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

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
Palm Harbor, FL 3[redacted]

Service Request: S[redacted]

Dear Mr. [redacted]

We would like to discuss your request for assistance regarding your 2002 GMC Envoy, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Jeffrey Long
Customer Relationship Manager

RS0006-A/crs

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
Lawrenceville, GA[redacted]

Service Request: [redacted]

Dear Mr. G[redacted]

Thank you for your support of GMC. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2002 GMC Envoy, Vehicle Identification Number 1GKDS13SX22[redacted], is for the following:

- 36 months or 75,000 miles, whichever occurs first
- Standard rental
- A $0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact GMPP at 1-800-631-5590 if you have additional questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued GMC customer.

If you have any future questions, please feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Keith Cochran
Customer Relationship Manager

RS0011-T/djc

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

GMPP REQUEST FOR PROCESSING

Motors Insurance Corporation
National Mechanical Service Center
P.O. Box 6855
Chicago, IL 60680-6855

JAN 7 2003

Please process the attached GMPP Contract Registration form:
Customer Information:

Customer Name: [redacted]

Request Number: [redacted]

Personal Use: ✓ Commercial Use: _____

Reason for offering GMPP: veh concerns

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet (GMC Truck) Oldsmobile Pontiac

VIN# 1gkds13sx2[redacted]

Year: 2002 In-Service Date: 5/1/01 Mileage: 37,000

Division Dealer Code Information: (Circle one below)

Pontiac – 2-99101 **(GMC Truck – 5-61764)** **Oldsmobile – 3-99001**
Buick – 4-99001 **Chevrolet – 1-70011** **Cadillac – 6-99000**
Medium Duty Truck - 9-61766

Payment Approval and Type:

General Motors has agreed to: (Check one below)

✓ Approve and pay for a new plan – no GMPP coverage currently
_____ Authorize a new plan or upgrade; customer will pay total cost
_____ Approve and pay for an upgrade; apply original coverage refund to Division making request
_____ Pay for all coverage costs; refund original coverage cost to customer; see special instructions below
_____ Cancellation

Special Instructions:

☑ Transferable ☐ Non-Transferable

☐ Transfer all claims to new policy

☐ Endorse selling dealer code to Division code.
(Selling dealer to keep profit. Division is debited the dealer's profit.)

Payment Approval:
CRM (decision maker): Keith Cochran Tampa

Plan Selection: MG 36/75

Team Manager/Supervisor: [signature] Date: 1/3/03

Revised 10/06/01

Tampa 1-14597243

Contract Registration

GMPP X | MRP | GM Cert | MRP Cert | MRP LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters): 1 G K D S 1 3 S X 2 2 [redacted]

PLAN PURCHASE DATE: 12/23/02

YEAR	MAKE	MODEL	CURRENT ODOMETER	4 WHEEL DRIVE
2002	GMC	Envoy	37000	

Customer

FIRST NAME [redacted] M.I. LAST NAME [redacted] FLEET GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE & PHONE NUMBER [redacted]

MAILING ADDRESS (must include apt. or suite # if applicable) [redacted] CITY: Lawrenceville STATE: GA ZIP CODE [redacted]

Dealer

The Plan provider is authorized to charge my account for the cost of the agreement(s) and my share of any subsequent cancellation(s).

DEALER NAME	DEALER CODE	PROMOTION CODE
GMC Division	561764	

ADDRESS	CITY	STATE	ZIP CODE
PO Box 33172	Detroit	MI	48232

Lienholder

GMAC NAME OR GMC Division

ADDRESS	CITY	STATE	ZIP CODE
PO Box 33172	Detroit	MI	48232

LEASE	RETAIL	MAJOR GUARD	VALUE GUARD	BASIC GUARD	SMART PROTECTION	SMART PROTECTION PLUS
	X	X				

Plan Coverage and Price

MECHANICAL TERM

THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.

IN-WARRANTY X — The time and mileage limits of any selected plan commence on the same date as the manufacturer's warranty and at zero miles. Certified plans have a $0 deductible. All other plans have a $0 deductible unless an optional deductible is selected.

OUT-OF-WARRANTY — The time and mileage of any plan selected will be calculated from the date and mileage on the vehicle on the date of the purchase of the service contract. Plans can be purchased only at the time of vehicle purchase. Certified plans have a $0 deductible. All other plans have a $50 deductible unless an optional deductible is selected.

VEHICLE IN SERVICE DATE (In-Warranty vehicles)	TERM-MO./MI.	OPTIONAL DEDUCTIBLE		PRICE
05/01/01	36/ 75,000	$100	$200	1,310.00

MAINTENANCE TERM The time and mileage term for Smart Care will be calculated from the date and mileage on the vehicle on the purchase date of this agreement. The time and mileage term of Smart Care Plus begins on the same date as the manufacturer's warranty and at zero miles.

SMART CARE	SMART CARE PLUS	TERM-MO./MI.	
	/		.00

SURCHARGES & OPTIONAL COVERAGE (Select all that apply)

BUSINESS	HUMMER BUS	EMERGENCY	SNOWPLOW	TIRE ROAD HAZARD	
				$	.00

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

CUSTOMER SIGNATURE [redacted] DATE 1/2/03

SUBTOTAL	$ .00
TAX	$
TOTAL	$

Sample Coverage Agreements are available online at www.gmprotectionplan.com/agreements.htm

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

It n[redacted] Service Center, P.O. Box 6855, Chicago, IL 60680-6855. In Arizona, the service company is MRP Service Agreement Corp. or GMAC Service Agreement Corp. In Florida, the insurer is MIC Property and Casualty Insurance Corporation. FL Lic. #9299.

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Litho U.S.A. 10/02 701ALL3

CUSTOMER COPY

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

GMPP REQUEST FOR PROCESSING

TPA

JAN 17 2003

Motors Insurance Corporation
National Mechanical Service Center
P.O. Box 6855
Chicago, IL 60680-6855

Please process the attached GMPP Contract Registration form:
Customer Information:

Customer Name: [redacted]

Request Number: [redacted]

Personal Use: ✓ Commercial Use: _____

Reason for offering GMPP: Apologetic Gesture / Excessive Warranty Repairs

Vehicle Information: (Circle one below)

Make: Buick Cadillac Chevrolet (GMC Truck) Oldsmobile Pontiac

VIN# [redacted]

Year: 2002 In-Service Date: 05-01-01 Mileage: 37,000

Division Dealer Code Information: (Circle one below)

Pontiac – 2-99101 **(GMC Truck – 5-61764)** **Oldsmobile – 3-99001**
Buick – 4-99001 **Chevrolet – 1-70011** **Cadillac – 6-99000**
Medium Duty Truck - 9-61766

Payment Approval and Type:

General Motors has agreed to: (Check one below)

✓ Approve and pay for a new plan – no GMPP coverage currently
_____ Authorize a new plan or upgrade; customer will pay total cost
_____ Approve and pay for an upgrade; apply original coverage refund to Division making request
_____ Pay for all coverage costs; refund original coverage cost to customer; see special instructions below
_____ Cancellation

Special Instructions:

☐ Transferable ☑ Non-Transferable

☐ Transfer all claims to new policy

☐ Endorse selling dealer code to Division code.
(Selling dealer to keep profit. Division is debited the dealer's profit.)

Payment Approval:
CRM (decision maker): Keith Cochran

Plan Selection: 36/75 6mpp Major Guard

Team Manager/Supervisor: Katrina Walker Date: 1-15-03

Revised 10/06/01

Tampa #14597243

Contract Registration

[redacted]

GMPP X | MRP | GM Cert | MRP Cert | 3/3 PT LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters): 1GKDS13SX22 [redacted]

PLAN PURCHASE DATE: 12/23/02

YEAR	MAKE	MODEL	CURRENT ODOMETER	4 WHEEL DRIVE
2002	GMC	Envoy	37000	

Customer

FIRST NAME | M.I. | LAST NAME | FLEET | GM EMPLOYEE

[redacted]

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE & PHONE NUMBER: ( ) -

MAILING ADDRESS (must include apt. or suite #, if applicable): [redacted]

CITY: Lawrenceville STATE: GA ZIP CODE: [redacted]

Dealer

The Plan provider is authorized to charge my account for the cost of the agreement(s) and my share of any subsequent cancellation(s).

2004

DEALER NAME	DEALER CODE	PROMOTION CODE
GMC Division	561764	

ADDRESS	CITY	STATE	ZIP CODE
P.O. Box 33172	Detroit	MI	48232

Lienholder

GMAC NAME

OR GMC Division

ADDRESS	CITY	STATE	ZIP CODE
P.O. Box 33172	Detroit	MI	48232

Plan Coverage and Price

LEASE	RETAIL	MAJOR GUARD	VALUE GUARD	BASIC GUARD	SMART PROTECTION	SMART PROTECTION PLUS
	X	X				

MECHANICAL TERM

Subject to acceptance by the Plan provider, contract coverage for the term stated below begins on the date this Registration is signed.

THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.

IN-WARRANTY X — The time and mileage limits of any selected plan commence on the same date as the manufacturer's warranty and at zero miles. **Certified plans have a $0 deductible. All other plans have a $0 deductible unless an optional deductible is selected.**

OUT-OF-WARRANTY — The time and mileage of any plan selected will be calculated from the date and mileage on the vehicle on the date of the purchase of the service contract. Plans can be purchased only at the time of vehicle purchase. **Certified plans have a $0 deductible. All other plans have a $50 deductible unless an optional deductible is selected.**

VEHICLE IN SERVICE DATE (In-Warranty vehicles)	TERM-MO./MI.	OPTIONAL DEDUCTIBLE		PRICE
05/01/01	36/ 75,000	$100	$200	$ 1,310.00

MAINTENANCE TERM Upon acceptance of this registration, the time and mileage term for Smart Care will be calculated from the date and mileage on the vehicle on the purchase date of this agreement. The time and mileage term of Smart Care Plus begins on the same date as the manufacturer's warranty and at zero miles

SMART CARE	SMART CARE PLUS	TERM-MO./MI.	PRICE
	/ ,		$, .00

SURCHARGES & OPTIONAL COVERAGE (Select all that apply)

BUSINESS	TOW TRUCK	EMERGENCY	SNOWPLOW	TIRE ROAD HAZARD	PRICE
				$	$, .00

By signing this, I agree to all terms and conditions on the front and back of this form. I acknowledge that coverage(s) will begin and end as stated in the section titled, "Term," (above). Upon acceptance of this registration, a Coverage Agreement will be mailed to the address indicated on this form.

CUSTOMER SIGNATURE: Katrina Wilder DATE: 1-15-03

SUBTOTAL	$, .00
TAX	$, .
TOTAL	$, .

If not submitted by GM Access (CDR), mail to National Mechanical Service Center, P.O. Box 6855, Chicago, IL 60680-6855. In Arizona, the service company is MRP Service Agreement Corp. or GMAC Service Agreement Corp. In Florida, the insurer is MIC Property and Casualty Insurance Corporation. FL Lic. #9299.

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Litho U.S.A. 10/01 701ALL2

CUSTOMER COPY

Sample Coverage Agreements are available online at www.gmprotectionplan.com/agreements.htm

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

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

CUSTOMER #: [redacted]

Teddy

[redacted]

WORKORDER

PAGE 1

MOORE CHEVROLET, INC.
1626 WEST THIRD AVE.
P.O. BOX 2158
WILLIAMSON, WV 25661
PHONE: 304/235-7119

BELF[redacted]
HOME[redacted]US:

SERVICE ADVISOR: 8218 HESS,TAMMY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
FOREST GRE	2002	CHEVROLET BLAZER	1GNDT13S322[redacted]		1506/1510	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22FEB2002			17:00 25MAR02		55.00	CASH	

R.O. OPENED	READY	OPTIONS:
25MAR2002 10:06		STK: [redacted] ENG:VORTEC_4200_SFI TRN:4SPD_ELECTR_ADT

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OP CODE	TECH TYPE	DESCRIPTION

LINE OP CODE	TECH TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	304	WCH94 CUSTOMER STATES THAT FRONT AXLE AND 4X4 LOW AND 4X4 HIGH COMES ON WHEN DRIVING , WHEN LIGHT COMES ON THE FUEL HAND DROPS

Drive All Lamp operating properly at this time. FEB 11 5

FEB 12 0

B 304 WCH94 CUSTOMER STATES THAT ON PULL OR FOING UP A HILL TRANS SEEM TO BE SLIPPING

#304 used Tech-2 to check trans for determine Found Drive veh 4 miles WERE SERIOUS ABOUT trans shifting properly at this time. FEB 11 5

PUTTING SERVICE BACK IN THE SERVICE DEPT.

FEB 12 0

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X [redacted]

CUSTOMER SIGNATURE

TECHNICIAN COPY

98

Jarrod

[redacted]

WORKORDER

PAGE 1

MOORE CHEVROLET, INC.
1626 WEST THIRD AVE.
P.O. BOX 2158
WILLIAMSON, WV 25661
PHONE: 304/235-7119

USTOMER #: [redacted]
[redacted]
ELFRY KY 4[redacted]
OME: 6[redacted] BUS:

SERVICE ADVISOR: 8218 HESS,TAMMY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
OREST GRE	2002	CHEVROLET BLAZER	1GNDT13S3223[redacted]		5390/	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DA
2FEB2002			17:00 10JUN02		58.00	CASH	

R.O. OPENED	READY	OPTIONS:
0JUN2002 10:48		STK: [redacted] ENG:VORTEC_4200_SFI TRN:4SPD_ELECTR_AUT

VEHICLE SERVICE HISTORY

O#	S/A	MILEAGE	CLSD DTE OP CODE	TECH	TYPE	DESCRIPTION
05186	8218	1506	30APR02			
			NL	301	INT	NO LABOR CHARGED ON TICKET
			NL	8218	INT	NO LABOR CHARGED ON TICKET
05185	8218	1506	26MAR02			
			CND	304	CPT	COULD NOT DUPLICATE CONCERN AT THIS TIME
			CND	304	CPT	COULD NOT DUPLICATE CONCERN AT THIS TIME

NE OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
A	302	WCH94	CUSTOMER STATES THAT SUNROOF WILL NOT CLOSE

302# WERE SERIOUS ABOUT PUTTING SERVICE BACK IN THE SERVICE DEPT. APR = 1 24

Jarrod

APR = 1 16

Verified Complaint, Performed Diag Per SIL 0001, Found Problem to be Faulty Motor & Control Module, ordered New Parts

APR = 2 05

Order# [redacted]
Shipment # 9568213
Freight Charge $16.30
Facility 076

APR = 4 28

Installed New Motor & Controll Module Performed System Check, operating to Specs

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
Customer Signature

TECHNICIAN COPY

Notes

[redacted]06

[redacted]

EFRY KY [redacted]

HOME: [redacted] BUS:

[redacted]

WORKORDER
REPRINT
PAGE 1

MOORE CHEVROLET, INC.
1626 WEST THIRD AVE.
P.O. BOX 2158
WILLIAMSON, WV 25661
PHONE: 304/235-7119

SERVICE ADVISOR: 8218 HESS,TAMMY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
FOREST GRE	2002	CHEVROLET BLAZER	1GNDT13S32[redacted]		5390/	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO	RATE	PAYMENT	INV DATE
22FEB2002			17:00 14JUN02	[redacted]	58.00	CASH	

R.O. OPENED	READY	OPTIONS:
10JUN2002 10:48		STK:[redacted] ENG:VORTEC_4200_SFI TRN:4SPD_ELECTR_AUT

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OP CODE	TECH	TYPE	DESCRIPTION
205186	8218	1506	30APR02			
			NL	301	INT	NO LABOR CHARGED ON TICKET
			NL	8213	INT	NO LABOR CHARGED ON TICKET
205185	8218	1506	26MAR02			
			CND	304	CPT	COULD NOT DUPLICATE CONCERN AT THIS TIME
			CND	304	CPT	COULD NOT DUPLICATE CONCERN AT THIS TIME

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		302	WCH94	CUSTOMER STATES THAT SUNROOF WILL NOT CLOSE

302 See First RO

Jarrod

B * 302 WCH94 CUSTOMER STATES THAT VENT ON PASSENGER SIDE NOT WORKING

Verified Complaint, Removed Instrument Cluster Trim Panel and Front Door that Closes & opens allowing air flow through the Vent [illegible] Front Door loose Trim Pos Reinstalled Door Arm on Door operating to Specs

C * 302 WCH94 CUSTOMER STATES THAT FRONT END FEELS LOOSE

Test Drove Vehicle unable to duplicate Concern at this time

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVA OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

TECHNICIAN COPY

[redacted]

CUSTOMER [redacted]

BELFRY KY [redacted]
HOME: [redacted] BUS:

WORKORDER [redacted]

PAGE 2

MOORE CHEVROLET, INC.
1626 WEST THIRD AVE.
P.O. BOX 2158
WILLIAMSON, WV 25661
PHONE: 304/235-7119

SERVICE ADVISOR: 6138 OOTEN, RANDY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
FOREST GRE	2002	CHEVROLET BLAZER	1GNDT13S322[redacted]		19650/	[redacted]

DEL.DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	DATE	PAYMENT	INV. DATE
22FEB2002			17:00 23JUL03		58.00	CASH	

R.O. OPENED	READY	OPTIONS: STK:3[redacted] ENG:VORTEC 4200 SFI TRN:4SPD ELECTR AUT
23JUL2003 10:18		

RECOMMENDED SERVICE
CURRENT MILEAGE 19650

RM102 -MR GOODWRENCH QUICK LUBE
RM103 -STATE INSPECTION
RM104 -ROTATE ALL TIRES
RM109 -REPLACE AIR FILTER
NOV01 -SERVICE AUTO TRANSMISSION

>> BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, OUR DEALERSHIP RECOMMENDS <<
>> THE ABOVE SERVICE BE PERFORMED NOW <<

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

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A			WCH94	CUSTOMER STATES RECALL #03012
# B			WCH94	CUSTOMER STATES RECALL #03013-S

HERE SERIOUS ABOUT PUTTING SERVICE BACK TO THE SERVICE DEPT.

JUL 23 AM 11:

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturers. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, if any, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

TECHNICIAN COPY

Request 1-201-77-011 Rickard 1-800-[redacted]
Brithy 8-9-02

[redacted]

CUSTOMER # [redacted]

WORKORDER

PAGE 1

MOORE CHEVROLET, INC.
1626 WEST THIRD AVE.
P.O. BOX 2158
WILLIAMSON, WV 25661
PHONE: 304/235-7119

BELFRY KY [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 8218 HESS, TAMMY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
FOREST GRE	2002	CHEVROLET BLAZER	1GNDT13S3223 [redacted]		7612/7613	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22FEB2002			17:00 07AUG02		58.00	CASH	

R.O. OPENED	READY	OPTIONS:
07AUG2002 08:18		STK:3 [redacted] ENG:VORTEC_4200_SFI TRN:4SPD_ELECTR_AUT

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OF CODE	TECH	TYPE	DESCRIPTION
206677	8218	5391	15JUN02			
			N3360	302	WCH9	SUNROOF MOTOR
			B2724	302	WCH9	FRAME ASSEMBLY, SUNROOF - REPLACE
			D1410	302	WCH9	AIR DISTRIBUTION REPAIR
			CND	302	CPT	COULD NOT DUPLICATE CONCERN AT THIS TIME
			Z7903	8218	WCH9	3 DAY RENTAL 94 COUTESYTRANSPORTATION
			9599		WCH9	SUBLET REPAIRS
206676	8218	5390	13JUN02			
			SM1	301	CPT	LUBE, OIL AND FILTER
205186	8218	1506	30APR02			
			NL	301	INT	NO LABOR CHARGED ON TICKET
			NL	8218	INT	NO LABOR CHARGED ON TICKET
205185	8218	1506	26MAR02			
			CND	304	CPT	COULD NOT DUPLICATE CONCERN AT THIS TIME
			CND	304	CPT	COULD NOT DUPLICATE CONCERN AT THIS TIME

LINE OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	8893	WCH94	CUSTOMER STATES THAT SERVICE 4 WHEEL DRIVE LIGHT COMES IN AND IT GOES INTO 4 WHEEL HIGH BY ITSELF

6 in 32725 ck + Found code for 4x4 Switch Malfunction.
ck code with T.S.B. Replaced Switch
Part # 15097405 Replaced 4x4 Switch cleared codes

E 8893 WCH94 WHILE DRIVING IT DOWN THE ROAD VEH WILL SLIP OR JERK
ck for Codes none ck Transfer ok Road test
all OF C.N.D

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE # _____

AUTHORIZED BY K

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

TECHNICIAN COPY

CUSTOMER # [redacted]

[redacted]

BELFRY KY[redacted]

HOME: [redacted] BUS:

[redacted]

WORKORDER

PAGE 2

MOORE CHEVROLET, INC.

