OT BUSINESS/TRADE ASSOCIATION PRIVATE OFFER	01/05/2010	09/30/2010		10-40CA	500	KPK
Total Cash:					3000	

Please read and verify the program details in VIN Exception Condition - You must refer to program for specific eligibility/compliance restrictions. Dealer is responsible for determining customer eligibility for each program.

2010 MALIBU LTZ			GENERAL MOTORS COMPANY
98U WHITE DIAMOND TRICOAT	/V6C		
342 COCOA/CASHMERE			RENAISSANCE CENTER
ORDER NO. NNDVXK/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 1G1ZE5E78A4			VEHICLE INVOICE 1AD38079249
*****13*244478			
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	PRC EFF 09/11/09
PDQ HEV6 ENGINE PACKAGE:	1595.00	1403.60	KEYS XXXXX XXXXX
*3.6L V6 DOHC ENGINE			WFP-F QTR OPT-1
(REPLACES STD/OPT ENGINE)			BANK: GMAC - 084
*DUAL CHROME EXHAUST TIPS			CHG-TO 24-447
*HYDRAULIC POWER STEERING ASSIST			
UE1 1YR ONSTAR DIRECTIONS W/	N/C	N/C	SHIP WT: 3565
AUTOMATIC CRASH RESPONSE AND			HP: 32.9
TURN-BY TURN NAVIGATION (ASK			GMS: 27810.33
DEALER ABOUT GEOGRAPHIC			SUPPLR: 29055.04
COVERAGE)			MRM: 30380.00
VK3 FRONT LICENSE PLATE BRACKET	15.00	13.20	DAN: 1LZ
ZPH COMPACT SPARE TIRE	100.00	88.00	MEMO 1333.00
(REPLACES TIRE SEALANT AND			GSU: 378.16
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
LMA GROUP CONTRIBUTION		296.60	EXP 65A	296.60

TOTAL 30380.00 29143.33 PAY 310 29143.33

MEMO: TOTAL LESS HOLDBACK AND 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.

GERRY LANE CHEVROLET	REMIT TO GMAC NO. 084
	VIN 1G1ZE5E78A4128548
	\$ 29143.33 INV 1AD38079249
	DUE 10/02/09 DEALER 24-447

PURCHASE & DISCLAIMER CONTRACT

GERRY LANE CHEVROLET

6505 Florida Blvd. - Baton Rouge, LA 70806

Phone (225) 926-4600

02/12/2010 127684

Date

Buyer

Street

BATON ROUGE LA

City

H.P. W.P.

Tel. No.

Salesman JEREMY DERRELL HAWKI TERRY BELL

NEW UNIT SOLD:

100135

Stock No.

Model 2010 CHEVROLET MALIBU

Mtr. No. 1G1ZE5E78A4

Color WHT DIAMOND TC

Color COCOA/CASH

60159

Key No. Mileage 2577

PAYMENT SCHEDULE

72 488.77 03/14/2010

inst. @ due

inst. @ due

inst. @ due

INFORMATION ON TRADE-IN

Sm Buy Sm Lease Owned

Yr. & Make

Body

Mtr. #

Lic. # Mileage

Unit Options Options \$

GM SUPPLIER

Table with columns REC. NO., AMT, Total. Includes rows for Cash Down Payment, Used Car Allowance, Less Bal. Owng, Owed To, Address, Net Used Car Credit, Other Credits, TOTAL DOWN PAYMENT, BALANCE PAYABLE.

Table with columns Symbol, Class, Ded, Chart. Includes rows for BATON ROUGE TELCO FCU, GMAC, Assoc. 13404 AIRLINE HIGHWAY, BATON ROUGE LA 70817, Other.

Table with rows Territory Chg. 100.00, Insurance Chg. 1750.00, Ext. Warranty 2219.49, TAX 102.50, License 28832.99, Total.

I do hereby contract to purchase from GERRY LANE CHEVROLET, under the terms and conditions specified herein, and on the reverse side of this agreement, all of which I have read, the vehicle described above for the sum of \$ 27661.00. It is agreed, however, that neither you nor the Manufacturer will be liable for failure to effect delivery.

DISCLAIMER OF WAIVER OF ALL WARRANTIES

Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. There is no service contract made or entered into by GERRY LANE CHEVROLET. Seller, GERRY LANE CHEVROLET, expressly disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose. Seller, GERRY LANE CHEVROLET, does not assume nor authorizes any other person to assume for it any liability in connection with the sale of said product.

Read and agreed to this 12th day of FEBRUARY 20 2010

FAIR CREDIT REPORTING ACT DISCLOSURE: A CONSUMER CREDIT REPORT MAY BE OBTAINED FOR CONSIDERATION AS TO WHETHER THIS PURCHASE MEETS PURCHASE REQUIREMENTS. THIS MAY BE SUBMITTED TO A LENDING INSTITUTION FOR CONSIDERATION TO FINANCE THIS PURCHASE VEHICLE.

This order is not binding on dealer until accepted by dealer in writing. The warranty exclusion has been brought to my attention and explained to me and I have read the matter printed on the back hereof and agree to it as part of this order the same as if it were printed above my signature. The front and back of this order comprise the entire agreement pertaining to this purchase and no other agreement of any kind of verbal understanding or promise whatsoever, will be recognized. Receipt of a copy of this order is hereby acknowledged.

For and in consideration of the sum of N/A which you have on this day credited to my account, I do hereby bargain, sell and deliver unto GERRY LANE CHEVROLET, the trade-in described in this order and I warrant the title to said automobile to be in me, and that same is free from encumbrances and all debts, except as described in this order which amount GERRY LANE CHEVROLET does assume; that I have a good right to sell and deliver the above automobile and that title and possession thereto I will warrant against the claims of all parties whatsoever, except as above specified.

S.S.#, D.L.#, Birthday, Anniversary, Spouse's Name, Spouse's Birthday, Email

Buyer's Signature X, GERRY LANE CHEVROLET, GM SUPPLIER, Accepted (Must be accepted by an Authorized Representative of the Dealer)

Date Del. 2-10-10, Mgr., Gr. (2021.71)

**RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE**

C11AC

Dealer Number _____ Contract Number _____

Buyer Name and Address (Including Parish and Zip Code) BATON ROUGE LA E BATON ROUGE	Co-Buyer Name and Address (Including Parish and Zip Code) BATON ROUGE LA E BATON ROUGE	Creditor/Seller (Name and Address) GERRY LANE CHEVROLET 6505 FLORIDA BLVD BATON ROUGE LA 70806 EAST 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. funds according to the payment schedule below. We will figure your finance charge on a daily basis at a Base Rate of 6.80% per year. The Truth-in-Lending Disclosures below are part of this contract.

New/Used	Year	Make and Model	Body Style	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2010	CHEVROL MALIBU	4DR SED	1G1ZE5E78A4	<input type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural <input checked="" type="checkbox"/> PERSONAL

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you, or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
6.80 %	\$ 6358.45	\$ 28832.99	\$ 35191.44	\$ 3000.00 is \$ 38191.44

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	488.77	Monthly beginning 03/14/2010

Or As Follows:

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of \$ 10.00 or 5 % of the part of the payment that is late, whichever is greater.

Prepayment. If you pay off all your debt early, you may have to pay a penalty.

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including \$ <u>2219.49</u> sales tax)	\$ <u>29880.49</u> (1)
2 Total Downpayment =	
Trade-in (Year) (Make) (Model)	
Gross Trade-In Allowance	\$ <u>N/A</u>
Loss Pay Off Made By Seller	\$ <u>N/A</u>
Equals Net Trade In	\$ <u>N/A</u>
+ Cash	\$ <u>N/A</u>
+ Other GM REBATE	\$ <u>3000.00</u>
(If total downpayment is negative, enter "0" and see 4f below)	\$ <u>3000.00</u> (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ <u>26880.49</u> (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):	
A. Cost of Optional Credit Insurance Paid to Insurance Company or Companies:	
Life	\$ <u>N/A</u>
Disability	\$ <u>N/A</u>
B. Other Optional Insurance Paid to Insurance Company or Companies	\$ <u>N/A</u>
C. Official Fees Paid to Government Agencies	\$ <u>10.00</u>
D. Optional Gap Contract	\$ <u>N/A</u>
E. Government Taxes Not Included in Cash Price	\$ <u>N/A</u>
F. Government License and/or Registration Fees HAND/TEMP/LIC	\$ <u>15.00</u>
G. Government Certificate of Title Fees	\$ <u>18.50</u>
H. Government Waste Tire Fee	\$ <u>8.00</u>
I. Other Charges (Seller must identify who is paid and describe purpose)	

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 any other insurance to obtain credit.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

**Check the insurance you want and sign below:
Optional Credit Insurance**

Credit Life Buyer Co-Buyer Both

Term _____ months Premium: \$ _____ N/A

Credit Disability for Buyer

Term N/A months Premium: \$ _____ N/A

Insurance Company Name _____ N/A

Home Office Address _____ N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays all or part of the amount you owe 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 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.

Other Optional Insurance

N/A Type of Insurance _____ N/A Term _____

Coverage (Describe) N/A

Premium \$ N/A

Insurance Company Name N/A

Home Office Address N/A

N/A Type of Insurance _____ N/A Term _____

Coverage (Describe) N/A

Premium \$ N/A

Insurance Company Name N/A

Home Office Address N/A

to N/A	for Prior Credit or Lease Balance	\$	N/A
to GMPP	for SVC CONT	\$	1750.00
to N/A	for N/A	\$	N/A
to N/A	for N/A	\$	N/A
to GERRY LANE CHEVR	for MOTARY/INSP/CONV/LA DEC	\$	151.00
to N/A	for N/A	\$	N/A
Total Other Charges and Amounts Paid to Others on Your Behalf		\$	1952.50 (4)
5	Prepaid Finance Charge	\$	N/A (5)
6	Amount Financed (3 + 4 + 5)	\$	28832.99 (6)

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.
 Buyer Signature _____ Date _____
 Co-Buyer Signature _____ Date _____

OPTION: You pay no finance charge if the Amount Financed, item 6, is paid in full on or before N/A Year. SELLER'S INITIALS _____

Any insurance referred to in this contract does not 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 Statutes of 1950, La.R.S. §32:051 et seq.). Louisiana law requires all motorists to be covered by an automobile liability policy with legally prescribed liability limits. Failure to obtain insurance that meets these limits will subject you to penalties, which may include the suspension or revocation of driving privileges.

If this box is checked, the following late charge applies to vehicles purchased primarily for business or agricultural use. If a payment is not received in full within N/A days after it is due, you will pay a late charge of \$ N/A or N/A % of the part of the payment that is late, whichever is less. If this box is not checked, the late charge in the "Federal Truth-In-Lending Disclosures" still applies.

Returned Check Charge: If any check you give us or electronic payment you make is returned unpaid for insufficient funds, you will pay us a charge of 5% of the amount of the check or electronic payment or \$15, whichever is less.

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 4D of the itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A Name of Gap Contract _____

I want to buy a gap contract.
 Buyer Signs

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 cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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 date of this contract, we make no warranties, express or implied, on the vehicle and you waive all such warranties, including any express or implied warranty of fitness for a specific or ordinary purpose, warranty of merchantability, warranty of fitness for the particular purpose of your intended use, and any warranty that the vehicle is free from hidden, latent or redhibitory defects. You also waive any right that you may have to demand that the sale be canceled (rescinded) or seek a reduction of the Cash Price for the vehicle for breach of any implied warranties. If the vehicle is new, you accept the manufacturer's separate written new product warranty as your exclusive warranty with respect to the sale, and you acknowledge that you received a copy of it. The above waiver of warranties has been read by me and explained to me in a manner that I understand and I knowingly consent to the waivers.
 Buyer: _____ Co-Buyer: _____

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

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs _____ Co-Buyer Signs _____
 If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
 See back for other important agreements.
 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 you sign. Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs _____ Date 02/12/10 Co-Buyer Signs _____ Date 02/12/10

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here
 Seller signs GERRY LANE CHEVROLET Date 02/12/10 Address _____
 By X Paul Wojcik Title _____

Seller assigns its interest in the contract, including without limitation, its rights as secured party under this contract, to (Assignee) BATON ROUGE TELCO FCU
 located at 3404 AIRLINE HIGHWAY BATON ROUGE LA 70817 (address of Assignee) under the terms of Seller's agreement(s) with Assignee.

Assigned with recourse Assigned without recourse Assigned with limited recourse
 Seller GERRY LANE CHEVROLET By Paul Wojcik Title _____

Overallowance/Negative Equity/Incentives Form (Non-Florida)

Customer: [REDACTED]	SR #: 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 (from Bill of Sale, before tax, tag, title, etc.)	27661.00
MSRP (from BARS Invoice screen)	- 30380.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= -2719.00

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

Section 2

Trade Allowance (from Bill of Sale)	0.00
Actual Cash Value (ACV) (from ACV Statement)	- 0.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0

Section 3

Trade Allowance (from Bill of Sale)	0.00
Payoff on Trade (from Bill of Sale)	- 0.00
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= 0.00

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	27661.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 3000.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 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.

January 28, 2014

[REDACTED]
Pompton Plains, NJ [REDACTED]

Service Request: 71-1141123349

Dear [REDACTED],

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[REDACTED], 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.

[REDACTED]
Pompton Plains, N.J. [REDACTED]

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.

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,
[REDACTED]

January 28, 2014

[REDACTED]
Roxboro, NC [REDACTED]

Dear [REDACTED]

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 one service visit on VIN 1G1ZC5E0XAF [REDACTED]. 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.mygmilink.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 original 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 [REDACTED]

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.

Stacie (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): [REDACTED], [REDACTED] calhoun city, ms [REDACTED] .ph# [REDACTED]

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.

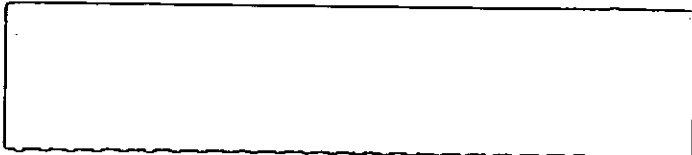
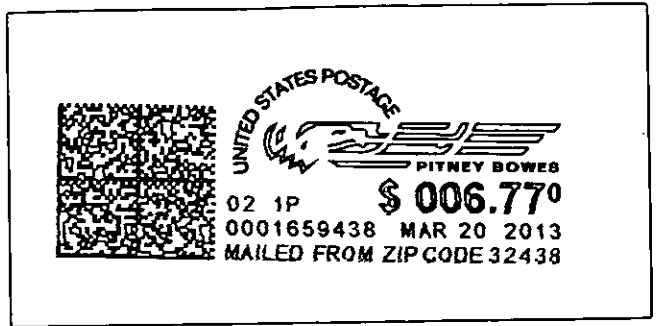
Stacie (9:57:39 PM):

It has been my pleasure to assist you!

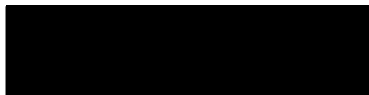
Just so you are aware, there will be a short survey once I close our chat session. Afterwards, in the upper right hand corner, you are given the opportunity to either save or print this session.

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



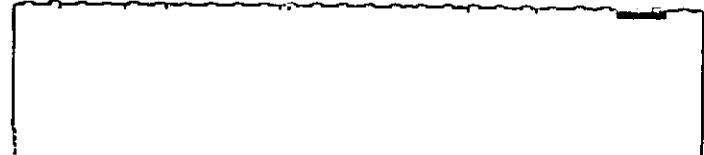
Youngstown, FL



03-26-13 A11:24 RCVD

Daniel K. Akerson
General Motors
Chairman & CEO
P.O. Box 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.

Sincerely,

[REDACTED]

[REDACTED]

Youngstown, FL

[REDACTED]

[REDACTED]

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 [REDACTED]

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

BILL CRAMER



2251 West 23rd Street
P.O. Box 490
Panama City, Florida 32402
850-785-5221 · 800-342-7131
"Three Generations. One Tradition"

COPY *INVOICE*

YOUNGSTOWN, FL
HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 536 CHRIS SCHMIDT

Motor Vehicle Repair Registration: MV28:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	06	PONTIAC G6	1G2ZG558864		102536/102536	T2726	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
01JAN06 IS			12:30	17JAN13		CASH	17JAN13
R.O. OPENED		READY		OPTIONS: ENG:3.5_Liter_SFI			
09:22 17JAN13		15:38 17JAN13					

LINE OPCODE TECH TYPE HOURS LIST NET *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 2.00 199.74 199.74

1 15940467 MODULE 321.22 321.22 321.22

PARTS: 321.22 LABOR: 199.74 OTHER: 0.00 TOTAL LINE A: 520.96

102536 SCANNED SYSTEM DTC B1380 & B0005 - SHORT IN BCM. REPLACED BCM. CLEARED CODES. RETEST

CUSTOMER PAY SHOP SUPPLIES AND/OR WASTE DISPOSAL FOR REPAIR ORDER 15.00



VISA
MASTERCARD

Thank You For Your Business!

*(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

DATE

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

12 more parts & labor

COPI

ORIGINAL
ORIGINAL

BILL CRAMER (COURT)
2751 W 42ND ST
DENVER CO 80211
(303) 733-1100

TERMINAL ID: 183600
MERCHANT #: J144264

VISA
[REDACTED] KEVED CHIP
MAIL ORDER SALES
BATCH: 001697 1000 00029
Jan 17, 13 5:54
CARD: 15370633 AUTH: 56857
CASH: 0

1.00 AMOUNT 1.00
1.00 BALANCE 1.00
2.00

AP
TOTAL 576.49

PAID BY: [REDACTED]
CASH

AMOUNT

Certified Service

MULTI-POINT VEHICLE INSPECTION


COPY

Name: Henderson Year/Model: 06 G-6 Date: 1-17-13

Repair Order #: _____ VIN (last 8 digits): _____ Odometer: _____ Tag#: _____ License#: _____

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


WIPER BLADES



RF
 LF
 Rear (if applicable)
 Windshield condition
 Cracks _____ Chips _____

OnStar active  Service History Check
 Enrolled in OVD Air Conditioning Performance
 Enrolled in DMN Remaining engine oil life: _____ %
 Reset: _____ N/A: _____

CHECK BATTERY



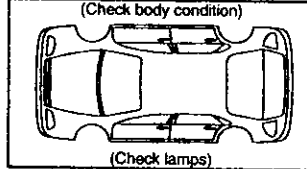
Battery health
 Battery cables and connections

CHECK TIRES AND TREAD DEPTH

Rotation needed Alignment needed Balance needed
 Rotation performed Alignment performed Balance performed

8/32 or Greater 8/32 or Greater 8/32 or Greater 8/32 or Greater
 7/32 ACTUAL 7/32 7/32 7/32
 6/32 6/32 6/32 6/32
 LF 5/32 LR 5/32 RF 5/32 RR
 4/32 4/32 4/32 4/32
 3/32 or Less 3/32 or Less 3/32 or Less 3/32 or Less

(Check body condition)



(Check lamps)

Lowest Tread Depth: _____ /32

LF Wear Pattern RF
 LR Damage RR

PSI@: _____ set to: _____ PSI PSI@: _____ set to: _____ PSI PSI@: _____ set to: _____ PSI PSI@: _____ set to: _____ PSI

CHANGE ENGINE OIL & FILTER

N/A

CHECK FLUID LEVELS

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

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

ACTUAL 7 mm greater ACTUAL
 6 mm ACTUAL
 5 mm ACTUAL
 4 mm ACTUAL
 3 mm/less ACTUAL
 2 mm/less ACTUAL
 1 mm/less ACTUAL

LF RF LR RR

Lowest Front Lining _____ Lowest Rear Lining _____

ADDITIONAL CHECKS (Inspect for visible leaks and visual condition)

<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fuel system (also including gas cap seating)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine, transmission, drive axle, transfer case
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine cooling system, leak/other
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Shocks and struts - also check operation
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Belts: engine, power steering and/or V-drive
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Hoses: engine, power steering and HVAC
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine air filter
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Passenger Compartment Air Filter
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Steering components and steering linkage
<input checked="" type="checkbox"/>	<input type="checkbox"/>	CV drive axle boots or driveshafts and U-joints
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Exhaust system components
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Body components lubrication

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

Additional Recommended Services

1) _____

2) _____

3) _____

Service Consultant: _____

Technician: _____ No.: _____

Restraint system component check
 Chassis components lubrication
 Drive Axle (leak/other)
 Evaporative control system

January 28, 2014

[REDACTED]
Youngstown, FL [REDACTED]

Dear [REDACTED]

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 one service visit on VIN 1G2ZG558864 [REDACTED]. 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 original 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 approximately 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

Customer (1:08:59 PM) : [REDACTED] - [REDACTED]

Amanda (1:09:17 PM) :

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 thank 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

Original Name:

[Redacted]

Downers Grove IL

[Redacted]

Revised Name:

[Redacted]

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?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | Does Not Apply/Not Required | Don't Know | |
| 2. Were services available to you on both an appointment and non-appointment basis?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| | 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?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
|--|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|-----------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?.... | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Yes | No | Does Not Apply/Not Required | Don't Know | | |
| 6. Were you <u>offered</u> transportation options?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
| 7. How satisfied were you that you were kept informed about the status of your service request?..... | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | No Time Promised | | | |
| 8. Was your vehicle ready by the original time promised?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| | 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?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 10. Overall, how satisfied were you with your Service Consultant | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

About Service Delivery

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
11. When you picked your vehicle up, how satisfied were you with:					
- The time it took to complete the transaction?.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The ease of getting your vehicle?.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The condition in which it was returned?.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Yes	No			
12. Were ALL of your service concerns corrected on this service visit?	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

IF NO, why not?(check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Condition explained - repair not necessary | <input type="checkbox"/> Parts not available |
| <input type="checkbox"/> Work performed did not correct the problem | <input type="checkbox"/> I declined repair |
| <input type="checkbox"/> Service Department could not duplicate problem | <input type="checkbox"/> Other |
| <input type="checkbox"/> Service Department was too busy | <input type="checkbox"/> Don't Know |

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit?.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Yes	No			
14. Were you given a copy of the completed repair order/invoice?..	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
	Yes	No	Don't Know/ Not Sure		
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership 's service?....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are you with Bill Kay Chevrolet?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not
17. Would you recommend this dealership for service?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 2010 MALIBU?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

19. Are you... Male Female

20. Your age... Under 25 25-34 35-44 45-54 55-64 65 or older

21. May we include your name when providing this information to your dealership ? Yes No

22. Do you have any other comments/recommendations about Bill Kay Chevrolet?

I was pleased that they took my car immediately for service when I called but, I'm sure it's because I've been there so much. I've owned this car for 4 months and have had to bring it in for service repairs 4 times! All different problems. I am very disappointed with this vehicle's "Certified Pre-owned" status. Very disappointed. I would not buy another 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) : [REDACTED] at [REDACTED] or [REDACTED]. Vin # 1G2ZH36N374[REDACTED].

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 be needed to put 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 brake 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 up a 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. [REDACTED] at [REDACTED].

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.

System (4:33:35 PM): [Agent LeAundre has closed the session]

ASG LAW OFFICES
4640 Admiralty Way, Suite 500
Marina del Rey, CA 90292

LOS ANGELES CA 900

29 APR 2013 PM 14 L



04-29-13 A08:51 IN

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

48232517070



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: [REDACTED]
Vehicle: 2010 Chevrolet Malibu
Date of Purch/Lease: April 15, 2010
VIN: 1G1ZC5EB7AF [REDACTED]
Current Mileage: 34,411
Our File: RAMIREZ/MORALES V. GM

Dear Sir/Madam:

Please be advised that this office has been retained by [REDACTED] 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

6. 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.**¹

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.²

Very truly yours,

ASG LAW OFFICES

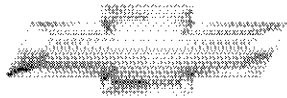


AARON S. GOLDBERG
Attorneys for [REDACTED]
[REDACTED]

cc: [REDACTED]

¹Until this matter is resolved, [REDACTED] 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.

²However, 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 Quinta, CA 92253-2060

RE:

[REDACTED]
Service Request: 71-1178389907
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZC5EB7AF [REDACTED]
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: [REDACTED]

Service Request: 71-1178389907
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZC5EB7AF [REDACTED]
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.

- | | | | |
|-------------------------------------|---|-------------------------------------|-------------------|
| <input checked="" type="checkbox"/> | Copy of owner's current title and/or registration | <input checked="" type="checkbox"/> | Finance agreement |
| <input checked="" type="checkbox"/> | Other: Service History / Repair Orders | <input checked="" type="checkbox"/> | Buyer's agreement |

General Motors
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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

Sincerely,

General Motors

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Physical Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

Signature

Signature



**MaryBeth
Hollman/Austin/GM1**

04/29/2013 02:33 PM

To scott.m.goff@gm.com

cc

bcc

Subject NISM 71-1178389907 [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-1178389907
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZC5EB7AF [REDACTED]
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.

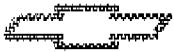
It is important that whichever selection is made, DMA should not communicate directly with the customer but only through their attorney. If a response is not received within 48 hours, the default option will be "B".

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

HUMMER

General Motors Business Resource Center

FAX

From:

~~To:~~ **Dan Gomez, Service Manager**
Company:
Fax: (760) 541-8191
Phone:

TO:

~~From:~~ **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

Chevrolet Cadillac

of La Quinta



79-225 Hwy 111
La Quinta, CA 92253
(760) 771-8200

www.chevroletcadillacoflaquinta.com

EPA# CAL000248792
BAR# AC 255463

CVWS58167



1201ICVWS58167

CELL: [REDACTED]

CUSTOMER NO 26671	ADVISOR MICHAEL BULING	489	TAG NO 5304	INVOICE DATE 09/29/12	INVOICE NO CVWS58167
[REDACTED]	LABOR RATE [REDACTED]	[REDACTED]	MILEAGE 29,106	COLOR GOLD MIST/C	STOCK NO. G250218
COACHELLA, CA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LT	VEHICLE I.D. NO. 1G1ZC5E87AF [REDACTED]		DELIVERY DATE 04/15/10	DELIVERY MILES 7
[REDACTED]	P.T.E. NO.	P.O. NO.	SPITTING DEALER NO 100	PRODUCTION DATE	
[REDACTED]	COMMENTS			R.O. DATE 09/26/12	

MO: 29106

DCS AUDIT SLIP

JOB CARD 58167

VIN	1G1ZC5E87AF [REDACTED]	REPAIRING BAC	246095
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/26/2012
ODOMETER	29106	SERVICE ADVISOR GMIN	082589322
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		58167-J	001145559476	0002

JOB COMPLETION DATE: 09/26/2012
TECHNICIAN GMIN: 560620792

LABOR OPERATION BASE HOURS
N6654 0.5

COMPLAINT CODE: 0621
COMPLAINT DESCRIPTION: CUSTOMER STATES SERVICE AIR BAG LIGHT IS ON

CAUSE CODE: 6573
CAUSE DESCRIPTION: 80021 OD PASSENGER AIR BAG DEPLOYMENT LOOP HIGH RESISTANCE INSPECT CONNECTION UNDER THE RIGHT FRONT SEAT, FOUND HARNESS RETAINER PIER PLASTIC COMING OFF FROM UNDER NEATH THE SEAT TRACK CAUSING CONNECTOR TO R TO COME LOOSE AND SET OFF CODE.

CORRECTION DESCRIPTION: REINFORCE RETAINER CLIP FOR AIR BAG HARNESS UNDER THE RIGHT FRONT SEAT AND REINSTALL CONNECTOR, CLEAR CODE, NO FURTHER PROBLEM. IEM.

	TOTAL W/O TAX	TAX	TOTAL
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

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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.



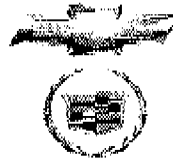
FOR YOUR CONVENIENCE
SERVICE AND PARTS DEPT. HOURS
MONDAY THRU FRIDAY
7:00 A.M. to 6:00 P.M.
OPEN SATURDAY

NO APPOINTMENT NECESSARY



Chevrolet Cadillac

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(760) 771-8200

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EPA# CAL000248792
BAR# AC 255463

CVCS58167



12011CVCS58167

CELL: [REDACTED]

CUSTOMER NO 26671	ADVISOR MICHAEL BULTNG	489	TAG NO 5304	INVOICE DATE 09/26/12	INVOICE NO CVCS58167
[REDACTED]	LABOR HOURS [REDACTED]	[REDACTED]	MILEAGE 29,106	COLOR GOLD MIST/C	STOCK NO G250218
COACHELLA, CA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LT	[REDACTED]	[REDACTED]	DELIVERY DATE 04/15/10	DELIVERY MILES 7
[REDACTED]	VEHICLE ID NO 1G1ZC5F7A [REDACTED]	[REDACTED]	[REDACTED]	SELLING DEALER NO 100	PRODUCTION DATE
[REDACTED]	P.T.E. NO	[REDACTED]	[REDACTED]	H.O. DATE 09/26/12	
[REDACTED]	COMMENTS				

MO: 29106

JOB# 1 CHARGES

LABOR
1 52CVZ TRIM ELECTRICAL TECH(S): 129 WARRANTY

CUSTOMER STATES SERVICE AIR BAG LIGHT IS ON B0021 OD PASSENGER AIR BAG DEPLOYMENT LOOP HIGH RESISTANCE INSPECT CONNECTION UNDER THE RIGHT FRONT SEAT FOUND HARNESS RETAINER PLASTIC COMING OFF FROM UNDER NEATH THE SEAT TRACK CAUSING CONNECTOR TO COME LOOSE AND SET OFF CODE. REINFORCE RETAINER CLIP FOR AIR BAG HARNESS UNDER THE RIGHT FRONT SEAT AND REINSTALL CONNECTOR. CLEAR CODE. NO FURTHER PROBLEM.

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JOB# 1 TOTALS

JOB# 2 CHARGES

LABOR
2 00CVZTP CHECK/SET TIRE PSI TECH(S): 129 0.00

CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED ON DOOR LABEL PLACARD. CORRECTED TIRE PRESSURES

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OPEN SATURDAY**

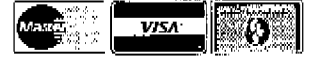
JOB# 2 TOTALS

JOB# 3 CHARGES

LABOR
3 00CVZZ/POINT MULTIPPOINT INSPECT TECH(S): 129 0.00

CUSTOMER REQUESTS MULTIPPOINT VEHICLE CONDITION REPORT PER CUSTOMER REQUEST COMPLETED MULTIPPOINT VEHICLE CONDITION REPORT

NO APPOINTMENT NECESSARY



JOB# 3 TOTALS

JOB# 4 CHARGES

LABOR
4 45CVZ01 TRACTION CONTROL TECH(S): 129 WARRANTY

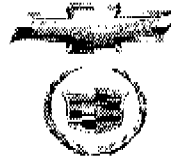
CUSTOMER STATES SERVICE TRACTION, ESC LIGHTS CAME ON YESTERDAY. NOT ON TODAY HISTORY CODE C0131 (00)ABS/TCS SYSTEM PRESSURE CIRCUIT MALFUNCTION. OPERTING AS PFR DESING AT THIS TIME. NO REPAIRS NEEDED AT THIS TIME

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

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CVCSS58167

EPA# CAL000248792
 BAR# AC 255463



1201 CVCSS58167

CELL [REDACTED]

CUSTOMER NO 26671	ADVISOR MICHAEL BULING	489	TAG NO 5304	INVOICE DATE 09/26/12	INVOICE NO CVCSS58167
[REDACTED]	LABOR RATE [REDACTED]		MILEAGE 79,106	COLOR GOLD MTST/C	STOCK NO G250218
COACHELLA, CA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LI			DELIVERY DATE 04/15/10	DELIVERY MILLS 7
[REDACTED]	VEHICLE ID NO 1G1ZC5E7A1			SELLING DEALER NO 100	PRODUCTION DATE
[REDACTED]	P.T.E. NO		P.O. NO	P.O. DATE 09/26/12	
[REDACTED]	COMMENTS				MO: 29106

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

TOTALS-----

*****	TOTAL LABOR....	0.00
* YOU MAY BE RECEIVING A SURVEY FROM GENERAL MOTORS	TOTAL PARTS....	0.00
* REGARDING YOUR SERVICE EXPERIENCE. IF YOU FEEL YOU	TOTAL SUBLET....	0.00
* CANNOT RATE US "COMPLETELY SATISFIED" PLEASE CONTACT	TOTAL G.O.G....	0.00
* SERVICE MANAGER FOR ASSISTANCE. WE WANT YOU TO BE	TOTAL MISC CHG.	0.00
* "COMPLETELY SATISFIED"..... *	TOTAL MISC DISC	0.00
* OUR FUTURE DEPENDS ON YOUR CONTINUED BUSINESS *	TOTAL TAX.....	0.00
***** THANK YOU *****	TOTAL INVOICE \$	0.00

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE THAT A
 LIFETIME WARRANTY MAY APPLY. YOUR CONSULTANT WILL DETAIL
 ***** GOODWRENCH SERVICE *****

CUSTOMER SIGNATURE

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 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 ERAINTNVE
 11/26/00 G. 100/11

Chevrolet Cadillac

of La Quinta



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58167

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZTP	CHECK/SET TIRE PSI	MI		00CVZ27POINT	MULTIPOINT INSPECT	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/14/12	53996	24172	891	601	W	11CVZ	ENGINE MINOR
				601	W	45CVZ01	TRACTION CONTROL
				601	W	46CVZ	WHEELS/TIRES
				601	C	00CVZTP	CHECK/SFT TIRE PSI
03/01/12	51430	20171	489	601	C	00CVZ27POINT	MULTIPOINT INSPECT
				129	W	52CVZ	TRIM ELECTRICAL

SALESPERSON NO. 1049 ALEJANDRO HERNANDEZ S E R V I C E STATE REG# 2

VEHICLE ID NO. 1G1ZC5EB7AF	YEAR/MAKE/MODEL 10/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE 04/15/10	STOCK NO. G250218	LICENSE NO. 58167	R.O. NO. 58167
CASH <input type="checkbox"/>	CREDIT CARD <input type="checkbox"/>	CHECK <input type="checkbox"/>	PRIOR APPROVAL <input type="checkbox"/>	OTHER <input type="checkbox"/>	
CUSTOMER NO. 26671	SERVICE CONTRACT	DELIVERY DATE 04/15/10	DELIVERY MILES 7	SPILLING DEALER NO. 100	R.O. DATE 09/26/12
COLOR GOLD MIST/COCOA/C	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	HAT NO. 5304	
TURBO <input type="checkbox"/>	M/MC <input type="checkbox"/>	AIR COND. <input type="checkbox"/>	P.S. <input type="checkbox"/>	TRANS. <input type="checkbox"/>	MILEAGE 29,106
ADVISOR NO. 489	ADVISOR MICHAEL BULING				

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT MY EMPLOYEES PERMISSION TO OPERATE THE VEHICLE DESCRIBED ON STREET, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE INCLUDING ANY POSTING OF LABOR RATES OR LATE DATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED. I WILL NEITHER SUCH REFERENCES OR POSTING WITH THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED. AT HALF HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED. TERMS ARE CASH ON DELIVERY. ESTIMATES ARE FOR LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AT 17.00 PER HOUR. IF COMPLETED, NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN GARIN IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

LABOR INSTRUCTIONS

CUSTOMER STATES SERVICE AIR BAG LIGHT IS ON
 #129 NG654

CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED ON DOOR LABEL PLACARD.

CUSTOMER REQUESTS MULTIPOINT VEHICLE CONDITION REPORT

CUSTOMER STATES SERVICE TRACTION, ESC LIGHTS CAME ON YESTERDAY, NOT ON TODAY
 CO131 (00) H:st.
 ABS/TCS System Pressure correct and function

WAITER

1291758167

RENTAL **ORIGINAL ESTIMATE \$** **REvised ESTIMATE \$** **ADDITIONAL COSTS**

REASON **CONTACTED BY**

ESTIMATED TO NOT INCLUDE SALES TAX **ADDRESSED ESTIMATE** **ADDITIONAL COSTS**

CONTACTED BY

PHONE #1 **PHONE #2**

IMPORTANT! REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT BEAR RESPONSIBILITY FOR LOSS OR 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/ONSM
 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 SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY.

NOTICE TO CUSTOMERS
 WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS. WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES.
 THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

The Payment and Records Company, EBUNTYV014E, C5382386 O (08/11)

000110 © 08/2008



mike.buling
September 25, 2012

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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
- 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 1G1ZC5E87AF [REDACTED] Model 1ZHG9-2010 MALIBU LT SEDAN
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status Yes
 Order Type 70 - RE-TAIL - STOCK
 Field Actions [0 Open](#) [REDACTED]

For this vehicle:

- [View Vehicle Summary](#)
 - [Service Contract](#)
 - [Branded Title](#)
 - [Warranty Block](#)
 - [View Vehicle Build](#)
 - [View Vehicle Component Summary](#)
 - [View Vehicle Transaction History Detail](#)
 - [View Vehicle Delivery Information](#)
 - [Add a Repair Item](#)
 - [Begin Transaction](#)
-
- [Investigate Major Assembly History](#)

Required Field Actions

Open field actions are highlighted

Type	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 herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA: 800-555-3600.

OnStar Equipped Y XM Radio ID 9LVR5287 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	Effective Odometer	End Date	End Odometer
	Emission Select State Component Ltd	04/15/2010	6 MI	04/15/2025	150,006 MI

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 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.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
05/14/2012	53986	ZREG---Regular Vehicle Transaction		E0472 - Wheel Stud Replacement	24,172 MI
05/14/2012	53986	ZREG---Regular Vehicle Transaction		H9991 - 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	ZFAT---Field Action Recall		V2396 - 11034 - Inspect and Replace Airbag Connectors & Secure Harness with Tie Strap (inc. checking DICs)	9,672 MI
12/20/2010	37335	ZFAT---Field Action Recall		V2251 - 10085 - Reroute and Secure Harness with Tie Strap	6,065 MI
03/28/2010	A50218	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	1 MI

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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 - 0.5
------	--------------------	-----------------

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EPA# CAL000248792
BAR# AC 255463

CVWS58921



04011CVWS58921

CELL: [REDACTED]

CUSTOMER NO 26671	ADVISOR MICHAEL BULING	489	TAG NO. 6079	INVOICE DATE 10/27/12	INVOICE NO. CVWS58921
[REDACTED]	SALES DATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 30,109	COLOR GOLD MIST/C	STOCK NO. G250218
COACHELLA, CA	YEAR/MAK/MODEL 10/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 04/15/10	DELIVERY MILES 7	SELLING DEALER NO. 100	PRODUCTION DATE
[REDACTED]	VEHICLE ID. NO. 1G1ZC5EB7AF	[REDACTED]	[REDACTED]	P.O. DATE 10/22/12	
[REDACTED]	COMMENTS				

MO: 30109

DCS AUDIT SLIP

JOB CARD 58921

VIN	1G1ZC5EB7AF	REPAIRING BAC	246095
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	10/22/2012
ODOMETER	30109	SERVICE ADVISOR GMIN	082589322
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		58921-1	001147660074	002

JOB COMPLETION DATE: 10/24/2012
TECHNICIAN GMTN: 560620792

LABOR OPERATION	BASE HOURS	ADD PUB.	DIAGNOSIS
R0760	0.8	0.3	0.3

COMPLAINT CODE: 0221
COMPLAINT DESCRIPTION: CUSTOMER STATES THE RADIO DISPLAY IS NOT LEGIBLE ALL DIGITS LACK COMPLETE ILLUMINATION

CAUSE CODE: 6573
CAUSE DESCRIPTION: SOP RADIO-INTERNAL RADIO MALFUNCTION CAUSING DISPLAY TO DISPLAY QDD DESINGS.NO DTC'S

CORRECTION DESCRIPTION: REPLACE RADIO AND PROGRAM-CODE 80997.CHECK OPERATIO N OF RADIO.NO FURTHER PROBLEM.

CAUSAL PART: 25968662

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

	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

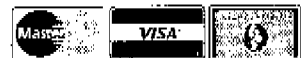
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MONDAY THRU FRIDAY
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OPEN SATURDAY

NO APPOINTMENT NECESSARY



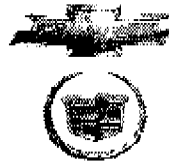
ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

ACCOUNTING COPY-W

[END OF INVOICE] 11.55am

Chevrolet Cadillac

of La Quinta



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La Quinta, CA 92253
(760) 771-8200

www.chevroletcadillacoflaquinta.com

EPA# CAL000248792
BAR# AC 255463

CVWS58921



0401 CVWS58921

CELL: [REDACTED]

CUSTOMER NO 26671	ADVISOR MICHAEL BULING	489	TAG NO 6079	INVOICE DATE 10/27/12	INVOICE NO CVWS58921
[REDACTED]	LABOR RATE [REDACTED]	[REDACTED]	MILEAGE 30,109	COLOR GOLD MIST/C	STOCK NO G250218
COACHELLA, CA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LT	VEHICLE I.C. NO. 1 G 1 Z C 5 E B 7 A F [REDACTED]		DELIVERY DATE 04/15/10	DELIVERY MILES 7
[REDACTED]	F.T.E. NO.	P.O. NO.	SELLING DEALER NO 100	PRODUCTION DATE	
[REDACTED]	COMMENTS		R.O. DATE 10/22/12		

MO: 30109

WARRANTY CLAIM DETAIL TOTALS		R/O TAX	0.00
CLAIM#	TOTAL	R/O TOTALS	134.75
[REDACTED]	174.75		
CLAIM TOTALS	174.75		

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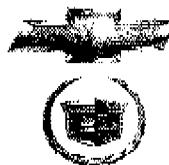
NO APPOINTMENT NECESSARY



ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

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



0401TCVWS58921

CELL: [REDACTED]

CUSTOMER NO 26671	ADVISOR MICHAEL BUI TNG	489	TAB NO. 6079	INVOICE DATE 10/27/12	INVOICE NO. CVWS58921
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 30,109	COLOR GOLD MIST/C	STOCK NO. G250218
COACHELLA, CA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE 04/15/10	DELIVERY MILES 7
[REDACTED]	VEHICLE ID NO. 1G1ZC5EB7AF			SELLING DEALER NO. 100	PRODUCTION DATE
[REDACTED]	F.T.I. NO.	P.O. NO.	R.O. DATE 10/22/12		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
[REDACTED]	[REDACTED]	MO: 30109			

JOB# 1 CHARGES

LABOR

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
129	10/24/12	9.40	9.60	0.10	1.40	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.10	1.40	

CUSTOMER STATES THE RADIO DISPLAY IS NOT LEGIBLE
ALL DIGITS LACK COMPLETE ILLUMINATION
SOP RADIO-INTERNAL RADIO MALFUNCTION CAUSING DISPLAY TO
DISPLAY ODD DESINGS.NO DTC'S
REPLACE RADIO AND PROGRAM-CODE 80997.CHECK OPERATION
OF RADIO.NO FURTHER PROBLEM.

PARIS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
	1	25968662	RADIO	0.00	0.00	0.00
				TOTAL - PARIS		0.00

JOB# 1 TOTALS LABOR 134.75

JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL 134.75

JOB# 2 CHARGES

LABOR

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
129	10/22/12	8.80	8.80	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED
ON DOOR LABEL PLACARD.
SET TO SPECS

JOB# 3 CHARGES

LABOR

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
129	10/22/12	8.80	8.80	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

CUSTOMER REQUESTS MULTIPOINT VEHICLE CONDITION REPORT
PER CUSTOMER REQUEST
COMPLETED MULTIPOINT VEHICLE CONDITION REPORT

JOB# 4 CHARGES

LABOR

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
129	10/24/12	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0.00	

2 WAY SHUTTLE

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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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CVWS58921

EPA# CAL000248792
BAR# AC 255463



0401ICVWS58921

CELL: [REDACTED]

CUSTOMER NO 26671	ADVISOR MICHAEL BULING	489	TAB NO 6079	INVOICE DATE 10/27/12	INVOICE NO CVWS58921
[REDACTED]	LABOR DATE [REDACTED]	[REDACTED]	MILEAGE 30,109	COLOR GOLD MIST/C	STOCK NO. G250218
COACHELLA, CA [REDACTED]	YEAR/MAKE/MODEL 10/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE 04/15/10	DELIVERY MILES 7
	VEHICLE ID NO 1G1ZC5EB7A [REDACTED]			SELLING DEALER NO 100	PRODUCTION DATE
	F.T.E. NO		P.O. NO	R.O. DATE 10/22/12	
	COMMENTS				MO: 30109

JOB# 1 CHARGES

LABOR
JOB# 1 129 184.75

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
129	10/24/12	9.40	9.60	0.10	1.40	OVERRIDE IN INVOICING
TOTAL TECH TIME				0.10	1.40	

CUSTOMER STATES THE RADIO DISPLAY IS NOT LEGIBLE
ALL DIGITS LACK COMPLETE ILLUMINATION
SOP RADIO-INTERNAL RADIO MALFUNCTION CAUSING DISPLAY TO
DISPLAY ODD DESINGS.NO DTC'S
REPLACE RADIO AND PROGRAM CODE 80997.CHECK OPERATION
OF RADIO.NO FURTHER PROBLEM.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
	1	25968662	RADIO	0.00	0.00	0.00
TOTAL						0.00
						PARTS 0.00

JOB# 1 TOTALS
LABOR 134.75

JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL 134.75

JOB# 2 CHARGES

LABOR
JOB# 2 129 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
129	10/22/12	8.80	8.80	0.00	0.00	FINISHED
TOTAL TECH TIME				0.00	0.00	

CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED
ON DOOR LABEL PLACARD.
SET TO SPECS

JOB# 3 CHARGES

LABOR
JOB# 3 129 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
129	10/22/12	8.80	8.80	0.00	0.00	FINISHED
TOTAL TECH TIME				0.00	0.00	

CUSTOMER REQUESTS MULTIPOINT VEHICLE CONDITION REPORT
PER CUSTOMER REQUEST
COMPLETED MULTIPOINT VEHICLE CONDITION REPORT

JOB# 4 CHARGES

LABOR
JOB# 4 129 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
129	10/24/12	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
TOTAL TECH TIME				0.00	0.00	

2 WAY SHUTTLE

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EPA# CAL000248792
BAR# AC 255463

CVWS58921



04011CVWS58921

CELL: [REDACTED]

CUSTOMER NO 26671	ADVISOR MICHAEL BULING	489	TAG NO 6079	INVOICE DATE 10/27/12	INVOICE NO CVWS58921
[REDACTED]	LAND RATE [REDACTED]		MILEAGE 30,109	COLOUR GOLD MIST/C	STOCK NO G250218
COACHELLA, CA	YEAR / MAKE / MODEL 10 / CHEVROLET / MALIBU / 4DR SDN LT			DELIVERY DATE 04/15/10	DELIVERY MILES 7
[REDACTED]	VEHICLE ID. NO. 1 G 1 Z C 5 E B 7 A F			SELLING DEALER NO 100	PRODUCTION DATE
[REDACTED]	F.T.C. NO.		P.O. NO.	R/O DATE 10/22/12	
COMMENTS					MO: 30109

WARRANTY CLAIM DETAIL TOTALS		R/O TAX	0.00
		R/O TOTALS	134.75
CLAIM#	TOTAL		
[REDACTED]	174.75		
CLAIM TOTALS	174.75		

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NO APPOINTMENT NECESSARY



APPROVED BY SIGNATURE

[Faint signature and text, mostly illegible]

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La Quinta, CA 92253
(760) 771-8200

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CVWS58921

EPA# CAL000248792
BAR# AC 255463



04011CVWS58921

CELL: [REDACTED]

CUSTOMER NO 26671	ADVISOR MICHAEL BULING	TAG NO 489 6079	INVOICE DATE 10/27/12	INVOICE NO CVWS58921
[REDACTED]	LABOR HALF [REDACTED]	MILEAGE 30,109	COLOR GOLD M1S1/C	STOCK NO G250218
COACHELLA, CA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 04/15/10	DELIVERY MILES 7	
[REDACTED]	VEHICLE ID NO 1G1ZC5EB7AF [REDACTED]	SELLING DEALER NO 100	PRODUCTION DATE	
	P.O. NO	R.O. DATE 10/22/12		
	COMMENTS			

MO: 30109

DCS AUDIT SLIP

JOB CARD 58921

VIN	1G1ZC5EB7AF [REDACTED]	REPAIRING BAC	246095
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	10/22/2012
ODOMETER	30109	SERVICE ADVISOR GMIN	082589322
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		58921-1	001147660074	0002

JOB COMPLETION DATE: 10/24/2012
TECHNICIAN GMIN: 560620792

LABOR OPERATION	BASE HOURS	ADD PUB.	DIAGNOSIS
R0760	0.8	0.3	0.3

COMPLAINT CODE: 0221

COMPLAINT DESCRIPTION: CUSTOMER STATES THE RADIO DISPLAY IS NOT LEGIBLE ALL DIGITS LACK COMPLETE ILLUMINATION

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

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
25.00	NIF					
15.00	NS?					

	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

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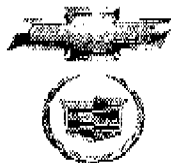
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CVCS58921

EPA# CAL000248792
BAR# AC 255463



0401ICVCS58921

CELL: [REDACTED]

CUSTOMER NO 26671	ADVISOR MICHAEL BULING	489	TAG NO 6079	INVOICE DATE 10/24/12	INVOICE NO CVCS58921
[REDACTED]	LABOR RATE [REDACTED]	[REDACTED]	MILEAGE 30,109	COLOR GOLD MIST/C	STOCK NO. G250218
COACHELLA, CA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE 04/15/10	DELIVERY MILE 7
[REDACTED]	VEHICLE ID NO 1G1ZC5EB7A		[REDACTED]	SELLING DEALER NO 100	PRODUCTION DATE
[REDACTED]	FILE NO	P.O. NO.	H.O. DATE 10/22/12		
COMMENTS					MO: 30109

JOB# 1 CHARGES

LABOR
1 52CVZ TRIM ELECTRICAL TECH(S) 129 WARRANTY
CUSTOMER STATES THE RADIO DISPLAY IS NOT LEGIBLE
ALL DIGITS LACK COMPLETE ILLUMINATION
SOP RADIO-INTERNAL RADIO MALFUNCTION CAUSING DISPLAY TO
DISPLAY ODD DESIGNS, NO DTC'S
REPLACE RADIO AND PROGRAM CODE #0997.CHECK OPERATION
OF RADIO, NO FURTHER PROBLEM.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	25968662	RADIO		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
2 00CVZP CHECK/SET TIRE PSI TECH(S) 129 WARRANTY
CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED
ON DOOR LABEL PLACARD.
SET TO SPECS

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
3 00CVZ2 POINTE MULTIPPOINT INSPECT TECH(S) 129 WARRANTY
CUSTOMER REQUESTS MULTIPPOINT VEHICLE CONDITION REPORT
PER CUSTOMER REQUEST
COMPLETED MULTIPPOINT VEHICLE CONDITION REPORT

JOB# 3 TOTALS
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
4 98CVZ SHUTTLE SERVICE TECH(S) 129 WARRANTY
2 WAY SHUTTLE

JOB# 4 TOTALS
JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

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

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CVCS58921

EPA# GAL000248792
BAR# AC 255463



0401TCVCS58921

CELL [REDACTED]

CUSTOMER NO 26671	ADVISOR MICHAEL BULING	489	TAG NO 6079	INVOICE DATE 10/24/12	INVOICE NO CVCS58921
[REDACTED]	LABOR RATE [REDACTED]		MILEAGE 30,109	COLOR GOLD MIST/C	STOCK NO G250218
COACHELLA, CA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE 04/15/10	DELIVERY MILES 7
[REDACTED]	VEHICLE ID NO. 1G1ZC5E87AF			SELLING DEALER NO. 100	PRODUCTION DATE
	F T L NO		P O NO	R.O DATE 10/22/12	
	COMMENTS				MO: 30109

TOTALS-----

* YOU MAY BE RECEIVING A SURVEY FROM GENERAL MOTORS
* REGARDING YOUR SERVICE EXPERIENCE. IF YOU FEEL YOU
* CANNOT RATE US "COMPLETELY SATISFIED" PLEASE CONTACT
* SERVICE MANAGER FOR ASSISTANCE. WE WANT YOU TO BE
* "COMPLETELY SATISFIED" *
* OUR FUTURE DEPENDS ON YOUR CONTINUED BUSINESS *
***** THANK YOU *****

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

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PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE THAT A LIFETIME GUARANTEE MAY APPLY. YOUR CONSULTANT WILL DETAIL ***** GOODWRENCH SERVICE *****

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CUSTOMER SIGNATURE _____



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508
Up

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La Quinta, CA 92253
(760) 771-0200 000248792
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58921

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZTP	CHECK/SET TIRE PSI	MI		00CVZ27POINT	MULTIPOINT INSPECT	MT	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/26/12	58167	29106	489	129	W	52CVZ	TRIM ELECTRICAL
				129	C	00CVZTP	CHECK/SET TIRE PSI
				129	C	00CVZ27POINT	MULTIPOINT INSPECT
05/14/12	53996	24172	891	129	W	45CVZ01	TRACTION CONTROL
				601	W	11CVZ	ENGINE MINOR
				601	W	45CVZ01	TRACTION CONTROL

SALESPERSON NO. 1049 ALEJANDRO HERNANDEZ SERVICE STATE REG # 2

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK (PRIOR APPROVAL) <input type="checkbox"/> OTHER <input type="checkbox"/>	VEHICLE I.D. NO. 1G1ZC5EB7AF	Y1 AFWARE/MODEL 10/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE 6250218	STOCK NO. 7	LICENS# NO. 58921	R.O. NO. 58921	
SAVE REMOVED PARTS FOR CUSTOMER? <input type="checkbox"/>	CUSTOMER NO. 26671	SERVICE CONTRACT	DELIVERY DATE 04/15/10	DELIVERY MILE FR	SELLING DEALER NO.	R.O. DATE 10/22/12	
	COLOR GOLD MIST/COCOA/C		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	HAI NO. 6079	
	TURBO <input type="checkbox"/>	MMVC <input type="checkbox"/>	AIR COND. <input type="checkbox"/>	P.S. <input type="checkbox"/>	TRANS A	MILEAGE 30,109	
		CVZ7 <input type="checkbox"/>	Y <input type="checkbox"/>	Y <input type="checkbox"/>	ADVISOR NO. 489	ADVISOR MICHAEL BULING	
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TIME RECEIVED 08:22am	DATE/TIME PROMISED 10/22/12 06:00pm	PRIORITY 50	LABOR RATE			

<p>LABOR INSTRUCTIONS</p> <p>ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00</p> <p>CUSTOMER STATES THE RADIO DISPLAY IS NOT LEGIBLE ALL DIGITS LACK COMPLETE ILLUMINATION</p> <p>20760 1.4 total Code: 40997</p> <p>CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED ON DOOR LABEL PLACARD.</p>	<p>LABOR RATE</p> <p>129</p>
--	------------------------------

<p>CUSTOMER REQUESTS MULTIPOINT VEHICLE CONDITION REPORT</p> <p>29% avg. oil life</p> <p>See lot # 104</p> <h1>WAITER</h1>	<p>FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS: MONDAY THRU FRIDAY 7:00 A.M. to 6:00 P.M. OPEN SATURDAY</p> <p>NO VEHICLES RELEASED AFTER HOURS WITHOUT PRIOR ARRANGEMENTS</p> <p>TERMS CASH WE ACCEPT THE FOLLOWING CREDIT CARDS: MASTERCARD, VISA, AMERICAN EXPRESS</p> <p>CHECKS ACCEPTED WITH PROPER I.D. AND SUBJECT TO BANK APPROVAL</p> <p>BY LAW, YOU MAY CHOOSE ANOTHER LICENSED CHEVROLET FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATED ARE NECESSARY</p> <p>NOTICE TO CUSTOMER: WE MAKE A SERVICE GUARANTEE FOR THE STORAGE AND DISPOSAL OF USED OILS. RATHER THAN CHARGE THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS, WE MAKE OUR CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH SELECTIVE OILS ARE USED.</p> <p>PLEASE SEE UNIFORM CHARGE WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE. RATES ARE AVAILABLE ON REQUEST.</p>
--	--



0401058921



miko.buling

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- [Logout](#)

October 22, 2012

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](#)
- [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).

For this vehicle:

- [View Vehicle Summary](#)
 - [Service Contract](#)
 - [Branded Title](#)
 - [Warranty Block](#)
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)
- [Add a Repair Item](#)
- [Begin Transaction](#)
- [Investigate Major Assembly History](#)

Vehicle Information

VIN: 1G1ZC5EB7AF [REDACTED] Model: 17H69-2010 MALIBU LT SEDAN
 Service Contract No: [REDACTED] Branded Title No: [REDACTED] Warranty Block No: [REDACTED] PDI Status: Yes
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [0 Open](#) [REDACTED]

Required Field Actions

Open field actions are highlighted

Type	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 WIRCHARNES/REPLACE	05/13/2010	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (858.657.8271) 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	Effective Odometer	End Date	End Odometer
	Emission Select State Component Ltd	04/15/2010	6 MI	04/15/2025	150,006 MI

Wty					
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 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	
P2EV Emission Limited Warranty	04/15/2010	6 MI	04/15/2025	150,006 MI	

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
09/26/2012	58167	ZREG---Regular Vehicle Transaction		N6554 - Connector Reconnection	29,106 MI
05/14/2012	53996	ZREG Regular Vehicle Transaction		E0472 - Wheel Stud Replacement	24,172 MI
05/14/2012	53996	ZREG---Regular Vehicle Transaction		H8991 - Customer Concern Not Duplicated (CCND) - Brakes	24,172 MI
03/01/2012	51430	ZREG---Regular Vehicle Transaction		C9040 - Driver or Passenger Seat Retractor Side Bell Replacement	20,171 MI
05/21/2011	42408	ZFAT---Field Action Recall		V2396 - 11034 - Inspect and Replace Airbag Connectors & Secure Harness with Tie Strap (inc. checking DTCs)	9,572 MI
12/20/2010	37335	ZFAT---Field Action Recall		V2251 - 10085 - Reroute and Secure Harness with Tie Strap	6,065 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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1200 E. Avis
Madison Heights, MI 48071
(248) 307-2570

Core Return Authorization

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: Kim Mayor
Specmo CSR: Erin Waddell

Part # Ordered: 25968662
Unit Type: Radios
Description: 08-10 AFS Ck CD MP3
Part# Acquired By: Tech 2
RO #: 058921
RO Date: 10/22/2012

Part # Shipped: 20940843
Ordered Via: Phone
Description: 08-12 AFS Ck CD MP3
Serial # :
Core Value: \$250.00
Refurb Price: \$220.00
Shipping Method: FedEx Overnight
Estimated Freight: \$10.00
ARS# Shipped: 062336307239387

RO #:

058921

RO Date:

PO #:

RAMIREZ

VIN #: 1G1ZC5EB7AF



Year: 2010
Make: Chevrolet
Model: Malibu
Mileage: 30109
Delivery Date: 4/15/2010
Engine Hours:

Description of Failure:
Display distorted, partial illuminaiton

Special Material Note:

Remarks: B2B 04/15/2013 36,006 MI --ON ship per dlr 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.

10/22/2012
08:50:03

PICKING TICKET

Tommy: No 401 7.07

NET78
PAGE 1

INVOICE#
R058921

CUST#
26671

BILL TO
[REDACTED]

SHIP TO

SOLD BY
KIM MAY

CUST PO#

10/23/12

QORD QSHPART# / DESCRIPTION
AVAIL DETAIL PACK F

BIN JB PF

1
0

25968662 RADIO
1

SPOED

I Specma

ETA 10/23

10/22/2012
08:50:03

PICKING TICKET

Tommy / *Misc* / *10/22/12*

NET78
PAGE 1

INVOICE# RO58921
CUST# 26671

BILL TO
[REDACTED]

SHIP TO

SOLD BY
KIM MAY

CUST PO#

QORD QSHPART# / DESCRIPTION
AVAIL DETAIL PACK F

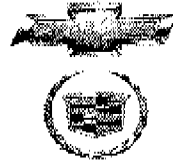
BIN JB PF

1 0 25968662 RADIO
0 1

SPORD 1 *Specma*
ETA 10/23

Chevrolet Cadillac

of La Quinta



CVWS63520

79-225 Hwy 111
La Quinta, CA 92253
(760) 771-8200

www.chevroletcadillacoflaquinta.com

CVWS63520

EPA# CAL000248792
BAR# AC 255463



0401 CVWS63520

CELL: [REDACTED]

CUSTOMER NO 26671	ADVISOR HENRY JAMES	TAG NO 961	1795	INVOICE DATE 02/28/13	INVOICE NO CVWS63520
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 33,258		COLOR GOLD MIST/C	STOCK NO G250218
COACHELIA, CA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 04/15/10		DELIVERY MILES 7	
[REDACTED]	VEHICLE ID NO 1G1ZC5EB7AF [REDACTED]	SELLING DEALER NO 100		PRODUCTION DATE	
	FTE NO	P.O. NO.		R.O. DATE 02/28/13	
	COMMENTS				MO: 33258

DOCS AUDIT SLIP

JOB CARD 63520
VIN 1G1ZC5EB7AF [REDACTED] REPAIRING BAC 246095
ODOMETER INDICATOR M JOB CARD OPEN DATE 02/28/2013
ODOMETER 33258 SERVICE ADVISOR GMIN 061057459
NON GM VEHICLE N FOREIGN TOURIST
REFERENCE NUMBER

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLATM#	OEM SAP TRAN.#	VER
2	W	ZREG		63520-2	00115920/960	0002

JOB COMPLETION DATE: 02/28/2013
TECHNICIAN GMIN: 037291791

LABOR OPERATION BASE HOURS
N0440 0.6

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 LIGHT BULB IS BURNED.

CORRECTION DESCRIPTION: REPLACED THE RIGHT SIDE HEADLAMP BULB.

CAUSAL PART: 92095787

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADF	NON-GM
92095787	1	8.50			

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	3.40		
PARTS	8.50	0.00	11.90
LABOR	59.19	0.00	59.19
NET ILLMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	71.09	0.00	71.09

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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**

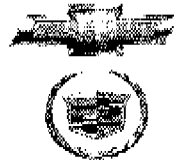
NO APPOINTMENT NECESSARY



ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

Chevrolet Cadillac

of La Quinta



79-225 Hwy 111
La Quinta, CA 92253
(760) 771-8200

www.chevroletcadillacoflaquinta.com

EPA# CAL000248792
BAR# AC 255463

CVWS63520



0401.CVWS63520

CFLL: [REDACTED]

CUSTOMER NO 26671	ADVISOR HENRY JAMES	961	TAG NO. 1795	INVOICE DATE 02/28/13	INVOICE NO CVWS63520
[REDACTED]	LABOR RATE [REDACTED]		MILEAGE 33,258	COLOR GOLD MTST/C	STOCK NO G250218
COACHELLA, CA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE 04/15/10	DELIVERY MILES 7
[REDACTED]	VEHICLE I.D. NO. J G 1 Z C 5 E B 7 A F			SELLING DEALER NO 100	PRODUCTION DATE
	F.T.E. NO.		R.O. NO.	R.O. DATE 02/28/13	
	COMMENTS				MO: 33258

JOB# 2 CHARGES

LABOR	TRIM	ELECTRICAL	HOURS	0.60	TECHS	359	59.19
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
359	02/28/13	16.30	16.30	0.00	0.60	VERRIDE IN INVOICING	
359	02/28/13	0.00	0.00	0.00		FINISHED	
TOTAL TECH TIME				0.00	0.60		

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.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	92095/8/	BULB 2.727	8.50	8.50	11.90	11.90
COST TOTAL					8.50		
TOTAL - PARTS							11.90

JOB# 2 TOTALS

LABOR	59.19
PARTS	11.90
JOB# 2 JOURNAL PREFIX CVWS	
JOB# 2 TOTAL	71.09
R/O TAX	0.00
R/O TOTALS	71.09

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	71.09
CLAIM TOTALS	71.09

APPROVED BY SIGNATURE _____

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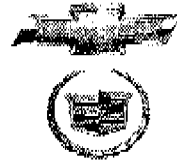
NO APPOINTMENT NECESSARY



ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

Chevrolet Cadillac

of La Quinta



79-225 Hwy 111
La Quinta, CA 92253
(760) 771-8200

www.chevroletcadillacoflaquinta.com

EPA# CAL000248792
BAR# AC 255463

CVWS63520



0401TCVWS63520

CELL: [REDACTED]

CUSTOMER NO 26671	ADVISOR HENRY JAMES	TAC NO 961	INVOICE DATE 02/28/13	INVOICE NO. CVWS63520
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 33,258	COLOR GOLD MIST/C	STOCK NO. G250218
COACHELLA, CA	YEAR / MAKE / MODEL 10 / CHEVROLET / MALIBU / 4DR SDN LT	DELIVERY DATE 04/15/10	DELIVERY MILES 7	PRODUCTION DATE
[REDACTED]	VEHICLE ID NO 1G1ZC5EB7AF	SITTING DEPT FR NO 100	MO: 33258	
[REDACTED]	FT E NO	P O NO	R O DATE 02/28/13	COMMENTS

JOB# 2 CHARGES

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
359	02/28/13	16.30	16.30	0.00	0.60	OVERIDE IN INVOICING
359	02/28/13	0.00	0.00	0.00	0.00	FINISHFD
TOTAL TECH TIME				0.00	0.60	

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.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
	1	92095787	BULB 2.727	8.50	8.50	11.90
COST TOTAL				8.50	8.50	11.90
TOTAL - PARTS						11.90

JOB# 2 TOTALS

LABOR 59.19
PARTS 11.90
JOB# 2 JOURNAL PREFIX CVWS JOB# 2 TOTAL 71.09
R/O TAX 0.00
R/O TOTALS 71.09

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	71.09
CLAIM TOTALS	71.09

APPROVED BY SIGNATURE _____

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EPA# CAL000248792
BAR# AC 255463

CVWS63520



0401CVWS63520

CELL: [REDACTED]

CUSTOMER NO 26671	ADVISOR HENRY JAMES	961	TAG NO 1795	INVOICE DATE 02/28/13	INVOICE NO CVWS63520
[REDACTED]	LABOR HAIL	[REDACTED]	MILEAGE 33,258	COLOID GOLD MIST/C	STOCK NO G250218
COACHELLA, CA	PLANT / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LT	VEHICLE ID NO 1G1ZC5EB7AF		DELIVERY DATE 04/15/10	DELIVERY MILES 7
[REDACTED]	FILE NO	P.O. NO.	SELLING DEALER NO 100	PRODUCTION DATE	
[REDACTED]	COMMENTS			MO: 33258	

DCS AUDIT SLIP

JOB CARD 63520

VIN	1G1ZC5EB7AF	REPAIRING BAC	246095
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	02/28/2013
ODOMETER	33258	SERVICE ADVISOR GMIN	061057459
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	LRA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		63520-2	001159207960	0002

JOB COMPLETION DATE: 02/28/2013
TECHNICIAN GMIN: 037291291

LABOR OPERATION BASE HOURS
N0440 0.6

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 LIGHT BULB IS BURNED.

CORRECTION DESCRIPTION: REPLACED THE RIGHT SIDE HEADLAMP BULB.

CAUSAL PART: 92095787

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
92095787	1	8.50			

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	3.40		
PARTS	8.50	0.00	11.90
LABOR	59.19	0.00	59.19
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	71.09	0.00	71.09

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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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Chevrolet Cadillac

of La Quinta



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La Quinta, CA 92253
(760) 771-8200

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CVCS63520

EPA# CAL000248792
BAR# AC 255463



0401CVCS63520

CELL: [REDACTED]

CUSTOMER NO 26671	ADVISOR HENRY JAMES	TAG NO 1795	INVOICE DATE 02/28/13	INVOICE NO CVCS63520
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 33,258	COLOR GOLD MIST/C	STOCK NO G250218
COACHELLA, CA [REDACTED]	YEAR / MAKE / MODEL 10 / CHEVROLET / MALIBU / 4DR SDN LT	VEHICLE ID NO 1G1ZC5EB7AF [REDACTED]	DELIVERY DATE 04/15/10	DELIVERY MILE 7
[REDACTED]	P.T.E. NO [REDACTED]	P.O. NO [REDACTED]	SELLING DEALER NO 100	PRODUCTION DATE [REDACTED]
COMMENTS				MO: 33258

JOB# 1 CHARGES

LABOR #1 00CVZTP CHECK/SET TIRE PSI TECH(S) 359 0.00
CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED ON DOOR LABEL PLACARD. SET TO SPECS.

JOB# 1 TOTALS

JOB# 2 CHARGES

LABOR #2 52CVZ TRIM ELECTRICAL TECH(S) 359 WARRANTY
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.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	92095787	BULB 2.727	
TOTAL - PARTS				0.00

JOB# 2 TOTALS

ESTIMATE

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

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MONDAY THRU FRIDAY
7:00 A.M. to 6:00 P.M.
OPEN SATURDAY**

NO APPOINTMENT NECESSARY



* YOU MAY BE RECEIVING A SURVEY FROM GENERAL MOTORS
* REGARDING YOUR SERVICE EXPERIENCE. IF YOU FEEL YOU
* CANNOT RATE US "COMPLETELY SATISFIED" PLEASE CONTACT
* SERVICE MANAGER FOR ASSISTANCE. WE WANT YOU TO BE
* "COMPLETELY SATISFIED" *
* OUR FUTURE DEPENDS ON YOUR CONTINUED BUSINESS *
***** THANK YOU *****

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

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE THAT A LIFETIME GUARANTEE MAY APPLY. YOUR CONSULTANT WILL DETAIL
***** GOODWRENCH SERVICE *****

CUSTOMER SIGNATURE

Chevrolet Cadillac

of La Quinta



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La Quinta, CA 92253
(760) 771-8200
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63520

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZTP	CHECK/SET TTRF PSI	MI		00CVZ27POINT	MULTIPOINT INSPECT	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MI/LEGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/22/12	58921	30109	489	129	W	52CVZ	TRIM ELECTRICAL
				129	W	00CVZTP	CHECK/SET TIRE PSI
				129	W	00CVZ27POINT	MULTIPOINT INSPECT
				129	W	98CVZ	SHUTTLE SERVICE
09/26/12	58167	29106	489	129	W	52CVZ	TRIM ELECTRICAL
				129	C	00CVZTP	CHECK/SET TIRE PSI

SALESPERSON NO. 1049 ALEJANDRO HERNANDEZ SERVICE STATE REG# 2

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> PROG APPROVAL <input type="checkbox"/> OTHER <input type="checkbox"/>	VEHICLE ID NO. 1G12C5EB7AF	YEAR/MAKE/MODEL 10/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE G250218	STOCK NO. G250218	LICENSE NO. [REDACTED]	R.O. NO. 63520
SAVE REMOVE PARTS FOR CUSTOMER <input type="checkbox"/> Yes	COACHELLA, CA	CUSTOMER NO. 26671	SERVICE CONTRACT DELIVERY DATE 04/15/10	DELIVERY MI FR 7	SELLING DEALER NO. 100	R.O. DATE 02/28/13
		COLOR GOLD MIST/COCOA/C	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 1795
		TURBO CVZZ	AIR COND Y	F.B. Y	TRANS A	MILEAGE 33,258
		ADVISOR NO. 961	ADVISOR HFNRY JAMES	<small>WE HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR LIST OF LABOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED, BUT NEITHER SUCH REFERENCE NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED.</small>		
	TIME RECEIVED 02:46pm	DATE/TIME PROMISED 02/28/13 06:00pm	PRIORITY 50	<small>TERMS ARE CASH ON DELIVERY. ESTIMATES ARE FOR LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETE. WE ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL.</small>		
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<small>Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which makes the speed and efficiency with which we can take care of your vehicle dependent on the availability of our technicians.</small>		LABOR RATE	<small>CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF</small>		

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

1. 00CVZTP CHECK/SET TIRE PSI
CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED ON DOOR LABEL PLACARD.

2. 52CVZ TRIM ELECTRICAL
CUSTOMER STATES THAT THE RIGHT SIDE HEADLAMP IS INOP. CHECK AND ADVISE

N0440 0.6

WAITER

RENTAL

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

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

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 SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY.

NOTICE TO CUSTOMERS
WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES. RATHER THAN INCUR THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES.

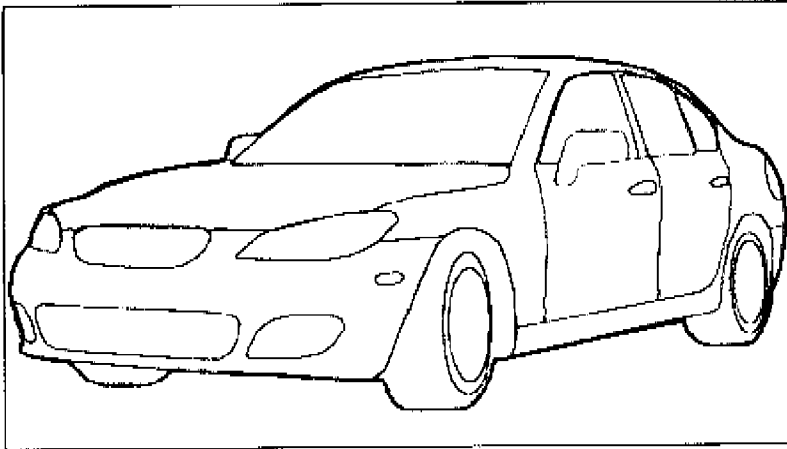
THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE POSTED IN OUR OFFICE.