1626 WEST THIRD AVE.
P.O. BOX 2158
WILLIAMSON, WV 25661
PHONE: 304/235-7119

SERVICE ADVISOR: 6138 OOTEN, RANDY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
FOREST GRE	2002	CHEVROLET BLAZER	1GNDT13S32[redacted]		29222/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22FEB2002			17:00 20OCT03		58.00	CASH	

R.O. OPENED	READY	OPTIONS:
20OCT2003 09:00		STK[redacted] ENG:VORTEC_4200_SFI TRN:4SPD_ELECTR_AUT

>> BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, OUR DEALERSHIP RECOMMENDS <<
>> THE ABOVE SERVICE BE PERFORMED NOW <<

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

LINE OP CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS

A WCH94 CUSTOMER STATES AIRBAG LIGHT COMING ON
Checked customer vch with tech 2 could not find any code current or history at this time. #305 A

B WCH94 CUSTOMER STATES REAR HATCH COMING UP WHILE DRIVING
Test drove vch approx miles could not duplicate customer concern at this time. #305 B

C WCH94 CUSTOMER STATES BLOWER MOTOR LOUD WHEN ON
Checked customer complaint compared blower to another Ol Trailblazer In shop found that blower was operating properly at this time. #305 C

D WCH94 CUSTOMER STATES NOISE FROM REAR-END WHILE DRIVING
Test drove vch at highway & slow speeds could not duplicate at this time. #305 D

E WCH94 CUSTOMER STATES VEHICLE WANTS TO GO IN REVERSE WHEN FIRST STARTED
Tested vch started several times couldn't duplicate vch [redacted] concern at this time. #305 E

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $ E

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

CUSTOMER [redacted]
[redacted]
BELFRY KY [redacted]
HOME: [redacted]

[redacted]

WORKORDER

PAGE 3

MOORE CHEVROLET, INC.
1626 WEST THIRD AVE.
P.O. BOX 2158
WILLIAMSON, WV 25661
PHONE: 304/235-7119

SERVICE ADVISOR: 6138 OOTEN,RANDY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
FOREST GRE	2002	CHEVROLET BLAZER	1GNDT13S322[redacted]		29222/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22FEB2002			17:00 20OCT03		58.00	CASH	

R.O. OPENED	READY	OPTIONS:
20OCT2003 09:00		STK[redacted]ENG:VORTEC_4200_SFI TRN:4SPD_ELECTR_AUT

LINE OP CODE TECH TYPE DESCRIPTION/INSTRUCTIONS

F WCH94 CUSTOMER STATES FRONT END WANTS TO LOCK UP IN 4 HI WHEN TURNING LEFT

WERE SERIOUS ABOUT PUTTING SERVICE BACK IN THE SERVICE DEPT.

Normal operations on a 4WD ock to Bind when in 4WD, mostly when Turning Right or left. [redacted] specially when on Hard Surfaces.

#305

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

TECHNICIAN COPY

Loan/Retail Installment Sale Contract

Consumer & Vehicle Information

[redacted]	Vehicle Make/Model/Year: CHEV BLAZ 02	Finance Term: 60
Address: [redacted]	VIN: 1GNDT13S322[redacted]	Amount Financed: 29925.33
City, State, Zip: BELFRY KY [redacted]	Date: 22 FEB 2002	Monthly Payment: 577.15

Dealer & Lender Information

Dealer Name:	Dealer Code (S.A.C.):	Lender Name:
MOORE CHEVROLET INC.	112886	GMAC
Address: 1626 W. THIRD AVE		Address: PO BOX 8135
City, State, Zip: WILLIAMSON, WV 25661		City, State, Zip: LOCKEYSVILLE, MD 21030

1. GAP Agreement: The Consumer and the Financial Institution named above hereby agree to amend the provisions of the Retail Installment Sale Contract/Finance Agreement for the above referenced vehicle as follows:

If the above stated vehicle is deemed a total loss by the primary insurance company, the Financial Institution agrees to waive the difference between the outstanding balance of the Retail Installment Sale Contract/Finance Agreement on the date of loss, and the Actual Cash Value of the vehicle, if lower. Actual Cash Value is the primary insurance company's reasonable determination of the retail value of the vehicle. The first $1,000 of the Consumer's primary insurance deductible, if applicable, is also waived under this GAP Waiver. The Consumer is responsible for maintaining primary insurance as required by the Retail Installment Sale Contract/Finance Agreement. If no primary insurance is in effect on the date of loss, Actual Cash Value will be equal to the average retail value of the vehicle as listed in the N.A.D.A. Official Used Guide for the applicable date/region.

2. The Following Items & Charges Are Not Waived By This GAP Addendum: Any payments past due as of the date of loss, late fees or charges, finance charges from delinquent payments, traffic violations, items of personal property, finance charges after the date of loss, GAP amounts in excess of $25,000, and any charges not associated with the normal amortization of the Retail Installment Sale Contract/Finance Agreement. **This Waiver is not intended to provide physical damage insurance and does not afford protection for deductions from the loss proceeds.**

Amounts financed in excess of 120% of Manufacturer Suggested Retail Price for a new vehicle or 120% of N.A.D.A. Official Used Guide average retail value for a used vehicle on the date of Retail Installment Sale Contract/Finance Agreement inception are not waived by this Addendum and remain the responsibility of the Consumer.

The GAP waived by this Addendum does not apply to occurrences arising out of racing, speed contest, fraudulent act by the Consumer, losses occurring prior to the effective date of this GAP Agreement, or losses occurring outside of the United States, Canada, or Mexico.

3. Criteria For Exclusion From Participation In The GAP Program: Vehicles used for carrying goods or passengers for compensation, retail installment contracts longer than 84 months, or balloon loan contracts longer than 66 months and vehicles over 10,000 pounds gross vehicle weight (GVW) are not eligible for participation in the GAP Program.

4. Charge To Consumer For Participating In The GAP Program $_____

5. The Consumer hereby agrees to cooperate with the Financial Institution by supplying necessary information, including, but not limited to:

A. Copy of the Consumer's primary insurance settlement check and vehicle valuation and proof of deductible
B. Copy of the Retail Installment Sale Contract/Finance Agreement
C. Copy of this GAP Addendum

The claim information above must be sent to:
GAP Program Administrator
Attn: GAP Claims
P.O. Box 94612
Cleveland, OH 44101-4612

THE PURCHASE OF THIS GAP ADDENDUM IS NOT REQUIRED TO OBTAIN CREDIT. THE CONSUMER MAY OBTAIN GAP PROTECTION FROM AN ALTERNATE SOURCE.

THE CONSUMER MAY CANCEL THIS GAP ADDENDUM AT ANY POINT DURING THE ORIGINAL TERM OF THE RETAIL INSTALLMENT SALE CONTRACT/FINANCE AGREEMENT. A CANCELLATION REQUESTED WITHIN THIRTY (30) DAYS OF PURCHASE IS ELIGIBLE FOR A FULL REFUND. A CANCELLATION REQUEST RECEIVED AFTER THIRTY (30) DAYS OF THE PURCHASE WILL BE REFUNDED BY THE RULE OF 78THS, UNLESS OTHERWISE REQUIRED BY THE APPLICABLE STATE LAW. IN THE EVENT THIS WAIVER IS TERMINATED DUE TO A TOTAL LOSS OF THE ABOVE STATED VEHICLE, THERE WILL BE NO RETURN OF PREMIUM. BENEFITS UNDER THIS AGREEMENT MAY DECREASE OVER THE TERM OF YOUR RETAIL INSTALLMENT SALE CONTRACT.

THIS GAP ADDENDUM IS ONLY AVAILABLE FOR PURCHASE ON THE DATE OF RETAIL INSTALLMENT SALE CONTRACT/FINANCE AGREEMENT INCEPTION. BENEFITS PROVIDED BY THIS GAP ADDENDUM TERMINATE IF THE VEHICLE IS REFINANCED.

I WANT THIS GAP PROTECTION (DEBT CANCELLATION) AGREEMENT.

Dealer	Consumer
Dealer Name: MOORE CHEVROLET, INC.	Consumer Name: [redacted]
By: [signature]	Co: [redacted]
FINANCE MANAGER	Date: 22 FEB 2002

Note: If you do not receive your acknowledgement within 60 days, call 1-877-357-8477.

Original: Mail to Dealer Tips, P.O. Box 47009, Oak Park, MI 48237
Yellow Copy: Consumer, Blue Copy: Dealer, Goldenrod Copy: Lender

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LYNDON LIFE INSURANCE COMPANY — Administrative Office: P.O. Box 46026, Jacksonville, Florida 32232-6026

SCHEDULE OF PREMIUM AND BENEFITS

EFFECTIVE DATE	GROUP POLICYHOLDER	GROUP POLICY NO.	CERTIFICATE NUMBER
22 FEB 2002	MOORE CHEVROLET INC.	23-432	[redacted]

CREDITOR BENEFICIARY	ADDRESS	CITY	STATE	ZIP
GENERAL MOTORS ACCEPTANCE CORPORATION	[redacted]	COCKEYSVILLE	MD	21030

[redacted] ("You")	AGE	JOINT DEBTOR NAME	AGE
	61		

DATE OF BIRTH	SOCIAL SECURITY NUMBER	DATE OF BIRTH	SOCIAL SECURITY NUMBER
[redacted]	[redacted]		

ADDRESS	ADDRESS
[redacted] BELFRY, KY [redacted]	

COVERAGES	SINGLE	JOINT	TERM (months)	EXP.DATE (mm/dd/yyyy)	LOAN TERM (months)	INITIAL AMOUNT OF INS.	PREMIUM
DECREASING TERM LIFE	A XX	A1	60	02/24/2007	60	$ 34629.00	$ 1146.21
LEVEL TERM LIFE	A2	A3			MONTHLY PAYMENT	$ N/A	$ N/A
DISABILITY (First Insured Debtor Only)	B	NA	N/A		$	$	$ N/A

☐ XX Check Box if Dismemberment Applied for — APR 6.90 — ☐ Check Box for Truncated Coverage — TOTAL PREMIUM $ 1146.21

DAYS TO FIRST PAYMENT 30 DAYS

REQUIRED DISABILITY PERIOD ____ DAYS

DAY BENEFITS COMMENCE 1ST DAY

PRE-EXISTING CONDITIONS ARE NOT INSURED

LIMITS OF COVERAGE - PER INDIVIDUAL

Age Eligibility:	Minimum 18, Maximum 65 at Issue and Maximum Age 70 at Loan Maturity Date
Insurance:	Maximum aggregate per life $50,000; Maximum aggregate Disability benefit $600 Mo.Payment; Partial Disability Not Covered
Terms:	Maximum 120 months Decreasing Term; Maximum 24 months Level Term; Maximum 72 months Disability

ENDORSEMENTS: Accidental Dismemberment And Loss Of Sight Benefit

THE FULL TERM OF YOUR LOAN MAY NOT BE COVERED IF YOU HAVE TRUNCATED COVERAGE

DEBTOR HAS THE RIGHT TO CANCEL THE CREDIT INSURANCE SELECTED ABOVE WITHIN 15 DAYS. UPON CANCELLATION ALL CREDIT INSURANCE PREMIUMS WILL BE CREDITED TO THE DEBTOR'S ACCOUNT.

PRE-EXISTING CONDITIONS ARE NOT COVERED FOR LIFE OR DISABILITY INSURANCE
(See the certificate for details)

APPLICATION FOR CREDIT INSURANCE

INSTRUCTIONS:

Please **INITIAL** appropriate box for each question answered.
For Life Insurance, answer question #1. For Disability Insurance, answer questions #1, #2 and #3.

		YES	NO
1. Have you within the past 12 months consulted a physician, been diagnosed as having, or been treated (by medication, therapy or otherwise) as a result of or for any of the following: cancer or tumor, AIDS, ARC (AIDS Related Complex), emphysema, stroke, alcohol or drug use, heart disease, or any other condition relating to the heart, or disease or condition of the lungs, liver, kidneys, or respiratory system, except asthma or bronchitis?	First Insured Debtor		[initials]
	Second Insured Debtor		
2. Have you within the past 12 months consulted a physician, been diagnosed as having, or been treated (by medication, therapy, or otherwise) for any condition of the back, neck, knee, or spine, or any mental, nervous or emotional disease, disorder or depression?	First Insured Debtor		
3. Are you actively working at least thirty (30) hours a week in your job, for wages or remuneration and have been for the past thirty (30) days?	First Insured Debtor		

Your signature(s) below means:

1. You represent that you will not attain age 71 before the expiration of this contract.
2. You represent that you will not attain age 71 for disability before the expiration of this contract.
3. The above are true and accurate.

If the required questions above are left unanswered, coverage will not exist. If question 1 is answered "Yes", Life coverage will not exist. If questions 1 or 2 are answered "Yes", or question 3 is answered "No", disability coverage will not exist. I/We understand that the answers and agreements given in this application are used as the basis for granting coverage. I/We acknowledge that a copy of this application and certificate of insurance was given to me/us on this date.

THIS RETAIL INSTALLMENT SALE CONTRACT CONSISTS OF THIS DOCUMENT, THE GAP PROTECTION RIDER, AND THE GAP CARE WAIVER. THIS AGREEMENT CONTAINS 4 PAGES.

GMAC FINANCIAL SERVICES

RETAIL INSTALLMENT SALE CONTRACT

GM

Dealer Number	Contract Number
[redacted] and Address (Include County and Zip Code) N/A [redacted]	Creditor (Seller Name and Address) MOORE CHEVROLET INC. 1626 WEST THIRD AVE WILLIAMSON, WV 25661

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. The cash price is shown below as "Cash Price." The credit price is shown below as "Total Sale Price." By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract.

Description of Vehicle. You agree to buy and the Creditor agrees to sell the following vehicle:

New or Used	Year	Make and Model	Body Type	Vehicle Identification No.	Use for Which Purchased
NEW	2002	CHEV BLAZ	4X4	1GNDT13S32232[redacted]	☐ personal ☐ business ☐ agricultural ☐

If truck—Describe body and major items of equipment sold:

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 $ 10068.31 is
6.90 %	$ 4703.67	$ 29926.33	$ 34629.00	$ 44697.31

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows*:
		Monthly beginning	
60	577.15	24 MAR 2002	N/A

Late Charge. If a payment is not paid in full within 10 days after it is due, you will pay a late charge of 5% of the amount of the payment that is late with a minimum charge of $1. The charge will not exceed $10 if vehicle is obtained primarily for personal or agricultural use.

Prepayment. If you pay off all your debt early you may be entitled to a refund of part of the finance charge.

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

Additional Information: See the other side of this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, prepayment refunds and security interest.

*Complete the following ONLY if any installment, except the down payment, is more than twice as large as the smallest installment. THIS CONTRACT IS NOT PAYABLE IN INSTALLMENTS OF EQUAL AMOUNTS. AN INSTALLMENT OF $ _____, WILL BE DUE ON _____

LARGER INSTALLMENTS WILL BE DUE AS FOLLOWS: _____

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including any accessories, services, and taxes)	$ 36790.00	(1)
2 Total Downpayment – Net Trade-in $ 6866.31 + Cash Downpayment $ 3202.00		
if indebtedness, if any, on the trade-in is to be paid by: Buyer ☐, Seller ☐, (check which).		
+ Other (Describe) $ N/A		
Your Trade-in is a N/A (Year) CHEV (Make) BLAZ (Model)	$ 10068.31	(2)
3 Unpaid Balance of Cash Price (1 minus 2)	$ 26721.69	(3)
4 Other Charges (including Amounts Paid to Others on Your Behalf: Seller may be keeping part of these amounts.)		
A Cost of Required Physical Damage Insurance Paid to the Insurance Company Named Below—Covering Damage to the Vehicle $ N/A		
B Cost of Optional Mechanical Repair Insurance Paid to the Insurance Company Named Below—Covering Certain Mechanical Repairs $ 626.00		
C Cost of Optional Credit Insurance for the Term of this Contract Paid to the Insurance Company or Companies Named Below. Life $ 1146.21 Disability, Accident and Health $ N/A $ 1146.21		
D Official Fees Paid to Government Agencies (Itemize) $ N/A		
E Taxes Not Included in Cash Price $ 1928.43		
F Government License and/or Registration Fees (Itemize) $ 46.00		
G Government Certificate of Title Fees $ 5.00		
H Other Charges (Seller must identify who will receive payment and describe purpose)		
to MOORE CHEVROLET, INC for DOCUMENTARY FEE $ 53.00		
to MOORE CHEVROLET INC. for GAP CARE $ 199.00		
Total Other Charges and Amounts Paid to Others on Your Behalf	$ 4203.64	(4)
5 Amount Financed—Unpaid Balance (3 + 4)	$ 29926.33	(5)

Insurance. If any insurance is checked below, the policies or certificates issued by the Companies named will describe the terms and conditions.

Required Physical Damage Insurance. Physical damage insurance is required, but you may | **Optional Mechanical Repair Insurance.** The cost of this

The Reliance Company

Application for Vehicle Service Contract Coverage

EasyCare
VEHICLE SERVICE CONTRACTS

CUSTOMER

NO. EF [redacted]

CUSTOMER INFORMATION

[illegible] 15 [illegible]MOODY #100 ATLANTA, GA 30366 ZIP CODE

[illegible] [redacted] [illegible] 38790.00 [illegible] 825.00

VEHICLE IDENTIFICATION NUMBER: IGNDT13S322[redacted] YEAR: 2002 NAME: CHEVROLET MODEL: BLAZER

REMOVABLE OPTION (S100 STANDARD) DISAP. $0 $50 $100 OR $200 PREVIOUSLY OWNED

COMMERCIAL VEHICLE DIESEL TURBO / SUPER CHARGER POWER STEERING 4X4 TRUCK AND PASSENGER VEHICLE VEHICLE IN SERVICE DATE VEHICLE DELIVERY DATE 02/22/02 ODOMETER READING AT CONTRACT PURCHASE DATE 100

CUSTOMER'S [redacted] MIDDLE NAME / INITIAL PO BOX 411

CITY BELFRY KY [redacted] STATE ZIP CODE HOME PHONE [redacted] PHONE

CONTRACT GENERAL MOTORS ACCEPTANCE CORPORATION BOX 8136 CITY COCKEYSVILLE MD 21030

CONTRACT COVERAGE (SELECT ONE) TotalCare NEW ☑ TotalCare USED ☐ STATED COMPONENT NEW VEHICLE ☐ STATED COMPONENT USED VEHICLE ☐ UNDERLYING FACTORY WARRANTY (YRS / MLS)

☑ **YES!** YOU (Customer) whose signature appears below, acknowledges that: The information contained above is, to the best of YOUR knowledge, true; YOU AGREE TO MAINTAIN THE COVERED VEHICLE IN ACCORDANCE WITH THE MANUFACTURER'S AND THE CONTRACT'S STATED PERIODIC MAINTENANCE REQUIREMENTS AND KEEP ALL RECEIPTS OF SUCH SERVICE; YOU understand that authorization from the ADMINISTRATOR must be received before any repairs are performed under the CONTRACT; Coverage is not afforded to the surcharge and optional items listed in the application section above unless the corresponding box(es) is marked.

[redacted] 02/22/2002

Application / Effective Date — Dealer's Authorized Representative's Signature

In approximately 60 days from the date YOU sign this application, YOU will receive YOUR CONTRACT with state specific information, confirming the acceptance and validity of this application, or if the application has not been accepted YOU may contact the SELLING DEALER for a full refund of the CONTRACT cost.

THE PURCHASE OF A SERVICE CONTRACT IS NOT REQUIRED TO OBTAIN FINANCING FOR YOUR VEHICLE.

COVERAGE

The Coverage YOU Purchased is indicated in the Customer Information section above.

STATED COMPONENT*
Covers the items specifically listed in the Stated Component Section (Items 1 - 14). See the back for details.

TotalCare COVERAGE*
Covers all Components and Parts, except those excluded in Section E.

ADDITIONAL BENEFITS (On Covered Repairs)

TOWING*
Up to $65 per occurrence for towing YOUR VEHICLE to the repair facility.

RENTAL CAR*
Rental car reimbursement of $30 per day for up to 6 days.

TIRE COVERAGE*
Repair or replacement of tires damaged by road hazard. $25 deductible applies.

TRIP INTERRUPTION*
$100 per day for up to 3 days for food and lodging if YOU have a BREAKDOWN more than 50 miles from home.

DISAPPEARING DEDUCTIBLE OPTION*
Only available on New Vehicle plans. If YOU return to the SELLING DEALER for a covered repair, then YOUR deductible is $0.

*SEE YOUR CONTRACT FOR COMPLETE TERMS, CONDITIONS, EXCLUSIONS AND STATE SPECIFIC LANGUAGE.

DECLINATION OF SERVICE CONTRACT

MOORE CHEVROLET, INC.
1628 W Third Ave.
WILLIAMSON, WV 25661
(304) 235-7119

MOTOR VEHICLE PURCHASE AGREEMENT

PURCHASER'S NAME [redacted] DATE 02 / 22 / 02

ADDRESS [redacted] CITY BELFRY KY ZIP CODE [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE SALES REPRESENTATIVE SHANE

Please enter my order for one | NEW | USED 2002 | YEAR | MAKE CHEVROLET | MODEL BLAZER

COLOR FOREST GRE | TOP | TRIM | STOCK NO. 328362

VIN 1GNDT13S3223[redacted] | MILEAGE 156 | TO BE DELIVERED ON OR ABOUT / /

Base price of vehicle	$ 35790.00	1
Additional equipment (options):		2
		3
		4
		5
		6
		7
		8
Dealer installed options:		9
		10
		11
		12

Description of trade-in: Year 1998 Make CHEVROLET

Model BLAZER VIN 1GNDT13W9W[redacted]

Title No. [redacted] Mileage 64799

Balance owed to: [redacted]

Address

Account No. Good till / /

Purchaser verifies that the official odometer mileage statement has been completed on trade-in.