0401J63520

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Vehicle Inspection Worksheet

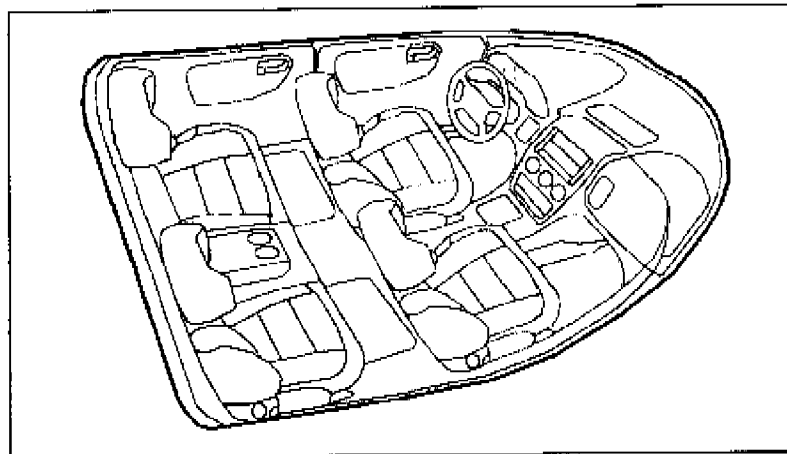
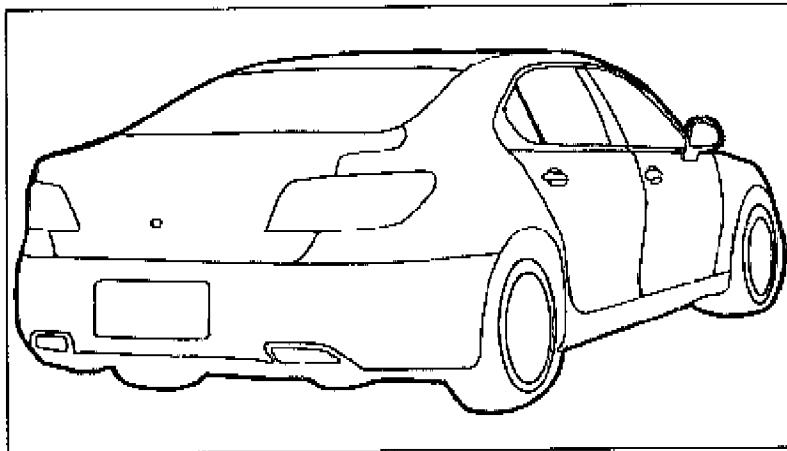


Appt Date:
Appt Time:
Adv# 961
Disp# 1
Dept: S

COACHELLA CA
Work#
Home#

1G1ZC5EB7AF
10 CV MALIBU
Lic#
Stock# G250218
Cust#: 26871

Mileage: 33258
Tag#
Priority:
Prom Date:
Prom Time:



General Comments

Body Metal

Body Paint

Components

Glass

Interior

Lights

Tires

Customer Signature:



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)

For this vehicle:

- [View Vehicle Summary](#)
 - Service Contract
 - Branded Title
 - Warranty Block
- [View Vehicle By Id](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)
- [Investigate Major Assembly History](#)

Vehicle Information

VIN 1G1ZC5EB7AF [REDACTED] Model 1ZM89-2010 MAZDA LT SEDAN
 Service Contract No Branded Title No Warranty Block No PDI Status Yes
 Order Type 70 - RETAIL - STOCK
 Field Actions [0 Open](#)

Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Customer Satisfaction Program	N110034	11034	SERVICE AIR BAG MESSAGE-REPLACF CONNECTORS	03/14/2011	Closed
Customer Satisfaction Program	N100085	10085	AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIRE HARNESS/REPLACE	05/13/2010	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of the Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y OnStar Status: Inactive
 XM Equipped: Y XM Radio ID: 9LVR5287 XM Status: Inactive
 OnStar Vehicle Diagnostics: N DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
✓	Fmission Select State Component Ltd	04/15/2010	6 MI	04/15/2025	150,006 MI

		Wty				
✓	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 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.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/22/2012	2153246	ZREG----Regular Vehicle Transaction		R0754 RADIO REC/FWR-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	ZREG----Regular Vehicle Transaction		N8654 Connector Reconnection	29,106 MI
05/14/2012	53996	ZREG----Regular Vehicle Transaction		E0472 - Wheel Stud Replacement	24,172 MI
05/14/2012	53996	ZREG----Regular Vehicle Transaction		H9991 - Customer Concern Not Duplicated (CCND) - Brakes	24,172 MI
03/01/2012	51430	ZREG----Regular Vehicle Transaction		C9040 Belt, Seatbelt Retractor (Front) (Right) Replace	20,171 MI
05/21/2011	42408	ZFAT----Field Action Recall		V2396 11034 - Inspect and Replace Airbag Connectors & Secure Harness with Tie Strap (inc. checking DTCs)	9,872 MI
12/20/2010	37335	ZFAT----Field Action Recall		V2251 - 10085 - Reroute and Secure Harness with Tie Strap	6,065 MI
03/26/2010	A50218	ZPDI----Pre-Delivery Inspection		Z7000 - Pre Delivery Inspection Base Time	1 MI

INTERFACE WITH CUSTOMER

View Vehicle Summary

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For this vehicle:

- [View Vehicle Summary](#)
- [Service Contract](#)
- [Branded Title](#)
- [Warranty Block](#)
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

Vehicle Information

VIN 1G1ZC5E7AF [REDACTED] Model 12H69-2010 MALIBU LT SEDAN
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status Yes
 Order Type 70 - RETAIL STOCK
 Field Actions [0 Open](#)

Required Field Actions

Open field actions are highlighted

Type	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 WIREHARNES/REPLACE	05/13/2010	Closed

[Investigate Major Assembly History](#)

Branded Title

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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 OnStar Status Inactive
 XM Equipped Y XM Radio ID 9LVR528Z XM Status Inactive
 OnStar Vehicle Diagnostics N DMN Enabled N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
✓	Emission Select State Component Ltd	04/15/2010	6 MI	04/15/2025	150,006 MI

Global Warranty Management

	Wty				
✓	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 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.

Transaction History					View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/27/2012	2163246	ZREG---Regular Vehicle Transaction		R0754 - RADIO RECEIVER-RETURN TO AC/DELCO FSC	30,109 MI
10/22/2012	58921	ZREG Regular Vehicle Transaction		R0760 - Radio Replacement	30,109 MI
09/26/2012	58167	ZREC---Regular Vehicle Transaction		N8654 - Connector Reconnection	29,106 MI
05/14/2012	53996	ZREG---Regular Vehicle Transaction		F0472 - Wheel Stud Replacement	24,172 MI
05/14/2012	53996	ZREG---Regular Vehicle Transaction		H9991 - Customer Concern Not Duplicated (CCND) - Brakes	24,172 MI
03/01/2012	51430	ZREG---Regular Vehicle Transaction		C9040 - Belt, Seatbelt Retractor (Front) (Right) - Replace	20,171 MI
05/21/2011	42408	ZFAT---Field Action Recall		V2396 - 11034 - Inspect and Replace Airbag Connectors & Secure Harness with Tie Strap (inc. checking DTCs)	9,672 MI
12/20/2010	37335	ZFAT---Field Action Recall		V2251 - 10085 - Reroute and Secure Harness with Tie Strap	6,065 MI
03/26/2010	A50216	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	1 MI

Chevrolet Cadillac

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DISCLAIMER OF WARRANTIES

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

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
26671				CASH	KIM MAYOR	02/26/15	PQ55549 CVR

B
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O

COACHELLA, CA

S
H
I
P
T
O
 RO 63520
 SANTOS

QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT	
SHIP	3.0						
1	0	92095787 BULB 2.727	101D	17.85	17.85	17.85	
SUBTOTAL						17.85	
All claims and returned goods must be accompanied by this invoice in the original package with original part number attached. No exceptions. No returns on electrical or special order parts. No returns after 30 days. A re-stocking fee will be assessed on all returned parts.						RESTOCK CHARGE	0.00
I have read and I agree to the terms on the back of this invoice.						TAX	1.43
Customer's Signature _____						FREIGHT	0.00
						PAY THIS AMOUNT	19.28

1.0

The Reynolds and Reynolds Company EBAINPTC:AE CC382384 Q (03/12)

PLEASE READ THIS AGREEMENT: THE PARTIES AGREE THAT INSTEAD OF LITIGATION A COURT, ANY DISPUTE, CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THE SERVICE OR REPAIR OF THE MOTOR VEHICLE OR TO THIS DOCUMENT OR TO ANY OTHER DOCUMENT OR AGREEMENT BETWEEN THE PARTIES RELATING TO THE MOTOR VEHICLE SHALL BE SETTLED BY BINDING ARBITRATION 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

Chevrolet Cadillac

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CVWS65116

FPA# CAL000248792
BAR# AC 255463



0401ICVWS65116

CELL: [REDACTED]

CUSTOMER NO 26671	ADVISOR VAL MENDIVIL	TAG NO 911	INVOICE DATE 04/15/13	INVOICE NO CVWS65116
[REDACTED]	LABOR RATE	MILEAGE 34,411	COLOR GOLD MIST/C	STOCK NO G250218
COACHELLA, CA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SUN LT	DELIVERY DATE 04/15/10	DELIVERY MIERS 7	
[REDACTED]	VEHICLE I.D. NO 1G1ZC5FB7AF	SELLING DEALER NO. 100	PRODUCTION DATE	
[REDACTED]	P.T.E. NO	P.O. NO	H.O. DATE 04/10/13	
[REDACTED]	COMMENTS			MO: 34414

DCS AUDIT SLIP

JOB CARD 65116

VIN	1G1ZC5EB7AF	REPAIRING BAC	246095
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	04/10/2013
ODOMETER	34411	SERVICE ADVISOR GMIN	0638596080
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	LRA CLAIM#	OEM SAP TRAN.#	VER
3	W	ZRLG		65116-3	001163629439	0002

JOB COMPLETION DATE: 04/11/2013
TECHNICIAN GMIN: 055092633

LABOR OPERATION	BASE HOURS
N9595	0.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0621
COMPLAINT DESCRIPTION: CUSTOMER STATES THE ESC INDICATOR TURN ON WHEN DRIVING.

CAUSE CODE: 6573
CAUSE DESCRIPTION: DID NOT DUPLICATE CUSTOMER CONCERN. SCANNED VEHICLE AND FOUND D0131-ABS/TCS SYSTEM PRESS. CTRC. MALF.

CORRECTION DESCRIPTION: NO LAMP ON AT HIS TIME CODE PASSING. PERFORMED APPLICABLE BULLETIN #08-05-22-009C REPAIRED X2 CONNECTOR AT BCM.

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	29.60	0.00	29.60
NET TTFS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	29.60	0.00	29.60

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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

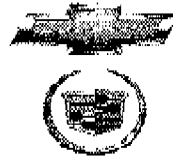
NO APPOINTMENT NECESSARY



ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

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EPA# CAL000248792
BAR# AC 255463

CVWS65116



04011CVWS65116

CELL: [REDACTED]

CUSTOMER NO 26671	ADVISOR VAL MENDIVIL	911	TAG NO 3409	INVOICE DATE 04/15/13	INVOICE NO. CVWS65116
[REDACTED]	LABOR RATE [REDACTED]		MILEAGE 34,411	COLOR GOLD MIST/C	STOCK NO G250218
COACHELLA, CA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE 04/15/10	DELIVERY MILES 7
[REDACTED]	VEHICLE ID NO 1G1ZC5EB7AF			SELLING DEALER NO. 100	PRODUCTION DATE
	P.T.E. NO			DATE 04/10/13	
COMMENTS					MO: 34414

DCS AUDIT SLIP

JOB CARD 65116

VIN	1G1ZC5EB7AF	REPAIRING BAC	246095
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	04/10/2013
ODOMETER	34411	SERVICE ADVISOR	GMIN 0638596080
NON-GM VEHICLE	N	FOR FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	7REG		65116-1	001163629329	0002

JOB COMPLETION DATE: 04/11/2013
TECHNICIAN GMIN: 055092633

LABOR OPERATION BASE HOURS
N6653 0.5

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0621

COMPLAINT DESCRIPTION: CUSTOMER STATES THE AIR BAG INDICATOR TURNS ON FOR A FEW DAYS AND TURN ON. LIGHT WAS ON YESTERDAY

CAUSE CODE: 7083

CAUSE DESCRIPTION: DID NOT DUPLICATE CUSTOMER CONCERN. SCANNED SIR MODULE FOR DTC'S AND FOUND DTC B0021-PASS SIDE SEAT AIR BAG OPEN CIRC. PERFORMED WIGGLE TEST AT CONNECTOR AND FOUND CODE SETTING.

CORRECTION DESCRIPTION: REMOVED CONNECTOR AND SPLICE WIRES/ELIMINATED CONNECTOR. CLEARED DTC AND ROADTESTED VEHICLE NO LAMPS ON AT THIS TIME.

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	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

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SERVICE AND PARTS DEPT. HOURS
MONDAY THRU FRIDAY
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OPEN SATURDAY**

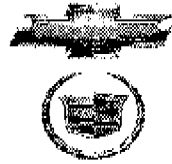
NO APPOINTMENT NECESSARY



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CVWS65116

EPA# CAL000248792
 BAR# AC 255463



0401CVWS65116

CELL [REDACTED]

CUSTOMER NO 26671	ADVISOR VAL MENDIVIL	911	TAG NO. 3409	INVOICE DATE 04/15/13	INVOICE NO. CVWS65116
[REDACTED]	LABOR RATE	[REDACTED]	MILLAGE 34,411	COLOR GOLD MIST/C	STOCK NO. G250218
COACHELLA, CA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LT	VEHICLE ID NO. 1G1ZC5EB7AF [REDACTED]		DELIVERY DATE 04/15/10	DELIVERY MILES 7
[REDACTED]	RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	SELLING DEALER NO. 100	PRODUCTION DATE
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	H.O. DATE 04/10/13	[REDACTED]
[REDACTED]			MO: 34414		

JOB# 4 CHARGES

LABOR



TRCH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
847	04/11/13	11.80	11.80	0.00	0.00	FINISHED
847	04/11/13	0.00	0.00	0.00	0.00	FINISHED
		TOTAL 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 ACCELERATOR PEDAL ARE WORKING AS DESIGNED AT THIS TIME. NO REPAIR PERFORMED FOR THIS CONCERN.

COMMENTS
SHUTTLE NEEDED

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 MONDAY THRU FRIDAY
 7:00 A.M. to 6:00 P.M.
 OPEN SATURDAY**




NO APPOINTMENT NECESSARY

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	49.33
[REDACTED]	29.60
CLAIM TOTALS	78.93

R/O TAX 0.00
 R/O TOTALS 78.93

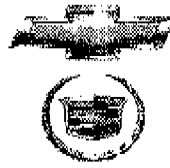
APPROVED BY SIGNATURE _____

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CVWS65116

EPA# CAL000248792
BAR# AC 255463



0401ICVWS65116

CELL: [REDACTED]

CUSTOMER NO 26671	ADVISOR VAL MENDIVIL	TAG NO 911	TAG NO 3409	INVOICE DATE 04/15/13	INVOICE NO CVWS65116
[REDACTED]	LABOR RATE	LICENSE NO	MILEAGE 34,411	COLOR GOLD MIST/C	STOCK NO G250218
COACHELLA, CA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LT	VEHICLE ID NO 1G1ZC5EB7AF		DELIVERY DATE 04/15/10	DELIVERY MILES 7
[REDACTED]	FTE NO	PIC NO	SPRING DEALER NO 100	PRODUCTION DATE	
[REDACTED]	COMMENTS		R.O. DATE 04/10/13		

MO: 34414

JOB# 1 CHARGES

LABOR

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
847	04/10/13	15.70	24.00	4.10	0.00	NON WORKING
847	04/11/13	8.10	11.70	1.40	0.50	VERRIDE IN INVOICING
847	04/11/13	11.90	12.00	0.00	0.00	FINISHED
847	04/11/13	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				5.50	0.50	

CUSTOMER STATES THE AIR BAG INDICATOR TURNS ON FOR A FEW DAY S AND TURN ON. LIGHT WAS ON YESTERDAY
DID NOT DUPLICATE CUSTOMER CONCERN. SCANNED SIR MODULE FOR DTC'S AND FOUND DTC B0021-PASS SIDE SEAT AIR BAG 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.

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JOB# 1 TOTALS: LABOR 49.33

JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL 49.33

JOB# 2 CHARGES

LABOR

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
847	04/11/13	11.90	11.90	0.00	0.00	FINISHED
847	04/11/13	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				0.00	0.00	

CUSTOMER STATES THE SERVICE TRACTION INDICATOR TURNS ON WHEN DRIVING RELATED TO OTHER LINE.

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# 3 CHARGES

LABOR

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
847	04/11/13	11.80	11.90	0.00	0.00	FINISHED
847	04/11/13	0.00	0.00	0.00	0.30	VERRIDE IN INVOICING
TOTAL TECH TIME				0.00	0.30	

CUSTOMER STATES THE ESC INDICATOR TURN ON WHEN DRIVING. DID NOT DUPLICATE CUSTOMER CONCERN. SCANNED VEHICLE AND FOUND D C0131-ABS/TCS SYSTEM PRESS. CIRC. MALF. NO LAMP ON AT HIS TIME CODE PASSING. PERFORMED APPLICABLE BULLETIN #08-05-22-009C REPAIRED X2 CONNECTOR AT BCM.

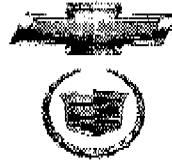


JOB# 3 TOTALS: LABOR 29.60

JOB# 3 JOURNAL PREFIX CVWS JOB# 3 TOTAL 29.60

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CVWS65116

EPA# CAL000248792
 BAR# AC 255463



04011CVWS65116

CELL: [REDACTED]

CUSTOMER NO 26671	ADVISOR VAL MENDIVIL	911	TAC NO. 3409	INVOICE DATE 04/15/13	INVOICE NO. CVWS65116
[REDACTED]	LANDLINE [REDACTED]	[REDACTED]	MI FACT 34,411	COLOR GOLD MIST/C	STOCK NO. G250218
COACHELLA, CA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 04/15/10		DELIIVERY MILLS 7	
[REDACTED]	VEHICLE ID No. 1G1ZC5EB7AF	SPRINT DEALER NO. 100		PRODUCTION DATE	
[REDACTED]	PLF NO.	P.O. NO.	R.O. DATE 04/10/13		
COMMENTS					

MO: 34414

JOB# 1 CHARGES

LABOR

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
847	04/10/13	15.70	24.00	4.10	0.00	NON WORKING
847	04/11/13	8.10	11.70	1.40	0.50	OVERRIDE IN INVOICING
847	04/11/13	11.90	12.00	0.00	0.00	FINISHED
847	04/11/13	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				5.50	0.50	

CUSTOMER STATES THE AIR BAG INDICATOR TURNS ON FOR A FEW DAY S AND TURN ON. LIGHT WAS ON YESTERDAY
 DID NOT DUPLICATE CUSTOMER CONCERN. SCANNED SIR MODULE FOR DTC'S AND FOUND DTC B0071-PASS SIDE SEAT AIR BAG OPEN CIRCUIT. 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.

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JOB# 1 TOTALS LABOR 49.33
JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL 49.33

JOB# 2 CHARGES

LABOR

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
847	04/11/13	11.90	11.90	0.00	0.00	FINISHED
847	04/11/13	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				0.00	0.00	

CUSTOMER STATES THE SERVICE TRACTION INDICATOR TURNS ON WHEN DRIVING RELATED TO OTHER LINE.

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# 3 CHARGES

LABOR

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
847	04/11/13	11.80	11.90	0.00	0.00	FINISHED
847	04/11/13	0.00	0.00	0.00	0.30	OVERRIDE IN INVOICING
TOTAL TECH TIME				0.00	0.30	

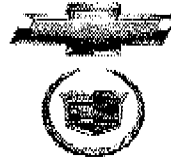
CUSTOMER STATES THE ESC INDICATOR TURN ON WHEN DRIVING. DID NOT DUPLICATE CUSTOMER CONCERN. SCANNED VEHICLE AND FOUND D C0131-ABS/ICS SYSTEM PRESS. CIRCUIT MALF. NO LAMP ON AT THIS TIME CODE PASSING. PERFORMED APPLICABLE BRIGHTEN #08-05-22-009C REPAIRED X2 CONNECTOR AT BCM.



JOB# 3 TOTALS LABOR 29.60
JOB# 3 JOURNAL PREFIX CVWS JOB# 3 TOTAL 29.60

Chevrolet Cadillac

of La Quinta



CVWS65116
 79-225 Hwy 111
 La Quinta, CA 92253
 (760) 771-8200
 www.chevroletcadillacoflaquinta.com

CVWS65116

EPA# CAL000248792
 BAR# AC 255463



0401TCVWS65116

CELL: [REDACTED]

CUSTOMER NO 26671	ADVISOR VAL MENDIVIL	911	TAG NO. 3409	INVOICE DATE 04/15/13	INVOICE NO. CVWS65116
[REDACTED]	LABOR RATE	[REDACTED]	MILEAGE 34,411	COLOR GOLD MIST/C	STOCK NO. G250218
COACHELLA, CA	PLAH / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE 04/15/10	DELIVERY MILES 7
[REDACTED]	VEHICLE FID NO. 1 G 1 Z C 5 E B 7 A F			SELLING DEALER NO. 100	PRODUCTION DATE
	P T E NO		P O NO	P O DATE 04/10/13	
	COMMENTS				

MO: 34414

JOB# 4 CHARGES

LABOR

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
847	04/11/13	11.80	11.80	0.00	0.00	FINISHFD
847	04/11/13	0.00	0.00	0.00	0.00	FINISHLD
		TOTAL 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 ACCELERATOR PEDAL ARE WORKING AS DESIGNED AT THIS TIME. NO REPAIR PERFORMED FOR THIS CONCERN.

COMMENTS
SHUTTLE NEEDED

R/O TAX 0.00
 R/O TOTALS 78.93

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	49.33
[REDACTED]	29.60
CLAIM TOTALS	78.93

APPROVED BY SIGNATURE

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SERVICE AND PARTS DEPT. HOURS
MONDAY THRU FRIDAY
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OPEN SATURDAY

NO APPOINTMENT NECESSARY



ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

Chevrolet Cadillac of La Quinta



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CVWS65116

EPA# CAL000248792
BAR# AC 255463



0401CVWS65116

CELL: [REDACTED]

CUSTOMER NO 26671	ADVISOR VAL MENDIVIL	911	TAG NO 3409	INVOICE DATE 04/15/13	INVOICE NO CVWS65116
[REDACTED]	LABOR RATE	LICENSE NO	MI PRICE 34,411	COLOR GOLD MIST/C	STOCK NO G750218
COACHELLA, CA	YEAR / MAKE / MODEL 10 / CHEVROLET / MALIBU / 4DR SDN LT			DELIVERY DATE 04/15/10	DELIVERY MILES 7
	VEHICLE ID NO 1G1ZC5E7AF			SELLING DEALER NO 100	PRODUCTION DATE
	FILE NO		P.O. NO	R.O. DATE 04/10/13	
PLACEMENT ONLINE	BUSINESS PHONE				
COMMENTS					MO: 34414

DCS AUDIT SLIP

JOB CARD 65116

VIN 1G1ZC5E7AF [REDACTED] REPAIRING BAC 246095
 ODOMETER INDICATOR M JOB CARD OPEN DATE 04/10/2013
 ODOMETER 34411 SERVICE ADVISOR GMIN 0638596080
 NON-GM VEHICLE N FOREIGN TOURIST
 REFERENCE NUMBER

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		65116-1	001163629329	0002

JOB COMPLETION DATE: 04/11/2013
TECHNICIAN GMTN: 055092633

LABOR OPERATION BASE HOURS
N6653 0.5

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0621
COMPLAINT DESCRIPTION: CUSTOMER STATES THE AIR BAG INDICATOR TURNS ON FOR A FEW DAYS AND TURN ON LIGHT WAS ON YESTERDAY

CAUSE CODE: 7083
CAUSE DESCRIPTION: DID NOT DUPLICATE CUSTOMER CONCERN. SCANNED SIR MODULE FOR DTC'S AND FOUND DTC B0021-PASS SIDE SEAT AIR BAG OPEN CIRC. PERFORMED WIGGLE TEST AT CONNECTOR AND FOUND CODE SETTING.

CORRECTION DESCRIPTION: REMOVED CONNECTOR AND SPLICE WIRES/ELIMINATED CONNECTOR. CLEARED DTC AND ROADTESTED VEHICLE NO LAMPS ON AT THIS TIME.

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		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

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MONDAY THRU FRIDAY
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OPEN SATURDAY**

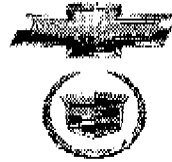
NO APPOINTMENT NECESSARY



ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

Chevrolet Cadillac

of La Quinta



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CVWS65116

EPA# CAL000248792
BAR# AC 255463



04011CVWS65116

CELL: [REDACTED]

CUSTOMER NO: 26671	ADVISOR: VAL MENDIVIL 911	AG NO: 3409	INVOICE DATE: 04/15/13	INVOICE NO: CVWS65116
[REDACTED]	LABOR RATE: [REDACTED]	MILEAGE: 34,411	COLOR: GOLD MIST/C	STOCK NO: G250218
COACHELLA, CA	YEAR/MAKE/MODEL: 10/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE: 04/15/10	DELIVERY MILES: 7	
[REDACTED]	VEHICLE ID NO: 1G1ZC5E87AF [REDACTED]	SELLING DEALER NO: 100	PRODUCTION DATE:	
[REDACTED]	FILE NO:	P.O. NO:	R.O. DATE: 04/10/13	
[REDACTED]	COMMENTS:			MO: 34414

DCS AUDIT SLIP:

JOB CARD 65116

VTN	1G1ZC5E87AF [REDACTED]	REPAIRING BAC	246095
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	04/10/2013
ODOMETER	34411	SERVICE ADVISOR GMIN	0638596080
NON-CM VEHICLE REFERENCE NUMBER	N	FOREIGN TOURIST	

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP IRAN.#	VLK
3	W	ZREG		65116-3	001163629439	0002

JOB COMPLETION DATE: 04/11/2013
TECHNICIAN GMIN; 055092633

LABOR OPERATION BASE HOURS
N9595 0.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0621
COMPLAINT DESCRIPTION: CUSTOMER STATES THE ESC INDICATOR TURN ON WHEN DRIVING.

CAUSE CODE: 6573
CAUSE DESCRIPTION: DID NOT DUPLICATE CUSTOMER CONCERN. SCANNED VEHICLE AND FOUND D0131-ABS/ICS SYSTEM PRESS. CIRC. MALF.

CORRECTION DESCRIPTION: NO LAMP ON AT TIS TIME CODE PASSING. PERFORMED APPLICABLE BULLETIN #08-05-22-009C REPAIRED X2 CONNECTOR AT BCM.

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	29.60	0.00	29.60
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	29.60	0.00	29.60

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CVCS65116

EPA# CAL000248792
BAR# AC 255463



0401 CVCS65116

CELL [REDACTED]

CUSTOMER NO. 26671	ADVISOR VAL MENDIVIL	TAG NO. 911 3409	INVOICE DATE 04/11/13	INVOICE NO. CVCS65116
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 34,411	COLOR GOLD MIST/C	STOCK NO. G250218
COACHELLA, CA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 04/15/10	DELIVERY MILES 7	
[REDACTED]	VEHICLE ID. NO. 1G1ZC5EB7AF [REDACTED]	SELLING DEALER NO. 100	PRODUCTION DATE	
[REDACTED]	P.T.E. NO.	P.O. NO.	R.O. DATE 04/10/13	
COMMENTS				MO: 34414

JOB# 1 CHARGES

LABOR

CUSTOMER STATES THE AIR BAG INDICATOR TURNS ON FOR A FEW DAYS AND TURN ON. LIGHT WAS ON YESTERDAY. DID NOT DUPLICATE CUSTOMER CONCERN. SCANNED SIR MODULE FOR DTC'S AND FOUND DTC B0021-PASS SIDE SEAT AIR BAG 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.

5

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

CUSTOMER STATES THE SERVICE TRACTION INDICATOR TURNS ON WHEN DRIVING RELATED TO OTHER LINE.

0

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

CUSTOMER STATES THE ESC INDICATOR TURN ON WHEN DRIVING. DID NOT DUPLICATE CUSTOMER CONCERN. SCANNED VEHICLE AND FOUND D C0131-ABS/TCS SYSTEM PRESS. CIRC. MALF. NO LAMP ON AT THIS TIME CODE PASSING. PERFORMED APPLICABLE BULLETIN #08-05-22-009C REPAIRED X2 CONNECTOR AT BCM.

3

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

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 ACCELERATOR PEDAL ARE WORKING AS DESIGNED AT THIS TIME. NO REPAIR PERFORMED FOR THIS CONCERN.

0

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

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CVCS65116

EPA# CAL000248792
 BAR# AC 255463



0401ICVCS65116

CELL: [REDACTED]

CUSTOMER NO 26671	ADVISOR VAL MENDIVIL	911	TAG NO 3409	INVOICE DATE 04/11/13	INVOICE NO CVCS65116
[REDACTED]	LABOR RATE	[REDACTED]	MI FAGE 34,411	COLOR GOLD MIST/C	STOCK NO G250218
COACHELLA, CA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LT		DELIVERY DATE 04/15/10	DELIVERY MILES 7	
[REDACTED]	VEHICLE I.D. NO. 1G1ZC5E87AF		SELLING DEALER NO 100	PRODUCTION DATE	
	F.T.E. NO		P.O. NO	R.O. DATE 04/10/13	
	COMMENTA				

MO: 34414

JOB# 5 CHARGES-----

LABOR-----
 CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED
 ON DOOR LABEL PLACARD.
 TIRE PRESSURES ADJUSTED.

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES-----

LABOR-----
 CUSTOMER REQUESTS MULTIPOINT VEHICLE CONDITION REPORT
 PER CUSTOMER REQUEST
 COMPLETED MULTIPOINT VEHICLE CONDITION REPORT
 (SEE ATTACHED COPY)

JOB# 6 TOTALS-----

JOB# 6 JOURNAL PREFIX CVCS JOB# 6 TOTAL 0.00

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

COMMENTS-----
 SHUTTLE NEEDED

TOTALS-----

*****	TOTAL LABOR....	0.00
* YOU MAY BE RECEIVING A SURVEY FROM GENERAL MOTORS	TOTAL PARTS....	0.00
* REGARDING YOUR SERVICE EXPERIENCE, IF YOU FEEL YOU	TOTAL SUBLET....	0.00
* CANNOT RATE US "COMPLETELY SATISFIED" PLEASE CONTACT	TOTAL G.O.G....	0.00
* SERVICE MANAGER FOR ASSISTANCE. WE WANT YOU TO BE	TOTAL MISC CHG.	0.00
* "COMPLETELY SATISFIED"..... *	TOTAL MISC DISC	0.00
* OUR FUTURE DEPENDS ON YOUR CONTINUED BUSINESS *	TOTAL TAX.....	0.00
***** THANK YOU *****		

TOTAL INVOICE \$ 0.00

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE THAT A
 LIFETIME GUARANTEE MAY APPLY. YOUR CONSULTANT WILL DETAIL
 ***** GOODWRENCH SERVICE *****

CUSTOMER SIGNATURE _____

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MONDAY THRU FRIDAY
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OPEN SATURDAY

NO APPOINTMENT NECESSARY



ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

Yes
 No

TIME RECEIVED: 03:34pm
 DATE/TIME PROMISED: 04/10/13 06:00pm
 PRIORITY: 50



THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED...
 TERMS ARE CASH ON DELIVERY. ESTIMATES ARE FOR LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED.
 NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

APPOINTMENT
 Yes
 No

LABOR RATE

YOUR LABOR CHARGES ARE DETERMINED BY THE TYPE OF WORK THAT YOU REQUEST. Thus, there charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which may impact the speed and efficiency with which we complete your work.

ORIGINAL CUSTOMER ESTIMATE TOTAL
 [REDACTED] 00

COMMENTS:
 SHUTTLE NEEDED

847

RENTAL
 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.

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

REASON: [REDACTED] CONTACTED BY: [REDACTED]

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

ESTIMATES DO NOT INCLUDE SALES TAX 2ND REVISED ESTIMATE \$ [REDACTED] ADDITIONAL COST \$ [REDACTED]

REASON: [REDACTED] CONTACTED BY: [REDACTED]

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

PHONE #1 [REDACTED] PHONE #2 [REDACTED]

IMPORTANT! REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

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

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 SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY.

NOTICE TO CUSTOMER
 WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTE. RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE TOXIC WASTES.
 THERE ARE UNIFORM CHARGES WHICH ARE QUOTED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

TRIM/ELECTRICAL
 CUSTOMER STATES THE AIR BAG INDICATOR TURNS ON FOR A FEW DAYS AND TURN ON LIGHT WAS ON YESTERDAY
 N6653 5

TRIM/ELECTRICAL
 CUSTOMER STATES THE SERVICE TRACTION INDICATOR TURNS ON WHEN DRIVING

TRIM/ELECTRICAL CONCERN
 CUSTOMER STATES THE ESC INDICATOR TURN ON WHEN DRIVING.
 N6595 3

TRIM/ELECTRICAL CONCERN
 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.



0401J65116

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The Price is Not Right in America © 2004 Ford Motor Co. SF888287 Q (03/12)

Chevrolet Cadillac

of La Quinta



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65116

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZTP 52CVZ 52CVZ01	CHECK/SET TIRE PSI TRIM ELECTRICAL TRIM ELECT CONCERN	MI		00CVZ27POINT 40CVZ 52CVZZ	MULTIPOINT INSPECT BRAKES TRIM ELECT CONCERN	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/28/13	63520	33258	961	359	C	00CVZTP	CHECK/SET TIRE PSI
10/22/12	58921	30109	489	359	W	52CVZ	TRIM ELECTRICAL
				129	W	52CVZ	TRIM ELECTRICAL
				129	W	00CVZTP	CHECK/SET TIRE PSI
				129	W	00CVZ27POINT	MULTIPOINT INSPECT
				129	W	98CVZ	SHUTTLE SERVICE

SALESPERSON NO. 1049 ALEJANDRO HERNANDEZ **S E R V I C E** STATE REG# 2

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK (PRIOR APPROVAL) <input type="checkbox"/> OTHER <input type="checkbox"/>	VEHICLE ID NO 1G1ZC5EB7AF	YEAR/MAKE/MODEL 10/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE G250218	STOCK NO. 65116	LICENSE NO. 65116	R.O. NO. 65116
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/>	CUSTOMER NO. 26671	SERVICE CONTRACT	DELIVERY DATE 04/15/10	DELIVERY MILLS 7	SELLING DEALER NO. 100	R.O. DATE 04/10/13
	COACHELLA, CA	COLOR GOLD MIST/COCOA/C	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILLS	TAG NO. 3409
		UNBO <input type="checkbox"/> M/MO <input type="checkbox"/> AIR COND <input type="checkbox"/> P/S <input type="checkbox"/> TRANS <input type="checkbox"/> MILEAGE CVZZ Y Y A 34,411	ADVISOR NO. 911	ADVISOR VAL MENDIVIL		
	TIME RECEIVED 03:34pm	DATE/TIME PROMISO 04/10/13 06:00pm	PRIORITY 50	I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MAINTENANCE, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL DIFFERENCES HEREIN OR OTHERWISE INCLUDING ANY POSTING OF LABOR RATES OR RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED PLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES TO CHARGE. TERMS ARE CASH ON DELIVERY. ESTIMATES ARE FOR LABOR AND PARTS. STORAGE WILL BE CHARGED 1/2 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CAR OR ARTICLE LEFT IN CAR IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL. X _____ CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Your labor charges are predetermined by the type of work that you require. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle, since vehicles are serviced by a team of technicians, which maximizes the speed and efficiency with which we are able to complete your repairs.					

<p>00CVZTP CHECK/SET TIRE PSI</p> <p>CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED ON DOOR LABEL PLACARD.</p> <p>00CVZ27POINT MULTIPPOINT INSPECT</p> <p>CUSTOMER REQUESTS MULTIPOINT VEHICLE CONDITION REPORT</p>	<p><input type="checkbox"/> RENTAL</p> <p>TEARDOWN ESTIMATE. I understand that my vehicle will be reassembled within _____ days of the date shown above. It is possible that I will not receive the services recommended.</p> <table border="1"> <tr> <td>ORIGINAL ESTIMATE \$</td> <td>REVISED ESTIMATE \$</td> <td>ADDITIONAL COST \$</td> </tr> <tr> <td>REASON</td> <td colspan="2">CONTACTED BY</td> </tr> <tr> <td>AUTHORIZED BY</td> <td><input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #</td> <td>DATE TIME</td> </tr> <tr> <td>ESTIMATES DO NOT INCLUDE SALES TAX</td> <td>2ND REVISED ESTIMATE \$</td> <td>ADDITIONAL COST \$</td> </tr> <tr> <td>REASON</td> <td colspan="2">CONTACTED BY</td> </tr> <tr> <td>AUTHORIZED BY</td> <td><input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #</td> <td>DATE TIME</td> </tr> <tr> <td>PHONE #1</td> <td colspan="2">PHONE #2</td> </tr> </table> <p>IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.</p> <p>ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.</p> <p>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</p> <p>TERMS CASH WE ACCEPT THE FOLLOWING CREDIT CARDS: MASTERCARD • VISA • AMERICAN EXPRESS</p> <p>CHECKS ACCEPTED WITH PROPER I.D. AND SUBJECT TO BANK APPROVAL.</p> <p>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.</p> <p>NOTICE TO CUSTOMERS WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTE, RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS. WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE TOXIC WASTE. THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.</p>	ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	REASON	CONTACTED BY		AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME	ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE \$	ADDITIONAL COST \$	REASON	CONTACTED BY		AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME	PHONE #1	PHONE #2	
ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$																				
REASON	CONTACTED BY																					
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME																				
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE \$	ADDITIONAL COST \$																				
REASON	CONTACTED BY																					
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME																				
PHONE #1	PHONE #2																					



0401765116

SMOG TAG REGISTRATION SYSTEM - FSA SYSTEMS - SF868287 © (08/11)



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)

For this vehicle:

- [View Vehicle Summary](#)
- Service Contract
- Branded Title
- Warranty Block
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)
- [Investigate Major Assembly History](#)

Vehicle Information

VIN 1G1ZC5E87AF [REDACTED] Model 1Z/H69-2010 MALIBU LT SEDAN
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status Yes
 Order Type 70 - RETAIL - STOCK
 Field Actions [0 Open](#)

Required Field Actions

Open field actions are highlighted

Type	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 WIREHARNES/REPLACE	05/13/2010	Closed

Branded Title

* The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped Y OnStar Status Inactive
 XM Equipped Y XM Radio ID 9LVR528Z XM Status Inactive
 OnStar Vehicle Diagnostics N DMN Enabled N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
✓	Emission Select State Component Ltd	04/15/2010	6 MI	04/15/2025	150,006 MI

	Wty				
✓	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 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.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/28/2013	63520	ZREG---Regular Vehicle Transaction		N0440 - Bulb, Composite Headlamp (Right) - Replace	33,258 MI
10/22/2012	2163246	ZREG---Regular 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	ZREG ---Regular 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	ZREG---Regular Vehicle Transaction		H9991 - Customer Concern Not Duplicated (CCND) - Brakes	24,172 MI
03/01/2012	51430	ZREG---Regular Vehicle Transaction		G9040 - Driver or Passenger Seat Retractor Side Belt Replacement	20,171 MI
05/21/2011	42408	ZFAT---Field Action Recall		V2396 - 11034 - Inspect and Replace Airbag Connectors & Secure Harness with Tie Strap (inc. checking DICs)	9,672 MI
12/20/2010	37335	ZFAT---Field Action Recall		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

#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).
2. 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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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 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 safely. 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.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION

04/05/2013
10:21:32

HISTORY LISTING

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PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : 1G1ZC5EB7AF [REDACTED]
-----R.O NO. : 63520 R.O DATE : 02/28/2013 R.O TYPE : S
MILEAGE : 33258 ADVISOR NO. : 961JOB NUMBER : 1 OPERATION 00CVZTP OP. DESC. CHECK/SET TIRE PSI
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 NUMBER : 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
CAUSE : THE RIGHT SIDE HEADLAMP LIGHT BULB IS BURNED.
CORRECTION : REPLACED THE RIGHT SIDE HEADLAMP BULB.WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] N0440-----
R.O NO. : 58921 R.O DATE : 10/22/2012 R.O TYPE : S
MILEAGE : 30109 ADVISOR NO. : 489JOB NUMBER : 1 OPERATION 52CVZ 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
CAUSE : SOP RADIO-INTERNAL RADIO MALFUNCTION CAUSING DISPLAY TO
DISPLAY ODD DESINGS.NO DTC'S
CORRECTION : REPLACE RADIO AND PROGRAM-CODE 80997.CHECK OPERATION
OF RADIO,NO FURTHER PROBLEM.WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] R0760JOB NUMBER : 2 OPERATION 00CVZTP OP. DESC. CHECK/SET TIRE PSI
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 SPECSJOB NUMBER : 3 OPERATION 00CVZ27POINT OP. DESC. MULTIPOINT INSPECT
SALE TYPE : W TECHNICIAN NO(S). 129
COMPLAINT : CUSTOMER REQUESTS MULTIPOINT VEHICLE CONDITION REPORT
CAUSE : PER CUSTOMER REQUEST
CORRECTION : COMPLETED MULTIPOINT VEHICLE CONDITION REPORT

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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 TYPE : S
 MILEAGE : 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 BAG DEPLOYMENT LOOP HIGH RESISTANCE
 INSPECT CONNECTION UNDER THE RIGHT FRONT SEAT, FOUND
 HARNESS RETAINER PLASTIC COMING OFF FROM UNDER NEATH THE
 SEAT TRACK CAUSING 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.
 [REDACTED] N6654

JOB NUMBER : 2 OPERATION 00CVZTP 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 00CVZ27POINT OP. DESC. MULTIPOINT INSPECT
 SALE TYPE : C TECHNICIAN NO(S). 129
 COMPLAINT : CUSTOMER REQUESTS MULTIPOINT VEHICLE CONDITION REPORT
 CAUSE : PER CUSTOMER REQUEST
 CORRECTION : COMPLETED MULTIPOINT VEHICLE CONDITION REPORT

JOB NUMBER : 4 OPERATION 45CVZ01 OP. DESC. TRACTION CONTROL
 SALE TYPE : W TECHNICIAN NO(S). 129
 COMPLAINT : CUSTOMER STATES SERVICE TRACTION, ESC LIGHTS CAME ON
 YESTERDAY, NOT ON TODAY
 CAUSE : HISTORY CODE C0131 (00)ABS/TCS SYSTEM PRESSURE CIRCUIT
 MALFUNCTION. OPERTING AS PER DESING AT THIS TIME.
 CORRECTION : NO REPAIRS NEEDED AT THIS TIME

R.O NO. : 53996 R.O DATE : 05/14/2012 R.O TYPE : S
 MILEAGE : 24175 ADVISOR NO. : 891

JOB NUMBER : 1 OPERATION 11CVZ OP. DESC. ENGINE MINOR
 SALE TYPE : W TECHNICIAN NO(S). 601

04/05/2013

HISTORY LISTING

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COMPLAINT : CUSTOMER STATES INTERMITTANTLY HEARS A VIBRATION/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. POSSIBLE 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.

CAUSE : NO CURRENT DTC DETECTED - RETRIEVED HISTORY CODE C0131-00 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 SOMETHING 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.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] H9991

JOB NUMBER : 3 OPERATION 46CVZ OP. DESC. WHEELS/TIRES

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.
 [REDACTED] E0472

JOB NUMBER : 4 OPERATION 00CVZTP OP. DESC. CHECK/SET TIRE PSI

SALE TYPE : C TECHNICIAN NO(S). 601

COMPLAINT :

CORRECTION : CHECKED TIRE PRESSURE

JOB NUMBER : 5 OPERATION 00CVZ27POINT OP. DESC. MULTIPPOINT INSPECT

SALE TYPE : C TECHNICIAN NO(S). 601

CORRECTION :

R.O NO. : S1430

R.O DATE : 03/01/2012

R.O TYPE : 8

MILEAGE : 20171

ADVISOR NO. : 489

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10:21:32

HISTORY LISTING

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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
 CAUSE : GAIN ACCESS TO LEFT FRONT SEAT BELT PRETENSIONER TO
 TEST FOR HIGH RESISTANCE USING DMM.FOUND IT OUT OF RANGE.
 CORRECTION : REFIT CONNECTOR ON THE LEFT FRONT SEAT BELT RETRACTOR PRETEN
 TIONER,APPLY DIALECTRIC GREASE AND REROUTE HARNESS SO IT
 DOESNT PULL AND CUASE HIGH RESISTANCE.CLEAR CODE.NO FURTHER
 PROBLEM.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] C9040

JOB NUMBER : 2 OPERATION 00CVZTP 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

JOB NUMBER : 1 OPERATION 02CVZ OP. DESC. RECALL
 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. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] V2396

JOB NUMBER : 2 OPERATION 00CVZTP OP. DESC. CHECK/SET TIRE PSI
 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

JOB NUMBER : 1 OPERATION 02CVZ OP. DESC. RECALL
 SALE TYPE : W TECHNICIAN NO(S). 129

04/05/2013

HISTORY LISTING

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COMPLAINT : CAMPAIGN 10085 AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE
 CAUSE : CAMPAIGN
 CORRECTION : INSTALLED CLIPS AND REROUTED HARNESS AS SPECIFIED.
 V2251-0.6.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] V2251

JOB NUMBER : 2 OPERATION 98CVZ OP. DESC. SHUTTLE SERVICE
 SALE TYPE : W TECHNICIAN NO(S). 129

JOB NUMBER : 3 OPERATION 00CVZTF OP. DESC. CHECK/SET TIRE PSI
 SALE TYPE : W TECHNICIAN NO(S). 129

R.O NO. : 29608 R.O DATE : 04/05/2010 R.O TYPE : S
 MILEAGE : 3 ADVISOR NO. : 1020

JOB NUMBER : 1 OPERATION 75CVZ OP. DESC. PDI
 SALE TYPE : I TECHNICIAN NO(S). 961
 COMPLAINT : P.D.I. VEHICLE...
 CAUSE : NEW STOCK UNIT ARRIVAL
 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

JOB NUMBER : 3 OPERATION 75CVZ3 OP. DESC. PDI GAS
 SALE TYPE : I TECHNICIAN NO(S). 961
 COMPLAINT : PDI GAS
 CORRECTION : ADDED GAS TO NEW STOCK UNIT

Chevrolet Cadillac

of La Quinta



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
00CVZTP 52CVZ 52CVZ01	CHECK/SET TIRE PSI TRIM ELECTRICAL TRIM ELECT CONCERN	ML		00CVZ27POINT 40CVZ 52CVZZ	MULTIPOINT INSPECT BRAKES TRIM ELECT CONCERN	ML	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/26/13	65520	33238	961	359	C	00CVZTP	CHECK/SET TIRE PSI
10/22/12	58921	30109	489	359	W	52CVZ	TRIM ELECTRICAL
				129	W	52CVZ	TRIM ELECTRICAL
				129	W	00CVZTP	CHECK/SET TIRE PSI
				129	W	00CVZ27POINT	MULTIPOINT INSPECT
				129	W	98CVZ	SHUTTLE SERVICE

SALESPERSON NO. 1049 ALEJANDRO HERNANDEZ SERVICE STATE REG# 2

TERMS	10T2C5EB7AF	VEHICLE MAKE/MODEL	10/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE	6250218	VEHICLE VIN	55116
CASH <input type="checkbox"/>		CUSTOMER NO.	20071	DATE	04/15/10	DELIVERY MILE	100
CREDIT CARD <input type="checkbox"/>		SERVICE CONTRACT		SELLER NO.	100	DATE	04/10/13
CHECK <input type="checkbox"/>		VEHICLE TYPE	GOLD MIST/COCOA/C	CONTRACT NO.		EXPIRATION DATE	
(PRIOR APPROVAL) <input type="checkbox"/>		TURBO	CVZZ	EXPIRATION MILES	3409		
OTHER <input type="checkbox"/>		AIR COND.	R SY	MILES	34,411	ADVISOR NO.	911
SAVE <input type="checkbox"/>		TRANS		ADVISOR	VAL MENDIVIL		
REMOVED <input type="checkbox"/>		I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND I HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN ON OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH DIFFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED LABOR HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES TO BE CHARGED.					
PARTS FOR <input type="checkbox"/>		I HEREBY AUTHORIZE DELIVERY, ESTIMATES ARE FOR LABOR AND PARTS. STORAGE WILL BE CHARGED AS HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL.					
CUSTOMER <input type="checkbox"/>		CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF					
APPOINTMENT	05:34pm	04/10/13	06:00pm	PRIORITY	30		
Yes <input checked="" type="checkbox"/>	Your labor charges are predetermined by the type of work that you request and are not subject to change by a third party with which we have no relationship.						
No <input type="checkbox"/>							

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

COMMENTS:
 SHUTTLE NEEDED

1 **W *52CVZ TRIM ELECTRICAL**
 CUSTOMER STATES THE AIR BAG INDICATOR TURNS ON FOR A FEW DAYS AND TURN ON. LIGHT WAS ON YESTERDAY

2 **W *40CVZ BRAKES**
 CUSTOMER STATES THE SERVICE TRACTION INDICATOR TURNS ON WHEN DRIVING

3 **W *52CVZ01 TRIM ELECT CONCERN**
 CUSTOMER STATES THE ESC INDICATOR TURN ON WHEN DRIVING.

4 **W *52CVZZ TRIM ELECT CONCERN**
 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.

RENTAL

IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED, I UNDERSTAND THAT MY VEHICLE WILL BE REMOVED WITHIN _____ DAYS OF THE DATE SHOWN ABOVE.

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
ESTIMATES DO NOT INCLUDE SALES TAX	END REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
PHONE #1	PHONE #2	

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

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:
 MASTERCARD • VISA • AMERICAN EXPRESS

CHECKS ACCEPTED WITH PROPER I.D. 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 CUSTOMERS
 WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES, RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES.
 THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

The Reynolds and Reynolds Company PRINTING LINE 0382285 0 (02/11)

Chevrolet Cadillac

of La Quinta



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
00CVZTP 52CVZ 52CVZ01	CHECK/SET TIRE PSI TRIM ELECTRICAL TRIM ELECT CONCERN	MI		00CVZ27POINT 40CVZ 52CVZZ	MULTIPOINT INSPECT BRAKES TRIM ELECT CONCERN	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MLEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/28/13	65520	35258	981	359	C	00CVZTP	CHECK/SET TIRE PSI
10/22/12	58921	30109	489	359 129 129 129 129	W W W W W	52CVZ 52CVZ 00CVZTP 00CVZ27POINT 98CVZ	TRIM ELECTRICAL TRIM ELECTRICAL CHECK/SET TIRE PSI MULTIPOINT INSPECT SHUTTLE SERVICE

SALESPERSON NO. 1049 ALEJANDRO HERNANDEZ SERVICE STATE REG# 2

TERMS	IG1ZC5EB7AF	10/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE	G250218	STOCK NO.	65116
CASH <input type="checkbox"/>			DELIVERY DATE	04/15/10	DELIVERY MILES	7
CREDIT CARD <input type="checkbox"/>			SERVICE CONTRACT		SELLING DEALER NO.	100
CHECK <input type="checkbox"/>			CUSTOMER NO.	26871	S.O. DATE	04/10/13
(PRIOR APPROVAL) <input type="checkbox"/>			COACHILLA, CA		CONTRACT NO.	3409
OTHER <input type="checkbox"/>			TURBO	CVZZ	EXPIRATION DATE	
SAVE <input type="checkbox"/>			AIR COND.	P.S.V	EXPIRATION MILES	3409
REMOVED <input type="checkbox"/>			TRANS	A	MILEAGE	34,411
PARTS FOR <input type="checkbox"/>			ADVISOR NO.	911	ADVISOR	VAL MENDIVIL
CUSTOMER <input type="checkbox"/>	05:34pm	04/10/13	06:00pm	50	I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND ON INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL INFLUENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTINGS NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED.	
APPOINTMENT <input checked="" type="checkbox"/>	Your labor charges are predetermined by the type of work that you request. Thus, labor charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians. The quality of service and efficiency with which we may perform your repair work is directly related to the quality of the vehicle with which we are entrusted to service. We appreciate your business.					
<input type="checkbox"/>	CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF					

5 C * 00CVZTP CHECK/SET TIRE PSI
 CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED ON DOOR LABEL PLACARD.

6 C * 00CVZ27POINT MULTIPPOINT INSPECT
 CUSTOMER REQUESTS MULTIPOINT VEHICLE CONDITION REPORT

RENTAL

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above. If I choose not to authorize the repairs recommended, _____

ORIGINAL ESTIMATE \$	REVISD ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE \$	ADDITIONAL COST \$
REASON	CONTACTED BY	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE TIME
PHONE #1	PHONE #2	

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

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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 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 SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY.

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 THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

The Reynolds and Reynolds Company PRINTING DIVISION CC-002085 0 (02/11)

Chevrolet Cadillac

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EPA# CAL000248792
BAR# AC 255463

CELL: [REDACTED]

CUSTOMER NO. 26671	ADVISOR VAL MENDIVIL	911	TAG NO. 3409	INVOICE DATE 04/11/13	INVOICE NO. CVCS65116
[REDACTED]	LABOR RATE [REDACTED]	[REDACTED]	MILEAGE 34,411	COLOR GOLD MIST/C	STOCK NO. G250218
COACHELLA, CA	YEAR / MAKE / MODEL 10/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE 04/15/10	DELIVERY MILES 7
[REDACTED]	VEHICLE I.D. NO. 1 G 1 Z C 5 E B 7 A F			SELLING DEALER NO. 100	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 04/10/13		
COMMENTS					MO: 34414

JOB# 1 CHARGES

LABOR

CUSTOMER STATES THE AIR BAG INDICATOR TURNS ON FOR A FEW DAY S AND TURN ON. LIGHT WAS ON YESTERDAY DID NOT DUPLICATE CUSTOMER CONCERN. SCANNED SIR MODULE FOR DTC'S AND FOUND DTC B0021-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.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

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 0.00

JOB# 3 CHARGES

LABOR

CUSTOMER STATES THE ESC INDICATOR TURN ON WHEN DRIVING. DID NOT DUPLICATE CUSTOMER CONCERN. SCANNED VEHICLE AND FOUN D C0131-ABS/TCS SYSTEM PRESS. CIRC. HALF. NO LAMP ON AT TIS TIME CODE PASSING. PERFORMED APPLICABLE BULLETIN #08-05-22-00SC REPAIRED X2 CONNECTOR AT BCM.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

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 ACCELERATOR PEDAL ARE WORKING AS DESIGNED AT THIS TIME. NO REPAIR PERFORMED FOR THIS CONCERN.

JOB# 4 TOTALS

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 or 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.
SATURDAY
7:30 A.M. to 3:30 P.M.**

NO APPOINTMENT NECESSARY



ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

The Reynolds and Reynolds Company ENWMTSAHE CCGR2390 Q 1027121

Chevrolet Cadillac of La Quinta



79-225 Hwy 111
La Quinta, CA 92253
(760) 771-8200
www.chevroletcadillacoflaquinta.com

EPA# CAL000248792
BAR# AC 255463

CELL: [REDACTED]

CUSTOMER NO. 26671	ADVISOR VAL MENDIVIL	911	TAG NO. 3409	INVOICE DATE 04/11/13	INVOICE NO. CVCS85116
[REDACTED]	LABOR RATE [REDACTED]		MILEAGE 34,411	COLOR GOLD MIST/C	STOCK NO. G250218
COACHELLA, CA	YEAR/MAKE/MODEL 10/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE 04/15/10	DELIVERY MILES 7
[REDACTED]	VEHICLE I.D. NO. I G I Z C 5 E B 7 A F			SELLING DEALER NO. 100	PRODUCTION DATE
[REDACTED]	M.T.E. NO.		P.O. NO.	R.O. DATE 04/10/13	
COMMENTS					

MO: 34414

JOB# 5 CHARGES-----

LABOR-----

5 000VZTP CHECK/SET TIRE PSI TECH(S): B47 0.00

CHECK AND SET TIRE PSI TO MANUFACTURERS SPECS AS LISTED ON DOOR LABEL PLACARD. TIRE PRESSURES ADJUSTED.

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES-----

LABOR-----

6 000VZ27POINT MULTIPPOINT INSPECT TECH(S): B47 0.00

CUSTOMER REQUESTS MULTIPPOINT VEHICLE CONDITION REPORT PER CUSTOMER REQUEST COMPLETED MULTIPPOINT VEHICLE CONDITION REPORT (SEE ATTACHED COPY)

JOB# 6 TOTALS-----

JOB# 6 JOURNAL PREFIX CVCS JOB# 6 TOTAL 0.00

ESTIMATE-----

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

COMMENTS-----

SHUTTLE NEEDED

TOTALS-----

* YOU MAY BE RECEIVING A SURVEY FROM GENERAL MOTORS REGARDING YOUR SERVICE EXPERIENCE. IF YOU FEEL YOU CANNOT RATE US "COMPLETELY SATISFIED" PLEASE CONTACT SERVICE MANAGER FOR ASSISTANCE. WE WANT YOU TO BE "COMPLETELY SATISFIED".

* OUR FUTURE DEPENDS ON YOUR CONTINUED BUSINESS *

***** THANK YOU *****

TOTAL LABOR.... 0.00

TOTAL PARTS.... 0.00

TOTAL SUBLET... 0.00

TOTAL G.O.G.... 0.00

TOTAL MISC CHG. 0.00

TOTAL MISC DISC 0.00

TOTAL TAX..... 0.00

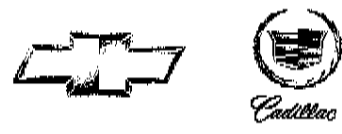
TOTAL INVOICE \$ 0.00

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE THAT A LIFETIME GUARANTEE MAY APPLY. YOUR CONSULTANT WILL DETAIL ***** GOODWRENCH SERVICE *****

CUSTOMER SIGNATURE

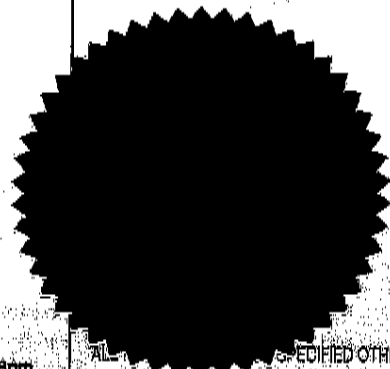
This factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty or merchantability or fitness for a particular purpose and the seller neither assumes nor 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.
SATURDAY
7:30 A.M. to 3:30 P.M.

NO APPOINTMENT NECESSARY



The Reynolds and Reynolds Company EPAYMENTS CC082380 Q (07/12)

Dealer Number 42631 Contract Number 3631 R.O.S. Number 16399179 Stock Number G250218

THIS AGREEMENT CONTAINS 4 PAGES.

Buyer Name and Address (Including County and Zip Code) COACHELLA CA RIVERSIDE	Co-Buyer Name and Address (Including County and Zip Code) INDIO CA RIVERSIDE	Creditor-Seller (Name and Address) KEN GARFF CHEV CAD OF THE DESER 78-611 HWY 111 LA QUINTA CA 92253 RIVERSIDE
--	---	--

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2010	CHEVROLET MALIBU	7	1G1ZC5EB7AF	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
<u>8.29 %</u>	<u>\$ 7545.87(e)</u>	<u>\$ 27680.13</u>	<u>\$ 35226.00</u>	<u>\$ 35347.75(e)</u>

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	<u>N/A</u>	<u>N/A</u>
One Payment of <u>N/A</u>	<u>N/A</u>	<u>N/A</u>
<u>71</u> Payments	<u>489.25</u>	Monthly, Beginning <u>05/15/2010</u>
Payments	<u>N/A</u>	Monthly, Beginning <u>N/A</u>
One Final Payment	<u>489.25</u>	DUE ON 04/15/2016

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

	Term	Premium
\$ <u>N/A</u> Ded. Comp., Fire & Theft	<u>N/A</u> Mos.	\$ <u>N/A</u>
\$ <u>N/A</u> Ded. Collision	<u>N/A</u> Mos.	\$ <u>N/A</u>
Bodily Injury	\$ <u>N/A</u> limits	<u>N/A</u> Mos. \$ <u>N/A</u>
Property Damage	\$ <u>N/A</u> limits	<u>N/A</u> Mos. \$ <u>N/A</u>
Medical	<u>N/A</u>	<u>N/A</u> Mos. \$ <u>N/A</u>
<u>N/A</u>		<u>N/A</u> Mos. \$ <u>N/A</u>
Total Vehicle Insurance Premiums		\$ <u>N/A</u>

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer: _____
 Co-Buyer: _____
 Seller: _____

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories \$ 24495.00(A)

- Cash Price Vehicle \$ 24495.00
- Cash Price Accessories \$ N/A
- Other (Nontaxable)
 - Describe N/A \$ N/A
 - Describe N/A \$ N/A

B. Document Preparation Fee (not a governmental fee) \$ 55.00(B)

C. Smog Fee Paid to Seller \$ N/A(C)

D. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A(D)

E. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A(E)

F. (Optional) Theft Deterrent Device (to whom paid) N/A \$ N/A(F)

G. (Optional) Surface Protection Product (to whom paid) N/A \$ N/A(G)

H. (Optional) Surface Protection Product (to whom paid) N/A \$ N/A(H)

I. Sales Tax (on taxable items in A through H) \$ 2148.13(I)

J. Optional DMV Electronic Filing Fee \$ N/A(J)

K. (Optional) Service Contract (to whom paid) N/A \$ N/A(K)

L. (Optional) Service Contract (to whom paid) N/A \$ N/A(L)

M. (Optional) Service Contract (to whom paid) N/A \$ N/A(M)

N. (Optional) Service Contract (to whom paid) N/A \$ N/A(N)

O. (Optional) Service Contract (to whom paid) N/A \$ N/A(O)

P. Prior Credit or Lease Balance paid by Seller to N/A \$ N/A(P)

(see downpayment and trade-in calculation)

Q. (Optional) Gap Contract (to whom paid) KEN GARFF CHEV CA \$ 725.00(Q)

R. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A(R)

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

Credit Life: Buyer Co-Buyer Both
 Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	<u>N/A</u> Mos.		\$ <u>N/A</u>
Credit Disability	<u>N/A</u> Mos.		\$ <u>N/A</u>
Total Credit Insurance Premiums			\$ <u>N/A</u>

Insurance Company Name N/A

Home Office Address N/A

N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for wages or profit 30 hours a week or more on the Effective

3. Other (to whom paid) N/A \$ N/A(S)
 For N/A

Total Cash Price (A through S) \$ 27423.17(1)

2. Amounts Paid to Public Officials

A. License Fees \$ 282.00(A)
 B. Registration/Transfer/Titling Fees \$ 88.00(B)
 C. California Tire Fees \$ 8.75(C)
 D. Other N/A \$ N/A(D)

Total Official Fees (A through D) \$ 378.75(2)

3. Amount Paid to Insurance Companies
 (Total premiums from Statement of Insurance column a + b) \$ N/A(3)

4. Smog Certification or Exemption Fee Paid to State \$ N/A(4)

5. Subtotal (1 through 4) \$ 27801.92(5)

6. Total Downpayment

A. Agreed Trade-In Value Yr 2003 Make HONDA \$ 4500.00(A)
 Model ACCORD SDN Odor 113372
 VIN 1HGCM56563A

B. Less Prior Credit or Lease Balance ARROWHEAD CREDIT UN \$ 8378.25(B)
 C. Net Trade-In (A less B) (indicate if a negative number) \$ -3878.25(C)
 D. Deferred Downpayment \$ N/A(D)
 E. Manufacturer's Rebate \$ 3000.00(E)
 F. Other N/A \$ N/A(F)
 G. Cash \$ 1000.00(G)

Total Downpayment (C through G) \$ 121.75(6)
 (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1P above)

7. Amount Financed (5 less 6) \$ 27680.17(7)

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.

Date X N/A Buyer Signature _____ Age _____
 Date X N/A Co-Buyer Signature _____ Age _____

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1Q of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 72 Mos. CNA NATIONAL
 Name of Gap Contract

I want to buy a gap contract. _____
 Buyer Signs X _____

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1K, 1L, 1M, 1N, and/or 1O.

1K Company N/A
 Term N/A Mos. or N/A Miles
 1L Company N/A
 Term N/A Mos. or N/A Miles
 1M Company N/A
 Term N/A Mos. or N/A Miles
 1N Company N/A
 Term N/A Mos. or N/A Miles
 1O Company N/A
 Term N/A Mos. or N/A Miles
 Buyer X N/A

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs X _____
 Co-Buyer Signs _____

SELLER ASSISTED LOAN
 BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A
 Amount \$ N/A Finance Charge \$ N/A
 Total \$ N/A Payable In N/A
 Installments of \$ N/A \$ N/A
 from this Loan is shown in item 8D.

AUTO BROKER FEE DISCLOSURE
 If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable:
N/A

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

X _____ Buyer
 _____ Co-Buyer

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A, Year _____. SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X _____ X _____

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X _____ Co-Buyer X _____

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X _____ Co-Buyer Signature X _____

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X _____

Co-Buyer Signature X _____

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

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X _____

Date 04/15/10

Co-Buyer Signature X _____

Date 04/15/10

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____

Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

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

Guarantor X _____ Date _____
Address _____

Guarantor X _____ Date _____
Address _____

Seller Signs

KEN GARRE CHEV CAD OF THE DESERT 04/15/10 By X

DONALD HANSON Title

F&I MNGR



Aaron Goldberg
<aaron@asglawoffices.com>

05/01/2013 01:57 PM

To Mary Beth Hollman
<marybeth_hollman@gmexpert.com>

cc

bcc

Subject [REDACTED] // 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

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

AUTO 04/16/2013 TO 04/16/2014 11

VEHICLE IDENTIFICATION NUMBER 1G1ZC5EB7AF		REGISTRATION VALID FROM		TYPE		LICENSE NUMBER	
BODY TYPE MODEL 4D		CYLS.	DATE FIRST SOLD		CLASS	MAKE CHEV	Yr. Model
DATE ISSUED 03/08/2013			00/00/2010		FQ		2010
		TYPE VEH.	MP	AX	WC	UNLADEN/GCW	TOTAL FEES PAID
		120	G				\$211
							3300

REGISTERED OWNER

COACHELLA CA

LIENHOLDERS

GMAC
PO BX 8128
COCKEYSVILLE
MD



R0069
L0111
21030
RI8030520134104

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS
N 3468388



APPLICATION FOR REGISTRATION OF NEW VEHICLE

16399179

DATE FIRST SOLD AS A NEW VEHICLE (MO./DAY/YR.) 04/15/2010		DATE FIRST OPERATED (MO./DAY/YR.) 04/15/2010		NR/MAND	
MAKE CHEVROLET	YEAR MODEL 2010	BODY TYPE 4DR	MOTIVE POWER G	NUMBER OF AXLES 4	UNLOADED WEIGHT
VEHICLE IDENTIFICATION NUMBER 1G1ZC5EB7A7 [REDACTED]			M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER		
FOR CAMP TRAILERS AND TRAILER COACHES LENGTH IN INCHES		WIDTH IN INCHES		COUNTY OF RESIDENCE RIVERSIDE	
SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW				EQUIPMENT NUMBER	
(1) [REDACTED]				[REDACTED]	
AND [REDACTED] LAST FIRST MIDDLE				DRIVER LICENSE/ID CARD NO.	
OR (2) [REDACTED]				DRIVER LICENSE/ID CARD NO.	
BUSINESS OR RESIDENCE ADDRESS [REDACTED]			APT. NUMBER	CITY COACHELLA	STATE CA ZIP CODE 93236
MAILING ADDRESS - IF DIFFERENT FROM ABOVE OR LOCATION (FOR TRAILER COACH/VEHICLE)			APT. NUMBER	CITY	STATE ZIP CODE
LIENHOLDER OR LEGAL OWNER—PRINT TRUE FULL NAME GMAC					ELECTRONIC LIENHOLDER ID.#
BUSINESS OR RESIDENCE ADDRESS PO BOX 8128			APT. NUMBER	CITY COACHELLA	STATE ND ZIP CODE 58008
LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE			APT. NUMBER	CITY	STATE ZIP CODE

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?
 Yes No

APPLICANT'S CERTIFICATION: I certify under penalty of perjury under the laws of the State of California that the foregoing information is true and correct.
 DATE: 04/15/2010 BUYER'S SIGNATURE(S): (1) X [REDACTED]

CERTIFICATE OF COST—The dealer signing the certification certifies under penalty of perjury under the laws of the State of California that the cost of the vehicle entered in the Certificate of Cost includes the cost of any equipment that is physically attached to the vehicle, plus any trade-in allowances (exclude state or local taxes, insurance and finance charges).

	DATE PURCHASED/ACQUIRED	COST
A — Cost of vehicle purchased as a <input checked="" type="checkbox"/> Complete vehicle <input type="checkbox"/> Chassis only <input type="checkbox"/> Cab and chassis	04/15/2010	22,105.00
B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.).		

ODOMETER DISCLOSURE STATEMENT

Federal and state law requires that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment.
 The odometer reading is [] [] [] [] [] [] (no tenths) miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING — Is not the actual mileage. Mileage exceeds the odometer mechanical limits.

I/we certify under penalty of perjury under the laws of the State of California that the information entered on this form is true and correct.

DATE 04/15/2010	SIGNATURE OF SELLER OR COMPANY AGENT [REDACTED]	PRINT SELLER'S TRUE FULL NAME/COMPANY AGENT KEN GARRI CHEV CAD OF THE	ADDRESS [REDACTED] COACHELLA CA 93236
DATE 04/15/2010	SIGNATURE OF BUYER OR COMPANY AGENT [REDACTED]	PRINT BUYER'S TRUE FULL NAME/COMPANY AGENT [REDACTED]	ADDRESS [REDACTED] COACHELLA CA [REDACTED]

— DMV copy —



NEW VEHICLE DEALER NOTICE

After completion, detach this stub copy and mail direct to Department of Motor Vehicles, P.O. Box 944292-2920, Sacramento, CA 94244-2920, no later than the period of time specified in Section 5901 VC.

MAKE CHEVROLET	BODY TYPE 4DR	VEHICLE IDENTIFICATION NUMBER 1G1ZC5EB7A7 [REDACTED]
DATE FIRST SOLD AS A NEW VEHICLE (MO./DAY/YR.) 04/15/2010	DEALER'S NUMBER 82831	SALESPERSON'S NUMBER 9590371
SOLD TO: PRINT TRUE FULL NAME(S) [REDACTED]		
ADDRESS [REDACTED] COACHELLA CA [REDACTED]		

NOTE: UPON TRANSFER OR SALE, DEALER MUST ENTER ODOMETER READING HERE. [] [] [] [] [] [] **IMPORTANT!** ENTER BOTH DEALER'S AND SALESPERSON'S NUMBERS. THIS is a notice of purchase of vehicle. Do not use as an application for registration or title.

THIS AGREEMENT CONTAINS 4 PAGES.

Buyer Name and Address (Including County and Zip Code) COACHELLA CA RIVERSIDE	Co-Buyer Name and Address (Including County and Zip Code) INDIO CA RIVERSIDE	Creditor-Seller (Name and Address) KEN GARFF CHEV CAD OF THE DESERT 78-611 HWY 111 LA QUINTA CA 92253 RIVERSIDE
--	---	---

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2010	CHEVROLET MALIBU	7	1G17C5EB7AF	<input checked="" type="checkbox"/> Personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
<u>8.29%</u>	<u>\$ 7545.82(e)</u>	<u>\$ 27687.13</u>	<u>\$ 35226.00</u>	<u>\$ 121.75</u>
(e) means an estimate.				

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	<u>N/A</u>	<u>N/A</u>
One Payment of <u>N/A</u>	<u>N/A</u>	<u>N/A</u>
<u>71</u> Payments	<u>489.25</u>	Monthly, Beginning <u>05/15/2010</u>
Payments	<u>N/A</u>	Monthly, Beginning <u>N/A</u>
One Final Payment	<u>489.25</u>	<u>DUE ON 04/15/2016</u>

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories	<u>\$ 24495.00</u>
1. Cash Price Vehicle	<u>\$ 24495.00</u>
2. Cash Price Accessories	<u>\$ N/A</u>
3. Other (Nontaxable)	<u>\$ N/A</u>
Describe <u>N/A</u>	<u>\$ N/A</u>
Describe <u>N/A</u>	<u>\$ N/A</u>
B. Document Preparation Fee (not a governmental fee)	<u>\$ 55.00(B)</u>
C. Smog Fee Paid to Seller	<u>\$ N/A(C)</u>
D. (Optional) Theft Deterrent Device (to whom paid)	<u>N/A</u> <u>\$ N/A(D)</u>
E. (Optional) Theft Deterrent Device (to whom paid)	<u>N/A</u> <u>\$ N/A(E)</u>
F. (Optional) Theft Deterrent Device (to whom paid)	<u>N/A</u> <u>\$ N/A(F)</u>
G. (Optional) Surface Protection Product (to whom paid)	<u>N/A</u> <u>\$ N/A(G)</u>
H. (Optional) Surface Protection Product (to whom paid)	<u>N/A</u> <u>\$ N/A(H)</u>
I. Sales Tax (on taxable items in A through H)	<u>\$ 2149.13</u>
J. Optional DMV Electronic Filing Fee	<u>\$ N/A(J)</u>
K. (Optional) Service Contract (to whom paid)	<u>N/A</u> <u>\$ N/A(K)</u>
L. (Optional) Service Contract (to whom paid)	<u>N/A</u> <u>\$ N/A(L)</u>
M. (Optional) Service Contract (to whom paid)	<u>N/A</u> <u>\$ N/A(M)</u>
N. (Optional) Service Contract (to whom paid)	<u>N/A</u> <u>\$ N/A(N)</u>
O. (Optional) Service Contract (to whom paid)	<u>N/A</u> <u>\$ N/A(O)</u>

STATEMENT OF INSURANCE

NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

	Term	Premium
\$ <u>N/A</u> Ded. Comp., Fire & Theft	<u>N/A</u> Mos.	<u>\$ N/A</u>
\$ <u>N/A</u> Ded. Collision	<u>N/A</u> Mos.	<u>\$ N/A</u>
Bodily Injury	<u>\$ N/A</u> limits	<u>Mos. \$ N/A</u>
Property Damage	<u>\$ N/A</u> limits	<u>Mos. \$ N/A</u>
Medical	<u>N/A</u>	<u>Mos. \$ N/A</u>
<u>N/A</u>		<u>Mos. \$ N/A</u>
Total Vehicle Insurance Premiums		<u>\$ N/A</u>

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy insurance from any particular company.