Purchasers signature

Total cash price (1 thru 12)			13
Less trade-in	$	35790.00	14
Difference (13 minus 14)		16850.00	15
Total taxable amount			16
Plus balance owed	$	19940.00	17
		19940.00	18
Privilege tax	$ 8983.69		19
Title fee		28923.69	20
Lien fee		1928.43	21
Transfer fee		6.00	22
Additional weight fee		23.00	23
License fee		N.A.	24
Insurance fee		N.A.	25
Temporary plate fee		18.00	26
Litter fee		N.A.	27
Other		6.00	28
Total taxes & fees (19 thru 28)		N.A.	29
Documentary Fee		1980.43	30
Documentary Fee Tax		50.00	31
		3.00	32
Mechanical service contract		825.00	33
Other GAP		199.00	34
Total (17 plus 29 thru 34)		3057.43	35
Deposit (cash down payment)		3202.00	36
Balance due on delivery (35 minus 36)		$ 28779.12	37

Purchaser agrees that this Order on the face and reverse side hereof and any separate disclosure shall include all of the terms and conditions, that this Order cancels and supersedes any prior agreement and as of this date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby. IF THIS ORDER IS FOR A USED VEHICLE, THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges [redacted] ns and has received a true copy of this

[redacted]

02 22
Date

INC. REBATE 2002.00

Sales Representative

FORM BWAY-3

[redacted]

Customer Claim Form

Case Number : [redacted]
Contact Date : 02/24/04
Start Date :
Have you contacted the mfr regarding your claim.? ☒ YES ☐ NO

Customer Name Address

[redacted]
BELFRY, KY [redacted]
Day Phone [redacted]
Fax Number:
Customer Contact Info:

Evening Phone:
E-mail address : [redacted]

Vehicle Information

Name(s) that appear on vehicle title: Alonzo Adkins
Is Vehicle titled to a business: no
Percentage of time vehicle used for business purposes:
Transmission Type: Automatic
Number of vehicles owned or leased by the business : 0
Make: Chevrolet Model: Trailblazer Model Year: 2002 Current Mileage: 26204
Vehicle Identification Number: 1GNDT13S322[redacted]
Servicing Dealer/City/State : Moore Chevrolet,
Selling Dealer/City/State : Moore Chevrolet, Williamson, WV
Insurance Carrier : HARTFORD Policy Number: [redacted]
Has vehicle been in an accident/had body damage? Yes __ No X Date of accident:
Description of Damage :

Purchase/Lease Information *(complete left side if vehicle was purchased or right side if vehicle was leased)*

Purchase Date: 02/22/02 Mileage at purchase:
Purchased As : New
Is the vehicle in your possession? yes
Lienholder's Name: GMAC
Address: PO Box 105677
City/St/Zip: ATLANTA GA 30348
Phone: ( )1-800-200-4622
Lienholder Acct # : [redacted]

Lease Date: Mileage at lease:
Leased As :
Is the vehicle in your possession?
Leasing Company's Name:
Address:
City/St/Zip:
Phone:
Leasing Company's Acct #:

Resolution Sought
Customer wants the truck repaired or replaced or repurchased.

Signature of Owner(s): [redacted] Date 3-3-04
I am authorizing any lienholder/lessor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.
Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va. 22203-1838

Customer Claim Form

Customer Name: [redacted] Case Number: [redacted]

Problems	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
truck slipping into 4 wheel drive	REPLACED SWITCH STEERING STILL LOCKING UP 4 WH DRIVE	yes	3			
clunking & grinding in the rear	[illegible]	yes	3			
motor malfunction in sun roof	[illegible]	yes	1			
headlights flicker on & off	[illegible]	yes	1			
heater motor vibrates	[illegible]	yes	3			
AIR BAG LIGHT	[illegible]	YES				
REAR HATCH POPS LOOSE	[illegible]	??				
LURCHES FORWARD WHEN STARTING	[illegible]	YES				
STEERING TIGHTING AND LOCKING UP	[illegible]	YES				
VENTS NOT WORKING	[illegible]	NO				
STEERING DANGERS	[illegible]	YES				

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

Business Resource Center

Fax

To: SHARON MAY
Company: MOORE CHEVROLET
Phone:
Fax: 3040235-4932

From: SHERALYN COOLEY
Phone: 1-800-231-1841 EXT.58462
Date: Thursday, February 26, 2004 12:03:14 PM
Pages: 01
(including cover)

Comments

Please mail or fax all repair orders for Vehicle 1GNDT13S3223[redacted] to: Sheralyn Cooley, GM Business Resource Center, 5701 Hillsborough Avenue, Suite 2300, Tampa, Florida 33610

or fax 866-439-3818

Thank you.

CONFIDENTIALITY
The information contained in this facsimile is confidential and may also be attorney-client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this facsimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you.

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

GMPP REQUEST FOR PROCESSING

Motors Insurance Corporation
National Mechanical Service Center
P.O. Box 6855
Chicago, IL 60680-6855

OCT 0 7 2002

Please process the attached GMPP Contract Registration form:
Customer Information:

Customer Name: [redacted]

Request Number: [redacted]

Personal Use: _____ Commercial Use: _____

Reason for offering GMPP: Cust satisfaction

Vehicle Information: (Circle one below)

Make: Buick Cadillac (Chevrolet) GMC Truck Oldsmobile Pontiac

VIN# 1GNDT13S722 [redacted]

Year: 2002 In-Service Date: 8/31/01 Mileage: 26,500

Division Dealer Code Information: (Circle one below)

Pontiac – 2-99101
Buick – 4-99001
Medium Duty Truck - 9-61766
~~GMC Truck – 5-61764~~
(Chevrolet – 1-70011)
Oldsmobile – 3-99001
Cadillac – 6-99000

Payment Approval and Type:

General Motors has agreed to: (Check one below)

✓ Approve and pay for a new plan – no GMPP coverage currently
_____ Authorize a new plan or upgrade; customer will pay total cost
_____ Approve and pay for an upgrade; apply original coverage refund to Division making request
_____ Pay for all coverage costs; refund original coverage cost to customer; see special instructions below
_____ Cancellation

Special Instructions:

☐ Transferable ☑ Non-Transferable

☐ Transfer all claims to new policy

☐ Endorse selling dealer code to Division code.
(Selling dealer to keep profit. Division is debited the dealer's profit.)

Payment Approval:
CRM (decision maker): [redacted] 60/60

Plan Selection: GMPP Value Guard 0 Deduct

Team Manager/Supervisor: Joe Rubo Date: 9/30/02

Cond

Revised 10/06/0

TPA [redacted] 02

Contract Registration

GMPP ✓ | MRP | GM Cert | MRP Cert | 3/3 PT LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters): 1GNDT13S722 [redacted]

PLAN PURCHASE DATE: 09/25/02

YEAR	MAKE	MODEL	CURRENT ODOMETER	4 WHEEL DRIVE
2002	Chevrolet	Trailblazer	26500	

Customer

FIRST NAME [redacted] M.I. LAST NAME [redacted] FLEET GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY [redacted]

MAILING ADDRESS (must include apt. or suite #, if applicable) [redacted] CITY Waukesha STATE WI ZIP CODE [redacted]

The Plan provider is authorized to charge my account for the cost of the agreement(s) and my share of any subsequent cancellation(s).

Dealer

DEALER NAME: Chevrolet Division DEALER CODE: 170011 PROMOTION CODE:

ADDRESS: P.O. Box 33170 CITY: Detroit STATE: MI ZIP CODE: 48232

Lienholder

GMAC OR NAME: Chevrolet Division

ADDRESS: P.O. Box 33170 CITY: Detroit STATE: MI ZIP CODE: 48232

LEASE	RETAIL	MAJOR GUARD	VALUE GUARD	BASIC GUARD	SMART PROTECTION	SMART PROTECTION PLUS
			✓			

Plan Coverage and Price

MECHANICAL TERM

Subject to acceptance by the Plan provider, contract coverage for the term stated below begins on the date this Registration is signed.

THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.

IN-WARRANTY ✓ The time and mileage limits of any selected plan commence on the same date as the manufacturer's warranty and at zero miles. **Certified plans have a $0 deductible. All other plans have a $0 deductible unless an optional deductible is selected.**

OUT-OF-WARRANTY The time and mileage of any plan selected will be calculated from the date and mileage on the vehicle on the date of the purchase of the service contract. Plans can be purchased only at the time of vehicle purchase. **Certified plans have a $0 deductible. All other plans have a $50 deductible unless an optional deductible is selected.**

VEHICLE IN SERVICE DATE (In-Warranty vehicles)	TERM-MO./MI.	OPTIONAL DEDUCTIBLE		PRICE
08/31/01	60 / 60,000	$100	$200	$ 1,190.00

MAINTENANCE TERM Upon acceptance of this registration, the time and mileage term for Smart Care will be calculated from the date and mileage on the vehicle on the purchase date of this agreement. The time and mileage term of Smart Care Plus begins on the same date as the manufacturer's warranty and at zero miles.

SMART CARE	SMART CARE PLUS	TERM-MO./MI.	PRICE
	/	,	$, .00

SURCHARGES & OPTIONAL COVERAGE (Select all that apply)

BUSINESS	TOW TRUCK	EMERGENCY	SNOWPLOW	TIRE ROAD HAZARD	PRICE
				$	$, .00

By signing this, I agree to all terms and conditions on the front and back of this form. I acknowledge that coverage(s) will begin and end as stated in the section titled, "Term," (above). Upon acceptance of this registration, a Coverage Agreement will be mailed to the address indicated on this form.

CUSTOMER SIGNATURE [redacted] DATE 9/30/0[redacted]

SUBTOTAL	$	, .00
TAX	$	, .
TOTAL	$	, .

If not submitted by GM Access (CDR), mail to National Mechanical Service Center, P.O. Box 6855, Chicago, IL 60680-6855. In Arizona, the service company is MRP Service Agreement Corp. or GMAC Service Agreement Corp. In Florida, the insurer is MIC Property and Casualty Insurance Corporation. FL Lic. #9299.

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Litho U.S.A. 10/01 701ALL2

CUSTOMER COPY

Sample Coverage Agreements are available online at www.gmprotectionplan.com/agreements.htm

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

RQ17-002
GM
6/30/2017
ATTACHMENT 1
QUESTION 3
[redacted]

December 12, 2017

[redacted]
Waukesha, WI [redacted]

Service Request [redacted]

Dear Ms. [redacted]:

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Value Guard plan for your 2002 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S7222[redacted], is for the following:

- 60 months or 60,000 miles, whichever occurs first
- Standard rental
- A $0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact GMPP at 1-800-631-5590 if you have additional questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Michael DeLuca
Customer Relationship Manager

RS0011-T/fld

RQ17-002

GM

6/30/2017

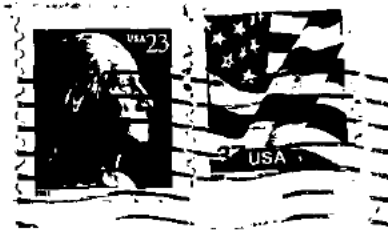
ATTACHMENT 1

QUESTION 3

[redacted]

W. B. Paynter P. C.
117 Main, P.O. Box A
Akron, Colorado 80720

DENVER CO 802
PM
28 OCT
2002



OCT 31 2002

Chevrolet Division
General Motors Corporation
P. O. Box 7047
Troy, MI 48007-7047

48007+7047 08

W. B. PAYNTER P.C.

W. B. Paynter
Attorney at Law
117 Main Avenue, P. O. Box A, Akron, Colorado 80720
Phone 970-345-2219 FAX 970-345-2210 Email paynter1@mindspring.com

October 25, 2002

Chevrolet Division
General Motors
P. O. Box 7047
Troy MI 48007-7047

Re: [redacted] Akron, Colorado [redacted]
NO2 Chevtrailblazer Vin 1GNET 16S32[redacted]
Dealer Medved Chevrolet Inc. 1101 W170 Frtg Rd N, Wheatridge, CO 80033

Gentlemen:

I have been asked to write to you by Mr. [redacted] He feels very frustrated that after numerous repairs on this new $35,442.91 vehicle, he still does not have a vehicle he can trust.

Attached hereto in his own words is a narrative of what problems he has had. There is no Chevrolet dealer in Akron, Colorado. Medved is 120 miles away in the Denver metropolitan area. Holloways is in Sterling 25 miles North of Akron. Korf Chevrolet is in Yuma, Colorado 30 miles East of Akron. None of the dealers have been able to repair the vehicle to the point where Mr. Reim feels uncomfortable about driving it, especially having his wife with three young children leave town with it.

The vehicle is still under warranty—but what good is a warranty when your wife and children are afraid to get in the vehicle for fear it will start hearing and smoking again.

I believe that under the circumstances this vehicle should be replaced without charge to Mr. Reim.

I look forward to hearing from you within ten days.

Yours very truly,

W. B. Paynter
Enc.

We purchased our 2002 Chevrolet Trailblazer on June 21, 2002 and we picked it up on June 22, 2002 from Medved in Wheatridge, CO. After a short test drive to a near by gas station and back John Charlton (sales man) had rolled down the front passenger window and it wouldn't roll back up. [redacted] proceeded to say that we would just drive our Montana back home and [redacted] said hold on a minute and we'll get it fixed. They proceeded to drive it out back and get a new switch out of one of the other Trail Blazers they had on the lot, and fixed it. (SEE PAPER FROM MEDVED)!

On August 26,2002 [redacted] pulled the Trailblazer out of the garage and put our three kids in it and bucked our two year old in his car seat, and ran back in the house to get the diaper bag and answered the phone to tell her mother that she was on her way over, when she walked back outside the kids were getting out of the truck and our oldest was getting her baby brother out of his car seat, when [redacted] got to the truck it was filling with smoke and smelt of burnt rubber. They went back into the house and called me at work. I came home and could smell the smoke and burnt smell from the outside of the truck. I went in and called Medved and spoke to someone in the Service Department told them what happened and they wanted me to drive it up there to them. Explained that Denver was about one hundred miles from here and it wouldn't make it. Was given 1-800-CHEVY phone number to call for them to tow it to nearest Chevrolet dealership. Made arrangements to have it taken to Holloways in Sterling. (SEE PAPERS FROM HOLLOWAYS)! I spoke with a local dealership and told me that I should contact someone at Chevy and discuss what had happened and see what they would do for us. Spoke with Evon Cruse at 1-866-952-4368 ext. 58028, was told that they would investigate the problem. I spoke with Evon on several occasions and felt I was getting no where, asked if there was anything else I could do, and the response from Evon was that we needed to go to step three in our owners manual.

On August 29,2002 We had not been offered a rental car so [redacted] and I had to look into it ourselves. My mother in law drove [redacted] and the kids to Holloways in Sterling to get a rental car finally, where Michel also picked up owners manual out of truck. Rental was a Toyota Corolla.

We read that step three was to call the BBB Auto Line, so on August 30,2002 Jay contacted the BBB and was given case number [redacted] and told that paper work for us to fill out and return would be sent out.

On September 3,2002 [redacted] and I filled out the paperwork we received from BBB and faxed all needed papers back to (703) 247-9700, at this time our case worker is Sacha Gay at 1-800-955-5100 ext. 527.

On September 4, 2002 [redacted] was able to pick up the Trailblazer and drop off the rental car. Our Trailblazer was in the shop for 10 days total.

On September 4, 2002 [redacted] noticed that the rear air conditioning was taking about a minute or so to kick on. Holloways was called and an appointment was made for September 19,2002 because of her work schedule and doctors appointment.

On September 12, 2002 smoke and burnt rubber smell again, but couldn't tell where it was coming from.

On September 13, 2002 I called Medved and spoke with Jerimiah, and told him of the smell again but we weren't sure where it was coming from, he told me to make another appointment with Holloways to fix it.

On September 14, 2002 On the way home from Sterling kids were sitting in the back and they got cold, so I switched the control to the Rear control, and [redacted] urned around to adjust their temp control and it wouldn't adjust to warm at all.

On September 16, 2002 I contacted Holloways and spoke with Shawn and he told me to bring it back up and they would get it fixed. [redacted] drove it up later in the day and told them the front passenger air vent was not working properly as well as the rear air conditioning problem, and the cigarette charger was kicking on and off and wouldn't charge her cell phone correctly. She was given a loaner to drive and was told that if she were pulled over to say she was test driving it for insurance purposes.

On September 16, 2002 I contacted Sacha Gay and told him what else had gone wrong and he said that he would call back with a date and time for an arbitration with Chevrolet. Was given the date of October 4, 2002 at 9:00 am at 1020 Cherokee St. in Denver, Colorado.

On September 16, 2002 I spoke with Mr. Faulk and reported the electrical problem with the rear airconditioning.

On September 17, 2002 I spoke with Shawn from Holloways and was told that parts were ordered. I also asked about [redacted] driving the loaner to the Children's Hospital in Denver on September 18, 2002, and was told that she couldn't drive it that far because of insurance, but she could come get the Trailblazer with no rear air-conditioning and drive it and then drop it back off at Holloways and bring the loaner home until the parts were received. Michel drove our 77 Dodge to Denver instead at least their was proper airconditioning.

On September 17, 200[redacted] tried calling Sacha Gay with the BBB to let him know what was going on and he said he was busy and would call back, he finally called Jay at work on September 19, 2002.

On September 18, 2002 [redacted] tried calling Sacha Gay again at the BBB and his voice mail was full, and unable to leave a message.

On September 20, 2002 I spoke with Mr. Faulk and got no where.

On September 23, 2002 Holloways contacted me and let me know that the Trailblazer was done and we could pick it up. [redacted] drove up and dropped off the loaner and picked up the Trailblazer.(SEE HOLLOWAYS PAPER WORK)! Truck was in the shop this time for 8 days. Later that evening Michel and kids drove to grocery store

and left the Trailblazer running with the heat on low, when they came back out it smelt of burnt rubber again, but not sure where it's coming from. And the temperature control was above 210 degrees.

On September 24, 2002 [redacted]tried contacting Sacha Gay at the BBB again, left a message and didn't receive a call back

On September 24, 2002 We were sitting in the Trailblazer and noticed a cigarette burn in the carpet behind the passenger front seat. And there is grease left from the mechanics on the inside running boards on all four doors. As well as the rubber off around the license plate in the back door.(PICTURES)!

On September 27, 2002 [redacted] faxed the papers from Medved and second repair papers from Holloways to Sacha Gay at the BBB.

In between all of the days I've spoken with John Charlton from Medved. And Mr. Faulk, Evon, and Sacha Gay on several occasions.

The simple truth in the matter is that I bought this Trailblazer because it fits our life style and is comfortable for our family to ride in, now I don't trust it to take myself and my family where we need or want to go. We want Chevrolet to make it right with us and give us our money back for a vehicle that isn't reliable especially with only 3062 miles on it and the fuse boxes melts, then the airconditioner in the rear, and the heat control for the rear. What next? The current milage of the Trailblazer is 4000 miles.

I received a phone call from BBB and spoke with Sacha and Mr. Faulk and accepted an agreement that Chevrolet would pay half a payment for the Trailblazer since it was in the shop for 15 days.

On October 6, 2002 while driving home from Greeley my wife [redacted]was driving and noticed a clicking noise coming from behind the cluster of controls, like the lights were clicking on and off.

On October 7, 2002 while driving our boat from Akron to Sydney, Nebraska to Cabela's the lights on the trailer weren't working. The boat lights were checked out and in working condition and the rear lights on the Trailblazer were working as well as the turn signals. But after hooking the trailer to the Trailblazer and checking the wiring from the trailer to the truck, the trailer lights weren't working as they are supposed to. And while driving to a cousins the light for the cruise control was blinking as well as the clicking noise she had heard the day before.

On October 7, 2002 [redacted]called Sacha and left a message on the voice mail for him. And Jay contacted Mr. Faulk and got no where with him, he asked about them making it right with us by getting us into a new Trailblazer and Mr. Faulk said there was nothing they could do.

On October 7, 2002 There's a rattling noise coming from the front passenger side

wheel, tha[redacted]heard. We will contact Korf in the morning and again try to contact Sacha at the BBB. [redacted] called Korf and made an appointment to have the Trailblazer checked out again an appointment was made for October 9, 2002 at eight thirty am. Korf called back and re-scheduled for October 11, 2002 at eight thirty so that [redacted]would have a rental car to drive.

On October 8, 2002 After [redacted]picked up kids from school pulled up in the drive way and the two older kids got out and shut their doors, [redacted]eft the keys in the ignition with the truck turned off got out and went to open the rear door to get our two year old out of his car seat and the doors locked. She put our daughter through the front window of the house to unlock the door and [redacted]got the spare set of keys and unlocked the truck. She contacted Sacha at the BBB and tried contacting Mr. Faulk. She also called Medved to see if they were going to make it right with us. She didn't really get any answers and was told she be called in the morning.

On October 9, 2002 [redacted] left the truck running to keep it warm and went to get our two year old out and the doors locked again. I had to drive home and get spare key and come unlock the door for her to get Austin out.

October 9, 2002 M[redacted]spoke with Mr. Faulk and got no where, he told her to keep taking it in and having it repaired. Left a message with Sacha at the BBB. Spoke with Jerimiah from Medved and he was going to look into getting the trade and numbers to see about getting into something else, and [redacted]told him that we don't want to be upside down in doing tha[redacted]lso spoke with GMAC and gave her complaint they are gong to make a formal complaint with Chevrolet. And [redacted]eft a message on Sacha's voice mail for him to call her back.

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
Akron, CO[redacted]

Service Request: [redacted]

Dear Mr. [redacted]

We sincerely regret that you experienced concerns with your 2002 Chevrolet TrailBlazer, which resulted in unexpected repairs to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $ 319.84. We hope this goodwill adjustment will offset, to some degree, the inconvenience that the repairs may have caused you.

We look forward to keeping you in our Chevrolet family. If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Adan Faulk
Customer Relationship Manager
Business Resource Center

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

Service Satisfaction Survey

Please make any corrections to your name, address or telephone number here:

_____

_____

_____

Home telephone: [redacted]

Change to: ( )

Please provide us with your preferred Email address:

_____

**** Dissatisfied Customer ****

[redacted]

Akron CO [redacted]

Dear [redacted]

Our records indicate that you had your **2002 Trailblazer serviced at Holloway Chevrolet on August 26, 2002.** Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Holloway Chevrolet.