Buyer X
 Co-Buyer X
 Seller X

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

Credit Life: Buyer Co-Buyer Both
 Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	<u>N/A</u> Mos.		<u>\$ N/A</u>
Credit Disability	<u>N/A</u> Mos.		<u>\$ N/A</u>
Total Credit Insurance Premiums			<u>\$ N/A</u>

Insurance Company Name N/A
 Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

(see downpayment and trade-in calculation)

Q. (Optional) Gap Contract (to whom paid) KEN GARRE CHEV CA \$ 725.00 (Q)

R. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (R)

S. Other (to whom paid) N/A \$ N/A (S)

For N/A

Total Cash Price (A through S) \$ 27423.14

2. Amounts Paid to Public Officials

A. License Fees \$ 287.00 (A)

B. Registration/Transfer/Titling Fees \$ 89.00 (B)

C. California Tire Fees \$ 8.75 (C)

D. Other N/A \$ N/A (D)

Total Official Fees (A through D) \$ 378.75 (2)

3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b) \$ N/A (3)

4. Smog Certification or Exemption Fee Paid to State \$ N/A (4)

5. Subtotal (1 through 4) \$ 27801.89 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr 2003 Make HONDA \$ 4500.00 (A)

Model ACCORD SDN Odsm 113972

VIN 1HGCM66563A

B. Less Prior Credit or Lease Balance ARROWHEAD CREDIT UN \$ 5378.25 (B)

C. Net Trade-In (A less B) (indicate if a negative number) \$ -3878.25 (C)

D. Deferred Downpayment \$ N/A (D)

E. Manufacturer's Rebate \$ 3000.00 (E)

F. Other N/A \$ N/A (F)

G. Cash \$ 1000.00 (G)

Total Downpayment (C through G) \$ 121.75 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1P above)

7. Amount Financed (5 less 6) \$ 27680.14

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A

Amount \$ N/A Finance Charge \$ N/A

Total \$ N/A Payable in N/A installments of \$ N/A \$ N/A

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable:
N/A

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back of this contract is unable to assign this contract to a financial institution will apply.

Buyer Co-Buyer

reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS** (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

N/A

Date Buyer Signature Age

N/A

Date Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1Q of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 72 Mos. CNA NATIONAL

Name of Gap Contract

I want to buy a gap contract

Buyer Signs X [Signature]

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1K, 1L, 1M, 1N, and/or 1O.

1K Company N/A

Term N/A Mos. or N/A Miles

1L Company N/A

Term N/A Mos. or N/A Miles

1M Company N/A

Term N/A Mos. or N/A Miles

1N Company N/A

Term N/A Mos. or N/A Miles

1O Company N/A

Term N/A Mos. or N/A Miles

Buyer X N/A

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs X [Signature]

Co-Buyer Signs X [Signature]

OPTION 1 You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A Year. **SELLER'S INITIALS**

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON THE COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER SHALL SIGNIFY AND UNDERSTAND THAT SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

\$/\$ X

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X [Signature] Co-Buyer X [Signature]

Notice to Buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

installments of \$ N/A \$ N/A applicable:
from this Loan is shown in item 6D. N/A

Buyer's _____
HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.
Buyer Signs X _____
Co-Buyer Signs X _____

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back of this contract. If the right to cancel if Seller is unable to assign this contract to a financial institution will apply.
X _____
Buyer
X _____
Co-Buyer

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A Year _____ SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X _____ X _____
Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.
Buyer X _____ Co-Buyer X _____

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.
Buyer Signature X _____ Co-Buyer Signature X _____

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

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X _____ Date 04/15/10
Co-Buyer Signature X _____ Date 04/15/10
Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____
GUARANTY: This contract is sold to Buyer. Each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing, even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.
Guarantor(s) hereby accept(s) this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.
Guarantor X _____ Date _____ Guarantor X _____ Date _____
Address _____ Address _____

Seller Signs: KEVIN GARRETT CHEV CAD OF THE DESERT 04/15/10 X DONALD HANSON Title: SALESMAN

VIN: 1G1ZC5EB7 AF [REDACTED] SELLG SCE: 13 MDL YR: 10 ORD NO: NVPBRP

VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	INC 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	1OD01404523		04/06/10	0.00
SETTLEMENT DATE	13 39618	1OD01404523		04/05/10	23,350.94 CR
ORIGINAL INVOIC	13 39618	1OD01404523		03/25/10	23,350.94
COV/NVIS DATE	13 39618	1OD01404523		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

05/14/11

PROCESSING SOURCE: CHEVROLET

10:16:29

PAGE: 1

VIN: 1G1ZC5EB7 AF [REDACTED] 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: [REDACTED]

TRD DOE:

SRVC IN: COACHELLA CA [REDACTED]

SRVC OUT: CANC SRVC IN:

BFSO ORD DT: BFSO CUST:

PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 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
NCC	01	13 39618	00037192240	05/04/10	3,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
 DATA SCE: DLR INC MEMO NO: 00037192240 AUTH PUR CD:
 MISC DATE: 04/15/10 MISC:
 POLICY PYMT CMNT: ACTV TYPE: 6

2010 MALIBU 1LT
51U GOLD MIST METALLIC /L4G
34B COCOA/CASHMERE
ORDER NO. NVPBRP/TRE STOCK NO.
VIN 1G1 ZC5E B7 AF [REDACTED]
*****13*39618S

GENERAL MOTORS LLC
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 10D01404523

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZH69 MALIBU 1LT	22715.00	21579.26	INVOICE 03/25/10
LE5 ENGINE, 2.4L DOHC MFI	N/C	N/C	SHIPPED 03/25/10
MH8 TRANSMISSION, 6-SPEED AUTOMATIC	0.00	0.00	EXP I/T 04/06/10
TAPSHIFT MANUAL SHIFT CONTROL			INT COM 04/06/10
PCR INTERFACE PACKAGE:	250.00	220.00	PRC EFF 03/25/10
*USB PORT			KEYS G0033 G0033
*REAR 110V OUTLET			WFP-S MTH OPT-2
PDC POWER CONVENIENCE PACKAGE:	525.00	462.00	BANK: J P MORGAN
*POWER 6-WAY DRIVER SEAT			CHG-TO 39-618
*REMOTE START			
*BLUETOOTH FOR PHONE			SHIP WT: 3367
PDM PREMIUM MAT PACKAGE:	185.00	162.80	HP: 19.3
*PREMIUM CARPETED FLOOR MATS, FRONT/BACK			PREFER: 23649.76
*TRUNK MAT			MRM: 24495.00
			DAN: 1LT
			ALLOW: 171.87
UE1 1YR ONSTAR DIRECTIONS W/ AUTOMATIC CRASH RESPONSE AND TURN-BY TURN NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC COVERAGE)	N/C	N/C	
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	
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		

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.

KEN GARFF CHEVROLET CADILLAC OF THE



scott.m.goff@chevrolet.com

05/03/2013 11:29 AM

To marybeth_hollman@gmexpert.com

cc

bcc

Subject Re: NISM 71-1178389907 [REDACTED]

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 [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-1178389907
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZC5EB7AF [REDACTED]
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.



**MaryBeth
Hollman/Austin/GM1**

05/06/2013 04:34 PM

To Aaron Goldberg
<aaron@asglawoffices.com>@SITEWCWEB

cc

bcc

Subject [REDACTED] v GM / 2010 Chevrolet Malibu

RE: Customer Last Name: [REDACTED]
Service Request: 71-1178389907
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZC5EB7AF [REDACTED]
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



Aaron Goldberg
<aaron@asglawoffices.com>

05/06/2013 01:08 PM

To marybeth_hollman@gmexpert.com

cc

bcc

Subject Re: [REDACTED] // 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: aaron@asglawoffices.com
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: aaron@asglawoffices.com
Website: www.asglawoffices.com

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

<aaron@asglawoffi
ces.com> To
Mary Beth Hollman
05/01/2013 01:57 <
marybeth_hollman@gmexpert.com>
PM cc
Subject
[REDACTED] z //
SR# 71-1178389907 // Documents
Attached

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: aaron@asglawoffices.com
Website: www.asglawoffices.com

[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: [REDACTED] v. General Motors
Service Request: 71-1178389907
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZC5EB7AF [REDACTED]
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 (this includes sales tax of \$ 2,148.13)	\$ Upon Proof*
Total down payment	\$ 4,000.00
<u>Registration (11 months)</u>	<u>\$ 193.42</u>
Subtotal:	\$ As Calculated
Less Usage/Depreciation (based on the service event at 6,065 miles)	\$ Upon Proof*
Less GAP Insurance	\$ 725.00
Less Negative Equity	\$ 3,878.25
Less Finance Charges on Negative Equity	\$ Upon Proof*
Less Incentives	\$ 3,000.00
<u>Less Late Fees</u>	<u>\$ Upon Proof*</u>

Subtotal:	\$ As Calculated
<u>Attorney's Fees</u>	<u>\$ 3,000.00</u>
Subtotal:	\$ As Calculated

* Payoff to lien holder (good through Unknown Date) \$ Upon Proof*

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

Total Repurchase Offer	\$ As Calculated
------------------------	------------------

<i>Total due to attorney and clients:</i>	\$ As Calculated
---	------------------

* In spite of our good faith efforts, General Motors has been unable to obtain the needed financial information independently. We ask for the assistance of your firm in promptly providing a complete payment history from the lender, on their letterhead, from which the needed figures can be calculated. In addition to a complete payment history, we will also need a lien payoff and a per diem.

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

General Motors requests you make this offer available to your 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.

January 28, 2014
Page 3

Sincerely,

General Motors

Attach.

CURRENT VEHICLE MILEAGE: _____

Client's Signature

Client's Signature

Date

Date

cc: FILE

RELEASE OF LIEN INFORMATION

I [Redacted]
(Client's Name)

hereby authorize Ally Bank
(Lien holder Name) 1-888-925-2539
Ally Financial P.O. Box 380901 Bloomington MN 55438
(Lien holder Physical Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # [Redacted]
(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 5/4/13

VEHICLE INFORMATION

The current vehicle mileage is 34,884 Date mileage read: 5/4/13

[Redacted]
Signature

[Redacted]
Signature

1 Zip Code & Style
2 Colors & Options
3 Condition & Mileage
4 True Market Value®

2010 Chevrolet Malibu Sedan - What Your Car is Worth



[Photos](#)

[Videos](#)

[360](#)

92253

[UPDATE](#)

Pricing for La Quinta, CA

True Market Value®

Trade-in [?](#)

Dealer Retail

\$11,491

\$13,992

[SHOP FOR THIS CAR](#)

Private Party Sale

\$12,788

Pricing Details for a 2010 Chevrolet Malibu Sedan LT1 4dr Car

Customized True Market Value® Prices

	Trade-In	Private Party	Dealer Retail
National Base Price	\$10,718	\$11,977	\$13,093
Optional Equipment	\$394	\$432	\$520
Bluetooth	\$60	\$66	\$79
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
Regional Adjustment - for Zip Code 92253	\$-22	\$-24	\$-26
Mileage Adjustment - 34,884 miles	\$384	\$384	\$384
Condition Adjustment - Clean	\$0	\$0	\$0
Total	\$11,491	\$12,788	\$13,992





Aaron Goldberg
<aaron@asglawoffices.com>

05/06/2013 07:49 PM

To marybeth_hollman@gmexpert.com

cc

bcc

Subject Re: [REDACTED] v GM / 2010 Chevrolet Malibu

1 attachment



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
Fax: (310) 425-3115
Email: aaron@asglawoffices.com
Website: www.asglawoffices.com

On May 6, 2013, at 1:34 PM, marybeth_hollman@gmexpert.com wrote:

RE: Customer Last Name: [REDACTED]
Service Request: 71-1178389907
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZC5EB7AF [REDACTED]
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,

General Motors<Offer 5-6-2013 [REDACTED] doc>



PO Box 380901
Bloomington, MN 55438-0901

May 06, 2013

[REDACTED]
COACHELLA, CA [REDACTED]

Account No.: [REDACTED]
Vehicle: 2010 CHEVROLET MALIBU
VIN: 1G1ZC5EB7AF [REDACTED]

Dear [REDACTED]

I have enclosed a payment history for your account as you requested. If you have any further questions, please do not hesitate to call the toll free number listed below.

Thank you for financing with Ally Financial.

Sincerely,
Ally Financial
888-925-ALLY (2559)
allyauto.com

Attachment

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



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 :



PO Box 380901
Bloomington, MN 55438-0901

May 07, 2013

GM LEGAL
7401 E BEN WHITE BLVD
AUSTIN, TX 78741

Customer: [REDACTED]
Account No.: [REDACTED]
Vehicle: 2010 CHEVROLET MALIBU
VIN: 1G1ZC5EB7AF [REDACTED]

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).

Present Unpaid Balance	\$	15,428.15
Finance Charges Accrued to Date	+	104.00
Late Charges Due	+	0.00
Other Charges Due	+	0.00
Net Amount To Be Remitted	\$	15,532.15

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



**MaryBeth
Hollman/Austin/GM1**

05/09/2013 03:40 PM

To Aaron Goldberg
<aaron@asglawoffices.com>@SITE LCWEB

cc

bcc

Subject [REDACTED] v GM / 2010 Chevrolet Malibu

RE: Customer Last Name: [REDACTED]
Service Request: 71-1178389907
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZC5EB7A[REDACTED]
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,

General Motors



May 9, 2013

Aaron Goldberg, Esq.
ASG Law Offices
4640 Admiralty Way, Suite 500
Marina Del Rey, CA 90292

RE: [REDACTED]
Service Request: 71-1178389907
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZC5EB7AF [REDACTED]
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
<u>Registration (11 months)</u>	<u>\$ 193.42</u>
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
<u>Less Gap Insurance</u>	<u>\$ 725.00</u>
Subtotal:	\$ 11,887.93
<u>Attorney's Fees</u>	<u>\$ 3,000.00</u>
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 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

cc: FILE

Attach

CURRENT VEHICLE MILEAGE: _____

Client's Signature

Client's Signature

Date

Date

RELEASE OF CLAIM

1. We, [REDACTED] (hereinafter referred to as "Releasor(s)"), as buyers of a certain 2010 Chevrolet Malibu, bearing Vehicle Identification Number 1G1ZC5EB7AF [REDACTED] (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 [REDACTED] & 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 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,

Initials: _____

(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: _____

Initials: _____

WITNESS: _____

Claimant's Signature

Claimant's Signature

Address

Address

City, State, Zip Code

City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____,
20____, by _____.

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File



Aaron Goldberg
<aaron@asglawoffices.com>
>
05/13/2013 01:49 PM

To marybeth_hollman@gmexpert.com
cc
bcc
Subject Re: [REDACTED] v GM / 2010 Chevrolet Malibu

1 attachment



[REDACTED] signed repurchase docs.pdf

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: aaron@asglawoffices.com
Website: www.asglawoffices.com

On May 9, 2013, at 2:09 PM, Aaron Goldberg <aaron@asglawoffices.com> 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: aaron@asglawoffices.com
Website: www.asglawoffices.com

On May 9, 2013, at 2:00 PM, marybeth_hollman@gmexpert.com wrote:

RE: Customer Last Name: [REDACTED]
Service Request: 71-1178389907
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZC5EB7AF [REDACTED]
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

05/09/2013 04:56
PM

cc

Subject
Re: [REDACTED] v GM / 2010 Chevrolet
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
Fax: (310) 425-3115
Email: aaron@asglawoffices.com
Website: www.asglawoffices.com

On May 9, 2013, at 12:40 PM, marybeth_hollman@gmexpert.com wrote:

RE: Customer Last Name: [REDACTED]
Service Request: 71-1178389907
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZC5EB7AF [REDACTED]
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 [REDACTED].doc)(See attached file: Release 5-9-2013 [REDACTED].doc)

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

Sincerely,

General Motors<Offer 5-9-2013 Morales.doc><Release 5-9-2013 [REDACTED].doc>



May 9, 2013

Aaron Goldberg, Esq.
ASG Law Offices
4640 Admiralty Way, Suite 500
Marina Del Rey, CA 90292

RE: [REDACTED]
Service Request: 71-1178389907
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZC5EB7AF [REDACTED]
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
<u>Registration (11 months)</u>	<u>\$ 193.42</u>
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
<u>Less Gap Insurance</u>	<u>\$ 725.00</u>
Subtotal:	\$ 11,887.93
<u>Attorney's Fees</u>	<u>\$ 3,000.00</u>
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
<i>Total due to attorney and clients:</i>	\$ 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,

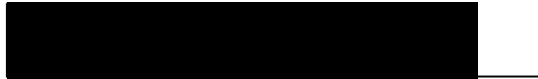
General Motors

cc: FILE

Attach



CURRENT VEHICLE MILEAGE: 35,075



// Client's Signature

5-10-13

Date



Client's Signature

5/10/13

Date

RELEASE OF CLAIM

1. We, [REDACTED] (hereinafter referred to as "Releasor(s)"), as buyers of a certain 2010 Chevrolet Malibu, bearing Vehicle Identification Number 1G1ZC5EB7AF [REDACTED] (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 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 [REDACTED] & 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 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 10th DAY OF
May, 2013.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 35,075 DATE SIGNED: 5/10/13

WITNESS: _____



[Redacted]

Address

Coachella, CA
City, State, Zip Code

[Redacted]

Address

Indio, CA
City, State, Zip Code

STATE OF California
COUNTY OF Riverside

Sworn to (or affirmed) and subscribed before me this 10 day of May,
2013, by [Redacted]

Signature of Notary Public

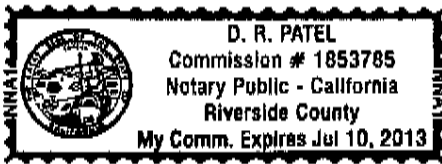
D.R. PATEL

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification

Type of identification California Drivers License

My commission expires: July 10, 2013



CC: File



Case Number: 201456
Originator Name: [REDACTED] 512-386-0832 MaryBeth_Hollman@gmexpert.com
Created Date: 05/14/2013

Vehicle Info

***VIN:** 1G1ZC5EB7AF [REDACTED] **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 *** Repurchase Mileage:** 35075
*** Original Purchase Condition:** New

Vehicle Owner(s)

Entity Type: Joint Owners
*** Names(s) on Title:** [REDACTED] *** Title State:** CA
*** Primary Owner:** [REDACTED] *** Secondary Owner:** [REDACTED]
*** Address:** [REDACTED]
*** City:** Coachella *** State:** CA *** ZIP Code:** [REDACTED]
*** Day Phone:** [REDACTED] *** Home Phone:** [REDACTED] *** Cell Phone:** [REDACTED]
*** E-mail:** [REDACTED] *** Fax Phone:** [REDACTED]

*** 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
*** Phone:** (760) 771-8200 **Fax:** (760) 771-1280
*** 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. #:
Firm Name: ASG Law Offices **Tax Id:**
Address: 4640 Admiralty Way, Suite.. **Contact:** Aaron S. Goldberg, Esq. **Tax Id Type:** N
City: Marina Del Ray **State:** CA **Zip Code:** 90292
Phone: (310) 594-5955 **Fax:** (310) 425-3115 **E-mail:** aaron@asglawoffices.com

Local Counsel

Firm Name: **Contact Person:**
Address: **State:** **Zip Code:**
City: **Fax:** **E-mail:**
Phone:



Case Number: 201456
Originator Name: [REDACTED] 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 #:	[REDACTED] 3
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..		
City	Louisville	State	KY	ZIP Code:	40213
Day Phone:	(800) 200-4622	Fax:	1-800-255-9502	E-mail:	

Transaction Details

Siebel Request #:	71-1178389907	* Disposition:	Auction	Trans. State:	CA
* Trans. Type:	Straight	Trans. Source:	Early Res - NISM - Vol Mediated		
Compliance Type:		Compliance Date:		Money to Dealer:	0.0
* Closing Date:	2013-05-28	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	Payee Line 2	Amount
Joint Customer/Attorney Repurchase	[REDACTED]	ASG Law Offices	14887.93
Lien Payoff	Ally Financial		15600.4

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: [REDACTED]
Service Request: 71-1178389907
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZC5EB7AF [REDACTED]
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 [REDACTED]. 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,

General Motors

Susan Hight/Austin/GM1

05/17/2013 04:38 PM

To aaron@asglawoffices.com

cc MaryBeth Hollman/Austin/GM1@GM1

bcc

Subject [REDACTED] v GM - Repurchase Closing

RE: Customer Last Name: [REDACTED]

Service Request: 71-1178389907

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5EB7AF [REDACTED]

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,

General Motors

Susan Hight/Austin/GM1

05/17/2013 04:39 PM

To dang@chevycadlq.com

cc

bcc

Subject [REDACTED] Repurchase

RE: Customer Last Name: [REDACTED]

Service Request: 71-1178389907

2010 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5EB7AF [REDACTED]

Mediation Liaison: Susan Hight

Telephone: 866-790-5700 extension 41238

Fax: 866-857-3108

Dan,

The surrender for [REDACTED] 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 your 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,

General Motors



**MaryBeth
Hollman/Austin/GM1**

05/30/2013 10:51 AM

To "Nohemi Duncan"

<Nohemi.Duncan@gmrvdchq.com>@SITELCWEB

cc

bcc

Subject RVDC Case 201456 - [REDACTED] 2010 Chevrolet Malibu

RE: Customer Last Name: [REDACTED]
Service Request: 71-1178389907
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZC5EB7AF [REDACTED]
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,

General Motors



Nohemi Duncan
<Nohemi.Duncan@gmrvdchq.com>

05/31/2013 10:13 AM

To "marybeth_hollman@gmexpert.com"
<marybeth_hollman@gmexpert.com>

cc

bcc

Subject RE: RVDC Case 201456 - [REDACTED] 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 - [REDACTED] 2010 Chevrolet Malibu

RE: Customer Last Name: [REDACTED]
Service Request: 71-1178389907
2010 Chevrolet Malibu
Vehicle Identification Number: 1G1ZC5EB7AF [REDACTED] 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,

General Motors



Nohemi Duncan
<Nohemi.Duncan@gmrvdchq.com>

06/04/2013 04:16 PM

To "marybeth_hollman@gmexpert.com"
<marybeth_hollman@gmexpert.com>
cc
bcc
Subject FW: 201456-[REDACTED]

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-[REDACTED]

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

F 888.412.3343

nohemi.duncan@gmrvdchq.com

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Request for Taxpayer Identification Number and Certification

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

Print or type See Specific Instructions on page 2.	Name (as shown on your income tax return) Aaron S. Goldberg	
	Business name/disregarded entity name, if different from above ASG Law Offices	
	Check appropriate box for federal tax classification: <input checked="" type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ <input type="checkbox"/> Exempt payee <input type="checkbox"/> Other (see instructions) ▶	
	Address (number, street, and apt. or suite no.) 4640 Admiralty Way, Suite 500 City, state, and ZIP code Marina del Rey, CA 90292 List account number(s) here (optional)	
Requester's name and address (optional)		

Part I Taxpayer Identification Number (TIN)

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

Social security number	

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


Employer identification number

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here	Signature of U.S. person 	Date ▶ 11-15-12
------------------	---	------------------------

General Instructions

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

Purpose of Form

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

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

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.

January 28, 2014

[REDACTED]
Little Chute, WI [REDACTED]

Dear [REDACTED]

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 one service visit on VIN 1G2ZG58N874 [REDACTED]. 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 original letter must be surrendered by the customer and retained by the dealer for audit purpose

January 28, 2014

[REDACTED]
Muncie, IN [REDACTED]

Dear [REDACTED]

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 one service visit on VIN 1G1ZH57BX94 [REDACTED]. 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 original 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: [REDACTED]

Involved Dealership: Muncie Chevrolet Cadillac, Inc., 196453, Muncie, IN

Dealership Contact: «SERVICE MANAGER NAME»

VIN: 1G1ZH57BX94 [REDACTED]

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,

General Motors

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 display 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 [REDACTED], [REDACTED] PawPaw MI [REDACTED], [REDACTED] [REDACTED] 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.

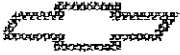
System (2:25:20 PM): [Customer has left the session]

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]

**GMC****HUMMER****General Motors Business Resource Center****FAX****To: Charles Back**

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:

-If not, why not?

71-989990530

2. To your knowledge any accidents? *NO*

3. To your knowledge any insurance claims? *NO*

4. To your knowledge any aftermarket modifications? *NO*

Thank you

DEC 13, 2011 SUMMARY HISTORY DISPLAY

Store 01 SERVC01 PORT 5051 3100

CUSTOMER NAME		SERIAL NO. 1G1ZC5E19BF						
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.....
1	296401	11/15/2011	9354	A				
				T				
2	293357	✓ 10/03/2011	9354	A		1 W	99CVZRENTAL	RENTAL VEHICLE
				T				
3	292908	✓ 09/26/2011	8894	A		1 W	42CVZ	AXLE+DIFF+TRANSF
				T				RENTAL VEHICLE
4	292682	✓ 09/22/2011	8028	A		2 W	99CVZRENTAL	RENTAL VEHICLE
				T				
5	292001	✓ 09/13/2011	7986	A		1 W	32CVZ	FUEL SYSTEM
				T				
				T		2 W	99CVZRENTAL	RENTAL VEHICLE
				T		3 W	28CVZ004	ELECTRICAL

(E=ENTER) (F=FORWARD) (P=PAGE) (LINE#) (S=SUMMARY PRINT) (HO=HOSTS)

DEC 13, 2011 SUMMARY HISTORY DISPLAY

Store 01 SERVC01 PORT 5051 3100

CUSTOMER NAME	[REDACTED]	SERIAL NO.	1G1ZC5E19BF	[REDACTED]
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			
				T	5611	1 I	90CVZ	PRE DELIVERY INS

(E=ENTER) (P=PAGE) (LINE#) (S=SUMMARY PRINT) (HO=HOSTS) E



284929

Chevrolet Sales, Inc.

1099 LILA AVENUE • MILFORD, OH 45160 • PH (513) 831-5555 • FAX (513) 248-7185
 PARTS DIRECT LINE (513) 248-7171



284929

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. _____ SERVICE STATE REG# OH _____

CALL WHEN READY: <input type="checkbox"/> Yes <input type="checkbox"/> No	VEHICLE ID NO. 1G1ZC5E19BF	YEAR/MAKE/MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT	PRODUCTION DATE	STOCK NO. BF387363	LICENSE NO.	R. O. NO. 284929	
	MIKE CASTRUCCI CHEV 1099 LILA AVENUE MILFORD, OH 45150		CUSTOMER NO. 1	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	
	DHN@A.COM	RESIDENCE PHONE	BUSINESS PHONE 513-831-5555	COLOR BLACK GRANITE/TIT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
	TIME RECEIVED 09:36am	DATE/TIME PROMISED 06/06/11 11:59pm	PRIORITY	TURBO	M/MC CVZZ	AIR COND.	P.S.
	APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR RATE	MILEAGE 10	ADVISOR NO. 4954	ADVISOR JAMES CASTRUCCI	TAG NO.	R. O. DATE 06/06/11

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employee permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. ANY NO CHARGE WARRANTY WORK SUBJECT TO APPROVAL. CUSTOMER AGREES THAT VERBAL OR TELEPHONE AUTHORIZATION NOTED BY SERVICE WRITER CONSTITUTES CUSTOMER'S SIGNATURE AS IF FULLY WRITTEN. IN THE EVENT THAT YOU, THE CUSTOMER, AUTHORIZE COMMENCEMENT BUT DO NOT AUTHORIZE COMPLETION OF A REPAIR OR SERVICE, A CHARGE WILL BE IMPOSED FOR DISASSEMBLY, REASSEMBLY OR PARTIALLY COMPLETED WORK. SUCH CHARGE WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR OR PARTS INVOLVED IN THE INSPECTION, REPAIR OR SERVICE.

CUSTOMER SIGNATURE X _____

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL **564**

X _____

1. **90CVZ PRE DELIVERY INSPECT**
 PERFORM NEW VEHICLE INSPECTION ACCORDING TO MANUFACTURER SPECIFICATIONS

1.3

LIMITED WARRANTY: The only warranties 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 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 _____ 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 _____ I DO NOT REQUEST AN ESTIMATE _____
ATTENTION: WE ARE NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE.	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
TERMS: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD	REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> DISCARD



AD-30200 E Reynolds and Reynolds TO ORDER: www.reynolds.com, 1-800-344-6796, Ext. 1-900-343-1855



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CVCS284929

CUSTOMER NO. 1		ADVISOR JAMES CASTRUCCI	4954	TAG NO.	INVOICE DATE 06/06/11	INVOICE NO. CVCS284929
MIKE CASTRUCCI CHEV 1099 LILA AVENUE MILFORD, OH 45150 DNH@A.COM RESIDENCE PHONE BUSINESS PHONE 513-831-5555		LABOR RATE	LICENSE NO.	MILEAGE 10	COLOR BLACK GRANI	STOCK NO. BF387363
		YEAR / MAKE / MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT			DELIVERY DATE 06/26/11	DELIVERY MILES 15
		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. NO.	R.O. DATE 06/06/11	
COMMENTS		MO:				

JOB# 1 CHARGES-----
 LABOR-----
 J# 1 90CVZ PRE DELIVERY INSPECT TECH(S):5611 INTERNAL
 PERFORM NEW VEHICLE INSPECTION ACCORDING TO MANUFACTURER SPECIFICATIONS
 NEW VEHICLE PDI PERFORMED

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX CVES JOB# 1 TOTAL 0.00

TOTALS-----
 CASH CHECK #..... A.R. CONTROL #.....
 VISA M/C DISCOVER A/X CAR CARE ONE
 PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE (APPLIED TO CUSTOMER PD REPAIRS)
 TOTAL LABOR.... 0.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 0.00

In the near future, you may receive a satisfaction survey from General Motors based on this service visit. If you are not able to return it "COMPLETELY SATISFIED", please contact Service Manager, CHARLES BACK, or Sales Manager, SEAN STEVENSON, prior to completing the survey. Thank you!

TOTAL INVOICE \$ 0.00

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.

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

DEALER 160255

VIN STATUS INQUIRY

06/06/11

RO NUMBER: VIN: 1G12C5E19B[REDACTED]
MIKE CASTRUCCI CHEV,

Page 1

VEHICLE INFORMATION:

MODEL: 1ZH69 -2011 MALIBU LT SEDAN
BARS ORDER TYPE: 70 - RETAIL - STOCK
ORDER NUMBER: PQDG89

INVOICE DATE: 05/25/2011

VEHICLE WEIGHT: 1989 MILEAGE AT DELIVERY: 0 BUILD DATE: 05/25/2011 PLANT: F -
DELIVERING DEALER: PHONE: BAC:
DELIVERY TYPE CODE: DESCRIPTION: DELIVERY DATE:

SERVICE CONTRACT: NO BRANDED TITLE: NO OPTION: YES WARRANTY BLOCK: NO PDI STATUS: Y

APPLICABLE WARRANTIES:	STATUS	EFFECTIVE DATE	EFFECTIVE ODOMETER	END DATE	END 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	0	05/25/2019	80000

REQUIRED FIELD ACTIONS:

CODE	CAMPAIGN DESCRIPTION	DISPOSITION	TYPE	DATE	EXP DATE
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SERVICE INFORMATIONAL ITEMS:

ITEM#	DESCRIPTION	SERVICE DATE	TYPE
-------	-------------	--------------	------

RO NUMBER	REPAIR DATE	ODOMETER	SERVICE TYPE	REPAIR BAC	REPAIR DEALER	PHONE
A87363	05/27/2011	1	WARRANTY	160255	MIKE CASTRUCCI CHEVROLET-OLDSMOBILE	5138315555

JOB	RELATED	AUTHORIZATION CODE	ADJUSTED	TRANS TYPE	CAUSAL PART NUMBER	DESCRIPTION
1	NO			ZPDI		
	LABOR OPERATION	DESCRIPTION				
	Z7000	PRE-DELIVERY INSPECTION - BASE TIME				

----- END OF REPORT -----

MIKE CASTRUCCI RIVER'S EDGE COLLISION CENTER

691 US Route 50 • MILFORD, OH 45150
MAIN PH (513) 831 • 5555 • BODYSHOP (513) 831 • 5460
FAX (513) 831 • 5860

287173

483050326

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/06/11	284929	10	4954	5611	I	90CVZ	PRE DELIVERY INSPECT

SALESPERSON NO. 5284 KEVIN M BACHMAN **B O D Y** STATE REG# OH

VEHICLE ID NO. 1G1ZC5E19BF	YEAR/MAKE/MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT	PRODUCTION DATE 06/26/11	STOCK NO. BF387363	LICENSE NO.	R. O. NO. 287173
CUSTOMER NO. 68087	SERVICE CONTRACT	DELIVERY DATE 06/26/11	DELIVERY MILES 15	SELLING DEALER NO.	R. O. DATE 07/06/11
COLOR BLACK GRANITE/TIT	CONTRACT NO.	EXPIRATION DATE 06/26/16	EXPIRATION MILES 100,000	TAG NO.	
TURBO	M/MC CVZZ	AIR COND.	P.S.	TRANS	MILEAGE 10
		ADVISOR NO. 5547	ADVISOR CATHY LAWSON		

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

TIME RECEIVED **05:25pm** DATE/TIME PROMISED **07/06/11 09:00pm** PRIORITY

APPOINTMENT Yes No LABOR RATE

JOB

ORIGINAL CUSTOMER ESTIMATE TOTAL

Mark Ewald

COMMENTS:
NCD

1 **W** 50CVZ002 **BODY** REPAIR TO HOOD

2 **W** 50CVZ003 **PAINT** REFINISH TO HOOD

WARRANTY

103 47
1.5 hrs
7.39

7/3/11

10/20/09/06/11 Bodyshop and Remodeling

The Remodel and Remodeling Company



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PARTS DIRECT LINE (513) 248-7171

CVCB287173



CVCB287173

CUSTOMER NO. 68087	ADVISOR CATHY LAWSON	TAG NO. 5547	INVOICE DATE 07/31/11	INVOICE NO. CVCB287173
	LABOR RATE	LICENSE NO.	MILEAGE 10	COLOR BLACK GRANI
	YEAR / MAKE / MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT			STOCK NO. BF387363
CINCINNATI, OH	VEHICLE I.D. NO. 1 G 1 Z C 5 E 1 9 B F			DELIVERY DATE 06/26/11
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	DELIVERY MILES 15
	COMMENTS			PRODUCTION DATE
			R.O. DATE 07/06/11	

MO:

JOB# 1 CHARGES

LABOR

J# 1 50CVZ002 BODY TECH(S):5292 **WARRANTY**

CUSTOMER STATES IMPERFECTION IN PAINT ON HOOD
VERIFIED CONCERN
SAND, PRIME, BASECOAT AND CLEAR HOOD PANEL A0347 MATERIALS GB

MISC

CODE DESCRIPTION CONTROL NO.

PM PAINT MATERIAL

TOTAL - MISC **0.00**

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCB JOB# 1 TOTAL **0.00**

COMMENTS

NCD
DELETED OPERATION(S)
50CVZ003 PAINT

TOTALS

[] CASH [] CHECK #..... [] A.R. CONTROL #.....

[] VISA [] M/C [] DISCOVER [] A/X [] CAR CARE ONE

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE (APPLIED TO CUSTOMER PD REPAIRS)

In the near future, you may receive a satisfaction survey from General Motors based on this service visit. If you are not able to return it "COMPLETELY SATISFIED", please contact Service Manager, CHARLES BACK, or Sales Manager, SEAN STEVENSON, prior to completing the survey. Thank you!

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.

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

TOTAL INVOICE \$ 0.00

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

Mike Castrucci

Chevrolet Sales, Inc.

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PARTS DIRECT LINE (513) 248-7171



292001

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/06/11	287173	10	5547	5292	W	50CVZ002	BODY
06/06/11	284929	10	4954	5611	I	90CVZ	PRE DELIVERY INSPECT

SALESPERSON NO. 5284 KEVIN M BACHMAN SERVICE STATE REG# OH

CALL WHEN READY: <input type="checkbox"/> Yes <input type="checkbox"/> No	VEHICLE ID NO. 1G1ZC5E19BF	YEAR/MAKE/MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT	PRODUCTION DATE 06/26/11	STOCK NO. BF387363	LICENSE NO.	R.O. NO. 292001
	CUSTOMER NO. 68087	SERVICE CONTRACT	DELIVERY DATE 06/26/11	DELIVERY MILES 15	SELLING DEALER NO.	R.O. DATE 09/13/11
	COLOR BLACK GRANITE/TIT	CONTRACT NO.	EXPIRATION DATE 06/26/16	EXPIRATION MILES 100 000	TID NO. 136	
	TURBO <input type="checkbox"/> M/MC CVZZ AIR COND. <input type="checkbox"/> P.S. <input type="checkbox"/> TRANS <input type="checkbox"/>	MILEAGE 7,986	ADVISOR NO. 5505	ADVISOR DEE DEE COBB		
TIME RECEIVED 09:18am	DATE/TIME PROMISED 09/13/11 11:59pm	PRIORITY	I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic then is hereby acknowledged on vehicle to ensure the amount of repairs thereon. ANY NO CHARGE WARRANTY WORK SUBJECT TO APPROVAL. CUSTOMER AGREES THAT VERBAL OR TELEPHONE AUTHORIZATION NOTED BY SERVICE WRITER CONSTITUTES CUSTOMER'S SIGNATURE AS IF FULLY WRITTEN. IN THE EVENT THAT YOU, THE CUSTOMER, AUTHORIZE COMMENCEMENT BUT DO NOT AUTHORIZE COMPLETION OF A REPAIR OR SERVICE A CHARGE WILL BE IMPOSED FOR DISASSEMBLY, REASSEMBLY OR PARTIALLY COMPLETED WORK. SUCH CHARGE WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNTS OF LABOR AND PARTS REQUIRED TO BE REASSEMBLED OR REPAIRED.			
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE	CUSTOMER SIGNATURE X				

ORIGINAL CUSTOMER ESTIMATE: TOTAL **5500**

1. **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

2. **W 99CVZ RENTAL RENTAL VEHICLE ENTERPRISE**

3) Order to customer

RECEIVED SEP 11 2011

SPECIAL ORDERED PARTS

TECH **MY** ADVISOR **PC** DATE **9-13-11**

15835337

12583.6

LIMITED WARRANTY: The only warranties 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 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
	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: <input type="checkbox"/> WRITTEN ESTIMATE <input checked="" type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> I DO NOT REQUEST AN ESTIMATE
---	---

ATTENTION: WE ARE NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE.	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
TERMS: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD	REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> DISCARD





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CVCS292001



CVCS292001

CUSTOMER NO. 68087	ADVISOR DEE DEE COBB	5505	TAG NO. 736	INVOICE DATE 09/16/11	INVOICE NO. CVCS292001
	LABOR RATE	LICENSE NO.	MILEAGE 7,986	COLOR BLACK GRANI	STOCK NO. BF387363
	YEAR / MAKE / MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT			DELIVERY DATE 06/26/11	DELIVERY MILES 15
CINCINNATI, OH	VEHICLE I.D. NO. 1G1ZC5E19BF			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	R.O. NO.		R.O. DATE 09/13/11	
COMMENTS					MO:

JOB# 1 CHARGES

LABOR
J# 1 32CVZ FUEL SYSTEM TECH(S):5500 WARRANTY
 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
 CURRENT VALUES: 24.5 MPG AND AVG SPEED 35 MPH.
 RESET VALUES TO ZERO AND ROAD TEST VEHICLE 24 MILES FROM
 DEALERSHIP TO 5 MILE ROAD AND BACK. RECHECK VALUES
 ENDING VALUES: 29 MPG AND AVE SPEED 60 MPH. CRUISE WAS
 SET AT 70 MPH ON FREEWAY
 VEHICLE OPERATING TO DESIGNED INTENT

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.

JOB# 1 TOTALS
 JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 99CVZ RENTAL RENTAL VEHICLE TECH(S):5500 WARRANTY
 RENTAL VEHICLE
 ENTERPRISE

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	INTERNAL
	102365	3811D5424	09/20/11	RENTAL - NISSAN VEHICLE		0.00
TOTAL - SUBLET						0.00

JOB# 2 TOTALS
 JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3+28CVZ004 ELECTRICAL TECH(S):5500 WARRANTY
 TRACTION CONTROL LIGHT ON
 TRACTION CONTROL SWITCH STICKING CAUSING UNWANTED
 DEACTIVATION
 REPLACED TRACTION CONTROL SWITCH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	15835337	SWITCH 4.710		0.00
TOTAL - PARTS					0.00

JOB# 3 TOTALS
 JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

COMMENTS
 ENTERPRISE

Mike Castrucci

Chevrolet Sales, Inc.

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PARTS DIRECT LINE (513) 248-7171



CVCS292001

CUSTOMER NO. 68087	ADVISOR DEE DEE COBB	5505	TAG NO. 736	INVOICE DATE 09/16/11	INVOICE NO. CVCS292001
[REDACTED] CINCINNATI, OH [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 7,986	COLOR BLACK GRANI	STOCK NO. BF387363
	YEAR / MAKE / MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT			DELIVERY DATE 06/26/11	DELIVERY MILES 15
	VEHICLE I.D. NO. 1 G 1 Z C 5 E 1 9 B F [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.		R.O. DATE 09/13/11	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO:

TOTALS-----

[] CASH [] CHECK #..... [] A.R. CONTROL #.....

[] VISA [] M/C [] DISCOVER [] A/X [] CAR CARE ONE

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE (APPLIED TO CUSTOMER PD REPAIRS)

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

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CUSTOMER SIGNATURE _____

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

Job #	Tech #	Complaint	LIBR WRS	Description	Parts	Labor	Total	Time Stamp
1		Complaint - Current values. 24.5mpg Avg speed 35mph.						
		Reset values to zero + Road test		mileage 7986 in 8010 out				
		Cause - 24 miles from dealership to 5 mile road + back. Recheck values AVG 29mpg + 60mph Cruise was set at 70 on freeway.						SEP 13 14.4
		Correction - operating normally (clock time)						SEP 13 15.5
2		Complaint - stuck traction control switch sticking causing unwanted deactivations						
		Cause - replace traction control switch						
		Correction -						
3		Complaint -						
		Cause -						
		15835337						
		WARRANTY PARTS RETURNED						
		9-16-11 INIT [Signature]						
		Correction -						
						Tax		
						Total		
Job Okayed					Job Okayed			
\$					\$			
Time					Time			
Date					Date			

Dec. 19, 2011 9:26AM
 GM BRC
 512386 0786
 No. 0806 P. 12/27

Mike Castrucci

292682

Chevrolet Sales, Inc.



292682

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PARTS DIRECT LINE (513) 248-7171

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MLEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/13/11	292001	7986	5505	5500	W	32CVZ	FUEL SYSTEM
07/06/11	287173	10	5547	5500	W	99CVZRENTAL	RENTAL VEHICLE
06/06/11	284929	10	4954	5292	W	28CVZ004	ELECTRICAL
				5611	I	50CVZ002	BODY
						90CVZ	PRE DELIVERY INSPECT

SALESPERSON NO. 5284 KEVIN M BACHMAN

S E R V I C E

STATE REG# OH

CALL WHEN READY: <input type="checkbox"/> Yes <input type="checkbox"/> No	VEHICLE ID NO. 1G1ZC5E19BE	YEAR/MAKE/MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT	PRODUCTION DATE 06/26/11	STOCK NO. BF387363	LICENSE NO. 292682
CUSTOMER NO. 68087	SERVICE CONTRACT	DELIVERY DATE 06/26/11	DELIVERY MILES 15	SELLING DEALER NO.	R.O. DATE 09/22/11
COLOR BLACK GRANITE/TIT	CONTRACT NO.	EXPIRATION DATE 06/26/16	EXPIRATION MILES 100,000	TAG NO. 311	ADVISOR NO. 5505
TURBO <input type="checkbox"/>	M/MC CVZZ	AIR COND. <input type="checkbox"/>	P.S. <input type="checkbox"/>	TRANS	ADVISOR DEE DEE COBB
MILEAGE 8,022	I hereby authorize the repair work hereon to be done along with the necessary material and agree that you are not responsible for damage to vehicle or articles left in vehicle in case of fire, theft or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. ANY NO CHARGE WARRANTY WORK SUBJECT TO APPROVAL. CUSTOMER AGREES THAT VERBAL OR TELEPHONE AUTHORIZATION NOT AUTHORIZE COMPLETION OF A REPAIR OR SERVICE. A CHARGE WILL BE IMPOSED FOR DISASSEMBLY, REASSEMBLY OR PARTIALLY COMPLETED WORK. SUCH CHARGE WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF WORK PERFORMED.				
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DATE/TIME PROMISED 10:13am 09/22/11 11:59pm	PRIORITY	LABOR RATE	CUSTOMER SIGNATURE X	

ORIGINAL CUSTOMER ESTIMATE: TOTAL

COMMENTS:
RELOOK / ENTERPRISE

1 W 42CVZ AXLE+DIFF+TRANSFER
CUSTOMER STATES TRACTION OFF STILL DISPLAYING AND NOW ESC LIGHT ALSO COMING ON

2 W *99CVZRENTAL RENTAL VEHICLE ENTERPRISE
SPECIAL ORDERED PARTS

LIMITED WARRANTY: The only warranties 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 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
	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: <input type="checkbox"/> WRITTEN ESTIMATE <input type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> I DO NOT REQUEST AN ESTIMATE
--	--

ATTENTION: WE ARE NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE.	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
TERMS: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD	REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> DISCARD



Handwritten notes:
15835337 5500
15856337
not in stock since 9/13-Blue
RECEIVED SEP 27 2011
RECEIVED SEP 27 2011
History
PIC 5074B done 9/13 come out 9/21
2714823 0561-71
1885655
OK to pay



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PARTS DIRECT LINE (513) 248-7171

CVCS292682



CVCS292682

CUSTOMER NO. 68087	ADVISOR DEE DEE COBB	5505	TAG NO. 311	INVOICE DATE 09/23/11	INVOICE NO. CVCS292682
	LABOR RATE	LICENSE NO.	MILEAGE 8,022	COLOR BLACK GRANI	STOCK NO. BF387363
	YEAR / MAKE / MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT			DELIVERY DATE 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. NO.	R.O. DATE 09/22/11		
COMMENTS					MO: 8028

JOB# 1 CHARGES-----

LABOR
J# 1 42CVZ AXLE+DIFF+TRANSFER TECH(S):5500 WARRANTY

CUSTOMER STATES TRACTION OFF STILL DISPLAYING AND NOW ESC LIGHT ALSO COMING ON
CALL TAC. CHECKED WIRING HARNESS, OKAY. (TAC CASE #71-989990530)
TAC STATES MOST LIKELY NEW SWITCH FAILED
REPLACED TRACTION CONTROL SWITCH, TEST DROVE

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	1583537	SWITCH 4.710		WARRANTY
				TOTAL - PARTS	0.00

G.O.G. & SUPPLIES-----			@	/UNIT	
	1.0	Z5001			WARRANTY
				TOTAL - GOG	0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR
J# 2 99CVZRENTAL RENTAL VEHICLE TECH(S):5500 WARRANTY
RENTAL VEHICLE
ENTERPRISE

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

COMMENTS-----
RELOOK / ENTERPRISE

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.

Mike Castrucci

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CVCS292682



CVCS292682

CUSTOMER NO. 68087	ADVISOR DEE DEE COBB	5505	TAG NO. 311	INVOICE DATE 09/23/11	INVOICE NO. CVCS292682
[REDACTED] CINCINNATI, OH [REDACTED] [REDACTED] [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 8,022	COLOR BLACK GRANI	STOCK NO. BF387363
	YEAR / MAKE / MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT			DELIVERY DATE 06/26/11	DELIVERY MILES 15
	VEHICLE I.D. NO. 1 G 1 Z C 5 E 1 9 B F [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 09/22/11	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
					MO: 8028

TOTALS

[] CASH [] CHECK #..... [] A.R. CONTROL #.....

[] VISA [] M/C [] DISCOVER [] A/X [] CAR CARE ONE

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE (APPLIED TO CUSTOMER PD REPAIRS)

In the near future, you may receive a satisfaction survey from General Motors based on this service visit. If you are not able to return it "COMPLETELY SATISFIED", please contact Service Manager, CHARLES BACK, or Sales Manager, SEAN STEVENSON, prior to completing the survey. Thank you!

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

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.

CUSTOMER SIGNATURE _____

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

Job 1 Tech #	Complaint -	LBR HRS	Description	Parts	Labor	Total	Time Stamp
	Contact + AC. of wiring harness of most likely failed switch, replace JCS Switch + retest what Failure.	1	JCS Switches				
	Cause -						
	Intermittent operation of Switch						
	Correction - Taj dashana would go on for mileage at 8628						
Job 2 Tech #	Complaint -						
	Cause -						
	Correction -						
Job 3 Tech #	Complaint -						
	Cause - 1583533						
	WARRANTY PARTS RETURNED DATE 7-26-11 INT. RO#						
					Tax		
					Total		
		Job Okayed	Job Okayed				
		\$	\$				
		Time	Time				
		Date	Date				

Dec. 19. 2011 9:27AM GM BRC 512 386 0786 No. 0806 P. 16/27



Mike Castrucci
Chevrolet Sales, Inc.

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PARTS DIRECT LINE (513) 248-7171



292908

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/22/11	292682	8022	5505	5500	W	42CVZ	AXLE+DIFF+TRANSFER
09/13/11	292001	7986	5505	5500	W	99CVZRENTAL	RENTAL VEHICLE
				5500	W	32CVZ	FUEL SYSTEM
				5500	W	99CVZRENTAL	RENTAL VEHICLE
07/06/11	287173	10	5547	5500	W	28CVZ004	ELECTRICAL
				5292	W	50CVZ002	BODY

SALESPERSON NO. 5284 KEVIN M BACHMAN **S E R V I C E** 8879 IN STATE REG# OH

CALL WHEN READY: <input type="checkbox"/> Yes <input type="checkbox"/> No	VEHICLE ID NO. 1G1ZC5E19BF	YEAR/MAKE/MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT	PRODUCTION DATE 06/26/11	STOCK NO. BF387363	LICENSE NO.	R.O. NO. 292908
	CUSTOMER NO. 68087	SERVICE CONTRACT	DELIVERY DATE 06/26/11	DELIVERY MILES 15	SELLING DEALER NO. 620	R.O. DATE 09/26/11
	COLOR BLACK GRANITE/TIT	CONTRACT NO. 8894	EXPIRATION DATE 06/26/16	EXPIRATION MILES 100,000	TAG NO. 511	
	TURBO CVZZ	M/MG CVZZ	AIR COND. P.S.	TRANS	MILEAGE 8,022	ADVISOR NO. 5505

I hereby authorize the repair work hereafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. ANY NO CHARGE WARRANTY WORK SUBJECT TO APPROVAL. CUSTOMER AGREES THAT VERBAL OR TELEPHONE AUTHORIZATION NOTED BY SERVICE WRITER CONSTITUTES CUSTOMER'S SIGNATURE AS IF FULLY WRITTEN. IN THE EVENT THAT YOU, THE CUSTOMER, AUTHORIZE COMMENTARY BUT DO NOT AUTHORIZE COMPLETION OF A REPAIR OR SERVICE, A CHARGE WILL BE INCURRED FOR UNFINISHED, REPAIRED OR PARTIALLY COMPLETED WORK. SUCH CHARGE WILL BE DIRECTLY RELATED TO THE AD.

APPOINTMENT: Yes No

LABOR RATE: _____

CUSTOMER SIGNATURE: _____

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

COMMENTS:
RELOOK / ENTERPRISE

1. W *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

2. W *99CVZRENTAL **RENTAL VEHICLE**
RENTAL VEHICLE DRAC 395-4

5500

8894

RECEIVED

SEP 30 2011

Doc # 24013910

ctt 1571

ctt 651

Davidantell will call within 24

71-980990530

LIMITED WARRANTY: The only warranties 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 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 _____
	BY _____
ESTIMATE	INITIAL YOUR CHOICE:
(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.	<input type="checkbox"/> WRITTEN ESTIMATE <input type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> I DO NOT REQUEST AN ESTIMATE
ATTENTION: WE ARE NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE.	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
TERMS: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD	REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> DISCARD

WE HONOR



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CVCS292908

CUSTOMER NO. 68087	ADVISOR DEE DEE COBB	5505	TAG NO. 311	INVOICE DATE 09/28/11	INVOICE NO. CVCS292908
[REDACTED] CINCINNATI, OH	LABOR RATE	LICENSE NO.	MILEAGE 8,879	COLOR BLACK GRANIT	STOCK NO. BF387363
	YEAR / MAKE / MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT	VEHICLE I.D. NO. 1 G 1 Z C 5 E 1 9 B F		DELIVERY DATE 06/26/11	DELIVERY MILES 15
[REDACTED]	F.T.E. NO.	P.O. NO.	R. O. DATE 09/26/11	COMMENTS	
					MO: 8894

JOB# 1 CHARGES-----
 LABOR-----
 J# 1 42CVZ AXLE+DIFF+TRANSFER TECH(S):5500 WARRANTY
 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. RECOMMEND RUN 2 NEW WIRES TO SWITCH FROM
 TERMINAL - TERMINAL WITH NEW ENDS.
 REWIRED TCS SWITCH TERMINAL TO TERMINAL AND ROAD TEST
 ALL WORKING TO DESIGNED INTENT

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.

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
 LABOR-----
 J# 2 99CVZRENTAL RENTAL VEHICLE TECH(S):5500 WARRANTY
 RENTAL VEHICLE
 DRAC 395-4

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

COMMENTS-----
 RELOOK / ENTERPRISE



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CVCS292908



CVCS292908

CUSTOMER NO. 68087	ADVISOR DEE DEE COBB	5505	TAG NO. 311	INVOICE DATE 09/28/11	INVOICE NO. CVCS292908
CINCINNATI, OH	LABOR RATE	LICENSE NO.	MILEAGE 8,879	COLOR BLACK GRANI	STOCK NO. BF387363
	YEAR / MAKE / MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT			DELIVERY DATE 06/26/11	DELIVERY MILES 15
	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. NO.		R.O. DATE 09/26/11	
COMMENTS					MO: 8894

TOTALS -----

[] CASH [] CHECK #..... [] A.R. CONTROL #.....

[] VISA [] M/C [] DISCOVER [] A/X [] CAR CARE ONE

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE (APPLIED TO CUSTOMER PD REPAIRS)

In the near future, you may receive a satisfaction survey from General Motors based on this service visit. If you are not able to return it "COMPLETELY SATISFIED", please contact Service Manager, CHARLES BACK, or Sales Manager, SEAN STEVENSON, prior to completing the survey. Thank you!

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

TOTAL INVOICE \$ 0.00

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.

CUSTOMER SIGNATURE _____

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

Job 1 Tech #	Complaint -	LBR HRS	Description	Parts	Labor	Total	Time Stamp
	tech 2 test code C0561-71						
	Set in History of Enhanced Data						
	Print Job Code & E Contact HPC						
	Cause - Sub code Related to TCS Switch						
	Recommended Run 2 new wires to Switch						
	From Terminal - Terminal at new ends.						SEP 27 12:5
	Correction - Repair TCS Switch terminal to terminal						
	& Road test vehicle now OK						
	(clock time)						SEP 27 14:5
Job 2 Tech #	Complaint -						
	Cause -						
	Correction -						
Job 3 Tech #	Complaint -						
	Cause -						
	Correction -						
					Tax		
					Total		
Job Okayed				Job Okayed			
\$				\$			
Time				Time			
Date				Date			

Dec. 19, 2011 9:28AM
 GM BRC
 512 386 0786
 No. 0806 P. 20/27

Mike Castrucci

Chevrolet Sales, Inc.

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PARTS DIRECT LINE (513) 248-7171



293357

293357

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

Need out mileage

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/26/11	292908	8879	5505	5500	W	42CVZ	AXLE+DIFF+TRANSFER RENTAL VEHICLE
09/22/11	292682	8022	5505	5500	W	42CVZ	AXLE+DIFF+TRANSFER RENTAL VEHICLE
09/13/11	292001	7986	5505	5500	W	32CVZ	FUEL SYSTEM
				5500	W	99CVZRENTAL	RENTAL VEHICLE

SALESPERSON NO. 5284 KEVIN M BACHMAN **S E R V I C E** STATE REG# OH

CALL WHEN READY: <input type="checkbox"/> Yes <input type="checkbox"/> No	VEHICLE ID NO. 1G1ZC5E19BF	YEAR/MAKE/MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT	PRODUCTION DATE 06/26/11	STOCK NO. BF387363	LICENSE NO. 293357
	CUSTOMER NO. 68087	SERVICE CONTRACT	DELIVERY DATE 06/26/11	DELIVERY MILES 15	SELLING DEALER NO. 10/03/11
	COLOR BLACK GRANITE/TIT	CONTRACT NO. 9354	EXPIRATION DATE 06/26/16	EXPIRATION MILES 100,000	TAG NO. 888
	TURNO CVZZ	AIR COND. P.S.	TRANS	MILEAGE 9,315	ADVISOR NO. 5505
RESIDENCE PHONE	BUSINESS PHONE	I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to articles left in vehicle in case of fire, theft or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. ANY NO CHARGE WARRANTY WORK SUBJECT TO APPROVAL. CUSTOMER AGREES THAT VERBAL OR TELEPHONE AUTHORIZATION NOTED BY SERVICE WRITER CONSTITUTES CUSTOMER'S SIGNATURE AS IF FULLY WRITTEN. IN THE EVENT THAT YOU, THE CUSTOMER, AUTHORIZE COMMENCEMENT BUT DO NOT AUTHORIZE COMPLETION OF A REPAIR OR SERVICE, A CHARGE WILL BE INCURRED FOR DISASSEMBLY, REASSEMBLY OR PARTIALLY COMPLETED WORK. SUCH CHARGE WILL BE DIRECTLY RELATED TO THE ACTUAL WORK PERFORMED.			
TIME RECEIVED 03:28pm	DATE/TIME PROMISED 10/03/11 11:59pm	PRIORITY	CUSTOMER SIGNATURE X		

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

COMMENTS:
SEE HISTORY / DRAC RESERVED

1 **W *42CVZ** **AXLE+DIFF+TRANSFER**
CUSTOMER STATES TRAC / ESC LIGHT STILL COMING ON. CAME ON AT START UP AND STAYED ON.

2 **W *99CVZRENTAL** **RENTAL VEHICLE**
RENTAL VEHICLE DRAC 390

WARRANTY **SPECIAL ORDERED PARTS**

COUNTER BERGON 2094/534 5225 10-5-11

ORDER TYPE E (S)

5500
52800
23
OK
Keep involved
Charles RECEIVED
Michael Cox
71-98999 0530
COS61-71
88

LIMITED WARRANTY: The only warranties 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 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 _____
	BY _____
ESTIMATE	INITIAL YOUR CHOICE:
(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.	<input type="checkbox"/> WRITTEN ESTIMATE <input type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> I DO NOT REQUEST AN ESTIMATE
ATTENTION: WE ARE NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE.	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
TERMS: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD	REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> DISCARD
WE HONOR	Card



Chevrolet Sales, Inc.

1099 LILA AVENUE • MILFORD, OH 45150 • PH (513) 831-5555 • FAX (513) 248-7185

PARTS DIRECT LINE (513) 248-7171



CVCS293357

CUSTOMER NO. 68087	ADVISOR DEE DEE COBB	5505	TAG NO. 888	INVOICE DATE 10/06/11	INVOICE NO. CVCS293357
CINCINNATI, OH	LABOR RATE	LICENSE NO.	MILEAGE 9,315	COLOR BLACK GRANI	STOCK NO. BF387363
	YEAR / MAKE / MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT			DELIVERY DATE 06/26/11	DELIVERY MILES 15
	VEHICLE I.D. NO. 1G1ZC5E19BF			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		R.O. NO.	R.O. DATE 10/03/11	
COMMENTS					MO: 9354

JOB# 1 CHARGES-----

LABOR-----
J# 1 42CVZ 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 C0561-71 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-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 20941534 MODULE 2.560
TOTAL - PARTS WARRANTY 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
SL SERVICE RENTAL CAR
TOTAL - MISC WARRANTY 0.00

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 99CVZ RENTAL RENTAL VEHICLE TECH(S):5500 WARRANTY
RENTAL VEHICLE
DRAC 390

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

COMMENTS-----
SEE HISTORY / DRAC RESERVED

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.



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CVCS293357

CUSTOMER NO. 68087	ADVISOR DEE DEE COBB	5505	TAG NO. 888	INVOICE DATE 10/06/11	INVOICE NO. CVCS293357
[REDACTED] CINCINNATI, OH	LABOR RATE	LICENSE NO.	MILEAGE 9,315	COLOR BLACK GRANI	STOCK NO. BF387363
	YEAR / MAKE / MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT	VEHICLE I.D. NO. 1G1ZC5E19BF		DELIVERY DATE 06/26/11	DELIVERY MILES 15
[REDACTED]	F.T.E. NO.	F.O. NO.	R.O. DATE 10/03/11	SELLING DEALER NO.	PRODUCTION DATE
COMMENTS					MO: 9354

TOTALS

<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK #.....	<input type="checkbox"/> A.R. CONTROL #.....	TOTAL LABOR....	0.00
<input type="checkbox"/> VISA	<input type="checkbox"/> M/C	<input type="checkbox"/> DISCOVER	TOTAL PARTS....	0.00
<input type="checkbox"/> A/X	<input type="checkbox"/> CAR CARE ONE		TOTAL SUBLET...	0.00
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE (APPLIED TO CUSTOMER PD REPAIRS)			TOTAL G.O.G....	0.00
In the near future, you may receive a satisfaction survey from General Motors based on this service visit. If you are not able to return it "COMPLETELY SATISFIED", please contact Service Manager, CHARLES BACK, or Sales Manager, SEAN STEVENSON, prior to completing the survey. Thank you!			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	0.00

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.

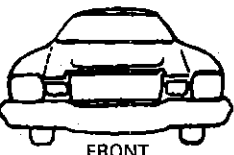
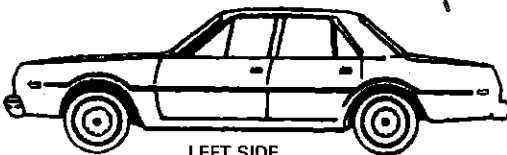


CUSTOMER SIGNATURE _____
***** DUPLICATE INVOICE *****

Mike Castrucci Chevrolet

Phone (513) 831-5555 • (513) 248-7197 • 1099 Lila Avenue • Milford, OH 45150

Rental Agreement No. [REDACTED]

VEHICLE RENTAL AGREEMENT (FOR SUBSTITUTE VEHICLE ONLY). NO CARS WILL BE CHECKED IN AFTER REGULAR SERVICE HOURS.

VEHICLE NUMBER 390	YEAR 11	MAKE CHEV	COLOR RED		REPAIR ORDER NO.	CUSTOMER NO. B2108082	
RETURN DATE FOR VEHICLE						PHONE NO.	
RENTER'S NAME							
STREET ADDRESS							
CITY Cleveland			STATE Ohio		ZIP 45140		
DRIVER'S LICENSE NUMBER			STATE Ohio		VEHICLE TO BE RETURNED BY		
<p>" 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. 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. I have identified my insurance company and policy number below. I further agree that I will be responsible to Mike Castrucci-Chevrolet for, all damages, costs, fees, and expenses for driving not covered by insurance."</p> <p><input checked="" type="checkbox"/> [REDACTED]</p>				DATE (IN) 10/6/11		DATE (OUT) 10/10/11	
				MILEAGE (IN)		2150	
		MILEAGE (OUT)		1868			
				TOTAL MILES DRIVEN			
RENTER'S INSURANCE COMPANY(S)				NO MILES <input checked="" type="checkbox"/> \$ =			
NAME				NO DAYS (3.2) x 38.00 \$ = 76.00			
POLICY NO.				GAS MILES <input checked="" type="checkbox"/> GASOLINE NOT FURNISHED \$ =			
PHONE NUMBER OF AGENT				TOTAL RENTAL CHARGE			
<p>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. IF NONE ARE LISTED BELOW, WRITE "NONE" ACROSS THIS BOX WITH RENTER'S INITIALS, WRITTEN BY RENTER.</p>				OH SALES TAX			
				TOTAL CHARGES			76.00
PRINTED NAME _____ AGE _____				TYPE OF PAYMENT			
PRINTED NAME _____ AGE _____				<p>CHECK ONE</p> <p>CASH <input type="checkbox"/> TYPE _____ # _____</p> <p>CHECK <input type="checkbox"/> BANK NAME _____</p> <p>CREDIT CARD <input type="checkbox"/> ACCOUNT NO. _____</p> <p>ADDED TO R.O. # _____ NEW CAR DEPT. <input type="checkbox"/> USED CAR DEPT. <input type="checkbox"/> SERVICE <input type="checkbox"/></p>			
 FRONT  LEFT SIDE  BACK  RIGHT SIDE				<p>CAUTION:</p> <ul style="list-style-type: none"> 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. <p>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.</p> <p>TER _____ 0 DAYS.</p>			
				RENTER'S SIGNATURE [REDACTED]			
NOTES: Used on 6/13 (801) 4430 4400 0455 1930				<p>CONDITION OF VEHICLE: _____</p> <p>GAS OUT: E 1/4 1/2 3/4 F GAS IN: E 1/4 1/2 3/4 F</p> <p>STANDARD ACCESSORIES:</p> <p>RADIO <input type="checkbox"/> CIG. LIGHTER <input type="checkbox"/> TOOLS <input type="checkbox"/> JACK <input type="checkbox"/></p> <p>SPARE <input type="checkbox"/> GAS CAP <input type="checkbox"/> _____ <input type="checkbox"/></p>			

VEHICLE MUST BE RETURNED DURING REGULAR SERVICE HOURS. IF NOT, THE VEHICLE WILL BE SUBJECT TO ADDITIONAL DAY OF RENTAL CHARGE AND A 24 HOUR DAMAGE INSPECTION.

296401



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

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/03/11	293357	9315	5505	5500	W	42CVZ	AXLE+DIFF+TRANSFER RENTAL VEHICLE
09/26/11	292908	8879	5505	5500	W	99CVZRENTAL	AXLE+DIFF+TRANSFER RENTAL VEHICLE
09/22/11	292682	8022	5505	5500	W	42CVZ	AXLE+DIFF+TRANSFER RENTAL VEHICLE
				5500	W	99CVZRENTAL	RENTAL VEHICLE

SALESPERSON NO. 5284 KEVIN M BACHMAN **S E R V I C E** STATE REG# OH

CALL WHEN READY: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	VEHICLE ID NO. 1G1ZC5E19BF	YEAR/MAKE/MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT	PRODUCTION DATE 06/26/11	STOCK NO. BF387363	LICENSE NO. 296401
	CUSTOMER NO. 68087	SERVICE CONTRACT	DELIVERY DATE 06/26/11	DELIVERY MILES 15	SELLING DEALER NO. 11/15/11
	COLOR BLACK GRANITE/TIT	CONTRACT NO.	EXPIRATION DATE 06/26/16	EXPIRATION MILES 100,000	TAG NO.
	TURBO CVZZ	M/MC CVZZ	AIR COND. P.S.	TRANS 9,354	MILEAGE 5505

I hereby authorize the repair work hereafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. ANY NO CHARGE WARRANTY WORK SUBJECT TO APPROVAL. CUSTOMER AGREES THAT VERBAL OR TELEPHONE AUTHORIZATION NOTED BY SERVICE WRITER CONSTITUTES CUSTOMER'S SIGNATURE AS IF FULLY WRITTEN. IN THE EVENT THAT YOU, THE CUSTOMER, AUTHORIZE COMMENCEMENT BUT DO NOT AUTHORIZE COMPLETION OF A REPAIR OR SERVICE, A CHARGE WILL BE IMPOSED FOR DISASSEMBLY, REASSEMBLY OR PARTIALLY COMPLETED WORK. SUCH CHARGE WILL BE DIRECTLY RELATED TO THE ACTUAL REPAIR OR SERVICE.

TIME RECEIVED **03:11pm** DATE/TIME PROMISED **11/15/11 11:59pm** PRIORITY

APPOINTMENT Yes No LABOR RATE

CUSTOMER SIGNATURE X

ORIGINAL CUSTOMER ESTIMATE: TOTAL X _____ 1 W*99CVZRENTAL RENTAL VEHICLE RENTAL VEHICLE ENTERPRISE - RENTAL FOR RO 292682 9/22/11-9/24/11	LIMITED WARRANTY: The only warranties 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 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 _____ 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: <input type="checkbox"/> WRITTEN ESTIMATE <input type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> I DO NOT REQUEST AN ESTIMATE
ATTENTION: WE ARE NOT RESPONSIBLE FOR ARTICLES LEFT IN VEHICLE.	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> DISCARD
TERMS: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT CARD	WE HONOR

WARRANTY

2 days @ \$38.00

Warranty 104033

RECEIVED 11/15/11



Chevrolet Sales, Inc.

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PARTS DIRECT LINE (513) 248-7171



CVCS296401

CUSTOMER NO. 68087	ADVISOR DEE DEE COBB	TAG NO. 5505	INVOICE DATE 11/15/11	INVOICE NO. CVCS296401
[REDACTED] CINCINNATI, OH	LABOR RATE	LICENSE NO.	MILEAGE 9,354	COLOR BLACK GRANI
	YEAR / MAKE / MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT	STOCK NO. BF387363		DELIVERY MILES 15
[REDACTED]	VEHICLE I.D. NO. 1G1ZC5E19BF	DELIVERY DATE 06/26/11		PRODUCTION DATE
[REDACTED]	F.T.E. NO.	R.O. NO.	SELLING DEALER NO.	R.O. DATE 11/15/11
REPAIR ORDER NO.	COMMENTS			MO: 9354

JOB# 1 CHARGES

LABOR

J# 1 99CVZRENTAL RENTAL VEHICLE TECH(S):5500 WARRANTY
 RENTAL VEHICLE
 ENTERPRISE - RENTAL FOR RO 292682 9/22/11-9/24/11

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
 104033 D542625 11/15/11 RENTAL

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 GMPC GMPP CLAIM 293357-1

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

TOTALS

[] CASH [] CHECK #..... [] A.R. CONTROL #.....

[] VISA [] M/C [] DISCOVER [] A/X [] CAR CARE ONE

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE (APPLIED TO CUSTOMER PD REPAIRS)

In the near future, you may receive a satisfaction survey from General Motors based on this service visit. If you are not able to return it "COMPLETELY SATISFIED", please contact Service Manager, CHARLES BACK, or Sales Manager, SEAN STEVENSON, prior to completing the survey. Thank you!

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.

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

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

Mike Castrucci Chevrolet

NEW VEHICLE BUYER'S ORDER

CUST #: 68087
DEAL #: 66280

Ph (513) 831-5555 | Fax (513) 248-7197 | 1099 Lila Ave | Milford, OH 45150 EMAIL ADD: [REDACTED]

PURCHASER [REDACTED]		SALESPERSON KEVIN M BACHMAN	
ADDRESS [REDACTED]		DATE 06/26/2011	
CITY CINCINNATI	STATE OH	ZIP [REDACTED]	COUNTY HAMILTON
I HEREBY AGREE TO PURCHASE FROM MIKE CASTRUCCI CHEVROLET UNDER THE TERMS AND CONDITIONS SPECIFIED ON THE FRONT AND BACK OF THIS ORDER ONE MOTOR VEHICLE AS HEREIN DESCRIBED.		HOME PH [REDACTED]	BUS PH [REDACTED]
YEAR 2011	MAKE CHEVROLET	MODEL MALIBU	STOCK# BF387363
SERIAL# 1G1ZC5E19BF [REDACTED]	MILEAGE 15		[REDACTED]

EXTRA EQUIPMENT

THE PAYOFF AMOUNT GIVEN IS ONLY AN ESTIMATE! ANY PAYOFF AMOUNT HIGHER THAN THIS ESTIMATE IS MY OBLIGATION TO PAY TO MIKE CASTRUCCI CHEVROLET.

ODOMETER REPRESENTATION

Mike Castrucci 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 "odometer statement" and the company has no knowledge of any acts by previous owners to the contrary.

SELLING PRICE	\$ 24030.00
ESC	\$ 1325.00
GMS ADD-ON	\$ 2600.00
OHIO SALES TAX	\$ 1469.33
County, Title Fees, License Plates	\$ 283.50
TOTAL (Cash Delivery Price)	\$ 29707.83
DEPOSIT NO.	\$ N/A
Credit Life Insurance	\$ N/A
Accident & Health Insurance	\$ N/A
USED CAR ALLOWANCE	\$ 5600.00
BALANCE OWED	\$ 5600.00
TRADE-IN EQUITY	\$ N/A
GM Incentives/Rebates	\$ 3000.00
C.O.D. No.	\$ N/A
TOTAL DOWN PAYMENT	\$ 3000.00
BALANCE TO FINANCE	\$ 26707.83

BILLED JUN 28 2011

CERT OF TITLE \$ 15.00XX	MEMO TITLE \$	FILE LIEN \$	OUT-OF-STATE TRADE IN \$
LICENSE TRANSFER \$	NEW LIC PLATE \$	30 DAY LIC PLATE \$ 18.50XX	NOTARY FEE \$
		DOCUMENTARY FEE \$ 250.00XX	

TRADE-IN INFORMATION

MAKE NISSAN	MODEL ALTIMA
YEAR 2002	MILEAGE 165550
SERIAL# IN4BL11D62C [REDACTED]	
W.S. 4DR	DESCRIPTION 4DR
PAY OFF TO SANTANDER CONSUMER USA	GOOD TILL
PAY OFF AMOUNT 5600.00	FROM WHO

	CONTROL	ACCOUNT	AMOUNT	
SALE	STOCK #	4		-
COS	STOCK #		1400.00	-
RECOND. CST			1500.00	+
OVRL. ALLOW		8	4100.00	+
TRADE-IN	STOCK#	24	3000.00	+
E.S.P. ACC.		300	1000.00	+
ACCT. REC.	CUST.#	220A		+
TAX	CUST.#	324A		-
DOC. FEES		908		-
PAY OFF	CUST.#	300B	5940.00	-
BANK	FECL	205	26,707.83	+
FIN. RES. CR.		806	667.70	-
	CUST.#	262	667.70	+
L.A.H. ACC.		322B		-
E.S.P.			1325.00	-
INS. INC.			483	+
			483	-

WARRANTY DISCLAIMER

DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND OR CHARACTER, EITHER EXPRESSED OR IMPLIED (INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) concerning the motor vehicle 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.