Sincerely,

Charles F. Ugolino
Director of Operations

Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

☐ Please check this box if you no longer own/lease this 2002 Trailblazer, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON AUGUST 26, 2002, COMPLETE THIS SURVEY. ****

About Your Chevrolet Dealership's Service Department

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
1. How satisfied were you with the convenience of the Service Department's hours?	☐	☐	■	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
2. Were services available to you on both an appointment and non-appointment basis?	■	☐	☐	☐
3. When arriving for service, were you greeted promptly?	☐	☐	■	

	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?	☐	☐	■	☐	☐

About Your Service Consultant/Advisor

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?	☐	☐	■	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
6. Were you offered transportation options?	☐	■	☐	☐

	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?	☐	☐	☐	■	☐	☐

	Yes	No	No Time Promised
8. Was your vehicle ready by the original time promised?	☐	☐	■

Please complete other side

1GNET16S326[redacted] 10366

CSI 100860

21236477028 00000113034 056693 052

About Your Service Consultant/Advisor - Continued

	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?	☐	☐	☐	■	☐
10. **Overall, how satisfied were you with your Service Consultant?**	☐	☐	☐	■	☐

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
– The time it took to complete the transaction?	☐	☐	☐	☐	■
– The ease of getting your vehicle?	☐	☐	☐	■	☐
– The condition in which it was returned?	☐	☐	☐	☐	■

	Yes	No
12. Were ALL of your service concerns corrected on this service visit?	☐	■

IF NO, why not? (check all that apply)

- ☐ Condition explained – repair not necessary
- ■ Work performed did not correct the problem
- ☐ Service Department could not duplicate problem
- ☐ Service Department was too busy
- ☐ Parts not available
- ☐ I declined repair
- ☐ Other (please specify) _____
- ☐ 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?	☐	☐	☐	☐	■

	Yes	No
14. Were you given a copy of the completed repair order/invoice?	■	☐

	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?	■	☐	☐

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 Holloway Chevrolet?**	☐	☐	☐	☐	■

	Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not
17. **Would you recommend this dealership for service?**	☐	☐	☐	☐	■

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. **Overall, how satisfied are you with your 2002 Trailblazer?**	☐	☐	☐	☐	■

19. Do you have any comments/recommendations about your:

Dealership: After putting the wiring wrong in Trailblazer this was please fall over inside running boards And cigarette burn in the passenger middle seat carpet. Fuse box was wired in properly. So we took our business elsewhere. Had to ask for a rental car.

Vehicle:

20. Are you . . . ☐ Male ■ Female

21. Your age . . . ☐ Under 25 ■ 25–34 ☐ 35–44 ☐ 45–54 ☐ 55–64 ☐ 65 or older

	Yes	No
22. May we include your name when providing this information to your dealership?	■	☐

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:

CHEVROLET MOTOR DIVISION, P.O. BOX 10063, TOLEDO, OH 43699-0063

0599 0599

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1020.

1GNET16S326[redacted] 10366

21236477028 5225449970 056693

Ver. 2

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

HOLLOWAY
Chevrolet - Buick - Toyota
P.O. Box 1471
STERLING, COLORADO 80751-1471
970-522-0450

TO: ADAM

From: CHRIS Fax 970 522 5449

Re: Attached RO # [redacted]

CUST CASE # [redacted]

RO NUMBER	DATE CLOSED	MILEAGE	S	T	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
[redacted]	SEP02	30621	1	23	40NC	NO CHARGE	9999	SUBLET REPAIRS	N1780	CIRCUIT BREAKE	N0528	BULBS, LAMP -

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 3480

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATION
OIL AND OIL FILTER CHANGE
BATTERY CHECK
CHECK FLUID LEVELS
SERVICE AIR CLEANER
SERVICE EMISSION CONTROL SYSTEM
SERVICE BATTERY AND STARTING SYSTEM
SERVICE COOLING SYSTEM
SERVICE AUTOMATIC TRANSMISSION
REPLACE FUEL FILTER
ROTATE TIRES
WHEEL BALANCE
FLEX FRONT WHEEL BEARINGS
FRONT END ALIGNMENT
INSPECT EXHAUST SYSTEM
INSPECT BRAKES, SUSPENSION, AND STEERING
INSPECT AND SERVICE BRAKES
INSPECT AND ADJUST ALL BELTS
REPLACE WINDSHIELD WIPER BLADES
REMOVE WINDSHIELD WASHER SYSTEM
TUNE UP
CARBURETOR OVERHAUL
SERVICE AIR CONDITIONER
ADJUST PARKING BRAKE
INSPECT AND TEST ELECTRONIC SYSTEM
SERVICE DIFFERENTIAL
DRAIN AND FLUSH COOLING SYSTEM

AMT 9/19

HOLLOWAY

Chevrolet - Buick - Toyota

1200 West Main • P.O. Box 1471
STERLING, COLORADO 80751-1471
970-522-0460

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: X

CUST. [redacted] STOCK NO. TAG NO. COLOR PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
16SEP2002	1GNET16S326[redacted]	3480	01JAN02		02	CHEVROLET TRAILBLAZER	11	[redacted]

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any delivery caused by unavailable parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Furthermore, I understand that I may be responsible for payment on items not covered by my Service Contract or Manufacturer's Warranty, and for collection costs should it become necessary to enforce this instrument.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

	DATE	TIME	BY
REVISED ESTIMATE(1) $			
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____ CUSTOMER SIGNATURE

NAME [redacted]

ADDRESS [redacted]

CITY/STATE/ZIP AKRON CO [redacted]

HOME PHONE [redacted]

BILL TO: P.O. NO.

BUSINESS PHONE [redacted]

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
4.2 Liter, L6, MFI, DOH				

Wed 9-18 Called Cust. Vehicle OK to Drive/ PARTS ordered/ 9-23/MON called 3:50 left message w/Kelly. -Done

METHOD OF PAYMENT WAR
SELLING DEALER 10366
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	SAS/DISC/RGE	AMOUNT
# A		WHEN REAR A/C IS TURNED ON/BLOWER MOTOR DELAYS FOR 1 MIN.		
		B1000 ECU Malfunction		
00	01	9123	SP	23 12 1
67	01		SP	23 1 0
# B		REAR HEATRE/A/C TEMP WILL NOT ADJUST. Pin Point Test	TOWING	AMOUNT
1	5	9123 B1000 ECU Malfunction actuators to Air and Temp doors Bad		
		B0152 Temp. Feed Back		
00	01	B0433 Air Flow control		
# C		RH FRONT A/C VENT WILL NOT SHUT.	MISC. CHARGES	AMOUNT
52	9123	order Parts lever Broken		
		1.5 crib		
		8.0 #		
# D		AUX POWER OUTLET WILL NOT WORK SOMETIMES.	SUBLETS P.O. NO.	AMOUNT
		No Problem Found		
		ETT 57913		

Call — ADAM + Fax Rec. Copy 800-831-1841

FOREMAN'S SIGNATURE X

Fax 866-325-7121

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
Akron, CO [redacted]

Service Request [redacted]

Dear Mr. R[redacted]

We are sorry you continue to be dissatisfied with the decision made concerning your 2002 Chevrolet TrailBlazer. We know you are sincere in the position you have taken, and hope you also understand our point of view.

General Motors, through the Better Business Bureau (BBB) Autoline, provides a service of mediation/arbitration for its customers regarding the new vehicle warranty. General Motors has committed itself to accept and abide by decisions made in this arbitration process.

The BBB Autoline is available to you at no cost. In certain circumstances, you may be required to use the BBB Autoline prior to participation in other resolution methods. This program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

Please call the Better Business Bureau at 1-800-955-5100 to utilize this service. They will provide you with full details of the program.

Thank you for the opportunity to review this matter.

Sincerely,

Kathy Meszaros
Customer Relationship Manager

MN0001-T/agp

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

October 5, 2007

David Gorberg, Esq.
David J Gorberg & Associates
8001 Lincoln Dr W Ste D
Marlton, NJ 08053-3211

RE: J[redacted]
Service Request: [redacted]
2006 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S9[redacted]

Dear Mr. Gorberg:

This is to advise that General Motors is in receipt of the above referenced case dated October 4, 2007. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

☒ Copy of owner's current title and/or registration
☒ Attached Release of Lien
☒ Finance agreement
☒ Buyer's agreement

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

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 Corporation

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

to General Motors Corporation, 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

LG0006
V07092007

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

October 25, 2007

David Gorberg, Esq.
David J Gorberg & Associates
1234 Market St Ste 2040
Philadelphia, PA 19107-3720

RE: [redacted]
Service Request: 7[redacted]
2006 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S9621[redacted]
Customer Relationship Specialist: Carolina Aponte

Dear Mr. Gorberg:

We regret that your client(s) is dissatisfied with her 2006 Chevrolet TrailBlazer and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of $ 1,500 plus attorney fees of $1,900 (total $3,400) and

A 60 month/ 60,000 mile (whichever comes first) GM Protection Plan Value Guard Service Contract with a $ 0 deductible, and begins with the current date and odometer shown on this acceptance letter.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good

for 5 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V07022006

Attach.

_____
Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

HUMMER

General Motors Business Resource Center

FAX

FROM

To: JOHN BARCHUCK
Company: SANSONE CHEV
Fax: 7328264309
Phone:

[redacted]

TO

From: Emma Salinas
Fax: 1-866-508-1969
Phone: 1-866-790-5700 Ext 21206
E-mail:

cc:

NOTES:

THANK YOU FOR YOUR TIME

SERVICE AND SALES DOCUMENTATION NEEDED TO CALL CUSTOMER ATTORNEY

PAGES 21

10/11/07

[redacted]

[redacted]

[redacted]

JOSEPH DASILVA 90756 9939 05/30/06 [redacted]

SANSONE CHEVROLET
680 PFEIFFER BLVD.
PERTH AMBOY, NJ 08861

VAD62R 2 DARK GRAY/L 10435

06/CHEVROLET TRUCK/TRAILBLAZER/LS 2W 09/26/06 160

1 G N D S 1 3 S 9 6 2 1 [redacted] 10

1717171717 05/26/06 REPRINT# 1

732-442-8585 MO: 3

JOB# 1 CHARGES----------

LABOR----------

J# 1 85CVZ	ACCESSORIES	HOURS: 0.80 TECH(S):90544	52.00
PS DEG			

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PIN	STRIPE	16.93	16.93
	1	DOOR	EDGEGUARD	6.75	6.75
	1	PROI	PRO PKG	83.20	83.20
				TOTAL - PARTS	106.88

JOB# 1 TOTALS----------

LABOR	52.00
PARTS	106.88
JOB# 1 JOURNAL PREFIX CVIS JOB# 1 TOTAL	158.88

TOTALS----------

CONTROL#	ACCOUNT NUMBER	AMOUNT..
10435	2370	158.88

TOTAL LABOR....	52.00
TOTAL PARTS....	106.88
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 $	**158.88**

APPROVED BY SIGNATURE

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

10-11-'07 15:21 FROM- T-750 P002/022 F-802

[redacted]

[redacted]

CELL: [redacted]

[redacted]

BRUCE NADEL 90796 214 01/11/07 [redacted]

[redacted] 4,987 DARK GRAY/L 10435

METUCHEN, NJ [redacted] 06/CHEVROLET TRUCK/TRAILBLAZER/LS 2W 09/26/06 160

1 G N D S 1 3 S 9 6 2 [redacted] 10

01/11/07

[redacted] MO: 4987

JOB# 1 CHARGES

LABOR

J# 1 00CVZLOF LUBE OIL & FILTER TECH(S):90534 INTERNAL

CUSTOMER REQUESTS LUBE OIL AND FILTER
FIRST OIL CHANGER
PERFORMED LUBE OIL AND FILTER

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		PK61	LOF		INTERNAL
	1		89017342	FILTER 1.836		INTERNAL
	7		OIL	GOODWRENC		INTERNAL
					TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 45CVZ10 SUSPENSION NOISE TECH(S):999 INTERNAL

CUST STATES R/S FRT SUSP NOISY
SOP PARTS-STAB LINK

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

TOTALS

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

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**

THANK YOU FOR YOUR BUSINESS!!
AL AIELLO
SERVICE MANAGER

CUSTOMER SIGNATURE

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

10-11-'07 15:21 FROM- T-750 P003/022 F-802

[redacted]

[redacted]

[redacted]

CELL: [redacted]

[redacted]

JACK SABATINO 90808 977 01/27/07 [redacted]

[redacted] 6,183 DARK GRAY/L 10435

METUCHEN, NJ [redacted] 06/CHEVROLET TRUCK/TRAILBLAZER/LS 2W 09/26/06 160

1 G N D S 1 3 S 9 6 2 [redacted] 10

01/27/07

[redacted] MO: 6185

JOB# 1 CHARGES

LABOR

J# 1 45CVZ01 STEERING CONCERN TECH(S):999 INTERNAL

CUSTOMER STATES R/S FRONT SUSPENSION NOISE
FROM FRONT
ADJUSTED AND LUBED FRONT SUSPENSION

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 60CVZ17 INTERIOR MIRROR TECH(S):999 INTERNAL

CUSTOMER WHILE ADJUSTING REARVIEW MIRROR IT CEACKED
MIRROR HAS TO BE AUTHORIZED BY GM REP
WILL BE HERE MONDAY 1/29/07 BETWEEN 12 AND 1PM

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 40CVZ01 BRAKE CONCERN TECH(S):999 INTERNAL

CUSTOMER STATED BRAKES ARE SQUEEKING AND FEEL LOW
TEST DROVE VEHICLE AND FOUND NORMAL CONDITIONS
NOISE ISM AIR OUT OF BOOSTER WHEN HIT BRAKES

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 00CVZZ 27 POINT INSPECTION TECH(S):999 INTERNAL

PLEASE PERFORM 27 POINT INSPECTION
PERFORMED 27 POINT INSPECTION

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

COMMENTS

WAIT

10-11-'07 15:21 FROM- T-750 P004/022 F-802

[redacted]

[redacted]

[redacted]

CELL: [redacted]

[redacted]

JACK SABATINO 90808 977 01/27/07

[redacted] 6,183 DARK GRAY/L 10435

06/CHEVROLET TRUCK/TRAILBLAZER/LS 2W 09/26/06 160

1 G N D S 1 3 S 9 6 2 [redacted] 10

01/27/07

MO: 6185

[redacted]

TOTALS

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

[ ] CASH [ ] CHECK CK NO. [ ]

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!
AL AIELLO
SERVICE MANAGER

CUSTOMER SIGNATURE

DUPLICATE INVOICE

10-11-'07 15:22 FROM- T-750 P005/022 F-802

[redacted]

[redacted]

CELL: [redacted]

[redacted]

BRUCE NADEL 90796 565 02/12/07 [redacted]

[redacted] 6,190 DARK GRAY/L 10435

METUCHEN, NJ 0[redacted] 06/CHEVROLET TRUCK/TRAILBLAZER/LS 2W 09/26/06 160

1 G N D S 1 3 S 9 6 2 [redacted] 10

02/03/07

[redacted] MO: 6192

JOB# 1 CHARGES

LABOR

J# 1 60CVZ17 INTERIOR MIRROR HOURS: 0.20 TECH(S):90544 17.15
CUST STATES MIRROR CRACKED WHEN ADJUSTING
OK AS PER TOM SCHERI-TO REPLACE WARR
I TIME GOODWILL
MIRRIOR CRACKED
CLAIM # 61714

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		15144157	MIRROR 16.068	147.30	147.30	235.68	235.68
					COST TOTAL	147.30		
						TOTAL - PARTS		235.68

JOB# 1 TOTALS

LABOR	17.15
PARTS	235.68
JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL	252.83

COMMENTS
WAIT

R/O TAX	0.00
R/O TOTALS	252.83

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC	TAX	TOTAL
61714	17.15	235.68	0.00	0.00	0.00	0.00	0.00	252.83
CLAIM TOTALS	17.15	235.68	0.00	0.00	0.00	0.00	0.00	252.83

APPROVED BY SIGNATURE

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

10-11-'07 15:22 FROM- T-750 P006/022 F-802

[redacted]

[redacted]

CELL: [redacted]

BRUCE NADEL 90796 157 02/17/07 [redacted]

[redacted] 7,035 DARK GRAY/L 10435

METUCHEN, NJ [redacted] 06/CHEVROLET TRUCK/TRAILBLAZER/LS 2W 09/26/06 160

1 G N D S 1 3 S 9 6 2 [redacted] 10

02/17/07

[redacted] MO: 7035

JOB# 1 CHARGES----------

LABOR----------

J# 1 60CVZ17 INTERIOR MIRROR HOURS: 0.20 TECH(S):90731 17.15

CUST STATES INTERIOR MIRROR STRESS CRACK-OK WARR BY GM
FOUND MIRROR CRACKED
REPLACE MIRROR AS PER DPSM-TOM SCHERI
C0040 .2

CLAIM # 61934

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		15144157	MIRROR 16.068	147.30	147.30	235.68	235.68
					COST TOTAL	147.30		
						TOTAL - PARTS		235.68

JOB# 1 TOTALS----------

LABOR	17.15
PARTS	235.68
JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL	252.83

TECHNICIAN CERTIFICATION----------

90731 ANTHONY TALORICO MR. RATE@2100+BONUS

R/O TAX	0.00
R/O TOTALS	252.83

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC	TAX	TOTAL
61934	17.15	0.00	0.00	0.00	0.00	0.00	0.00	17.15
CLAIM TOTALS	17.15	0.00	0.00	0.00	0.00	0.00	0.00	17.15

APPROVED BY SIGNATURE

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

10-11-'07 15:22 FROM- T-750 P007/022 F-802

[redacted]

[redacted]

[redacted]

CELL: [redacted]

[redacted]

GEORGE LACORTE 90813 5542 04/28/07

[redacted] 9,360 DARK GRAY/[redacted]

METUCHEN, N[redacted] 06/CHEVROLET TRUCK/TRAILBLAZER/LS 2W 09/26/06 160

1 G N D S 1 3 S 9 6 2 1 [redacted] 10

04/28/07

MO: 9361

[redacted]

JOB# 1 CHARGES

LABOR

J# 1 00CVZLOF LUBE OIL & FILTER HOURS: 0.30 TECH(S):90777 19.50

CUSTOMER REQUESTS LUBE OIL AND FILTER
N/C PER BRUCE /LAST VISIT
PERFORMED LUBE OIL AND FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK61	LOF	****	****
	1	89017342	FILTER 1.836	5.39	5.39
	7	OIL	GOODWRENC	2.36	16.52
				TOTAL - PARTS	21.91

JOB# 1 TOTALS

LABOR	19.50
PARTS	21.91
JOB# 1 JOURNAL PREFIX CVIS JOB# 1 TOTAL	41.41

JOB# 2 CHARGES

LABOR

J# 2 46CVZ04 ROTATE TIRES HOURS: 0.50 TECH(S):90777 32.50

CUSTOMER REQUESTS TIRE ROTATION
PER BRUCE/LAST VISIT
ROTATED TIRES

JOB# 2 TOTALS

LABOR	32.50
JOB# 2 JOURNAL PREFIX CVIS JOB# 2 TOTAL	32.50

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT..		
10435		41.41	TOTAL LABOR....	52.00
		32.50	TOTAL PARTS....	21.91
			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 $	**73.91**

APPROVED BY SIGNATURE

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

10-11-'07 15:22 FROM- T-750 P008/022 F-802

[redacted]

[redacted]

CELL [redacted]

[redacted]

METUCHEN, NJ [redacted]

GEORGE LACORTE 90813 5960 05/15/07

[redacted] 10,712 DARK GRAY/L 10435

06/CHEVROLET TRUCK/TRAILBLAZER/LS 2W 09/26/06 160

1 G N D S 1 3 S 9 6 2 [redacted] 10

05/15/07

[redacted]

MO: 10713

JOB# 1 CHARGES

LABOR

J# 1 60CVZ04 DOOR HANDLE HOURS: 0.40 TECH(S):90731 34.29

CUSTOMER STATES PASS SIDE FRT DOOR HANDLE NOT OPENING DOOR
FROM INSIDE/ADVISE AND REPORT
FOUND ROD CAME OUT BECAUSE ROD BENT/REMOVED DOOR
AND REINSTALLED ROD

CLAIM # 63400

JOB# 1 TOTALS

LABOR 34.29

JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL 34.29

TECHNICIAN CERTIFICATION

90731 ANTHONY TALORICO MR. RATE@2100+BONUS

R/O TAX 0.00
R/O TOTALS 34.29

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC	TAX	TOTAL
63400	34.29	0.00	0.00	0.00	0.00	0.00	0.00	34.29
CLAIM TOTALS	34.29	0.00	0.00	0.00	0.00	0.00	0.00	34.29

APPROVED BY SIGNATURE

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

10-11-'07 15:22 FROM- T-750 P009/022 F-802

SANSONE CHEVROLET

680 PFIEFFER BLVD.
PERTH AMBOY, NJ 08861
(732) 815-2686

[redacted]

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ012	12000 MILE SERVICE	MI		00CVZLOF	LUBE OIL & FILTER	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/15/07	[redacted]	10713	90813	90731	W	60CVZ04	DOOR HANDLE
				90731	I	45CVZ	STEERING/SUSPENSION
04/28/07		9361	90813	90777	I	00CVZLOF	LUBE OIL & FILTER
				90777	I	46CVZ04	ROTATE TIRES
02/17/07		7035	90796	90731	W	60CVZ17	INTERIOR MIRROR
02/03/07		6190	90796	90544	W	60CVZ17	INTERIOR MIRROR

SALESPERSON NO. 90779 FRANK BARBOSA — SERVICE — STATE REG# -

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO	VEHICLE I.D. NO. 1GNDS13S962 [redacted]	YEAR/MAKE/MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/LS 2				PRODUCTION DATE	STOCK NO. [redacted]	LICENSE NO.	R.O. NO. [redacted]
	CUSTOMER NO. [redacted]	SERVICE CONTRACT				DELIVERY DATE 09/26/06	MILES 160	SELLING DEALER 10	07/18/07
	METUCHEN, NJ [redacted]					CONTRACT NO.	EXPIRATION DATE [redacted]	EXPIRATION MILES	TAG NO. [redacted]
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED		TRIM DARK GRAY/LIGHT G							
		TRIM	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
			CVZZ	Y	Y	A	13,504	90813	GEORGE LACORTE
	[redacted]	BUSINESS PHONE 732-635-1800							
	PROMISED 08:06am 07/18/07		PRIORITY 06:00pm						
APPOINTMENT ☒ Yes ☐ No	[redacted]	LABOR RATE							

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any

DATE: 7.18.0 [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: PARTS 0.00 LABOR 0.00 TOTAL 0.00

X _____

COMMENTS : NEEDS RENTAL

1 I 96CVZ01 ***GENERAL BODY REPAIR*** ✓
SEND TO V&H AUTO BODY
DENT REPAIR
732-697-0930

2 W * 45CVZ10 ***SUSPENSION NOISE*** ✓ NPTF
CUSTOMER STATES NOISE IN FRONT SUSPENSION

3 I * 46CVZ06 ***TIRE REPAIR*** ✓
CUSTOMER STATES NAIL IN TIRE

4 I * 00CVZLOF LUBE OIL & FILTER ✓
CUSTOMER REQUESTS LUBE OIL AND FILTER — Detail
Vacuum + Shampoo carpet

5 Rental

6 Check engine Light — see wall

Rental 6x32 = 192.00
7/20 Call when left new 398
Happy 3:00pm

1-15242754 Switch
WARRANTY

RECEIVED Returned

15242754

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in transportation shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Not responsible for damage from freeze unless protected with proper amount of antifreeze.