JURY WAIVER: THE UNDERSIGNED BUYER DOES WAIVE THE RIGHT TO A TRIAL BY JURY CONCERNING ANY AND ALL MATTERS ARISING OUT OF OR IN ANY WAY ASSOCIATED WITH THE PURCHASE OR FINANCE OF THE MOTOR VEHICLE DESCRIBED ABOVE.

In case the motor vehicle covered by this Order is a used motor vehicle, no warranty or representation is made by the Dealer as to extent such motor vehicle has been used, regardless of the mileage shown on the speedometer or odometer of said used motor vehicle.

THE FRONT AND THE BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT PERTAINING TO THIS PURCHASE AND NO OTHER AGREEMENT OF ANY KIND, VERBAL 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 responsible finance company as to any balance to be financed.

I HAVE READ THE PRINTED MATTER ON THE FRONT AND THE BACK OF THIS ORDER AND AGREE TO IT AS PART OF THIS ORDER, THE SAME AS IF IT WERE PRINTED ABOVE MY 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.

OPTIONAL EXTENDED WARRANTY WAS FULLY EXPLAINED AND

ACCEPTED (Initial) [REDACTED] REJECTED (Initial) [REDACTED]
Without Initial or Related Charge Automatically Constitutes Rejection

I HAVE RECEIVED A COPY OF ALL DOCUMENTS I HAVE SIGNED AT THE TIME OF SIGNING READ, UNDERST

Buyer's Signature [REDACTED] Date 06/26/2011

Accepted Mike Castrucci Chevrolet by [Signature] Must be accepted by an Officer of the Company

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 [REDACTED] CINCINNATI OH [REDACTED] "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.

Description of Motor Vehicle Purchased	Year 2011	VIN 1G1ZC5E19DF [REDACTED]	Other:
Make CHEVROLET	Model MALIBU	Lic. No./Year	
		<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	
Odometer Mileage 15	Mileage Is Accurate <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

Description of Trade-In 2002 NISSAN ALTIMA IN4BL11D620 [REDACTED]

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.

PROMISE TO PAY AND PAYMENT TERMS: You promise to pay us the principal amount of \$ 26882.83, plus finance charges accruing on the unpaid balance at the rate of 3.20% per year from today's date until paid in full. Finance charges accrue on a 365 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 \$ N/A.

TRUTH IN LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	AMOUNT FINANCED	TOTAL OF PAYMENTS	TOTAL SALE PRICE
The cost of your credit as a yearly rate. 4.41 %	The dollar amount the credit will cost you. \$ 2988.42	The amount of credit provided to you or on your behalf. \$ 26787.83	The amount you will have paid when you have made all scheduled payments. \$ 29696.25	The total cost of your purchase on credit, including your down payment of \$ 3000.00 \$ 32696.25

Payment Schedule: Your payment schedule will be

Number of Payments	Amount of Payments	When Payments Are Due
75	395.95	MONTHLY BEGINNING: 07/26/2011

Security: You are giving a security interest in the Motor Vehicle purchased.
 Late Charge: If a payment is more than 15 days late, you will be charged a late charge of \$30.00
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: \$ N/A

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.

Credit Life: Insured _____
 Single Joint Prem. \$ _____ Term _____
Credit Disability: Insured _____
 Single Joint Prem. \$ _____ Term _____

Your signature below means you want (only) the insurance coverage(s) quoted above. If none are quoted, you have declined any coverages we offered.

ITEMIZATION OF AMOUNT FINANCED

Vehicle Price (incl. sales tax of \$ 1400.00)	\$ 20000.00
To: PUBLIC OFFICIALS	\$ 33.50
Service Contract, Paid to: PREMIER PERFORM	\$ 1325.00
Amount to Finance line e. (if e. is negative)	\$ N/A
Cash Price	\$ 29457.00
Manufacturer's Rebate	\$ 3000.00
Cash Down Payment	\$ N/A
Deferred Down Payment	\$ N/A
a. Total Cash/Rebate Down	\$ 3000.00
b. Trade-In Allowance	\$ 5000.00
c. Less: Amount owing	\$ 5000.00
Paid to: SANTARBIET CONSUMER USA	\$ 0.00
d. Net Trade-In (b. minus c.)	\$ 0.00
e. Net Cash/Trade-In (c. plus d.)	\$ 0.00

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 [REDACTED] CINCINNATI OH [REDACTED]
	"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.

Description of Motor Vehicle Purchased	Year 2011	VIN 1G1ZC5E19BF [REDACTED]	Other:
	Make CHEVROLET	Lic. No./Year	
	Model MALIBU	<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	
Odometer Mileage	15	Mileage Is Accurate	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Description of Trade-In 2002 NISSAN ALTIMA 1N4BL11D62C [REDACTED]

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.

PROMISE TO PAY AND PAYMENT TERMS: You promise to pay us the principal amount of \$ 26802.83, plus finance charges accruing on the unpaid balance at the rate of 3.20% per year from today's date until paid in full. Finance charges accrue on a 365 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 \$ N/A

TRUTH IN LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	AMOUNT FINANCED	TOTAL OF PAYMENTS	TOTAL SALE PRICE
The cost of your credit as a yearly rate. 3.41 %	The dollar amount the credit will cost you. \$ 2988.42	The amount of credit provided to you or on your behalf. \$ 26707.83	The amount you will have paid when you have made all scheduled payments. \$ 29696.25	The total cost of your purchase on credit, including your down payment of \$ 3000.00 \$ 32696.25

Payment Schedule: Your payment schedule will be

Number of Payments	Amount of Payments	When Payments Are Due
75	395.95	MONTHLY BEGINNING: 07/26/2011

Security: You are giving a security interest in the Motor Vehicle purchased.
 Late Charge: If a payment is more than 15 days late, you will be charged a late charge of \$30.00

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: \$ N/A

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.

Credit Life: Insured _____
 Single Joint Prem. \$ N/A Term N/A

Credit Disability: Insured _____
 Single Joint Prem. \$ N/A Term N/A

ITEMIZATION OF AMOUNT FINANCED

Vehicle Price (incl. sales tax of \$ 1469.33)	\$ 28099.33
To: PUBLIC OFFICIALS	\$ 33.50
Service Contract, Paid to: PREMIER PERFOR	\$ 1325.00
Amount to Finance line e. (if e. is negative)	\$ N/A
Cash Price	\$ 29457.83
Manufacturer's Rebate	\$ N/A
Cash Down Payment	\$ N/A
Deferred Down Payment	\$ 3000.00
a. Total Cash/Rebate Down	\$ 5600.00
b. Trade-In Allowance	\$ 5600.00
c. Less: Amount owing	\$ 0.00
PAID TO: SANTANDER CONSUMER USA	\$ 0.00
d. Net Trade-In (b. minus c.)	\$ 3000.00

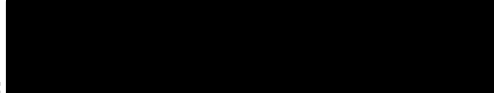

Your signature below means you want (only) the insurance coverage(s) quoted above. If none are quoted, you have declined any coverages we offered.

Mike Castrucci Chevrolet


OFFER TO PURCHASE

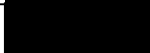



Ph (513) 831-5555 • Fax (513) 248-7197 • 1099 Lila Avenue • Milford, OH 45150

PURCHASER  E-Mail 

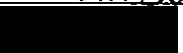
SALESPERSON Bachman 5284

ADDRESS  DATE 6-26-11

CITY Cleveland ZIP  COUNTY Clermont

SOCIAL SECURITY NO. _____ HOME PHONE  BUSINESS PHONE _____

YEAR 2011 MAKE Chevy Malibu LT STOCK # BF387363

SERIAL NO. 1G1ZC5E19BF  MILEAGE _____ FACTORY ORDER NO. NA

TOTAL INVESTMENT

CASH DOWN PAYMENT

0 Down

DEPOSIT 1.) Receipt # _____ Amount \$ _____

DEPOSIT 2.) Receipt # _____ Amount \$ _____


C.O.D. Receipt # _____ Amount \$ _____

TRADE-IN

TERMS

YEAR 02 MAKE Nissan

MODEL Altima MILES 165,550

SERIAL NO. 1N4BL1D62C 

LIEN HOLDER _____

PAY OFF \$5,600

CURRENT MONTHLY PAYMENT _____

\$350 ~~\$400~~

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 not constitute acceptance or sale of a vehicle.

PREMIER PERFORMANCE

VSC Program

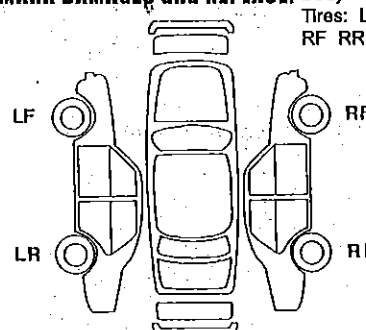

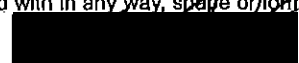
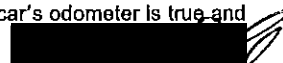
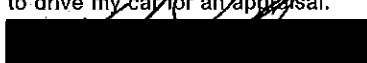
SCHEDULE

1 CONSUMER INFORMATION					
CONSUMER NAME			CONTRACT NUMBER		
ADDRESS			EMP-04- 1648		
CITY			STATE		ZIP
CINCINNATI			OH		
2 DEALER INFORMATION					
DEALER NAME			DEALER NUMBER		
MIKE CASTRUCCI CHEV-OLDS SLS					
ADDRESS			TELEPHONE		
1609 I TLA AVE			(513) 831-5555		
CITY		STATE	ZIP		
MILFORD		OH	45150		
3 LIENHOLDER INFORMATION					
LIENHOLDER NAME			ADDRESS		
GENERAL ELECTRIC CREDIT UNION			10485 READING RD		
CITY		STATE	ZIP	TELEPHONE	
CINCINNATI		OH	45211		
4 VEHICLE INFORMATION					
<input type="checkbox"/> NEW VEHICLE		VEHICLE IN SERVICE DATE	ODOMETER MILEAGE ON PURCHASE DATE	VEHICLE PURCHASE PRICE	IN FORCE MFG WARRANTY
<input type="checkbox"/> EXTENDED ELIGIBILITY VEHICLE		06/26/2011	15	24030.00	<input checked="" type="checkbox"/> Yes
<input type="checkbox"/> PRE-OWNED VEHICLE					<input type="checkbox"/> No
CONTRACT PRICE		CONTRACT PURCHASE DATE	CONTRACT TERMS OF PAYMENT		
1325.00		06/26/2011	<input checked="" type="checkbox"/> FINANCED WITH VEHICLE <input type="checkbox"/> PAID IN FULL <input type="checkbox"/> OTHER		
YEAR	MAKE	MODEL	CLASS	CATEGORY	VEHICLE IDENTIFICATION NUMBER
2011	CHEVROLET	MALIBU	C	C	1G1ZC5E19BE
5 BREAKDOWN COVERAGE (Complete this section only if breakdown coverage is purchased)					
DEDUCTIBLE: <input type="checkbox"/> STANDARD \$100.00 <input checked="" type="checkbox"/> STANDARD \$200.00 <input type="checkbox"/> STANDARD \$0.00 <input type="checkbox"/> DISAPPEARING \$100.00					
<small>Mark one box above. If not indicated above, standard \$100.00 applies. The standard \$0.00 deductible is only available for new and extended eligibility Vehicles.</small>					
<input type="checkbox"/> SUSPENSION ALTERATION*		<input type="checkbox"/> TURBOCHARGER	<input type="checkbox"/> SUPERCHARGER	<input type="checkbox"/> DIESEL ENGINE	<input type="checkbox"/> ALL WHEEL STEERING
<input checked="" type="checkbox"/> ENTERTAINMENT/NAVIGATION**		<input type="checkbox"/> FOUR/ALL WHEEL DRIVE	<input type="checkbox"/> ONE TON VEHICLE	<input type="checkbox"/> CVT TRANSMISSION	<input type="checkbox"/> CERTIFIED PRE-OWNED
<small>* Only Vehicles installed with a maximum of a 4" lift kit or 3" drop from the original manufacturer specifications are eligible for coverage with a suspension alteration surcharge. Failure of the suspension system and/or drive shaft is excluded from coverage.</small>					
<small>** Included with purchase of the Premier Plus Plan. Not available for other plans.</small>					
<input type="checkbox"/> COMMERCIAL USE COVERAGE* (Applies to any Vehicle used for business enterprise, trade, profession or occupation)					
<small>* Vehicles used for construction purposes, delivery purposes, commercial towing, commercial farm operation, volunteer public service(s), snow plowing, rental, livery, taxi, any type of emergency Vehicle, or competitive or off road racing are not eligible for commercial use coverage</small>					
NEW, EXTENDED ELIGIBILITY AND CERTIFIED PRE-OWNED VEHICLE PLAN, TERM, AND MILEAGE LIMIT					
<small>If no box is marked below for Plan, Term and/or Mileage Limit, the Plan, Term and/or Mileage Limit shall be the highest available for the Vehicle.</small>					
PLAN		TERM		MILEAGE LIMIT	
<input type="checkbox"/> POWERTRAIN PLUS <input type="checkbox"/> PREMIER		<input type="checkbox"/> 36 MONTHS <input type="checkbox"/> 48 MONTHS		<input type="checkbox"/> 60,000 MILES <input type="checkbox"/> 75,000 MILES	
<input checked="" type="checkbox"/> PREMIER PLUS <input type="checkbox"/> SPECIAL		<input checked="" type="checkbox"/> 60 MONTHS <input type="checkbox"/> 72 MONTHS		<input checked="" type="checkbox"/> 100,000 MILES <input type="checkbox"/> SPECIAL	
		<input type="checkbox"/> 84 MONTHS <input type="checkbox"/> SPECIAL			
PRE-OWNED VEHICLE PLAN, TERM AND MILEAGE LIMIT					
<small>If no box is marked below for Plan, Term and/or Mileage Limit, the Plan, Term and/or Mileage Limit shall be the highest available for the Vehicle.</small>					
PLAN		TERM		MILEAGE LIMIT	
<input type="checkbox"/> POWERTRAIN <input type="checkbox"/> POWERTRAIN PLUS		<input type="checkbox"/> 12 MONTHS <input type="checkbox"/> 24 MONTHS		<input type="checkbox"/> 12,000 MILES <input type="checkbox"/> 24,000 MILES	
<input type="checkbox"/> PREMIER <input type="checkbox"/> PREMIER PLUS		<input type="checkbox"/> 36 MONTHS <input type="checkbox"/> 48 MONTHS		<input type="checkbox"/> 36,000 MILES <input type="checkbox"/> 48,000 MILES	
		<input type="checkbox"/> SPECIAL		<input type="checkbox"/> SPECIAL	
BREAKDOWN COVERAGE EXPIRATION					
New Vehicles: Breakdown Coverage begins on the CONTRACT PURCHASE DATE and expires on the day when the Term in months selected on this Schedule ends OR when the Vehicle's odometer mileage exceeds the Mileage Limit selected on this Schedule, whichever is sooner.					
Certified Pre-Owned and Extended Eligibility Vehicles: Breakdown Coverage begins on the CONTRACT PURCHASE DATE and expires on the day when the Term in months selected on this Schedule ends OR when the Vehicle's odometer mileage exceeds the Mileage Limit selected on this Schedule, whichever is sooner.					
Pre-Owned Vehicles: Breakdown Coverage begins on the CONTRACT PURCHASE DATE and expires on the day when the Term in months selected on this Schedule ends OR when the Vehicle's odometer mileage exceeds the sum of the ODOMETER MILEAGE ON CONTRACT PURCHASE DATE and the Mileage Limit selected on this Schedule, whichever is sooner.					

6 PREMIER MAINTENANCE PLAN (Complete this section only if a Premier Maintenance plan is purchased)					
<small>If no box is marked below for Term and Mileage Limit, the Term and Mileage Limit shall be the highest available for the Vehicle.</small>					
<input type="checkbox"/> COMMERCIAL USE	<input type="checkbox"/> OIL UPGRADE	<input type="checkbox"/> RENTAL CAR	TERM & MILEAGE LIMIT		
<input checked="" type="checkbox"/> STANDARD SERVICES	SERVICE INTERVAL	PLAN COST	<input type="checkbox"/> 12 MONTHS/12,000 MILES*	<input type="checkbox"/> 24 MONTHS/24,000 MILES**	
<input type="checkbox"/> PREMIUM SERVICES	MILES	\$ N/A	<input type="checkbox"/> 36 MONTHS/36,000 MILES	<input type="checkbox"/> 48 MONTHS/48,000 MILES	<input type="checkbox"/> 60 MONTHS/60,000 MILES
<small>* Not available with premium services ** Transmission flush service is not included with premium services</small>					
PAYMENT WILL NOT BE MADE HEREUNDER WITHOUT PRIOR AUTHORIZATION FOR REPAIR FROM THE ADMINISTRATOR					

MIKE CASTRUCCI CHEVROLET

Used Car Appraisal

Year 02	Make Nissan	Model Altima	Mileage 165,550
Serial No. 1N4BL11D62C		Color Silver	
Salesperson Loach		Manager	
Customer Name Mark Ewald			
Memo		Date 6/25/11	
MARK DAMAGES and REPLACE: Body Glass Tires: LF LR <input type="checkbox"/> WHOLESALE RF RR Spare <input type="checkbox"/> RETAIL			
		Buyer	
Remarks:			
1500			
OWNER'S VEHICLE INFORMATION			
1.) 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  Purchaser's Signature, no initials please			
2.) 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			
3.) The mileage showing on my old car's odometer is true and actual. <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO  Purchaser's Signature, no initials please			
ALLOWANCE GOOD FOR FIVE DAYS ONLY			
I hereby authorize a representative of Mike Castrucci Chevrolet to drive my car for an appraisal.  Owner's Signature			

General Electric Credit Union Membership/Share Application

IMPORTANT INFORMATION MUST BE COMPLETED TO PROCESS. Important information about procedures for opening a new account:

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.

ECU Member #: [redacted] SSN/TIN #: [redacted]

Member Name: [redacted] Date of Birth: 6-8-1981

Residence Address: [redacted]

City: Cincinnati State: OH Zip: [redacted]

Mailing Address: [redacted]

City: [redacted] State: [redacted] Zip: [redacted]

Home Phone #: [redacted] Work Phone #: [redacted]

Joint Name: [redacted] SSN/TIN #: [redacted]

Residence Address: [redacted]

Date of Birth: [redacted]

How many Jeanie Cards? None One Two Order cards with checking account (Maximum 1 card per person; 2 cards per account)

Do you want Overdraft Protection on your share account? No Yes If yes, all applicants must apply and be members.

If yes, are you a U.S. Citizen? No Yes Co-Applicant No Yes

IMPORTANT: Read before completing this overdraft protection application and check appropriate box:

- 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.

ARE YOU ELIGIBLE FOR MEMBERSHIP? (Please check one)

Family Member (list family info.) Name: _____ Relationship: _____ Member #: _____ Employer: _____

Employer (list your company): _____

County (please specify): Hamilton Live Work Worship School

Other (please specify): _____

Please see reverse side for the complete membership/share disclosure.

TO SECURE THE PAYMENT OF YOUR ACCOUNT OR ANY LOANS, YOU GRANT US A SECURITY INTEREST IN SHARES AND DEPOSITS HELD BY YOU WITH US, WHETHER HELD BY YOU ALONE OR JOINTLY. IF YOU DEFAULT, WE SHALL HAVE THE RIGHT TO APPLY ANY AND ALL AMOUNTS IN SAID SHARE ACCOUNTS AND DEPOSITS TO THE PAYMENT OF OUR OBLIGATIONS TO US.

Under penalties of perjury, I certify that: 1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and 2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and 3. I am a U.S. person (including U.S. resident alien).

The Internal Revenue Service does not require your consent to any provision of this document other than the certifications required to avoid backup withholding.

Member Signature: [redacted] Date: 6/26/2011

Joint Member Signature: [redacted] Date: 6-26-2011

Joint Member Signature: _____ Date: _____

AGREEMENT TO PROVIDE INSURANCE

Please Print or Type
ACCT. # _____ Loan Bal. 29696.25 Date 06/26/2011

1. Member Name _____
first middle initial last

2. Address: _____

3. City CINCINNATI State: OH Zip: _____

4. Collateral: _____
year 2011 CHEVROLET MAZDA

5. Vehicle Identification #: _____

6. If policy is in another name, indicate whom: 1G1ZC5E19BF _____

CREDIT UNION
NAME: _____
ADDRESS: GENERAL ELECTRIC CREDIT UNION

AGENT
NAME: _____
ADDRESS: _____
CITY: PO BOX 31260
STATE: TAMPA
ZIP: FL 33631
PHONE: (800) 776-4737

INSURANCE COMPANY
NAME: _____
POLICY #: PROGRESSIVE INSURANCE CO
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 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 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 on your loan may be more expensive than what you could secure on your own. Insurance that does not include liability coverage is not included in this agreement. 05/26/2011 11/26/2011

Member Signature _____ Date 06/26/2011 Coverage Expires 6/26/11

TITLE 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, [REDACTED]
residing at [REDACTED] CINCINNATI OH [REDACTED] HAMILTON

do hereby make, constitute and appoint
MIKE CASTRUCCI CHEV-OLDS SLS
1099 LILA AVE. MILFORD OH 45150
.....
(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
BODY TYPE MALIBU 1LT SERIAL NO. 1G1ZC5E19BF [REDACTED]
MFR'S

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 15 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

[REDACTED]
.....
(Customer) (Owner)

STATE OF OHIO }
COUNTY OF } ss:

Sworn to before me, a Notary Public, in and for said County, this 26th day of JUNE, 2011
(MONTH) (YEAR)

.....
(Notary Public)

(SEAL) My Commission Expires

CUSTOMER'S NAME

STOCK NO.

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and / or imprisonment.

MIKE CASTRUCCI CHEV-OLDS SLS (transferor's name, Print)

state that the odometer now reads **15** (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

(1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY

MAKE CHEVROLET	MODEL MALIBU	BODY TYPE MAL
VEHICLE IDENTIFICATION NUMBER 1G1ZC5E19BF	YEAR 2011	

X *[Signature]*
TRANSFEROR'S SIGNATURE

MIKE CASTRUCCI CHEV-OLDS SLS

PRINTED NAME
1099 LILA AVE.

TRANSFEROR'S ADDRESS (STREET)
MILFORD OH 45150

CITY STATE ZIP CODE
JUNE 26th, 2011

[Signature]
D
TRANSFEREE'S SIGNATURE

PRINTED NAME
[Redacted]

TRANSFEREE'S NAME
[Redacted]

TRANSFEREE'S ADDRESS (STREET)
CINCINNATI OH

CITY STATE ZIP CODE
[Redacted]

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

CUSTOMER NAME: [REDACTED]
VIN: 1G11Z1C151E119B1F [REDACTED]

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
<u>Consumer Cash</u>	<u>\$ 2000</u>	<u>NCC</u>
<u>Dealer Cash</u>	<u>\$ 1000</u>	<u>NDC</u>
<u>included in</u>	<u>\$ 1000</u>	<u>KBV</u>
<u>MSRP retention</u>	\$	
	\$	
Total Incentive Amount Received	\$	

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

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

Vehicle Incentive Acknowledgment. I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 6/26/11. I acknowledge receipt of incentive (s) as described in Item 1 and release GM from any future claim or obligation for incentive (s) on this unit.

Purchaser/Lessee Signature: [REDACTED] Date: 6/26/11
Authorized Dealer Signature: Sean Steen Date: 6/26/11
Dealership Name: Mike Castrucci Chevrolet Dealer Code: 09230

OnStar Acknowledgement

Is vehicle equipped with OnStar? Yes No

OnStar Terms and Conditions Acknowledgement

I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided. Copies are available in the vehicle glove box, from the dealer, at www.onstar.com, or by contacting OnStar as described below.

OnStar Stolen Vehicle Slowdown Capability (Model Year 2009 or Newer)

My OnStar-equipped vehicle may have Stolen Vehicle Slowdown capability that enables OnStar to slow down my stolen vehicle remotely to assist authorities in its recovery.

I understand I must press the blue OnStar button and request the OnStar advisor to disable this capability if I don't want the Stolen Vehicle Slowdown capability on my vehicle. This capability can only be re-enabled at a GM dealership at my expense.

Cancellation of All OnStar Services:

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

Purchaser/Lessee Signature: [REDACTED] Date: 6/26/11

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive (s) described in Item #1; the OnStar Terms and Conditions; OnStar Stolen Vehicle Slowdown Capability and Cancellation of All OnStar Services have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: Sean Steen Date: 6/26/11
Dealership Name: Mike Castrucci Chevrolet Dealer Code: 09230

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer. (GM379509.072008) Rev 7-01-2008

2011 MALIBU 1LT
58U BLACK GRANITE METALLIC /L4G
83B TITANIUM

GENERAL MOTORS LLC

ORDER NO. PQDG89/TRE STOCK NO.
VIN 1G1 ZC5E 19 BF [REDACTED]

RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 10D06903941
*****13*09230S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZH69 MALIBU 1LT	22975.00	21826.26	INVOICE 05/25/11
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
UE1 6 MTHS ONSTAR DIRECTIONS & CONNECTIONS WITH AUTOMATIC CRASH RESPONSE AND TURN-BY-TURN NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC COVERAGE)	N/C	N/C	KEYS G1827 G1827 WFP-S QTR OPT-1 BANK: HUNTINGTON CHG-TO 09-230
ZFH COMPACT SPARE TIRE (REPLACES TIRE SEALANT AND INFLATOR KIT)	100.00	88.00	SHIP WT: 3341 HP: 19.2 PREFER: 23260.21
58U BLACK GRANITE METALLIC	195.00	171.60	MRM: 24030.00 ALLOW: 165.65

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

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.

MIKE CASTRUCCI CHEVROLET-OLDSMOBILE

CUSTOMER'S NAME

STOCK NO.

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and / or imprisonment.

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

state that the odometer now reads 165550 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

(1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage.
WARNING - ODOMETER DISCREPANCY.

MAKE NISSAN	MODEL ALTIMA	BODY TYPE 4DR
VEHICLE IDENTIFICATION NUMBER 1N4BL11D620 [REDACTED]		YEAR 2002

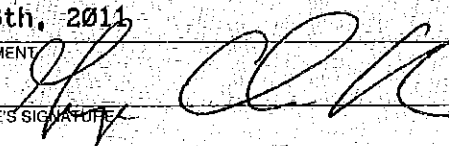
[REDACTED]

[REDACTED]

TRANSFEROR'S ADDRESS (STREET)
CINCINNATI OH [REDACTED]

CITY STATE ZIP CODE

DATE OF STATEMENT
JUNE 26th, 2011

X TRANSFEREE'S SIGNATURE


PRINTED NAME
MIKE CASTRUCCI CHEV-OLDS SLS

TRANSFEREE'S NAME
1099 LILA AVE.

TRANSFEREE'S ADDRESS (STREET)
MILFORD OH 45150

CITY STATE ZIP CODE

OnStar Subscription Confirmation

(Please give a copy to your customer)

VEHICLE INFORMATION
MAKE: Chevrolet
MODEL: Malibu
YEAR: 2011
VIN: 1G1ZC5E19BF [REDACTED]
Activation Date:
June 26, 2011



[REDACTED] WELCOME!

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

Start by pressing the blue OnStar button located on your rear view mirror or console to 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 TRANSUNION CREDIT REPORT
 <FOR> <SUB NAME> <MKT SUB> <INFILE> <DATE> <TIME>
 (I) A RO6165267 M CASTRUCCI 25 CI 9/95 06/25/11 16:55CT
 <SUBJECT> <SSN> <BIRTH DATE>

<CURRENT ADDRESS> <DATE RPTD>
 [REDACTED] LOVELAND OH. [REDACTED] 3/08

<FORMER ADDRESS> <DATE RPTD>
 [REDACTED] AMELIA OH. [REDACTED] 5/08
 [REDACTED] CINCINNATI OH. [REDACTED]

<POSITION>
 <CURRENT EMPLOYER AND ADDRESS> <VERF> <RPTD>
 DYNAMIX ECM LLC PLUMMER 4/10 3/10

<FORMER EMPLOYER AND ADDRESS>
 APLIED MECHANICLE SYSTEMS 7/08 7/08

-----SPECIAL MESSAGES-----

****HIGH RISK FRAUD ALERT: CLEAR FOR ALL SEARCHES PERFORMED****
 CONSUMER STATEMENT: SEE END RPT

-----MODEL PROFILE-----

***FICO AUTO 04 SCORE +611 : SERIOUS DELINQUENCY, AND PUBLIC RECORD OR
 ***COLLECTION FILED; TIME SINCE DELINQUENCY IS TOO RECENT OR UNKNOWN; LACK
 ***OF RECENT REVOLVING ACCOUNT INFORMATION; NUMBER OF ACCOUNTS WITH
 ***DELINQUENCY ***

C R E D I T S U M M A R Y * * * T O T A L F I L E H I S T O R Y
 PR=1 COL=2 NEG=9 HSTNEG=1-6 TRD=14 RVL=8 INST=6 MTG=0 OPN=0 INQ=5
 HIGH CRED CRED LIM BALANCE PAST DUE MNTHLY PAY AVAILABLE
 INSTALLMENT: \$14.0K \$ \$5394 \$0 \$403
 TOTALS: \$14.0K \$ \$5394 \$0 \$403

P U B L I C R E C O R D S

SOURCE	DATE	LIAB	EOA	COURT	ASSETS	PAID	DOCKET#
Z 5080482	5/07R	\$0	I	FE	\$0	9/07	712296
CHAPTER 7 BANKRUPTCY DISCHARGED							KATHLEEN D MEZHER

C O L L E C T I O N S

SUBNAME	SUBCODE	EOA	OPENED	CLOSED	\$PLACED	CREDITOR	MOP
CREDIT MGMT	Y 523B001	I	9/08		\$284	11 TIME WARNER CIN	O9B
			1/09A		\$247	PLACED FOR COLLECTIO	
NATLCRSYS	Y 1GVJ001	I	3/09	3/11F	\$3270	09 MALLARD GLEN	O9P
			3/11A		\$0	SETTLEDFOR < FULL BA	

-----TRADES-----

SUBNAME	SUBCODE	OPENED	HIGHCRED	TERMS	MAXDELQ	PAYPAT	1-12 MOP
GEMBLOWBRC	L 235041J	8/04	\$225				R09

		2/07A	\$300	\$0	
I	CHARGE ACCOUNT	7/05F	\$0	PURCH BY OTHER LENDER	
HSBC BANK	B [REDACTED]	7/03	\$1864		R09
		2/06A	\$0	\$0	
I	CREDIT CARD	6/05F	\$0	PURCH BY OTHER LENDER	
CAP ONE	B [REDACTED]	4/08	\$1330		R9P
		10/10A	\$500	\$0	
I	CREDIT CARD	12/09F	\$0	SETTLEDFOR < FULL BAL	
CHASE	B [REDACTED]	8/01	\$3276	8/05 555432111111	R05
		11/05A	\$2400	\$0 \$407 05 111111111111	
I	CREDIT CARD	11/05C	\$0	PURCH BY OTHER LENDER 48 1/ 1/ 4	
SANTANDER	F [REDACTED]	6/07	\$14.0K	60M403 111111111111	I01
		5/11A		\$0	
I	AUTOMOBILE		\$5394		12 0/ 0/ 0
GEMB/HH GRG	B [REDACTED]	8/08	\$0		111111111111 R01
		5/11A	\$1500	\$0	111111111111
I	CHARGE ACCOUNT	3/09C	\$0	CLOSD BY CRDT GRANTOR 32 0/ 0/ 0	
UNITED AUTO	A [REDACTED]	6/07	\$14.0K	60M403 111111111111	I01
		5/10A		\$0	111111111111
I	AUTOMOBILE	5/10C	\$0	SIMPLE INTEREST LOAN 35 0/ 0/ 0	
NISSAN MOTOR Q	[REDACTED]	11/02	\$22.2K	60M398 111111111111	I01
		1/05A		\$0	111111111111
M	AUTOMOBILE	1/05C	\$0	CLOSED 25 0/ 0/ 0	
NISSAN MOTOR Q	[REDACTED]	4/00	\$15.4K	60M318 X1111X1111111	I01
		12/02M		\$0	111111111111
C	AUTOMOBILE	12/02C	\$0	CLOSED 32 0/ 0/ 0	
BK OF AMER	B [REDACTED]	7/03	\$3894		RUR
		1/09A	\$2500	\$0	
I	CREDIT CARD	7/05C	\$0	INCLUDED IN BNKRUPTCY	
LEBCIT NT I	B [REDACTED]	1/05	\$19.3K		IUR
		5/07A		\$0	
I	PFROM SYCAMORE	5/07C	\$0	CHAPTER 7 BANKRUPTCY	
TOYOTA MTR	Q [REDACTED]	10/04	\$10.2K		IUR
		12/06A		\$0	
S	AUTOMOBILE	12/06C	\$0	CHAPTER 7 BANKRUPTCY	
SEARS/CBSD	B [REDACTED]	9/02	\$997		RUR
		6/06A	\$500	\$0	
I	CREDIT CARD	10/05C	\$0	CHAPTER 7 BANKRUPTCY	
HSBC/BSTBY	B [REDACTED]	2/04	\$2795		RUR
		12/05A	\$1900	\$0	
C	CHARGE ACCOUNT	12/05C	\$0	CHAPTER 7 BANKRUPTCY	

-----INQUIRIES-----

DATE	SUBCODE	SUBNAME	TYPE	AMOUNT
6/25/11	ARO6165267 (MCH)	M CASTRUCCI		
5/29/11	FLA2816123 (CAL)	HMF		
5/29/11	FPC1246538 (NTL)	COAF		
5/29/11	ALA5471124 (CAL)	SUPERIOR HYU		
1/13/10	FLA2817246 (CAL)	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.

-----CREDIT REPORT SERVICED BY-----

TRANSUNION 800-888-4213
 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

Risk Category: This Applicant presents a low identity risk.

OFAC: 

Identity Quiz: N/A

Mike Castrucci Chevrolet



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) [Redacted]
- 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) [Redacted]
- 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) [Redacted]
- 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) [Redacted]
- 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) [Redacted]
- 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) X NA

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 new vehicle.
Purchaser's Signature (no initials please) [Redacted]
- 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) [Redacted]
- 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) [Redacted]
- 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) [Redacted]

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.

VIN# BF [Redacted] DATE 6/26/11

MIKE CASTRUCCI FORD

DUE BILL

MIKE CASTRUCCI CHEVROLET

WORK PROMISED TO BE PERFORMED AT TIME OF SALE

DATE	DESCRIPTION OF CAR	MANAGER	CUSTOMER'S NAME	SALESPERSON	STOCK NO.
6/26/11	Malibu	S.S.	[REDACTED] Phone [REDACTED]	Beckman	BF387363

PRESENT THIS ORDER WHEN WORK IS TO BE COMPLETED

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
2. /
3. /
4. /
5. /

PHYSICAL DELIVERY DATE OF AUTOMOBILE

6/26/11

CUSTOMER TO MAKE SERVICE APPOINTMENT ONLY

NOTE: THE ABOVE PROMISED WORK IS THE ONLY WORK TO BE PERFORMED FREE OF CHARGE. ANY ADDITIONAL 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.**

Signed: Sales Manager

Signed: Customer

MCF700 VINEYARD 859.581.7746

Dec. 19, 2011 9:40AM GM BRC 512 386 0786 No. 0807 P. 20/37

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
TOTAL AFTMKT 0.00 25 BALLOON 0.00
6 17 REGISTERED STATE OH ADJ BALLOON 0.00
7 TERM 72 18 COUNTY CODE 26 GMS (Y/N)
8 RATE 13.99 19 COUNTY RATE
9 DAYS 30 GOVT FEES 33.50 AMT FINANCED 13414.16
10 PAY/YEAR 12 TAXES 816.66
11 PYMT DATE 07/25/2011 RO/PO #1 INS:
RO/PO #2 MEMO#1
STATUS RO/PO #3 MEMO#2

(LINE#)(M=MODIFY)(?=CMD LIST) NO CR
SHIFT F1=FKEYS BANK=ALLY FINANCIAL MONTHLY PYMT () 276.33



MIKE CASTRUCCI CHEVROLET



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 45 days 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.

To secure their obligal loans, Customers give Dealer a security interest in the vehicle, a _____ (year) _____ (make) _____ (Model).

Date: _____

Customer 

Customer 

Mike Castrucci Chevrolet Inc.

Dealer _____

Application

Account #: _____

Date: _____

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 Separated

IMPORTANT: Read before completing this application and check appropriate box:

- 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? Yes No

First name: _____ Middle initial: _____ Last name: _____ Date of birth: _____ Social security #: _____

Current address: _____ Own Rent Board How long? _____ Yrs. _____ Mos.

City: _____ State: _____ Zip: _____ Phone: _____

Landlord/Mortgage holder: _____ Rent/House pmt \$: _____ Mortgage balance \$: _____ Estimated value \$: _____ Purchase price \$: _____

Previous address (if at current address less than 3 years): _____ How long? _____ Yrs. _____ Mos.