X _____ CUSTOMER SIGNATURE

PRELIMINARY ESTIMATE $ [redacted]

AUTHORIZED $ [redacted]

REVISED ESTIMATE(1) $ [redacted] TIME [redacted]

REVISED ESTIMATE(2) $ [redacted]

REVISED ESTIMATE(3) $ [redacted]

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL ON THE ABOVE REVISED ESTIMATES:

X _____ CUSTOMER SIGNATURE

Luis Aguilar 6090 — Reason — THE INVOICE AND FAILURE NOT PARTS ONLY Date 9/19

64506

PAGE 1 OF 1 REPRINT [redacted]

T-750 P010/022 F-802

10-11-'07 15:22 FROM-

(6) (10) checked fuel present: perform Diag
fuel DTC P0480, P0483, present.

Perform diag and cont checked fuel pcm
to be shorted Inter. and Rad. Fan clutch
to not operate properly. (inter failure of clutch fan)

(9)
Replace Reprogram PCM
Replace and checked coolant clutch operation - OK

D

checked for head lamp control, cont checked inter
operation. Perform Diag and fuel ignition
switch to shorted and causing condition.

Replace switch and checked operation of ignition switch.

OK

FLAT RATE		VIN [redacted]		TIME	DLR NO. 2256
1	6	EMP NO. 0443	RO. NO. 64506		7/09/06

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	EMP NO.	OPER NO.	TIME	DLR NO.
	1.0	64506	0443	2	JUL 30 '07 PM 3:35	30 JUL AM 10:37

T-750 P011/022 F-802

SANSONE CHEVROLET

680 PFIEFFER BLVD.
PERTH AMBOY, NJ 08861
(732) 815-2686

[redacted]

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ012	12000 MILE SERVICE	MI		00CVZLOF	LUBE OIL & FILTER	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/15/07	[redacted]	10713	90813	90731	W	60CVZ04	DOOR HANDLE
				90731	I	45CVZ	STEERING/SUSPENSION
04/28/07		9361	90813	90777	I	00CVZLOF	LUBE OIL & FILTER
				90777	I	46CVZ04	ROTATE TIRES
02/17/07		7035	90796	90731	W	60CVZ17	INTERIOR MIRROR
02/03/07		6190	90796	90544	W	60CVZ17	INTERIOR MIRROR

SALESPERSON NO. 90779 FRANK BARBOSA

S E R V I C E

STATE REG# -

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

APPOINTMENT ☑ Yes ☐ No

VEHICLE I.D. NO. 1GNDS13S96[redacted]

YEAR/MAKE/MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/LS 2

PRODUCTION DATE [redacted]

LICENSE NO. [redacted]

[redacted]
METUCHEN, NJ [redacted]

CUSTOMER NO. [redacted]0

SERVICE CONTRACT

DELIVERY DATE 09/26/06

DELIVERY MILES 160

SELLING DEALER NO. 10

R.O. DATE 07/18/07

COLOR DARK GRAY/LIGHT G

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO. [redacted]

TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ	Y	Y	A	13,504	90813	GEORGE LACORTE

[redacted]

08:06am 07/18/07 06:00pm

CELL: [redacted]

LABOR RATE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: _____ SIGNED: X _____

JOB

ORIGINAL CUSTOMER ESTIMATE: PARTS 0.00 LABOR 0.00 TOTAL 0.00

X _____

1 I 96CVZ01 ***GENERAL BODY REPAIR***
SEND TO V&H AUTO BODY
DENT REPAIR

1-12597521 PCM
WARRANTY

RECEIVED

2 I * 45CVZ10 ***SUSPENSION NOISE***
CUSTOMER STATES NOISE IN FRONT SUSPENSION

3 I * 46CVZ06 ***TIRE REPAIR***
CUSTOMER STATES NAIL IN TIRE

4 I * 00CVZLOF LUBE OIL & FILTER
CUSTOMER REQUESTS LUBE OIL AND FILTER

5 I 70CVZ03 RENTAL
PROVIDED RENTAL

6 W 10CVZ06 CHECK ENGINE LIGHT
CUSTOMER STATES CHECK ENGINE LIGHT ON
ONSTAR CODE P0480

.3 J6360
.9
2.1 J3350
J

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.

X _____
CUSTOMER SIGNATURE

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

REVISED ESTIMATE(1) $	DATE	TIME	BY
REVISED ESTIMATE(2) $			
REVISED ESTIMATE(3) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

64506

PAGE 1 OF 1 REPRINT [redacted]

10-11-'07 15:23 FROM- T-750 P012/022 F-802

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R. O. NO.	EMP NO	OPER NO	
	2.4	64[illegible]		9249	JUL 27 '07 PM 1:01 ON

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R. O. NO.	EMP NO	OPER NO		
	1.2	64506		90403	JUL 27 '07 PM 6:03 OFF JUL 27 '07 PM 4:07 ON	

[redacted]

[redacted]

CELL: [redacted]

[redacted]

[redacted]

METUCHEN, NJ [redacted]

GEORGE LACORTE 90813 1521 08/07/07 [redacted]

VAD62R 14,991 DARK GRAY/L 10435

06/CHEVROLET TRUCK/TRAILBLAZER/LS 2W 09/26/06 160

1 G N D S 1 3 S 9 6 2 [redacted] 10

08/06/07

MO: 14992

[redacted]

LABOR----------

J# 1 10CVZ06 CHECK ENGINE LIGHT HOURS: 0.30 TECH(S):90443 26.68

CUSTOMER STATES CHECK ENGINE LIGHT ON
WENT OFF..ADVISE AND REPORT
FOUND HISTORY CODE FOR FAN CLUTCH/FAN CLUTCH OPERATING NORMA
LLY AT THIS TIME/NO MIL LIGHT ON DASH WHEN BROUGHT INTO
SERVICE/PERFORMED COLD SOAK PROCEDURE
ROADTESTED/ALL OK

CLAIM # 64869

JOB# 1 TOTALS----------

LABOR		26.68
JOB# 1 JOURNAL PREFIX CVWS	JOB# 1 TOTAL	26.68
R/O TAX		0.00
R/O TOTALS		26.68

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	LABOR...	PARTS...	SUB.LAB.	SUB.PART	GOG.....	MISC....	TAX....	TOTAL....
[redacted]	26.68	0.00	0.00	0.00	0.00	0.00	0.00	26.68
CLAIM TOTALS	26.68	0.00	0.00	0.00	0.00	0.00	0.00	26.68

APPROVED BY SIGNATURE

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

10-11-'07 15:23 FROM- T-750 P014/022 F-802

SANSONE CHEVROLET

680 PFIEFFER BLVD.
PERTH AMBOY, NJ 08861
(732) 815-2686

[redacted]

[redacted]

Dend.
9795818

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ015	15000 MILE SERVICE	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/06/07	[redacted]	14992	90813	90443	W	10CVZ06	CHECK ENGINE LIGHT
07/18/07		13725	90813	999	I	96CVZ01	GENERAL BODY REPAIR
				999	I	45CVZ10	SUSPENSION NOISE
				999	I	46CVZ06	TIRE REPAIR
				999	I	00CVZLOF	LUBE OIL & FILTER
				999	I	70CVZ03	RENTAL

SALESPERSON NO. 90779 FRANK BARBOSA

S E R V I C E

STATE REG# -

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

APPOINTMENT ☐ Yes ☒ No

VEHICLE I.D. NO. 1GNDS13S9[redacted]

YEAR/MAKE/MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/LS 2

PRODUCTION DATE | STOCK NO. [redacted] | LICENSE NO. | R. O. NO. [redacted]

[redacted]

METUCHEN, NJ [redacted]

CUSTOMER [redacted] SERVICE CONTRACT

DELIVERY DATE 09/26/06 | DELIVERY MILES 160 | SELLING DEALER NO. 10 | R. O. DATE 08/10/07

COLOR DARK GRAY/LIGHT G | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. [redacted]

TURBO | M/MC CVZZ | AIR COND. Y | P.S. Y | TRANS A | MILEAGE 15,067 | ADVISOR NO. 90385 | ADVISOR AL

15,153

RESID[redacted]

TIME RECEIVED 08:26am | DATE/TIME PROMISED 08/10/07 06:00pm | PRIORITY

LABOR RATE

CELL [redacted]

EXCLUSION OF WARRANTIES

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DATE: _____ SIGNED: X _____

JOB

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

1 **W** * 10CVZ06 ***CHECK ENGINE LIGHT***
CUSTOMER STATES CHECK ENGINE LIGHT ON

C0244 2.1
B1441 2.0
877446-8227

05-0

MESSAGE - 8/13/07 930AM

Line 1
Auth 0090 A B E G P
Reason OVER LAP PREVIOUS REPAIR
Sign [signature] Date 9/17

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.

X _____ CUSTOMER SIGNATURE

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

REVISED ESTIMATE(1) $	DATE	TIME	BY
REVISED ESTIMATE(2) $			
REVISED ESTIMATE(3) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____ CUSTOMER SIGNATURE

65014

[redacted]

T-750 P015/022 F-802
10-11-'07 15:23 FROM-

26 mils
1280

Checked from condition and condition to be inter. Road tested and checked operation. Perform. Diag call TAC case # [redacted]. SPOKE About condition and the checked wiring connections. OK Find fan fan clutch ~~[illegible]~~ inter. to have ~~[illegible]~~ proper speed.

Replace clutch for cooling system Claim B on parts.

STRAIGHT TIME (HRS) | FLAT RATE PRICE | R.O. [redacted] | TIME | OFF
2.1 | 904443 | AUG 13 '07 AM 9:44 | 10 AM 8:53
T-750 P016/022 F-802

[redacted]

[redacted]

CELL: [redacted]

[redacted]

GEORGE LACORTE 90813 1943 08/23/07 [redacted]

[redacted] 15,922 DARK GRAY/L 10435

METUCHEN, NJ [redacted] 06/CHEVROLET TRUCK/TRAILBLAZER/LS 2W 09/26/06 160

1 G N D S 1 3 S 9 6 2 [redacted] 10

08/23/07

[redacted] MO: 15923

JOB# 1 CHARGES----------

LABOR----------

J# 1 51CVZ05 HEADLIGHTS HOURS: TECH(S):999 0.00

OWNER STATES HEADLIGHTS DO NOT COME AT TIMES....
NOTHING ABNORMAL DETECTED...
SCANNED ENTIRE LIGHTING SYSTEM FOR CODES AND PROPER OPER-
ATION, CALLED TAC FOR ASSISTANCE. NO SUCH PROBLEM ON RECORD.

R/O TAX 0.00
R/O TOTALS 0.00

CLAIM TOTALS	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

APPROVED BY SIGNATURE

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

10-11-'07 15:24 FROM- T-750 P017/022 F-802

SANSONE CHEVROLET

680 PFIEFFER BLVD.
PERTH AMBOY, NJ 08861
(732) 815-2686

[redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ015	15000 MILE SERVICE	MI		00CVZLOF	LUBE OIL & FILTER	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/23/07	[redacted]	15923	90813	999	W	51CVZ05	HEADLIGHTS
08/10/07		15067	90541	90443	W	10CVZ06	CHECK ENGINE LIGHT
08/06/07		14992	90813	90443	W	10CVZ06	CHECK ENGINE LIGHT
07/18/07		13725	90813	999	I	96CVZ01	GENERAL BODY REPAIR
				999	I	45CVZ10	SUSPENSION NOISE
				999	I	46CVZ06	TIRE REPAIR

SALESPERSON NO. 90779 FRANK BARBOSA

S E R V I C E

STATE REG# -

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

APPOINTMENT ☐ Yes ☒ No

VEHICLE I.D. NO. 1GNDS13S962[redacted]

YEAR/MAKE/MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/LS 2

PRODUCTION DATE [redacted]

[redacted]

METUCHEN, NJ [redacted]

CUSTOMER NO. [redacted] SERVICE CONTRACT

DELIVERY DATE 09/26/06 [redacted] 160 SELLING DEALER NO. 10 08/24/07

CO[redacted] DARK GRAY/LIGHT G

CONTRACT NO. EXPIRATION DATE EXPIRATION MILES TAG NO. [redacted]

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ	Y	Y	A	15,965	90813	GEORGE LACORTE

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

TIME RECEIVED 05:34pm DATE/TIME PROMISED 08/24/07 06:00pm PRIORITY

LABOR RATE

CELL: [redacted]

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: _____ SIGNED: X _____

JOB [redacted]

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

61816

1 W * 51CVZ05 HEADLIGHTS
2ND REQUEST, OWNER STATES HEADLAMPS ARE INOP AT TIMES...

N4800

1.2

1-25302312 BCM
WARRANTY

RECEIVED 8/24/07

BCM CODE 40625
THEFT SYSTEM CLAIM - FE117

Line
Auth 0090 A (B) E G P
Reason Replace Overall to previous Repair
64506
Date 9/19

I hereby authorize the repair work [illegible] forth to be done along with the necessary material and agree that you [illegible] responsible for loss or damage to vehicle or articles [illegible] vehicle [illegible] or any other cause beyond your control or for any delays caused by [illegible] parts or delays in parts shipments by the supplier or transporter, [illegible] and/or your employees permission to operate the vehicle herein [illegible] streets, highways or elsewhere for the purpose of testing and/or inspection. [illegible] mechanics liens hereby acknowledged on above vehicle to secure the amount of repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.

X _____
CUSTOMER SIGNATURE

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

REVISED ESTIMATE(1) $	DATE	TIME	BY
REVISED ESTIMATE(2) $			
REVISED ESTIMATE(3) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____ 65287
CUSTOMER SIGNATURE

STRAIGHT TIME (HRS.)	FLAT RATE PRICE		R.O. EMP. NO.	OPER. NO.	TIME	OFF
	1	2	[redacted]	61816	24 AUG PM 4:01	3
					24 AUG PM 2:54	

[redacted]

PAGE 1 OF 1

10-11-'07 15:24 FROM- T-750 P018/022 F-802

HEADLIGHTS INOP AT TIMES.

CHECK OPERATION OF EXTERIOR LIGHTS

HEAD LIGHTS INTERMITTENT INOP AUTO OR SWITCH ON.

SYSTEM PERFORMANCE CHECK DTC B2577

HEADLAMP CONTROL CIRCUIT

REMOVE HEADLAMP DRIVER MODULE FROM RT CIRCUIT TO GROUND TEST CKT CIRCUIT. LIGHT ILLUMINATES

WITH TECH II COMMAND DRIVER MODULE CKT ON-OFF TEST DOES NOT ILLUMINATE WITH EACH COMMAND

CHECK CONTROL CKT FOR A OPEN, SHORT TO VOLTAGE FILE

INSPECT BCM CONNECTORS AND HARNESS NO DAMAGE OR POOR CONNECTIONS

BCM INTERNAL FAULT INSTALLED NEW BCM PROGRAMED,

PROGRAM THEFT DETERRENT, RELEARN RESTRAINT ID CLEARED ALL DTCS RECHECK SYSTEM PASS

T-750 P019/022 F-802

[redacted]

[redacted]

[redacted]

CELL: [redacted]

[redacted]

GEORGE LACORTE 90813 1965 08/30/07 [redacted]

VAD62R 16,011 DARK GRAY/L 10435

METUCHEN, NJ [redacted] 06/CHEVROLET TRUCK/TRAILBLAZER/LS 2W 09/26/06 160

1 G N D S 1 3 S 9 6 2 [redacted] 10

08/25/07

MO: 16012

[redacted]

JOB# 1 CHARGES

LABOR

J# 1 51CVZ05 HEADLIGHTS HOURS: 1.00 TECH(S):61816 88.93

CUSTOMER STATES HEADLIGHT DO NOT OPERATE/ONLY HIGH BEAM
ADVISE AND REPORT
FOUND HEADLIGHT DTC/B2580/HIOGH BEAM CONTROL CURCUIT
CHECK FUSES/LISTENED TO RELAY DOES NOT CLICK. FOUND SIDE
TERMINAL TENSION SPREAD/REMOVED FUSE BLOCK AND REPAIRED
TERMINAL

CLAIM # 65294

JOB# 1 TOTALS

LABOR	88.93
JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL	88.93

JOB# 2 CHARGES

LABOR

J# 2+70CVZ03 RENTAL HOURS: TECH(S):999 0.00

PROVIDED RENTAL
PROVIDED RENTAL

CLAIM # 65294

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	45809		08/30/07	RENTAL-RIVERA	185.00
				TOTAL - SUBLET	185.00

JOB# 2 TOTALS

SUBLET	185.00
JOB# 2 JOURNAL PREFIX CVWS JOB# 2 TOTAL	185.00
R/O TAX	0.00
R/O TOTALS	273.93

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC	TAX	TOTAL
65294	88.93	0.00	185.00	0.00	0.00	0.00	0.00	273.93
CLAIM TOTALS	88.93	0.00	185.00	0.00	0.00	0.00	0.00	273.93

APPROVED BY SIGNATURE

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

10-11-'07 15:24 FROM- T-750 P020/022 F-802

[redacted]

[redacted]

[redacted]

CELL [redacted]

[redacted]

GEORGE LACORTE 90813 1001 08/30/07 [redacted]

VAD62R 16,040 DARK GRAY/L 10435

[redacted]

METUCHEN, NJ [redacted]

06/CHEVROLET TRUCK/TRAILBLAZER/LS 2W 09/26/06 160

1 G N D S 1 3 S 9 6 2 [redacted] 10

08/30/07

[redacted]

MO: 16041

JOB# 1 CHARGES

LABOR

J# 1 10CVZ06 CHECK ENGINE LIGHT HOURS: 0.90 TECH(S):90443 80.04

CUSTOMER STATES CHECK ENGINE LIGHT ON
ADVISE AND REPORT
FOUND FAULT CODES:P0133 AND P0480
02 SENSOR SHORTED /FAULTY AND FAN RELAY CURCUIT CONTROL
REPLACED 02 SENSOR AND FAN RELAY

CLAIM # 65399

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		12592591	SENSOR 3.682	43.10	43.10	68.96	68.96
				COST TOTAL		43.10		
						TOTAL - PARTS		68.96

JOB# 1 TOTALS

LABOR	80.04
PARTS	68.96
JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL	149.00

JOB# 2 CHARGES

LABOR

J# 2 70CVZ03 RENTAL HOURS: TECH(S):999 0.00

PROVIDED RENTAL
PROVIDED RENTAL

CLAIM # 65399

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	45862		08/30/07	RENTAL-RIVERA	47.00
				TOTAL - SUBLET	47.00

JOB# 2 TOTALS

SUBLET	47.00
JOB# 2 JOURNAL PREFIX CVWS JOB# 2 TOTAL	47.00
R/O TAX	0.00
R/O TOTALS	196.00

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC	TAX	TOTAL
65399	80.04	68.96	47.00	0.00	0.00	0.00	0.00	196.00
CLAIM TOTALS	80.04	68.96	47.00	0.00	0.00	0.00	0.00	196.00

APPROVED BY SIGNATURE

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

SERVICE FILE COPY-W

[END OF INVOICE] 03:56pm

10-11-'07 15:24 FROM- T-750 P021/022 F-802

[redacted]

[redacted]

CELL: [redacted]

[redacted]

GEORGE LACORTE 90813 1521 08/07/07 [redacted]

14,991 DARK GRAY/L 10435

[redacted]

METUCHEN, NJ [redacted]

06/CHEVROLET TRUCK/TRAILBLAZER/LS 2W 09/26/06 160

1 G N D S 1 3 S 9 6 2 [redacted] 10

08/06/07

[redacted]

MO: 14992

JOB# 1 CHARGES----------

LABOR----------

J# 1 10CVZ06 CHECK ENGINE LIGHT HOURS: 0.30 TECH(S):90443 26.68

CUSTOMER STATES CHECK ENGINE LIGHT ON
WENT OFF..ADVISE AND REPORT
FOUND HISTORY CODE FOR FAN CLUTCH/FAN CLUTCH OPERATING NORMA
LLY AT THIS TIME/NO MIL LIGHT ON DASH WHEN BROUGHT INTO
SERVICE/PERFORMED COLD SOAK PROCEDURE
ROADTESTED/ALL OK

CLAIM # 64869

JOB# 1 TOTALS----------

LABOR 26.68

JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL 26.68

R/O TAX 0.00
R/O TOTALS 26.68

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	LABOR...	PARTS...	SUB.LAB.	SUB.PART	GOG.....	MISC....	TAX....	TOTAL....
64869	26.68	0.00	0.00	0.00	0.00	0.00	0.00	26.68
CLAIM TOTALS	26.68	0.00	0.00	0.00	0.00	0.00	0.00	26.68

APPROVED BY SIGNATURE

SERVICE FILE COPY-W

[END OF INVOICE] 02:00pm

10-11-'07 15:24 FROM- T-750 P022/022 F-802

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

November 5, 2007

Attention: Dealer Sales and/or Service Manager

Dealer -Repurchase Confirmation

For Internal Use Only

Contact Person: John Barchuck
Dealership Name: Sansone Chevrolet
BAC: 111229

Customer's Name: [redacted]
Service Request: [redacted]
2006 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S96[redacted]
Agent Phone: 1-(800) 231-1841, ext. 21339

Per my voicemail dated November 5, 2007 this letter is to advise you that General Motors has reached an agreement for a repurchase with the above reference customer. In approximately one (1) week you will receive a repurchase package from RVDC detailing the closing information. The attorney and/or customer has been instructed to contact you the day prior to the repurchase to verify the paperwork has arrived. The closing date for the repurchase is Thursday November 15, please schedule an appropriate time for the repurchase inspection with the attorney and/or customer. In the event that the paperwork has not arrived please contact the legal agent listed above and they will assist with gathering the needed information. If you have any issues with performing the repurchase please contact us immediately.

Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 x21339 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

GMAC

To:

Company :

Fax Number : **9,18662700203**

Phone Number :

From : Cindy Kerby

Phone Number 1-800-200-4622

Time Sent : **Thursday, Oct 25, 2007 01:36PM**

Pages : **2**

Description :

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

Thank you.....GMAC.

SMARTLEASE EARLY TERMINATION
QUOTE SHEET

FAXED TO: GM Legal
ATTENTION: Carolina
FROM: **GMAC**
GMAC EMPLOYEE: Cindy Kerby
LESSEE NAME: [redacted]
PHONE #: (732) 662-5039
REQUESTED BY: Carolina
PHONE #:
GIVEN TO:
PHONE #:
MAKE, MODEL: N06 Chevtrailblazer
VIN: 1GNDS13S962[redacted]
ACCOUNT NUMBER: [redacted]

REASON FOR QUOTE:

- [ ] DEALER PURCHASE - INVENTORY
- [x] DEALER PURCHASE - LESSEE
- [ ] LESSEE RETURN
- [ ] TOTAL LOSS

OTHER INFORMATION: No open recalls.

QUOTE INFORMATION:

QUOTE TYPE	QUOTE AMOUNT	GOOD THROUGH	SCHEDULED END DATE	INFORMATION
DEALER FOR INVENTORY	$			Quote this amount to GM and non-GM dealerships. May not be sold to the lessee.
DEALER NET FOR INVENTORY	$			GMAC Will Need ☐ Assignment of Credits Letter ☐ Application of Credits Letter. May not be sold to the lessee.
DEALER FOR LESSEE	$ 23,971.75	11/25/07	9/25/10	Quote this amount to GM and non-GM dealerships. Verification that vehicle was resold to the lessee is required (e.g., bill of sale or registration information).
DEALER NET FOR LESSEE	$			GMAC Will Need ☐ Assignment of Credits Letter ☐ Application of Credits Letter. Verification that vehicle was resold to the lessee is required (e.g., bill of sale or registration information).
LESSEE RETURN	$			Lessee returns vehicle, no one purchases - assumes mileage shown below and no excess wear.

DATE AND TIME FAXED: 10/25/07 1:34:44 PM

Actual mileage of _____ provided by _____.

Please remit funds to: GMAC, P.O. Box 78252, Phoenix, AZ 85062-8252

CNK
QUOTEFAX\qtfaxet

Revised 5/18/2007

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Emma Salinas State: NJ

Customer Name: [redacted] **Service Request:** [redacted] **GM Legal File No.: N/A**

Vehicle ID No.: **1GNDS13S9621**[redacted] **In Service Date:** **9/26/2006** **Vehicle is: New** **BAC Code:** **111229**

Year, Make & Model: 2006 Chevrolet TrailBlazer **Vehicle Purchased Used on: N/A at odometer N/A**

Lien holder: GMAC☒ **Sale Type: Lease☒**

VEHICLE REPAIR HISTORY

Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

☐ **BODY/TRIM**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/27/07	[redacted]	*	6183	C/S While adjusting rear view mirror it cracked / Mirror has to be authorized by GM Rep – will be here Monday 1/29/07 between 12 and 1PM
02/03/07		N/A	6190	Reference RO#[redacted] Mirror cracked when adjusting – ok as per Tom Scheri to replace warranty 1 time goodwill mirror cracked Note: SOP ordered, this RO for internal dealership records on authorization to replace
02/17/07		1	7035	Reference RO#[redacted] & RO#[redacted] SOP (special ordered part) received – Replaced mirror as per DPSM-Tom Scheri
05/15/07		1	10712	C/S Passenger side front door handle not opening door from inside / Found rod came out because rod bent – Removed door and reinstalled rod

☐ **BRAKES**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/27/07	[redacted]	*	6183	C/S Brakes are squeaking and feel low / Test drove vehicle and found **normal condition. Noise ISM air out of booster when hit brakes**

☒ **ELECTRICAL**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/18/07	[redacted]	**	13504	C/S Check engine light on. OnStar Code P0480 / Checked and diagnosed, bad DTC D0400, D0483 present. Perform diagnosis and went checked bad PCM to be shorted internally and found forward clutch do not operate properly (internal failure of fan clutch found) – Replaced and reprogram PCM. Replaced and checked coolant, clutch operation ok.

				Note: SOP (special ordered parts – TAC involved 2nd failure parts overlap 7/19). Reordered parts installed on 7/27 & 7/30. Rechecked for headlamp control and checked internal operation. Perform diagnosis and found ignition switch had shorted and causing condition – Replaced switch and checked operation of ignition switch, ok.
08/06/07	[redacted]	2	14991	C/S Check engine light on / Found history code for fan clutch/fan clutch operating normally at this time. No MIL light on dash when brought into service – Performed cold soak procedure, road tested, all ok
08/10/07		4	15067	C/S Check engine light on / Checked for condition and found condition to be internal. Road tested and checked operation. Performed diagnostics call **TAC Case #[redacted] J. Price** about condition and advised recheck wiring connectors, ok. Found fan for clutch internal to have proper speed – Replaced clutch for cooling system
08/23/07		1	15922	C/S Headlights do not come on at times / **Nothing abnormal detected.** Scanned entire lighting system for codes and proper operation, called TAC for assistance – **No such problem on record**
08/24/07		1	15965	C/S 2nd request, owner states headlamps are inop at times / Checked operation of exterior lights. Headlight intermittent, inop auto or switch on system performance check DTC B2575 headlamp control circuit. Removed headlamp driver module from B+ circuit to ground test, circuit light illuminates with Tech II command. Driver module checked on/off, test does not illuminate with Tech II command. Check control circuit for an open, short to voltage fine. Inspect BCM connectors and harness, no damage or poor connections. BCM internal fault – Installed new BCM and program. Program theft deterrent, relearn restraint ID, clear all DTC's, recheck system, pass
08/25/07		2	16011	C/S Headlight do not operate. Only high beam / Found headlight DTC B2580 High beam control circuit. Checked fuses, listened to relay and does not click. Found side terminal tension spread – Removed fuse block and repaired terminal 1-day rental provided – confirmed GMVIS
08/30/07		2	16040	C/S Check engine light on / Found fault codes P0144 and P0480 – o2 Sensor shorted, faulty and fan relay circuit control – Replaced o2 Sensor and fan relay 1-day rental provided – confirmed GMVIS

☐ **SUSPENSION**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/11/07	[redacted]	1	4987	C/S Right side front suspension noisy / SOP (special ordered parts), stabilizer link
01/27/07		1	6183	Reference RO#[redacted] SOP received – adjusted and lubed front suspension
07/18/07		*	13504	C/S Noise in front suspension / **No problem found**

☐ **WHEELS/TIRES**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/18/07	[redacted]	*	13504	C/S Nail in tire / Repaired

☐ **Other**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/18/07	[redacted]	7**	13504	C/R Vehicle send to V&H Auto Body for dent repair 6-days rental provided

THE STATE LEMON LAW READS:

Days out of service: 20 or more calendar days
Repairs: 3 or more
Time period 24 Mo. / 18,000 Miles
Nonconformity Must continue to exist: Y

If applicable, safety-related repairs: N/A
Safety-related time period: N/A / N/A

Number of repair attempts in the presumption period:	**10**
Total days out of service during the presumption period:	16
Total days out of service during customer's ownership:	16

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: Activity notes dated 08/01/2007 with "Svc Mgr Al (dealership not noted):
Dlr sts: Customer is very demanding. Vehicle is fine, and claims regarding the suspension were checked and no problems were found. GMVIS claims are correct. He mentioned also have to change the ignition switch because the check engine light was coming on. Misuse/Abuse/Lack of Maint? On the ignition switch yes. Other repairs were due to defective parts."
Date & Offer/Result: 08/01/07 SR#71-541693428

RECOMMENDATION AND RATIONALE

CUST HAD (10) REPAIR ATTEMPTS UNDER PRESUMPTION FOR:
(1) DOOR HANDLE
(1) PCM w/ forward clutch
(1) COLD SOAK for fan clutch
(1) CLUTCH for cooling system
(1) O2 SENSOR for fan relay
(3) HEAD LIGHT CONCERNS replacing (1) BCM & (1) FUSE BLOCK
(1) SUSPENSION STABALIZER LINK

CUST HAD (1) HEADLAMP CONTROL ISSUE DUE TO ABUSE CAUSING IGNITION SWITCH TO SHORT OUT
CUST DOES NOT HAVE A GMPP
DEMAND SEEKS REMEDY FOR ENGINE AND ELECTRICAL SYSTEM DUE TO HEADLIGHTS
MSRP=$24,773 10%=$2,400 15%=$3,600 20%=$4,800 ATTY=$1,900
CRS RECOMMENDS A CASH OFFER UP TO $4800 + FEES AND A GMPP VALUE GUARD

REASON FOR REMOVAL

CRS FINAL OFFER: : **DATE:**

OFFER TO CUST: $
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND: : **DATE:**

AMOUNT TO CUST: $

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

TEAM LEAD APPROVING: Date:

LAW OFFICES
DAVID J. GORBERG & ASSOCIATES, P.C.
SUITE 2040
1234 MARKET STREET
PHILADELPHIA, PA 19107

Hasler
01SH265102
$01.140
10/01/2007
Mailed From 19107
US POSTAGE

First Class Mail

OCT 03 2007

GENERAL MOTORS CORPORATION
CUSTOMER ASSISTANCE
& RELATIONSHIP SERVICES
C/O MSX INTERNATIONAL
1919 CONCEPT DRIVE
WARREN, MI 48091

LAW OFFICES
DAVID J. GORBERG & ASSOCIATES, P.C.
1234 MARKET STREET
SUITE 2040
PHILADELPHIA, PA 19107-3789

1 (800) MY-LEMON
1 (800) 695-3666

(215) 665-7660
FAX (215) 563-8738

www.MyLemon.com

DAVID J. GORBERG†
DANA LYNN TARQUINI*
TAMMY J. SCHMITT
KIMBERLY A. HOEHING*
LAURA L. APPLEGATE
MARGARET D. ARSENLIS*

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

NEW JERSEY OFFICE
100 CENTURY PARKWAY
SUITE 305
MT. LAUREL, NJ 08054
(856) 797-0703
FAX (856) 983-6123

PITTSBURGH OFFICE
2325 GRANT BLDG.
330 GRANT STREET
PITTSBURGH, PA 15219
(412) 894-9970
FAX (412) 894-9983

September 28, 2007

GENERAL MOTORS CORPORATION
CUSTOMER ASSISTANCE
& RELATIONSHIP SERVICES
C/O MSX INTERNATIONAL
1919 CONCEPT DRIVE
WARREN, MI 48091

RE: Our Client: [redacted]
Vehicle: **2006 Chevrolet Trailblazer**
Vin #: **1GNDTS135962**[redacted]

Dear Legal Department:

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

New Jersey's Automobile Lemon Law Act, Magnuson-Moss Act, Uniform Commercial Code and Unfair Trade Practices Act.

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

The Primary non-conformities for which relief is sought include the following:

Defective engine and electrical system due to headlights.

Kindly confirm receipt of this letter, and have a representative contact our office to discuss this matter at your first convenience.

Very truly yours,

DAVID J. GORBERG

DJG/jm

Motor Vehicle Commission NEW JERSEY

LEASED VEHICLE REGISTRATION

PLATE NO: [redacted] GOOD THRU: 09/2010

VIN: 1GNDS13S96[redacted]

CHE 2006 WAGON GY TRA WC: 8

VAULT PASSENGER 08

[redacted] CC:94000 00000 79360

EAST HANOVER NJ [redacted] INITIAL PT:PA

EQ:8 FEE: 311.00 UZ GD20062760017

...minimum single limit of at least $300,000 for liability injuries and property damage for any one accident.

For trucks of 10,000 lbs. GVW or more, liability insurance must exceed the statute minimum

...when you take possession of the vehicle, you take on the risks of loss of the vehicle and damage to it. If the vehicle is damaged, stolen, or destroyed and money becomes available (insurance, a judgment, a settlement, or the like), we will treat the money as an insured ...pay. If

LEASE

GMAC SmartLease® Agreement — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county	Garaging address (if different)	LESSOR (Retailer) name, address, and telephone number
[redacted] METUCHEN NJ [redacted]	N/A Principal driver (if business use) N/A	SANSONE CHEVROLET 590 PFEIFFER BLVD. PERTH AMBOY NJ 08861

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. "We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").

☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to _____

☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

Assignee's address and telephone number [redacted] PARSIPPANY N.J. [redacted]

[redacted]

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2006	CHEVROLET TRUCK TRAILBLAZER	LS 2WD	1GNDS13S962[redacted]	160	☐ Personal, Family, or Household ☐ Commercial, Business, or Agricultural

Number of Engine Cylinders _____ Transmission ☐ Automatic ☐ Manual Brakes ☐ Power assisted ☐ Manual Steering Mechanism ☐ Power assisted ☐ Manual

Air Cond. ☐ Yes ☐ No Manufacturer's Suggested Retail Price as shown on window sticker, if any $ 26360.00

Dealer Installed Options: N/A GVW (if truck) _____ ☐ Public Conveyance

Prior Use

☐ 1,000 miles or less on odometer ☐ Personal, family, or household ☐ Demonstrator ☐ Livery ☐ Daily rental ☐ Police ☐ Prior wreckage ☐ Unknown

FEDERAL CONSUMER LEASE ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)*	2. Monthly Payments	3. Other Charges (not part of your monthly payment)	4. Total of Payments
$ 2649.00	Your first monthly payment of $ 399.00 is due on 09/26/2006, followed by 47 payments of $ 399.00 due on the 26th of each month. The total of your monthly payments is $ 19152.00	Disposition fee (if you do not purchase the vehicle) N/A $ N/A N/A $ N/A Total $ N/A	(The amount you will have paid by the end of the lease.) $ 21402.00

*Itemization of Amounts Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:

a. Capitalized cost reduction	$ 2250.00
b. First monthly payment	$ 399.00
c. Refundable security deposit	$ N/A
d. Title fee	$ N/A
e. Registration fees	$ N/A
f. Sales/use tax	$ N/A
g. N/A	$ N/A
h. N/A	$ N/A
i. N/A	$ N/A
j. Total	$ 2649.00

6. How the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance	$ N/A
b. Rebates and noncash credits	$ 2250.00
c. Amount to be paid in cash	$ 399.00
d. Total	$ 2649.00

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle ($ 25068.74) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	$ 29222.88
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	$ 2250.00
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment =	$ 26972.88
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment -	$ 13970.80
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term -	$ 13002.08
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts -	$ 6149.92
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge =	$ 19152.00
h. Lease payments. The number of payments in your lease +	48
i. Base monthly payment =	$ 399.00
j. Monthly sales/use tax (estimated) -	$ N/A
k. N/A -	$ N/A
l. Total monthly payment =	$ 399.00

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of $ .20 per mile.

9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for $ 14470.80, plus official fees and taxes.

10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and

T-532 P003/003 F-148

05-20-07 08:51 FROM-

a. Agreed upon value of the vehicle: $ 25068.79
b. GMAC administrative fee + $ 695.00
c. License/registration/title fees /SUPPL TITLE $99.20 + $ 498.20
d. Sales tax + $ 495.31
e. Other tax (describe) N/A + $ N/A
f. Optional service contract + $ N/A
g. Optional maintenance contract + $ N/A
h. Optional life insurance + $ N/A
i. Optional disability insurance + $ N/A
j. NET TRADE-IN PAYOFF/PRIOR LEASE 801 + $ 2176.63
k. DOC FEE + $ 289.00
l. Gross Capitalized Cost = $ 29222.88

12. THE VEHICLE YOU ARE TRADING: 2005 CHEVROLET IMPALA (year) (make) (model)

- Gross trade-in value $ 11075.26
- Payoff − $ 13251.89
- Net trade-in value = $ (2176.63)

13. TOTAL COST OF THE LEASE (if you are never in default, and you use your option to buy the vehicle at scheduled lease end).

Amount due at lease signing or delivery $ 2649.00
Total of monthly payments (other than first monthly payment) + $ 18753.00
Security deposit and any life or disability insurance − $ N/A
Price if you buy at scheduled lease end + $ 14470.80
Total cost of the lease = $ 35872.80
plus any related official fees and taxes.

14. OFFICIAL FEES AND TAXES. You will pay all government licenses, title, registration, filing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may charge your monthly payment of taxes charge. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE $ 1282.61

The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title fee $ N/A
b. Registration fees/taxes 399.00 $ 399.00
c. License fees/taxes $ N/A
d. Sales/use taxes (including tax on capitalized cost reduction) $ 495.31
e. Excise taxes $ N/A
f. Property taxes $ N/A
g. Other (describe) DOC FEE $ 289.00
h. Other (describe) NJ SUPPLEMENTAL TITLE FEE $ 99.20
i. Other (describe) N/A $ N/A

15. MILEAGE.

Base Mileage Allowance. ☐ 15,000 miles/year. ☒ Low mileage: 12,000 miles/year.
☐ Medium-duty truck (gasoline): 25,000 miles/year
☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles. You are buying N/A extra miles at $ N/A per mile. If this lease ends prior or after the last scheduled payment is due, we will credit you with $ N/A per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

Total Allowed Mileage on the Odometer at Lease End is 48160 miles.

Starting odometer mileage 160 miles
Base mileage allowance + 48000 miles
Purchased extra miles + N/A miles

Excess Mileage Charge. The excess mileage charge is $ .20 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

you will pay a late charge of 5% of the part of the payment that is late.

17. CHARGE FOR FINES. If the government imposes a fee related to the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the amount when we ask. If we have to pay a fine or take other action because you don't pay a fine promptly, you will also pay us $35.

18. SCHEDULED LEASE END DATE. This lease is scheduled to end 09/26/2010 (month) (day) (year). You are scheduled to return the vehicle on this date.

19. LEASE END DAILY EXTENSION CHARGE. $ 25.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

20. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name: IGA INS CO
Insurance agency name: UNITED COUNTIES INS GROUP
Agency address: 540 MIDDLESEX AV METUCHEN NJ 08840
Agency phone no.: (732)815-2101
Agent's name: N/A
Policy no.: F 126518 ☐ Liability ☐ Physical damage
Deductibles: Collision $ 500 Comprehensive $ 500
Insurance company name: N/A
Insurance agency name: N/A
Agency address: N/A
Agency phone no.: N/A
Agent's name: N/A
Policy no.: N/A ☐ Physical damage
Deductibles: Collision $ N/A Comprehensive $ N/A

21. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: N/A
Address: N/A
N/A

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium $ N/A
Coverage limit $ N/A
☐ Disability insurance (Lessee only) Premium $ N/A
Monthly coverage limit $ N/A
[redacted] x _____ Age N/A
[redacted] x N/A Age N/A

22. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

☐ Standard manufacturer's warranty
☐ N/A

Warranty papers that are separate from this lease state any coverage limits.
The law gives you a warranty that the vehicle conforms to the description in this lease.
THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

23. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name N/A Term N/A months, N/A miles
Name N/A Term N/A months, N/A miles

If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost and you will pay late charges on the price.

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms [redacted] do. No oral changes are binding.

LESSEE [redacted] BY: x _____ CO-LESSEE: x _____

We may delay or refrain from enforcing any of our rights under this lease without losing them.

NOTICE TO LESSEE: DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. YOU ARE ENTITLED TO A COPY OF THE AGREEMENT.