City: _____ State: _____ Zip: _____

Name of nearest relative: _____

Address: _____ City: _____ State: _____ Zip: _____ Phone: _____

AND YOUR JOB...

Employer: _____ Occupation: _____

Address: _____ Length of employment: _____ Yrs. _____ Mos. Your base annual income*: _____

City: _____ State: _____ Zip: _____ Phone: _____ Other income and source**:

Previous employer (if at current employer less than 3 years): _____ Length of employment: _____ Yrs. _____ Mos.

Address: _____ Your base annual income: _____

City: _____ State: _____ Zip: _____ Phone: _____

**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. Alimony, child support, and separate maintenance received under: Court order Written agreement Oral understanding

PLEASE LIST CREDIT REFERENCES...

Credit references include: charge accounts, installment loans, credit cards, rent, mortgages, child support, alimony, etc. Give complete list of all amounts owing. Attach separate piece of paper if necessary.

Checking account: <input type="checkbox"/> Yes <input type="checkbox"/> No Bank/Company name: _____ Account number: _____	<input type="checkbox"/> Installment loan: (please check) <input type="checkbox"/> Lease <input type="checkbox"/> Credit card Bank/Company name: _____ Balance: _____ Mo. pmt: _____
<input type="checkbox"/> Installment loan: (please check) <input type="checkbox"/> Lease <input type="checkbox"/> Credit card Bank/Company name: _____ Balance: _____ Mo. pmt: _____	<input type="checkbox"/> Installment loan: (please check) <input type="checkbox"/> Lease <input type="checkbox"/> Credit card Bank/Company name: _____ Balance: _____ Mo. pmt: _____

We are not indebted other than as stated above. The statements herein are made for the purpose of obtaining credit and are true and complete to the best of my/our knowledge.

The Ohio Law 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 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 applicants on the basis of sex or marital status. The federal agency which administers compliance with this law concerning this credit union is the National Credit Union Administration, 7000 Central Parkway, Suite 1600, Atlanta, Georgia 30302.

To secure the payment of your account, you grant us a security interest in shares and deposits held by you with us, whether held by you alone or jointly. If you default, we shall have the right to apply any and all amounts in said share accounts and deposits to the payment of your obligation to us.

Applicant's Signature

6/26/11
Date

New Used Year: _____ No. Cyl: _____ Make: _____

Model: _____ Mileage: _____ Vin #: _____ Salesperson: _____

Automatic trans Manual trans Leather

Aluminum wheels T-Top Air conditioning

Power windows Power seats Cruise

Tilt Radio (describe): _____

Other (describe): _____

Dealership: _____

Purchase Price \$ _____

Less: Net trade \$ _____

Cash down \$ _____

Rebate \$ _____

Unpaid balance \$ _____

Trade in model: _____

Financed at _____

Term of contract _____ months

Social Security # [REDACTED] Payee Name [REDACTED] Dept# 0041 Period Start 06/11/11 Period End 06/17/11 Check Date 06/24/11 Check # [REDACTED]

Current Period		YTD	Current Period		YTD	Current Period		YTD	
Pay Type	Hours	Earnings	Deductions		Taxes				
REGULAR HOURS	40.00	1622.40	29222.91	Misc - C	63.08	1231.72	Federal	276.86	4987.66
TRAVEL/RISE TDA			36.00	*401(K)	48.67	499.34	Social Security	85.76	1197.92
				*Dental	11.00	143.00	Medicare	22.70	413.58
				*Health	45.75	594.75	State-OR	54.95	1000.12
							Local	23.48	521.63
							School	15.17	252.27
Pay Totals	40.00	1622.40	29258.91	Deduction Totals	168.50	2468.81	Tax Totals	458.92	8373.16
People Make a Difference at Tradesmen							Net Pay	994.98	18416.94

GMAC FINANCIAL SERVICES

8/6/817

Application Type: <input checked="" type="radio"/> Individual <input type="radio"/> Business		Transaction Type: <input type="radio"/> Retail <input type="radio"/> Lease <input type="radio"/> Balloon		Dealer Number	
--	--	--	--	----------------------	--

Last Name [Redacted]		First [Redacted]		Middle Initial	Suffix (Jr.)	Date of Birth [Redacted]	Soc. Sec. # (or Tax ID #) [Redacted]
Type of Enterprise <input type="radio"/> Corporation <input type="radio"/> Partnership <input type="radio"/> LLC <input type="radio"/> Proprietorship		Type of Business		Years in Business		Years Months	
Present Address [Redacted]		Zip Code [Redacted]		City Cincinnati		State 041	
Time at Present Address Years 05 Months		Residence Type <input type="radio"/> Owns Outright <input type="radio"/> Buying <input type="radio"/> Renting/Leasing		<input checked="" type="radio"/> Family <input type="radio"/> Other		Monthly Rent/Mortgage Payment 56	

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.

Present Job Title RN		Present Employer Collier Nursing		Employer Phone Number [Redacted]	
Time at Present Job Years 4 Months		Gross Income \$2000		Income Received <input checked="" type="radio"/> Monthly <input type="radio"/> Yearly	

Last Name (or trade name of business)		First		Middle Initial	Suffix (Jr.)	Date of Birth	Soc. Sec. # (or Tax ID #)
Home (or business) Phone Number		Type of Enterprise <input type="radio"/> Corporation <input type="radio"/> Partnership <input type="radio"/> LLC <input type="radio"/> Proprietorship		Type of Business		Years in Business	
Present Address		Zip Code		City		State	
Time at Present Address Years Months		Residence Type <input type="radio"/> Owns Outright <input type="radio"/> Buying <input type="radio"/> Renting/Leasing		<input type="radio"/> Family <input type="radio"/> Other		Monthly Rent/Mortgage Payment	

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.

Present Job Title		Present Employer		Employer Phone Number	
Time at Present Job Years Months		Gross Income		Income Received <input type="radio"/> Monthly <input type="radio"/> Yearly	

Intended Use <input type="radio"/> Personal <input type="radio"/> Business # of Units	VIN		Vehicle Year	Make	Model	
	Style/Trim		Mileage	Cylinders	Trade Vehicle Year	Trade Make
New/Used <input type="radio"/> New <input type="radio"/> Demo <input type="radio"/> Used <input type="radio"/> Certified Used <input type="radio"/> Auction	Trade Model		Cash Selling Price/Cap Cost		Taxes	Title/Lic./Reg./Other Fees
	Cash Downpayment		Rebate	Trade Allowance		Trade Balance Owed
Special Programs <input type="radio"/> College Grad <input type="radio"/> Credit Line <input type="radio"/> ComTRAC <input type="radio"/> Custom Pmt. Plan <input type="radio"/> Lease to Retail <input type="radio"/> Smart Beginnings <input type="radio"/> Lease Loyalty <input type="radio"/> Single Pmt. Lease	Service/Maint. Contract		GAP		Other Insurance	
	Credit Life		Credit Disability		Term	Est. Monthly Payment
	MSRP		Wholesale (EDC/AWV)		Van Conversion/Uplift Cost	Security Deposit

We intend to apply for joint credit. Applicant _____ Co-Applicant _____ (Initials only)

See other side for Important notices. By signing below, I certify that I have read and agree to the terms of this application including terms on the o [Redacted]

Applicant's Signature _____ Date 6/20/11 _____

Co-Applicant's Signature _____ Date _____

BILLING OFFICE CHECK SHEET		
DEAL#	66280	
NEW OR USED	NEW	
CASH DOWN - AMMOUNT	X	
RECEIPT#	X	
HOLD CHECK	X	
PROM NOTE	X	
BANK CONTRACT	✓	
INCENTIVE FORM	✓	
INCENTIVE MANAGEMENT SHEET IN DEAL	✓	
PLAN FORM IN DEAL	X	
PROOF OF ELIG	X	
TITLE WORK NEW VEHICLE		
TITLE APP	✓	
P.O.A	✓	
ODO	✓	
TITLE WORK TRADE-IN		
TITLE W/TITLE NUMBER		
PAYOFF SHEET	✓	
P.O.A	✓	
ODO	✓	
MISC. <i>Red flag form in deal.</i>	✓	
DUE BILL	✓	
CUSTOMER DELIVERY RECEIPT	✓	
COPY OF DRIVERS LISC	✓	
COPY OF INSURANCE CARD	✓	
TAX AMMOUNT CORRECT	✓	
DATE <i>6/27/2011</i>		
SIGNATURE <i>Alan Stein</i>		

CARDIF LIFE INSURANCE COMPANY

DISCLOSURE FORM REQUIRED BY OHIO LAW **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 CREDIT LIFE INSURANCE

DECLINES CREDIT LIFE INSURANCE

ACCEPTS CREDIT ACCIDENT AND HEALTH INSURANCE

DECLINES CREDIT ACCIDENT AND HEALTH INSURANCE

PRINT CUSTOMER NAME


CUSTOMER SIGNATURE

6-26-11
DATE

B. Co-Applicant's Personal Credit Information

FIRST NAME OR BUSINESS NAME		MI	LAST NAME	
EMAIL ADDRESS			DRIVER'S LICENSE #	DRIVER'S LICENSE STATE
_ / _ / _	_ - _	_ - _	_ YRS _ MOS	_
DATE OF BIRTH ()	HOME PHONE #	CELL PHONE # (See below)	TIME AT ADDRESS	HOUSING STATUS
CURRENT STREET # AND NAME		APT/SUITE #	PO BOX #	RURAL ROUTE
CITY		MTG PYMT OR RENT		
PREVIOUS STREET # AND NAME		APT/SUITE #	PO BOX #	RURAL ROUTE
CITY		_ YRS _ MOS TIME AT ADDRESS		
EMPLOYED BY or TYPE OF BUSINESS (If business application)		EMPLOYMENT STATUS	OCCUPATION	
BUSINESS PHONE #		_ YRS _ MOS TIME EMPLOYED	SALARY	SALARY TYPE
PREVIOUS EMPLOYMENT (if less than 2 yrs at current)		EMPLOYMENT STATUS	BUSINESS PHONE #	_ YRS _ MOS TIME EMPLOYED
OCCUPATION		RELATIONSHIP		

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

ADDITIONAL COMMENTS

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.

FOR DEALER USE ONLY

MIKE CASTRUCCI CHEVROLET OLDSM

DEALER NAME

123984 Used Retail 72 66265
 DEALER # VEHICLE TYPE PRODUCT TYPE TERM STOCK#

1G8ZB57N88F 2008 saturn aura
 VIN # YEAR MAKE MODEL DESCRIPTION

4dr sdn xe
 TRIM

CERTIFIED PREOWNED

VEHICLE SOURCE

17813 1250 283 1000 500 17846
 CASH SELLING PRICE SALES TAX T&L CASH DOWN FRONT-END FEES REBATE NET TRADE GROSS CAP/ UNPAID BALANCE

ACCIDENT/HEALTH INS CREDIT LIFE GAP SERVICE PLAN BACK-END FEES

MSRP 14250 NADA
 INVOICE/WHOLESALE VALUE WHOLESALE SOURCE

17325 NADA
 RETAIL VALUE RETAIL SOURCE

34478
 MILEAGE
 VEHICLE BOOKOUT 06/25/2011 EST AMT FINANCED
 VEHICLE BOOKOUT DATE

VEHICLE OPTIONS

PWR DRIVER SEAT, ALLOY WHEELS, PWR SUNROOF, THEFT RECOVERY SYSTEM

LENDER PROGRAM

TRADE IN

2002 nissan altima 4dr sdn manual
 YEAR MAKE MODEL DESCRIPTION TRIM

TRADE FINANCED BY TRADE MONTHLY PYMT

AGREEMENT

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 affiliate 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: Ohio 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.

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.

This application may be submitted to the following financial institutions [Name(s) and Address(es)] _____

BY SIGNING BELOW, YOU CERTIFY THAT YOU HAVE READ AND AGREE TO THE TERMS AND DISCLOSURES ON THE PAGES OF THIS APPLICATION.

X

[Redacted Signature]

6-25-11

X

APPLICANT'S SIGNATURE

DATE

CO- APPLICANT'S SIGNATURE

DATE

DEALER NAME
MIKE CASTRUCCI CHEVROLET OLDSM

DEALER TELEPHONE NUMBER **513 - 831 - 5555**
DEALER FAX NUMBER **513 - 248 - 7187**

APPLICANT'S CREDIT STATEMENT

- Individual Credit
 - Joint Credit
 - Community Property State
 - Business Application
- Check Appropriate Box
- 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 person as the basis for repayment of the credit requested, complete only Section A.
 - If you are applying for joint credit with another person, complete sections A and B. We intend to apply for joint credit

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 _____ MI _____ LAST NAME _____

EMAIL ADDRESS _____ DRIVER'S LICENSE # _____ DRIVER'S LICENSE STATE _____

DATE OF BIRTH (MM/DD/YYYY) _____ HOME PHONE # _____ CELL PHONE # (See below) _____
 TIME AT ADDRESS 3 YRS 0 MOS HOUSING STATUS Homeowner

CURRENT STREET # AND NAME LOVELAND CITY OH STATE OH ZIP CODE _____ APT/SUITE # _____ PO BOX # 0 RURAL ROUTE _____
 MTG PYMT OR RENT _____

PREVIOUS STREET # AND NAME _____ CITY _____ STATE _____ ZIP CODE _____ APT/SUITE # _____ PO BOX # _____ RURAL ROUTE _____
 TIME AT ADDRESS _____ YRS _____ MOS

TRADESMAN INTERNATIONAL EMPLOYED BY or TYPE OF BUSINESS (if business application) Employed EMPLOYMENT STATUS PLUMBER OCCUPATION
513 - 771 - 1115 BUSINESS PHONE # 2 YRS 9 MOS TIME EMPLOYED 6500 SALARY Monthly SALARY TYPE

PREVIOUS EMPLOYMENT (if less than 2 yrs at current) _____ EMPLOYMENT STATUS _____ BUSINESS PHONE # _____ TIME EMPLOYED _____ YRS _____ MOS

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 incoming contacts.

MIKE CASTRUCCI CHEVROLET-OLDS 1099 LILA AVENUE Milford OH 45150 513 8315555
Your Credit Score and the Price You Pay for Credit

Applicant	[REDACTED] Loveland, OH [REDACTED]
Your Credit Score	
Your Credit Score	633
	Source: EQUIFAX Date: 06/25/2011
Understanding Your Credit Score	
What you should know about credit scores	<p>Your credit score is a number that reflects the information in your credit report.</p> <p>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.</p> <p>Your credit score can change, depending on how your credit history changes.</p>
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	<p>Scores range from a low of 250 to a high of 843</p> <p>Generally, the higher your score, the more likely you are to be offered better credit terms.</p>
How your score compares to the scores of other consumers	Your credit score ranks higher than 30 percent of U.S. consumers.
Checking Your Credit Report	
What if there are mistakes in your credit report?	<p>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.</p> <p>It is a good idea to check your credit report to make sure the information it contains is accurate.</p>
How can you obtain a copy of your credit report?	<p>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.</p> <p>To order your free annual credit report -</p> <p><i>By telephone:</i> Call toll-free 1-877-322-8228</p> <p><i>On the web:</i> Visit www.annualcreditreport.com</p> <p><i>By mail:</i> Mail your completed Annual Credit Report Request Form (which you can obtain from the Federal Trade Commission's web site at ftc.gov/bcp/online/include/requestformfinal.pdf) to:</p> <p align="center">Annual Credit Report Request Service P.O. Box 105821 Atlanta, GA 30348-5281</p>
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 www.federalreserve.gov , or the Federal Trade Commission's web site at www.ftc.gov .

General Electric Credit Union - Decision Details

Dealership Name: MIKE CASTRUCCI
CHEVROLET-OLDS

Dealership Number: 17278

RouteOne App #: 01-1-125526689 0

Applicant(s): [REDACTED]

Decision: **Approved** 06/27/2011 - 09:58 AM

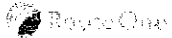
Finance Source App #: 2913524 Analyst/Analyst Phone/Analyst Fax: John Wolverton / 5132437900 / 5135540570

	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	75	75
Wholesale/Invoice		\$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 Wolverton

MIKE CASTRUCCI

Chevrolet Sales
1099 Lila Avenue
Milford, OH 45150
513-831-5555

CASH RECEIVED FROM

68087

CINCINNATI, OHIO

NUMBER 83094

RECEIVED BY JANET FLOREA

DATE 07/05/11

TIME 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

YEAR	MAKE	MODEL
VIN NO.		
SELLING PRICE	TRADE IN	
ADDITIONAL COST	OPTION GOOD UNTIL _____ DATE	

GECY

DEPOSIT TERMS AND CONDITIONS

- 1.) DEPOSITS MADE ON SPECIAL ORDERED VEHICLES ARE NON-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.
- 5.) NO REFUNDS AFTER 30 DAYS.

SIGNATURE

RECEIPT

PAYOFF INFORMATION

DATE 6-26-11 SALESPERSON Kevin Bachman
 CUSTOMER [REDACTED] PAYOFF AMOUNT 5,737.44
 PER DIEM _____ ACCOUNT# _____ GOOD TILL July 10th
 SS# [REDACTED]

- AMERICAN HONDA FINANCE 800-999-1009
- AMERICREDIT 800-365-3635 4001 EMBARCADERO DR. SUITE 200 ARLINGTON, TX 76014
P.O. BOX 99605 ARLINGTON, TX 76096
- AUR GROUP 513-942-4422 8811 HOLDEN BLVD, FAIRFIELD, OH 45014
- AMERICAN GENERAL 859-746-2886 P.O. BOX 1036 FLORENCE, KY 41022
- BETHASDA HOSPITAL 513-569-6265 619 OAK STREET CINCINNATI, OH 45214
- CNAC 859-746-0278 P.O. BOX 17626 COVINGTON, KY 41017
- CAPITOL ONE AUTO FINANCE 800-945-9875 5515 DIXIE HIGHWAY FAIRFIELD, OH 45014
3901 DALLAS PARKWAY PLANO, TX 75093
- CHASE AUTO FINANCE 800-223-5050 P.O. BOX 901078 FT. WORTH, TX 76101
PO BOX 260848 PLANO, TX 75026
- CHRYSLER FINANCIAL 800-556-8172 P.O. BOX 55000 DEPT. 250701 DETROIT, MI 48255
- CITIFINANCIAL AUTO 800-488-1750 P.O. BOX 183036 COLUMBUS, OH 43218
- CITIZENS AUTO FINANCE 800-247-5685 448 TRIPPERSON BLVD, RJW-230 WARWICK, RI 02886
- CAC 800-634-1508 25505 W. 112 MILE ROAD SUITE 3000 SOUTHFIELD, MI 48034
- DRIVE FINANCIAL 888-222-4227 1010 WEST HOCKING BIRD LANE DALLAS, TX 75247
- EAGLE FINANCE 859-925-1725 225 MAIN STREET SUITE 1 FLORENCE, KY 41042
- FIFTH THIRD BANK 513-579-5353 5050 KINGSLEY DR, MD 1MOC21 CINCINNATI, OH 45263
P.O. BOX 639998 CINCINNATI, OH 45263
- FIRST FINANCIAL BANK 513-867-4921 300 HIGH STREET HAMILTON, OH 45011
- FMCC 800-727-7000 PO BOX 17948 DEPT. A GRENVILLE, SC 29606
- GMAC 800-260-4622 PO BOX 9001952 LOUISVILLE, KY 40290
- HSBC (HOUSEHOLD) 800-418-1888 PO BOX 80179 CITY OF INDUSTRY, CA 91716
- HONDA FINANCIAL 800-542-6632 PO BOX 70252 PHILADELPHIA, PA 19176
- HUNTINGTON NATIONAL BANK 800-822-6327 2381 MORSE ROAD COLUMBUS, OH 43229
- HUNTINGTON NATIONAL LEASE 800-480-2042 SAME AS ABOVE
- M&T BANK 800-724-6450 499 MITCHELL ST. MILLSBORO, DE 19966
- NATIONAL CITY BANK 800-368-0122 PO BOX 5570 CLEVELAND, OH 44101
- NATIONAL CITY LEASE 800-359-4559 SAME AS ABOVE
- NATIONAL BANK & TRUST 800-837-3011 48 N. SOUTH STREET WILMINGTON, OH 45177
- NISSAN MOTOR CREDIT 800-456-6622 PO BOX 680384 DALLAS, TX 75268
- NUVELL CREDIT CORP. 800-553-2149 17500 CENAL PARKWAY LITTLE ROCK, AR 72223
- PNC BANK 800-752-2561 2730 LIBERTY AVE, PITTSBURG, PA 15222
- REGIONAL ACCEPTANCE 877-722-7299 4770 DUKE DRIVE SUITE 203 MASON, OH 45040
- TIDEWATER 888-413-1782 6520 INDIAN RIVER ROAD VIRGINIA BEACH, VA 23464
- TRIAD FINANCIAL 800-879-9756 5505 N. CUMBERLAND AVE. DEPT. CH-14222 CHICAGO, IL 60656
- TOYOTA FINANCIAL SERVICES 800-874-8822 5005 N. RIVER BLVD. NE CEDAR RAPIDS, IA 52411
- US BANK 800-872-2657 1850 OSBORN AVE. OSHKOSH, WI 54902
- VOLKSWAGON CREDIT 800-428-4034 1401 FRANKLIN BLVD. LIBERTYVILLE, IL 60048
- WACHOVIA DEALER SERVICES 800-289-8004 PO BOX 25341 SANTA ANA, CA 92799
- WELLS FARGO AUTO FINANCE 800-559-3557 711 W. BROADWAY ROAD TEMPE, AZ 85282

CREDIT UNIONS

- CINCINNATI CENTRAL 513-241-2050 1717 WESTERN CINCINNATI, OH 45214
- CINTI, FIREFIGHTERS 513-352-3896 1243 W. 8TH STREET CINCINNATI, OH 45203
- CINCINNATI POLICE 513-559-1234 959 W. 8TH STREET CINCINNATI, OH 45203
- CINTI, POSTAL EMPLOYERS CU 513-381-8600 1243 W. 8TH ST, CINCINNATI, OH 45203
- CINCO 513-281-9988 49 WILLIAM HOWARD TAFT ROAD CINCINNATI, OH 45203
- CINFED 513-333-3800 550 MAIN STREET CINCINNATI, OH 45203
- CINTEL 513-421-1516 525 VINE STREET CINCINNATI, OH 45202
- CLASSIC (CLERMONT COUNTY TEACHERS) 513-753-4141 39 OAK STREET AMELIA, OH 45102
- COMMUNITY ARTS 513-381-3070 1717 WESTERN AVE. CINCINNATI, OH 45214
- EMERY CREDIT UNION 513-530-9351 7890 E. KEMPER ROAD CINCINNATI, OH 45249
- GECU 513-243-4328 10485 READING ROAD CINCINNATI, OH 45241
- GREATER CINCINNATI 513-559-1234 2721 CENTRAL PARKWAY CINCINNATI, OH 45225
- HEALTH ALLIANCE CREDIT UNION 513-585-2398 2139 AUBURN AVE. CINCINNATI, OH 45219
- KEMBA CREDIT UNION 513-762-5070 1045 W. 8TH STREET CINCINNATI, OH 45203
- L&N FEDERAL CREDIT UNION 859-283-5115 822 DONALDSON HIGHWAY ERLANGER, KY 41018
- SHAREFAX CREDIT UNION 513-753-2440 1147 CINCI-BATAVIA PIKE BATAVIA, OH 45103
- WRIGHT PATTERSON 800-762-0047 2455 EXECUTIVE PARK BLVD. FAIRBORN, OH 45324

BANK INFORMATION IF NOT LISTED ABOVE:

BANK Santander Consumer USA ADDRESS P.O. Box 660633
 CITY Dallas STATE TX ZIP 75266 PHONE# 1888 222 4227



MIKE CASTRUCCI CHEVROLET SALES, INC.

1099 LILA AVENUE
MILFORD, OHIO 45150

13-1542
420

CHECK#



PAY ****FIVE THOUSAND SEVEN HUNDRED FORTY DOLLARS AND 00/100****

TO THE ORDER OF
SANTANDER CONSUMER USA
PO BOX 660633
DALLAS TX 75266

DATE	AMOUNT
06/28/11	\$5,740.00

VOID AFTER 90 DAYS



NON-NEGOTIABLE

AUTHORIZED SIGNATURE

NAME	NUMBER	DATE
SANTANDER CONSUMER USA		06/28/11

PAYOFF FOR [REDACTED]

CREATED BY: LINDA

YR	MK	CARLINE	VIN	STOCK#	ACCT#	AMOUNT
02	NI	ALTIMA	1N4BL11D62C [REDACTED]	66280	300B	5740.00

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
 58U BLACK GRANITE METALLIC /L4G
 83B TITANIUM
 ORDER NO. PQDG89/TRE STOCK NO.
 VIN 1G1 ZC5E 19 BF [REDACTED]
 *****13*09230S
 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
 1ZH69 MALIBU 1LT 22975.00 21826.26 INVOICE 05/25/11
 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
 UE1 6 MTHS ONSTAR DIRECTIONS & N/C N/C KEYS G1827 G1827
 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)
 ZFH COMPACT SPARE TIRE 100.00 88.00 SHIP WT: 3341
 (REPLACES TIRE SEALANT AND HP: 19.2
 INFLATOR KIT) PREFER: 23260.21
 58U BLACK GRANITE METALLIC 195.00 171.60 MRM: 24030.00
 ALLOW: 165.65

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

 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.



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

CHEVROLET

May 20, 2013

Charles Back
Mike Castrucci Chevrolet Sales, Inc
1099 Lila Ave
Milford, OH 45150-1684

RE: [REDACTED]
Service Request: 71-1185140494
2011 Chevrolet Malibu
Vehicle Identification Number: 1G1ZC5E19BF [REDACTED]
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



CORPORATION SERVICE COMPANY®

Notice of Service of Process

RVP / WARBREACH
Transmittal Number: 11179794
Date Processed: 05/16/2013

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: [REDACTED] vs. General Motors, LLC

Document(s) Type: Summons/Complaint

Nature 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 [REDACTED]

Notes: David Tannehill 8043 Corporate Circle, Suite 3 North Royalton, OH 44133
CSC Location Document Served: 50 West Broad Street Suite 1800 Columbus, 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

FILED

2013 MAY 13 PM 4:00

BARBARA A. WIEDENBEIN
CLERK OF COMMON PLEAS COURT
CLERMONT COUNTY, OH

IN THE COURT OF COMMON PLEAS
CLERMONT COUNTY, OHIO

[REDACTED] and
[REDACTED]
Loveland, Ohio [REDACTED]
Plaintiffs,
vs.
GENERAL MOTORS, LLC
c/o CSC-Lawyers Incorporating Service
50 West Broad Street, Suite 1800
Columbus, Ohio 43215
Defendant.

No. 2013 CVH 00763 JUDGE FERENC
JURY DEMAND ENDORSED HEREON

COMPLAINT

NOW COME the Plaintiff, [REDACTED] EV [REDACTED] JR. [REDACTED], by and through their attorneys, KROHN & MOSS, LTD., and for their complaint against Defendant, GENERAL MOTORS, LLC, allege and affirmatively state as follows:

1. Plaintiff, [REDACTED] (the "Plaintiff"), are individuals who were at all times relevant hereto residing in the State of Ohio.
2. Defendant, GENERAL MOTORS, LLC ("Manufacturer"), is a foreign 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

3. 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 [REDACTED], as reflected in the document attached hereto as Exhibit 1.

4. The price of the Malibu totaled \$24,050.00.

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 (3) year or thirty-six thousand (36,000) mile "bumper-to-bumper" coverage.

7. On or about June 26, 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.

11. 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 Malibu 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.

19. 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, [REDACTED], JR. and [REDACTED], 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 II
BREACH OF IMPLIED WARRANTY PURSUANT TO
THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

29. Plaintiffs re-allege 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.

33. 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 defects 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, [REDACTED], [REDACTED] and [REDACTED] 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 III
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.

38. 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, [REDACTED], 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 attorneys' 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,

By: 

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: dtannehill@consumerlawcenter.com

EXHIBIT 1

Mike Castrucci Chevrolet

NEW VEHICLE
BUYER'S ORDER

CUST #: 68087
DEAL #: 66280

Ph (513) 831-5555 | Fax: (513) 248-7197 | 1099 Lila Ave | Milford, OH 45150 EMAIL ADD: [REDACTED]

PURCHASER [REDACTED]		SALESPERSON KEVIN M. BACHMAN	
ADDRESS [REDACTED]		DATE 06/26/2011	
CITY CINCINNATI	STATE OH	COUNTY HAMILTON	
I HEREBY AGREE TO PURCHASE FROM MIKE CASTRUCCI CHEVROLET UNDER THE TERMS AND CONDITIONS SPECIFIED ON THE FRONT AND BACK OF THIS ORDER ONE MOTOR VEHICLE AS HEREIN DESCRIBED.			
YEAR 2011	MAKE CHEVROLET	MODEL MALIBU	STOCK# BF387363
SERIAL# 1G1ZC5E19B[REDACTED]	RELEASE 15		SOCIAL SECURITY # [REDACTED]

EXTRA EQUIPMENT

ODOMETER REPRESENTATION

THE PAYOFF AMOUNT GIVEN IS ONLY AN ESTIMATE!
ANY PAYOFF AMOUNT HIGHER THAN THIS ESTIMATE IS
MY OBLIGATION TO PAY TO MIKE CASTRUCCI CHEVROLET.

[REDACTED]

Mike Castrucci 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 "odometer statement" and the company has no knowledge of any acts by previous owners to the contrary.

CERT OF TITLE \$ 15.00XX	SALES TAX \$ [REDACTED]	FILE LIEN \$ [REDACTED]	OUT-OF-STATE TRADE IN \$ [REDACTED]
LICENSE TRANSFER \$ [REDACTED]	NEW LIC PLATE \$ [REDACTED]	30 DAY LIC PLATE \$ 18.50XX	NOTARY FEE \$ [REDACTED]
DOCUMENTARY FEE \$ 200.00XX			

SELLING PRICE	\$ 24000.00
ESC	\$ 1325.00
GMS ADD-ON	\$ 2600.00
OHIO SALES TAX	\$ 1469.33
County, Title Fees, License Plates	\$ 283.50
TOTAL (Cash Delivery Price)	\$ 29707.83

TRADE-IN INFORMATION

MAKE: NISSAN MODEL: ALTIMA
YEAR: 2002 VIN: 1G85660
SERIAL: 1N4BL11D62C257965
W.S. DESCRIPTION: [REDACTED]

DEPOSIT NO.	\$ N/A
Credit Life Insurance	\$ N/A
Accident & Health Insurance	\$ N/A
TRADE-IN EQUITY	\$ N/A
GM Incentives/Rebates	\$ 3000.00
C.O.D. No.	\$ N/A
TOTAL DOWN PAYMENT	\$ 3000.00

PAY OFF TO: SANTANDER CONSUMER USA
PAY OFF AMOUNT: 3600.00 FROM WH: [REDACTED]

BALANCE TO FINANCE	\$ 26707.83
---------------------------	--------------------

	CONTROL	ACCOUNT	AMOUNT
SALE	STOCK #	4	-
COS	STOCK #		±
RECOND. CST			-
OVRL. ALLOW		6	+
TRADE-IN	STOCK#	24	+
E.S.P. ACC.		330Y	-
ACCT. REC.	CUST#	203A	+
TAX	CUST#	324	-
DOC. FEES		900	-
PAY OFF	CUST#	3005	-
BANK		205	+
FIN. RES. CR.		806	-
	CUST.#	262	+
L.A.H. ACC.		322P	-
E.S.P.			-
INS. INC.			-

WARRANTY DISCLAIMER

DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND OR CHARACTER, EITHER EXPRESSED OR IMPLIED (INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) concerning the motor vehicle 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.

JOINT WAIVER: THE UNDERSIGNED BUYER DOES WAIVE THE RIGHT TO A TRIAL BY JURY CONCERNING ANY AND ALL MATTERS ARISING OUT OF OR IN ANY WAY ASSOCIATED WITH THE PURCHASE OR FINANCE OF THE MOTOR VEHICLE DESCRIBED ABOVE.

In case the motor vehicle covered by this Order is a used motor vehicle, no warranty or representation is made by the Dealer, as to extent such motor vehicle has been used, regardless of the mileage shown on the speedometer or odometer of said used motor vehicle.

THE FRONT AND THE BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT PERTAINING TO THIS PURCHASE AND NO OTHER AGREEMENT OF ANY KIND, VERBAL 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 responsible financial company as to any balance to be financed.

I HAVE READ THE PRINTED MATTER ON THE FRONT AND THE BACK OF THIS ORDER AND AGREE TO IT AS PART OF THIS ORDER, THE SAME AS IF IT WERE PRINTED ABOVE MY 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.

OPTIONAL EXTENDED WARRANTY WAS FULLY EXPLAINED AND ACCEPTED (Initial) [REDACTED] REJECTED (Initial) [REDACTED]

Without Initial or Related Charge Automatically Constitutes Rejection

I HAVE RECEIVED A COPY OF ALL DOCUMENTS I HAVE SIGNED AT THE TIME OF SIGNING. READ, UNDERSTOOD AND AGREED.

Buyer's Signature: [REDACTED] Date: 06/26/2011

Accepted Mike Castrucci Chevrolet by: [REDACTED] Must be accepted by an Officer of the Company

IF UNDELIVERABLE RETURN TO
BARBARA A. WIEDENBEIN
CLERMONT COUNTY CLERK OF COURTS
270 E MAIN ST
BATAVIA OH 45103-3040

CERTIFIED MAIL



7112 4369 4680 2781 0483

2013 CVH 00763

General Motors LLC
c/o CSC Lawyers Incorporating
Service
50 West Broad Street Suite 1800
Columbus, OH 43215

neopost[®]
05/14/2013
US POSTAGE

FIRST-CLASS MAIL

\$06.51⁰



ZIP 45103
041L12201943

4321589910 0004





Timia Morado/Austin/GM1

05/20/2013 06:11 PM

To brian.c.greuel@gm.com

cc

bcc

Subject [REDACTED] Service Request: 71-1185140494

RE:

[REDACTED]
Service Request: 71-1185140494

2011 Chevrolet Malibu

Vehicle Identification Number: 1G1ZC5E19BF [REDACTED]

Customer Relationship Specialist: Timia

Dear Brian Greuel,

This email is to inform you that a lawsuit has been filed on behalf of customer [REDACTED] 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



Chevrolet Sales, Inc.

1099 LILA AVENUE • MILFORD, OH 45150 • PH (513) 831-6555 • FAX (513) 248-7185

PARTS DIRECT LINE (513) 248-7171



OUTTOMEH NO. 68087	ADVISOR DEE DEE COBB	5505	TAG NO. 921	INVOICE DATE 11/12/12	INVOICE NO. CVCS322379
	LABOR RATE	LICENSE NO.	MILEAGE 36,654	COLOR BLACK GRANI	STOCK NO. BF387363
	YEAR / MAKE / MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT			DELIVERY DATE 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. NO.	R.O. DATE 11/07/12		
COMMENTS					

JOB# 1 CHARGES

LABOR	DESCRIPTION	HOURS	TECH(S)	WARRANTY	
94 1 18CVZ	CHECK ENGINE LIGHT				
<p>CUSTOMER STATES CHECK ENGINE LIGHT IS ON, STOPPED AND HAD CHECKED WHILE OUT OF TOWN. MAY BE THROTTLE BODY RELATED VEHICLE MAY BE JUST OUT OF 36000 MILES AND IF SO WE WILL COVER THE REPAIR GM POLICY CODE P0014 WAS STORED. LIGHT CAME ON AFTER VEHICLE HYDRO-PLANED. TRACTION LIGHT CAME ON AND THEN CHECK ENGINE LIGHT SCAN TEST FOUND P0014. FOUND HIGH RESISTANCE (16.2) ON EXHAUST CAM ACTUATOR REPLACED CAM ACTUATOR SOLENOID</p>					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	12646704	VALVE 0.736		
			RIM		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR	DESCRIPTION	HOURS	TECH(S)	WARRANTY
94 2 09CVZ	RENTAL VEHICLE			
	DRAC RESERVED			

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

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

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.



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 COBB	TAG NO. 5505	921	INVOICE DATE 11/12/12	INVOICE NO. CVCS322379
	LABOR RATE	LICENSE NO.	MILEAGE 36,654	COLOR BLACK GRANI	STOCK NO. BF387363
	YEAR / MAKE / MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT			DELIVERY DATE 06/26/11	DELIVERY MILES 15
CINCINNATI, OH	VEHICLE I.D. NO. 1G1ZC5E19BF			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	R.O. NO.		R.O. DATE 11/07/12	
	COMMENTS				

TOTALS

CASH CHECK #..... A.R. CONTROL #.....
 VISA M/C DISCOVER A/X CAR CARE ONE

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE (APPLIED TO CUSTOMER PD REPAIRS)

In the near future, you may receive a satisfaction survey from General Motors based on this service visit. If you are not able to return it "COMPLETELY SATISFIED", please contact Service Manager, CHARLES BACK, or Sales Manager, SEAN STEVENSON, prior to completing the survey. Thank you!

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

TOTAL INVOICE \$ 0.00

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.

CUSTOMER SIGNATURE