SANSONE AUTO NETWORK
SANSONE CHEVROLET
680 PFIEFFER BLVD.
PERTH AMBOY, NJ 08861
(732) 442-8585

(1)

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR GEORGE LACORTE 90813	TAG NO. 1866	INVOICE DATE 08/02/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 13,552	COLOR DARK GRAY/[redacted]	[redacted]
METUCHEN, NJ [redacted]	YEAR / MAKE / MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/LS 2W		DELIVERY DATE 09/26/06	DELIVERY MILES 160
	VEHICLE I.D. NO. 1GNDS13S962[redacted]		SELLING DEALER NO. 10	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE 07/18/07	
[redacted]	COMMENTS			MO: 13725

JOB# 1 CHARGES

LABOR
J# 1 96CVZ01 GENERAL BODY REPAIR TECH(S):999 INTERNAL
DENT REPAIR
REPAIRED DENT

SUBLET PO# VEND INV# INV.DATE DESCRIPTION
45454 3060 08/01/07 REPAIR LOT DAMAGE INTERNAL
TOTAL - SUBLET 0.00

JOB# 1 TOTALS
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 45CVZ[redacted] SUSPENSION NOISE TECH(S):999 INTERNAL
CUSTOMER STATES NOISE IN FRONT SUSPENSION
LUBED INTERMEDIATE SHAFT

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 46CVZ06 TIRE REPAIR TECH(S):999 INTERNAL
CUSTOMER STATES NAIL IN TIRE
REPAIRED TIRE

JOB# 3 TOTALS
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4-00CVZLOF LUBE OIL & FILTER TECH(S):999 INTERNAL
CUSTOMER REQUESTS LUBE OIL AND FILTER
PERFORMED LUBE OIL AND FILTER

PARTS QTY FP NUMBER DESCRIPTION UNIT PRICE
1 89017342 FILTER 1.836 INTERNAL
7 OIL GOODWRENC INTERNAL
TOTAL - PARTS 0.00

SUBLET PO# VEND INV# INV.DATE DESCRIPTION
45285 07/23/07 CLEAN-RIVERA INTERNAL
TOTAL - SUBLET 0.00

JOB# 4 TOTALS
JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

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SANSONE CHEVROLET
680 PFIEFFER BLVD.
PERTH AMBOY, NJ 08861
(732) 442-8585

(2)

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: GEORGE LACORTE 90813	TAG NO.: 1866	INVOICE DATE: 08/02/07	[redacted]
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE: 13,552	COLOR: DARK GRAY/L
METUCHEN, NJ [redacted]	YEAR / MAKE / MODEL: 06/CHEVROLET TRUCK/TRAILBLAZER/LS 2W		DELIVERY DATE: 09/26/06	STOCK NO.: 10435
[redacted]	VEHICLE I.D. NO.: 1 G N D S 1 3 S 9 6 2 [redacted]		SELLING DEALER NO.: 10	DELIVERY MILES: 160
	P.I.R. NO.	P.O.	R.O. DATE: 07/18/07	PRODUCTION DATE
	COMMENTS			MO: 13725

LABOR
J# 5-70CVZ03 RENTAL TECH(S):999 INTERNAL
PROVIDED RENTAL
PROVIDED RENTAL

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	45292		08/02/07	RENTAL-RIVERA	INTERNAL
				TOTAL - SUBLET	0.00

JOB# 6 TOTALS

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES

LABOR
J# 6-10CVZ06 CHECK ENGINE LIGHT TECH(S):90443 WARRANTY
CUSTOMER STATES CHECK ENGINE LIGHT ON
ONSTAR CODE P0480
FOUND FAULT CODES: P0450, P0483
PCM SHORTED AND FAN CLUTCH CAUSING CONCERN
REPLACED PCM AND
FAN CLUTCH

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	25798969	CLUTCH 1.050		WARRANTY
	1	12597521	PCM 3.670		WARRANTY
	1	15242754	SWITCH 2.188		WARRANTY
				TOTAL - PARTS	0.00

JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX CVCS JOB# 6 TOTAL 0.00

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

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3

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: GEORGE LACORTE 90813	TAG NO.: 1866	INVOICE DATE: 08/02/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE: 13,552	COLOR: DARK GRAY/L	STOCK NO.: 10435
METUCHEN, NJ [redacted]	YEAR / MAKE / MODEL: 06/CHEVROLET TRUCK/TRAILBLAZER/LS 2W		DELIVERY DATE: 09/26/06	DELIVERY MILES: 160
	VEHICLE I.D. NO.: 1GNDS13S962[redacted]		BILLING DEALER NO.: 10	PRODUCTION DATE:
[redacted]	R.T.E. NO.	P.O. NO.	A.O. DATE: 07/18/07	
	COMMENTS			MO: 13725

TOTALS

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

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

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(1)

CELL: [redacted]

CUSTOMER [redacted]	ADVISOR GEORGE LACORTE 9081	TAG NO. 1521	INVOICE DATE 08/07/07	
[redacted] METUCHEN, NJ [redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 14,991	COLOR DARK GRAY/L
	YEAR / MAKE / MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/LS 2W		DELIVERY DATE 09/26/06	DELIVERY MILES 160
	VEHICLE I.D. NO. 1GNDS13S962[redacted]		SELLING DEALER NO. 10	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	P.O. DATE 08/06/07	
PER [redacted]	COMMENTS			MO: 14992

JOB# 1 CHARGES

LABOR

J# 1 10CVZ06 CHECK ENGINE LIGHT TECH(S):90443 WARRANTY

CUSTOMER STATES CHECK ENGINE LIGHT ON
WENT OFF. ADVISE AND REPORT
FOUND HISTORY CODE FOR FAN CLUTCH/FAN CLUTCH OPERATING NORMA
LLY AT THIS TIME/NO MIL LIGHT ON DASH WHEN BROUGHT INTO
SERVICE/PERFORMED COLD SOAK PROCEDURE
ROADTESTED/ALL OK

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

TOTALS

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

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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CEL [redacted]

CUSTOMER NO. [redacted]	ADVISOR: MARY 90541	TAG NO. 1559	INVOICE DATE 08/20/07
[redacted]	LABOR RATE [redacted]	MILEAGE 15,067	COLOR DARK GRAY/L [redacted]
METUCHEN, NJ [redacted]	YEAR / MAKE / MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/LS 2W	DELIVERY DATE 09/26/06	DELIVERY MILES 160
	VEHICLE I.D. NO. 1GNDS13S962 [redacted]	SELLING DEALER NO. 10	PRODUCTION DATE
	P.T.E. NO.	R.O. NO. [redacted] R.O. DATE 08/10/07	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS	MO: 15067

JOB# 1 CHARGES

LABOR

J# 1 10CVL06 CHECK ENGINE LIGHT TECH(S):90443 WARRANTY

CUSTOMER STATES CHECK ENGINE LIGHT ON
ROAD TEST AND CHECK OPERATION,...
DIAG CALLED TAC LINE CASE # 9799818,.
SEE TECH NOTES,...
REPLACED FAN CLUTCH..
W-CLAIM ON CLUTCH...RO#64869

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	25790869	CLUTCH 1,050		
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
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 CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

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CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: GEORGE LACORTE 90813	TAG NO.: 1943	INVOICE DATE: 08/23/07	INVOICE NO.: [redacted]
[redacted] NJ [redacted]	LABOR RATE: [redacted]	MILEAGE: 15,922	COLOR: DARK GRAY/L	~~10435~~
	YEAR / MAKE / MODEL: 06/CHEVROLET TRUCK/TRAILBLAZER/LS 2W		DELIVERY DATE: 09/26/06	DELIVERY MILES: 160
	VEHICLE I.D. NO.: 1 G N D S 1 3 5 9 6 2 [redacted]		SELLING DEALER NO.: 10	PRODUCTION DATE:
	F.T.E. NO.:	P.O. NO.:	R.O. DATE: 08/23/07	
[redacted]	COMMENTS:			MO: 15923

JOB# 1 CHARGES

LABOR

J# 1 51CVZ95 HEADLIGHTS TECH(S):999 WARRANTY

OWNER STATES HEADLIGHTS DO NOT COME AT TIMES....
NOTHING ABNORMAL DETECTED...
SCANNED ENTIRE LIGHTING SYSTEM FOR CODES AND PROPER OPERATION. CALLED TAC FOR ASSISTANCE. NO SUCH PROBLEM ON RECORD.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CWCS JOB# 1 TOTAL 0.00

TOTALS

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

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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(732) 442-8585

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: GEORGE LACORTE 90813	TAG NO.: 939	INVOICE DATE: 08/24/07	
[redacted] METUCHEN, NJ [redacted]	LABOR RATE: [redacted]	MILEAGE: 15,965	COLOR: DARK GRAY/L	10435
	YEAR / MAKE / MODEL: 06/CHEVROLET TRUCK/TRAILBLAZER/LS 2W		DELIVERY DATE: 09/26/06	DELIVERY MILES: 160
	VEHICLE I.D. NO.: 1GNDS13S962 [redacted]		SELLING DEALER NO.: 10	PRODUCTION DATE:
	P.T.E. NO.:	R.O. NO.:	P.O. DATE: 08/24/07	
RESIDENCE PHONE: 732-662-5039	BUSINESS PHONE: 732-877-3232	COMMENTS:		MO: 15966

JOB# 1 CHARGES

LABOR
J# 1 51CV205 HEADLIGHTS TECH(S):61816 WARRANTY
2ND REQUEST. OWNER STATES HEADLAMPS ARE INOP AT TIMES...
FOUND BCM SHORTED CAUSING CONCERN
REPLACED BCM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	25802312	MODULE 2.560		WARRANTY
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2+00CVZ QUICK SERVICE TECH(S):999 INTERNAL
PROVIDED FUEL
PROVIDED FUEL

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
	45808		08/24/07	FUEL-RIVERA-65287	INTERNAL
				TOTAL - SUBLET	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

TOTALS

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

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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(732) 442-8585

CELL: 7[redacted]

CUSTOMER NO. [redacted]	ADVISOR: GEORGE LACORTE 90813	TAG NO.: 1965	INVOICE DATE: 08/30/07	P.O. NO. [redacted]
[redacted] METUCHEN, NJ [redacted]	LABOR RATE [redacted]	MILEAGE: 16,011	COLOR: DARK GRAY/L	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 06/CHEVROLET TRUCK/TRAIL[redacted]		DELIVERY DATE: 09/26/06	DELIVERY MILES: 160
	VEHICLE I.D. NO.: 1GNDS13S962[redacted]		SELLING DEALER NO.: 10	PRODUCTION DATE
	E.T.A. NO.	P.O.#	R.O. DATE: 08/25/07	
[redacted]	COMMENTS			MO: 16012

JOB# 1 CHARGES

LABOR

J# 1 51CV205 HEADLIGHTS TECH(S):61816 WARRANTY

CUSTOMER STATES HEADLIGHT DO NOT OPERATE/ONLY HIGH BEAM
ADVISE AND REPORT
FOUND HEADLIGHT DTC/B2580/HIOGH BEAM CONTROL CURCUIT
CHECK FUSES/LISTENED TO RELAY DOES NOT CLICK. FOUND SIDE
TERMINAL TENSION SPREAD/REMOVED FUSE BLOCK AND REPAIRED
TERMINAL

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2+70CV203 RENTAL TECH(S):999 WARRANTY

PROVIDED RENTAL
PROVIDED RENTAL

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

45809 08/30/07 RENTAL-RIVERA

TOTAL - SUBLET WARRANTY 0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

TOTALS

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

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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(732) 442-8585

1

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR GEORGE LACORTE 90813	TAG NO. 1001	INVOICE DATE 08/30/07	
[redacted] METUCHEN, NJ [redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 16,040	COLOR DARK GRAY/L [redacted]	
	YEAR / MAKE / MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/LS 2W		DELIVERY DATE 09/26/06	160
	VEHICLE I.D. NO. 1GNDS13S962 [redacted]		SELLING DEALER NO. 10	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/30/07	
[redacted]	COMMENTS			MO: 16041

JOB# 1 CHARGES

LABOR

J# 1 10CVZ06 CHECK ENGINE LIGHT TECH(S):90443 WARRANTY

CUSTOMER STATES CHECK ENGINE LIGHT ON
ADVISE AND REPORT
FOUND FAULT CODES:P0133 AND P0480
02 SENSOR SHORTED /FAULTY AND FAN RELAY CURCUIT CONTROL
REPLACED 02 SENSOR AND FAN RELAY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	12592591	SENSOR 3.682		
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 70CVZ03 RENTAL TECH(S):999 WARRANTY

PROVIDED RENTAL
PROVIDED RENTAL

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	WARRANTY
	45862		08/30/07	RENTAL-RIVERA	
				TOTAL - SUBLET	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
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Reynolds and Reynolds (Canada) Ltd. CDN2000-0 (8/97)

LAW OFFICES
GORBERG AND GABER, P.C.
SUITE 2040
1234 MARKET STREET
PHILADELPHIA, PA 19107-3789

ANDREW H. GABER

(215) 563-7810
(800) 253-8793
FAX (215) 563-4073

MORRIS H. ZUBER
OF COUNSEL

FAX TRANSMITTAL SHEET

TO: IOD Incorporated

FAX NO: 920-406-3771

DATE: October 10, 2007

FROM: Janet Himes, Paralegal for
Andrew H. Gaber, Esquire

PAGES BEING TRANSMITTED: 5
(INCLUDING COVER SHEET)

THE ORIGINAL OF THIS DOCUMENT WILL:

___ NOT BE FORWARDED UNLESS REQUESTED

__X__ BE FORWARDED BY FIRST CLASS MAIL

_____ VIA HAND DELIVERY

_____ VIA OVERNIGHT MAIL

_____ OTHER

LAW OFFICES
GORBERG AND GABER, P.C.
SUITE 2040
1234 MARKET STREET
PHILADELPHIA, PA 19107-3769

ANDREW H. GABER

(215) 563-7210
(800) 253-8793
FAX (215) 563-4073

MORRIS H. ZUBER
OF COUNSEL

October 10, 2007

VIA U.S. FIRST CLASS MAIL
AND FACSIMILE TO:

920-406-3771
IOD Incorporated
P.O. Box 19058
Green Bay, WI 54307

Re: Our Client: [redacted]
Facility: Presbyterian Medical Center
Invoice #: [redacted]
Request #: [redacted]
Date of Loss: 06-19-07

Dear Sir/Madam:

Enclosed please find a copy of your Accounts receivable statement, the check payable to IOD Incorporated in the amount of $96.81 and the transmittal letter dated September 1, 2007. Please mark this invoice paid.

Your courtesies and cooperation are appreciated.

Very truly yours,

ANDREW H. GABER

AHG/jfh
Enclosures

Remit To: iod incorporated
P.O. Box 19058
Green Bay, WI 54307-9058

iod incorporated
800-216-0587 xt 288
FED ID NO. 65-0765287

ACCOUNTS RECEIVABLE STATEMENT

GORBERG AND ZUBER
Continued

Date: 9/11/2007
Customer No. [redacted]

Invoice #	Patient Name / Reference Number / Facility Name	Date		Invoice Total	Balance Due
[redacted]	1966 PRESBYTERIAN MEDICAL CENTER [redacted]	8/24/2007	IN	96.81	96.81
	2690 PRESBYTERIAN MEDICAL CENTER YVONNIE JOHNSON NA	8/30/2007	IN	32.18	32.18
	PRESBYTERIAN MEDICAL CENTER TYRONE FISHER NA	8/30/2007	IN	32.18	32.18
	PRESBYTERIAN MEDICAL CENTER ROBIN WOOD NA	4/27/2007	IN	110.36	110.36
	THOMAS JEFFERSON MICHAEL BARATTUCCI NA	7/9/2007	IN	28.43	28.43
	THOMAS JEFFERSON MARGARET DESIMONE NA	7/12/2007	IN	133.84	133.84
	THOMAS JEFFERSON WANDA WILSON NONE	7/11/2007	IN	29.68	9.68
	METHODIST JEFFERY PRESLEY NONE	8/7/2007	IN	32.18	32.18
	METHODIST CHRISTINE DEJOHN NA	8/24/2007	IN	27.18	27.18
	PAIN CENTER(TJU)	03/20/2007	CM	-37.86	-37.86
	DREXEL UNIV COL OF MED-ORTHOPE	02/22/2007	CM	-28.77	-28.77
	DREXEL UNIV COL OF MED-ORTHOPE				

Credit Balances will be applied to invoices over 60 days.

Please submit check or credit card (Mastercard, Visa, Discover) payment
by visiting our website of www.iodincorporated.com and selecting the payment link.

OCT-10-2007 13:05 GORBERG, GABER, AND ZUBER 215 5634073 P.04

ANDREW H. GABER

2894

Pay to the Order of EOJ Incorporated

Date 9/4/07

3-5/310
606

Ninety Six 81/100 $ 96 81/100 Dollars

PNCBANK
PNC Bank, N.A. 020
Philadelphia, PA

For Lorraine Kersey

[redacted]

2894

C007

LAW OFFICES
GORBERG AND GABER, P.C.
SUITE 2040
1234 MARKET STREET
PHILADELPHIA, PA 19107-3789

(215) 563-7210
(800) 253-8793
FAX (215) 563-4073

ANDREW H. GABER

MORRIS H. ZUBER
OF COUNSEL

September 1, 2007

IOD Incorporated
P.O. Box 19058
Green Bay, WI 54307

Re: **Our Client:** [redacted]
Facility: Presbyterian Medical Center
Invoice # [redacted]
Request #: 113516
Date of Loss: 06-19-07

Dear Sir/Madam:

Enclosed please find your invoice and my check in the amount of $96.81.

Very truly yours,

ANDREW H. GABER

AHG/jfh
Enclosures

COPY

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

NJ

Customer Name [redacted]

☐ **Draft**-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN: 3GNEK12Z66G[redacted]

Worksheet Filled Out By: Carolina Aponte

Date: October 25, 2007

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$0.00	1	Down Pmt / Cap Cost Reduction	$2,649.00
2	Use ONLY one of the 4 methods in this column or		2	Lemon Law	$0.00	2	13 Pmts @ $399 - 1mo	$4,788.00
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$0.00	3	Reg/Lic/Title Fees (leases only)	$0.00
4			4	State Fees	$0.00	4	Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$25,068.74	6	Sales Tax	$0.00	6	Other-Explain	$0.00
7	Mileage	13,504	7	Finance Charges	$0.00	7	Other-Explain	$0.00
8	Denominator	100,000	8	Express Tag	$0.00	8	Other-Explain	$0.00
9	**Usage**	**$3,385.28**	9	Dealer Fee	$0.00	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$0.00**	10	**Total Additions**	**$7,437.00**
11	**B. USAGE - NEGOTIATED**	$0.00	11			11		
12			12	*** Usage/Depreciation**	**$3,385.28**	12	*** Usage/Depreciation**	**$3,385.28**
13			13	Damage	$0.00	13	Damage	$0.00
14	**C. USAGE USING CENTS/MILE**		14	Late charges	$0.00	14	Late charges	$0.00
15	Mileage	0	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00
16	Cents per mile	$0.000	16	Negative Equity	$0.00	16	Negative Equity	$2,176.63
17	**Usage**	**$0.00**	17	Incentives	$0.00	17	Incentives	$2,250.00
18			18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$0.00	19	Extended Service Contract	$0.00
20	**D. USAGE-CALIFORNIA ONLY**		20	Other-Explain	$0.00	20	Gap Insurance	$0.00
21	Base price section-Used when **NOT** financed.		21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	**"Actual Price Paid" (Base)**	**$0.00**	22	**Total Deductions**	**$3,385.28**	22	**Total Deductions**	**$7,811.91**
23	Mileage		23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**-$3,385.28**	24	**Total Refund to Customer**	**-$374.91**
25	**OR**		25	Loan Payoff	$0.00	25	Dlr Buyout (lease) or Loan Payoff	$23,971.75
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**-$3,385.28**	26	(GMAC=DL quote) good thru 11-25	
27	**"Actual Price Paid" (Pmt/Lease)**	**$26,982.12**	27	Attorney's Fees	$0.00	27	Attorney's Fees	$1,900.00
28	Mileage	0	28	**Total Repurchase**	**-$3,385.28**	28	**Total Repurchase**	**$25,496.84**
29	Any ext service contract (CA only)		29	NADA (Legal Only)	$0.00	29	NADA	$15,950.00
30	**Usage**	**$0.00**	30	**Estimated Auction Value**	**$0.00**	30	**Estimated Auction Value**	**$11,803.00**
31			31	**Projected Loss**	**-$3,385.28**	31	**Projected Loss**	**$13,693.84**

	PURCHASE PRICE (before t/t/t)	$ 25,068.74		TRADE ALLOWANCE	$ 11,075.26		PURCHASE PRICE	$ 25,068.74
	MSRP (FROM BARS INVOICE)	$ 28,780.00		PAYOFF OF TRADE	$ 13,251.89		INCENTIVE* (from BARS)	$ 2,250.00
	DIFFERENCE	$ (3,711.26)		DIFFERENCE	$ (2,176.63)		OVERALLOWANCE	
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ 22,818.74
				TRADE ALLOWANCE	$ 11,075.26			
				ACV OF TRADE	$ 11,075.26		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	$ -		Include GM card points	
				ACV=actual cash value			Form Rev. 04/28/2006	

WHAT TO GIVE BACK WHEN DOING A STRAIGHT REPURCHASE

IN ALL CASES, REVIEW STATE LAW TO DETERMINE IF REIMBURSEMENT OF ITEMS ARE NECESSARY.

AFTERMARKET ITEMS - Check lemon law. If not required to be given back, can they be removed without damaging the vehicle? Do you have receipts? Consider depreciating if unable to have them removed. Any additional questions, please consult with TM, local counsel or GM Legal Staff.

BASE PRICE

Base price of vehicle from sales contract
Tax
Registration/ license/ title
Interest (if applicable)
Attorney's fees
Less Usage/Depreciation
Less Incentives (if applicable)
Less Late Charges (if applicable)
Less negative equity IF included in the base price
Less Damage

All Extended service contracts and Gap Insurance should NOT be deducted IF FINANCED. Customer can cancel them and they will be refunded back to the finance institution who will refund any overage back to the customer. (Reason you don't deduct: The customer's total due will be reduced because it is included in the lien payoff)
Do not give back Sales Tax in Illinois
Do not give back finance charges in Minnesota

PAYMENTS (CA, FL & WV)

Down Payment (if applicable)
Payments made by customer
Sales tax, other government fees and aftermarket items listed on the finance contract should not be included because they are part of the payments and payoffs.
Aftermarket items (if being reimbursed) which were purchased after the vehicle was financed, should be separately included.
Trade-in (if applicable)
Attorney Fees
Options regarding extended service contracts - options 1 & 2 preferred as GM may not be able to obtain full credit refund in option 3: 1) If financed, deduct all extended service contracts and Gap Insurance. 2) Reimburse used portion and let customer obtain unused. 3) GMPP only: Give customer back whole amount of the extended service contract, GM to cancel and obtain refund.
Less usage/depreciation
Less Late charges
Less Incentives if included in down payment
Less Negative Equity (if applicable)
Less Damage

LEASE (obtain info below from left-hand column of the lease agreement)

Capital Cost Reduction
Sales Tax
Registration
Aftermarket Items (if not financed, reimburse if cash receipt provided)
Number of Payments
Attorney's fees
Less incentives if used as a portion of the cap cost reduction
Less security deposit
Less Usage/Depreciation
Less Gap/Extended service contract (if included in the lease)
A state lemon law may require GM to cancel a GMPP only and receive the credit. In this instance, the GMPP is NOT deducted.
Less Overmilage
Less Overallowance

Less Late Charges
Less Damage

LAW OFFICES
DAVID J. GORBERG & ASSOCIATES, P.C.
1234 MARKET STREET
SUITE 2040
PHILADELPHIA, PA 19107-3789

1 (800) MY-LEMON
1 (800) 695-3666

(215) 665-7660
FAX (215) 563-5738

www.MyLemon.com

DAVID J. GORBERG*
DANA LYNN TARQUINI*
TAMMY J. SCHMITT
KIMBERLY A. HOEHING*
LAURA L. APPLEGATE
MARGARET D. ARSENLIS*

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

NEW JERSEY OFFICE
100 CENTURY PARKWAY
SUITE 305
MT. LAUREL, NJ 08054
(856) 797-0703
FAX (856) 983-6123

PITTSBURGH OFFICE
2325 GRANT BLDG.
330 GRANT STREET
PITTSBURGH, PA 15219
(412) 894-9970
FAX (412) 894-9983

FAX TRANSMITTAL SHEET

DATE: October 10, 2007

TO: Emma Salinas

FAX#: 866-508-1969

FROM: Jacquelynn Murray

PAGES BEING TRANSMITTED: 2
(INCLUDING COVER SHEET)

MESSAGE: If there are any problems with this transmission of this fax, please call (215)563-7210

[redacted] Vs- GM
Release of lien

THE ORIGINAL OF THIS DOCUMENT WILL:

NOT BE FORWARDED
BE FORWARDED BY FIRST CLASS MAIL
VIA HAND DELIVERY
VIA OVERNIGHT MAIL
OTHER

RELEASE OF LIEN INFORMATION

I [redacted] [redacted]
(Client's Name) (Client's Social Security Number)

hereby authorize GMAC
(Lien holder Name)

PO BOX 2182 Greeley CO 80632 (800)200-4622
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # [redacted]

with GMAC
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date 10/2/07

VEHICLE INFORMATION

The current vehicle mileage is 18,800 Date mileage read: 10/2/07

[redacted]

Signature Signature

LG0006
V07002007

TOTAL P.02

TOTAL P.02

FAX

To: Carolina

Company :

Fax Number : **9,18662700203**

Phone Number :

From : Remi Ekwueme

Fax Number : **999**

Phone Number

Time Sent : **Thursday, Oct 25, 2007 01:41PM**

Pages : **2**

Description : [redacted]

Copy of Title follows.

[redacted] PEP [redacted]

CERTIFICATE OF TITLE

HOLD TO LIGHT TO VIEW WATERMARK

PREFIX	IDENTIFICATION NUMBER	SUFFIX	YEAR	MAKE	MODEL	BODY TYPE
	1GNDS 13S96 2[redacted]		2006	CHE	TRA	WAGON

TYPE OF TITLE	DUPLICATE NO	GVW/WC/LOTH	COLOR/MTL/HP	DEALER I D	AXLES/PROP	FUEL
STANDARD		8	GY	33433N	2	0

FEE	ISSUE DATE	VIN-REPLACEMENT	MILEAGE	STATUS
40.00	10-03-2006		160	A

OWNER(S)

VAULT
120 EAGLE ROCK AVE
EAST HANOVER NJ 07936

F-FLOOD S-SALVAGE
P-POLICE T-TAXI
L-LEMON LAW
A-ACTUAL MILEAGE
N-NOT THE ACTUAL MILEAGE
E-MILEAGE EXCEEDS THE MECHANICAL LIMITS

NUMBER OF OWNERS 1

NUMBER OF LIENHOLDERS 1

OWNER DL/CC #:94000 00000 79360

I, CHIEF ADMINISTRATOR OF THE MOTOR VEHICLE COMMISSION OF THE STATE OF NEW JERSEY, DO HEREBY CERTIFY THAT EVIDENCE OF PURCHASE OF OWNERSHIP IN COMPLIANCE WITH THE LAWS OF THE STATE OF NEW JERSEY, OF THE DESCRIBED ARTICLE HAS BEEN RECORDED AND FILED WITH ME, AND I DO HEREBY ISSUE THIS CERTIFICATE OF OWNERSHIP SUBJECT TO SECURITY AGREEMENT OR LIEN IF ANY AS STATED

CONTROL NUMBER [redacted]

SIGNATURE

State of New Jersey

MOTOR VEHICLE COMMISSION

DATE

SECOND LIENHOLDER

DATE 10-03-2006
40000 00002 10308
GMAC
PO BOX 8136
COCKEYSVILLE MD 21030

FIRST LIENHOLDER

LIEN RELEASED BY

SIGNATURE

TITLE DATE

SECOND RELEASE

LIEN RELEASED BY

SIGNATURE

TITLE DATE

FIRST RELEASE

ISM/SS-1 (R6/06)

[redacted]

VOID IF ALTERED

HOLD TO LIGHT TO VIEW WATERMARK

13:42 OCT 25, 2007 #237890 PAGE: 2/2

General Motors Business Resource Center

FAX

FROM

To: **JOHN BARCHUK**
Company: SANSONE CHEV
Fax: 7328264309
Phone:

[redacted]

TO

From: **Emma Salinas**
Fax: 1-866-508-1969
Phone: 1-866-790-5700 Ext 21206
E-mail:

cc:

NOTES:

THANK YOU FOR YOUR TIME

SERVICE AND SALES DOCUMENTATION NEEDED TO CALL CUSTOMER ATTORNEY

PAGES 21

10/11/07

Labor Day Event Dealer Bonus Certificate

Effective Date: September 6, 2006

Certificate Numb[redacted]
Dealer BAC: 11[redacted]

Amount: $250
Expiration Date: October 2, 2006
Certificate numbers start with LDD

Valid only with original certificate on retail deliveries of any new and unused 2005/2006/2007 model year vehicle. See Program # 06-31ADC, 06-32ACS, 06-33ACT, 06-34ACJ, and 06-35ACS for vehicle and delivery type eligibility.

The amount on the face of this certificate ($250) applied to an eligible retail vehicle purchase or lease is over and above most other manufacturer incentives currently available at the time of purchase/lease.

Certificate is non-negotiable and not redeemable for cash.

New Vehicle Identificat[redacted]
1GNDS13S96[redacted]

Delivery Date
9/26/06

Dealership acknowledgement:
Dealership Name SANSUNG CHEVROLET

Dealer Code _____
Dealer Signature _____ Date 9-26-06

For Dealer Use Only: For additional information contact the Dealer Business Center at 1-888-414-6322, prompt #1 or visit www.gmprogramsinfo.com and click on "Labor Day Event Dealer Bonus Certificate Program."

10-11-'07 16:08 FROM- T-751 P002/012 F-803

&THSDCS 30225610260516NAODLRAC07PRT

2006 TRAILBLAZER LS 2WD
62U DARK GRAY METALLIC /L6G
28H LIGHT GRAY
ORDER NO. JPQCG1/TRE STOCK NO.
VIN 1GN DS13 S9 62[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI [redacted]
VEHICLE INVOICE [redacted]

****

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CS15506 TRAILBLAZER LS 2WD	26700.00	24430.50	INVOICE 10/25/05
BVE RUNNING BOARDS	375.00	311.25	SHIPPED 10/25/05
C4D GVW RATING - 5550 LBS	N/C	N/C	EXP I/T 11/02/05
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	INT COM 11/02/05
LL8 VORTEC 4200 SFI I6	N/C	N/C	PRC EFF 10/25/05
M30 4-SPD AUTO TRANS W/OVERDRIVE	N/C	N/C	KEYS S844B S844B
AND ELECTRONIC CONTROL			WFP-S QTR OPT-1
NE1 50-STATE EMISSIONS	N/C	N/C	BANK: GMAC - 020
R6M NEW JERSEY COST SURCHARGE	0.00	60.00	CHG-TO 02-256
1SB LS PREFERRED EQUIPMENT GROUP 2	995.00	825.85	
* POWER OSRV MIRRORS			SHIP WT: 4325
* FLOOR MATS, FRONT & REAR			HP: 32.1
* REAR WINDOW DEFOGGER			GVWR: 5550
* DEEP TINTED GLASS			GAWR.FT: 2950
* BODY SIDE MOLDINGS			GAWR.RR: 3200
* LUGGAGE RACK CROSS BARS			GMS: 25570.50
* TRAILER WIRING CONNECTOR			SUPPLR: 26717.80
* REMOTE KEYLESS ENTRY			MRM: 28780.00
* THEFT DETERRENT SYSTEM			NTR: 1/2
			DAN: 28780
			MEMO 1328.50

POSTED 11-3-05

[redacted]

TOTAL MODEL & OPTIONS	28070.00	25627.60	ACT 237	25495.[redacted]
DESTINATION CHARGE	710.00	710.00	H/B 261	842.10
LAM DEALER CONTRIBUTION		280.70	ADV 261	280.70
LAM GROUP CONTRIBUTION		280.70	EXP 65A	280.70
TOTAL	28780.00	26899.00	PAY 310	26899.00

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 25656.40

****

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

****

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

REMIT TO GMAC NO. 020
VIN 1GNDS13S96[redacted]

SANSONE CHEVROLET

T-751 P003/012 F-803
10-11-'07 16:08 FROM-

T-751 P004/012 F-803

LESSEE (and CO-LESSEE) ("You") name and address, including county	Garaging address (if different)	LESSOR (Retailer) name, address, and telephone number
[redacted] METUCHEN NJ [redacted]	N/A Principal driver (if business use) N/A	SANSONE CHEVROLET 680 PFEIFFER BLVD. PERTH AMBOY NJ 08861

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. "We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").

☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to _____

☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

Assignee's address and telephone number P.O. BOX 474 PARSIPPANY NJ 07054

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2006	CHEVROLET TRUCK TRAILBLAZER	LS 2WD	1GNDS13S9621[redacted]	160	☐ Personal, Family, or Household ☐ Commercial, Business, or Agricultural

Number of Engine Cylinders _____ Transmission ☐ Automatic ☐ Manual Brakes ☐ Power assisted ☐ Manual Steering Mechanism ☐ Power assisted ☐ Manual

Air Cond. ☐ Yes ☐ No Manufacturer's Suggested Retail Price as shown on window sticker, if any $ 26360.00

Dealer Installed Options: N/A GVW (if truck) _____ ☐ Public Conveyance

Prior Use

☐ 1,000 miles or less on odometer ☐ Personal, family, or household ☐ Demonstrator ☐ Livery ☐ Daily rental ☐ Police ☐ Prior wreckage ☐ Unknown

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)* $ 2649.00

2. Monthly Payments
Your first monthly payment of $ 399.00 is due on 09/26/2006, followed by 47 payments of $ 399.00 due on the 26th of each month.
The total of your monthly payments is $ 19152.00

3. Other Charges (not part of your monthly payment)
Disposition fee (if you do not purchase the vehicle) $ N/A
N/A $ N/A
Total $ N/A

4. Total of Payments (The amount you will have paid by the end of the lease.) $ 21402.00

***Itemization of Amount Due at Lease Signing or Delivery**

5. Amount Due at Lease Signing or Delivery:

a. Capitalized cost reduction	$ 2250.00
b. First monthly payment	$ 399.00
c. Refundable security deposit	$ N/A
d. Title fees	$ N/A
e. Registration fees	$ N/A
f. Sales/use tax	$ N/A
g. N/A	$ N/A
h. N/A	$ N/A
i. N/A	$ N/A
j. Total	$ 2649.00

6. How the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance	$ N/A
b. Rebates and noncash credits	$ 2250.00
c. Amount to be paid in cash	$ 399.00
d. Total	$ 2649.00

7. Your monthly payment is determined as shown below:

a. **Gross capitalized cost.** The agreed upon value of the vehicle ($ 25058.74) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	$ 29222.88
b. **Capitalized cost reduction.** The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	$ 2250.00

10-11-'07 16:08 FROM-

T-751 P005/012 F-803

g. N/A	$ N/A	
h. N/A	$ N/A	
i. N/A	$ N/A	
j. Total	$ 2649.00	d. Total $ 2649.00

7. Your monthly payment is determined as shown below:

a. **Gross capitalized cost.** The agreed upon value of the vehicle ($ 25068.74) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)		$ 29222.88
b. **Capitalized cost reduction.** The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	-	$ 2250.00
c. **Adjusted capitalized cost.** The amount used in calculating your base monthly payment	=	$ 26972.88
d. **Residual value.** The value of the vehicle at the end of the lease used in calculating your base monthly payment	-	$ 13970.80
e. **Depreciation and any amortized amounts.** The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	=	$ 13002.08
f. **Rent charge.** The amount charged in addition to the depreciation and any amortized amounts	+	$ 6149.92
g. **Total of base monthly payments.** The depreciation and any amortized amounts plus the rent charge	=	$ 19152.00
h. **Lease payments.** The number of payments in your lease	÷	48
i. **Base monthly payment**	=	$ 399.00
j. **Monthly sales/use tax (estimated)**	+	$ N/A
k. N/A	+	$ N/A
l. **Total monthly payment**	=	$ 399.00

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. **Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of $ .20 per mile.
9. **Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for $ 14470.80 , plus official fees and taxes.
10. **Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle		$ 25068.74
b. GMAC administrative fee	+	$ 695.00
c. License/registration/title fees /SUPPL TITLE $99.20	+	$ 498.20
d. Sales tax	+	$ 495.31
e. Other tax (describe) N/A	+	$ N/A
f. Optional service contract	+	$ N/A
g. Optional maintenance contract	+	$ N/A
h. Optional life insurance	+	$ N/A
i. Optional disability insurance	+	$ N/A
j. NET TRADE-IN PAYOFF/PRIOR LEASE BAL	+	$ 2176.63
k. DOC FEE	+	$ 289.00
l. Gross Capitalized Cost	=	$ 29222.88

12. THE VEHICLE YOU ARE TRADING. 2005 CHEVROLET IMPALA (year) (make) (model)

Gross trade-in value		$ 11075.26
Payoff	-	$ 13251.89
Net trade-in value	=	$ (2176.63)

13. TOTAL COST OF THE LEASE (if you are never in default, and you use your option to buy the vehicle at scheduled lease end).

Amount due at lease signing or delivery		$ 2649.00
Total of monthly payments (other than first monthly payment)	+	$ 18753.00
Security deposit and any life or disability insurance	-	$ N/A
		$ 14470.80

16. LATE CHARGE. If we do not receive a full monthly payment within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

17. CHARGE FOR FINES. If the government imposes a fine related to the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the amount when we ask. If we have to pay a fine or take other action because you don't pay a fine promptly, you will also pay us $35.

18. SCHEDULED LEASE END DATE. This lease is scheduled to end 09/25/2010 . You are scheduled to return the vehicle on this date. (month) (day) (year)

19. LEASE END DAILY EXTENSION CHARGE. $ 25.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

20. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name: IEA INS CO
Insurance agency name: UNITED COUNTIES INS GROUP
Agency address: 540 MIDDLESEX AV METUCHEN NJ 08840
Agency phone no.: (732)815-2101
Agent's name: [redacted]
Policy no.: [redacted] ☒ Liability ☒ Physical damage
Deductibles: Collision $ 500 Comprehensive $ 500
Insurance company name: N/A
Insurance agency name: N/A
Agency address: N/A
Agency phone no.: N/A
Agent's name: N/A
Policy no.: N/A ☐ Physical damage

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e. Other tax (describe) N/A + $ N/A
f. Optional service contract + $ N/A
g. Optional maintenance contract + $ N/A
h. Optional life insurance + $ N/A
i. Optional disability insurance + $ N/A
j. NET TRADE-IN PAYOFF/PRIOR LEASE BAL + $ 2176.63
k. DOC FEE + $ 289.00
l. Gross Capitalized Cost = $ 29222.88

12. THE VEHICLE YOU ARE TRADING. 2005 (year) CHEVROLET (make) IMPALA (model)

Gross trade-in value $ 11075.26
Payoff - $ 13251.89
Net trade-in value = $ (2176.63)

13. TOTAL COST OF THE LEASE (if you are never in default, and you use your option to buy the vehicle at scheduled lease end).

Amount due at lease signing or delivery $ 2649.00
Total of monthly payments (other than first monthly payment) + $ 18753.00
Security deposit and any life or disability insurance - $ N/A
Price if you buy at scheduled lease end + $ 14470.80
Total cost of the lease = $ 35872.80
plus any related official fees and taxes.

14. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE $ 1282.51
The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees $ N/A
b. Registration fees/taxes 399.00 $ 399.00
c. License fees/taxes $ N/A
d. Sales/use taxes (including tax on capitalized cost reduction) $ 495.31
e. Excise taxes $ N/A
f. Property taxes $ N/A
g. Other (describe) DOC FEE $ 289.00
h. Other (describe) NJ SUPPLEMENTAL TITLE FEE $ 99.20
i. Other (describe) N/A $ N/A

15. MILEAGE.
Base Mileage Allowance. ☐ 15,000 miles/year. ☒ Low mileage: 12,000 miles/year.
☐ Medium-duty truck (gasoline): 25,000 miles/year
☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles. You are buying N/A extra miles at $ N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with $ N/A per mile for each unused extra mile. **There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.**

Total Allowed Mileage on the Odometer at Lease End is 48160 **miles.**

Starting odometer mileage 160 miles
Base mileage allowance + 48000 miles
N/A miles

will also pay us $35.

18. SCHEDULED LEASE END DATE. This lease is scheduled to end 09/25/2010 (month) (day) (year). You are scheduled to return the vehicle on this date.

19. LEASE END DAILY EXTENSION CHARGE. $ 25.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

20. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name: TFA INS CO
Insurance agency name: UNITED COUNTIES INS GROUP
Agency address: 540 MIDDLESEX AV METUCHEN NJ 08840
Agency phone no.: (732)815-2101
Agent's name: N/A
Policy no.: [redacted] ☒ Liability ☒ Physical damage
Deductibles: Collision $ 500 Comprehensive $ 500
Insurance company name: N/A
Insurance agency name: N/A
Agency address: N/A
Agency phone no.: N/A
Agent's name: N/A
Policy no.: N/A ☐ Physical damage
Deductibles: Collision $ N/A Comprehensive $ N/A

21. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: N/A
Address: N/A
N/A

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium $ N/A
Coverage limit $ N/A
☐ Disability insurance (Lessee only) Premium $ N/A
Monthly coverage limit $ N/A

LESSEE'S SIGNATURE: X _____ Age N/A

CO-LESSEE'S SIGNATURE: X N/A _____ Age N/A

22. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

☐ Standard manufacturer's warranty
☐ N/A

Warranty papers that are separate from this lease state any coverage limits.
The law gives you a warranty that the vehicle conforms to the description in this lease.
THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

23. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name N/A Term N/A months, N/A miles
Name N/A Term N/A months, N/A miles

If you are buying a service or maintenance contract now, you may pay for it at lease signing. If

a. Title/lien fees		$ N/A
b. Registration fees/taxes	399.00	$ 399.00
c. License fees/taxes		$ N/A
d. Sales/use taxes (including tax on capitalized cost reduction)		$ 495.31
e. Excise taxes		$ N/A
f. Property taxes		$ N/A
g. Other (describe)	DOC FEE	$ 289.00
h. Other (describe)	NJ SUPPLEMENTAL TITLE FEE	$ 99.20
i. Other (describe)	N/A	$ N/A

15. MILEAGE

Base Mileage Allowance. ☐ 15,000 miles/year. ☒ Low mileage: 12,000 miles/year.
☐ Medium-duty truck (gasoline): 25,000 miles/year
☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles. You are buying N/A extra miles at $ N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with $ N/A per mile for each unused extra mile. **There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.**

Total Allowed Mileage on the Odometer at Lease End is 48160 **miles.**

Starting odometer mileage		160 miles
Base mileage allowance	+	48000 miles
Purchased extra miles	+	N/A miles

Excess Mileage Charge. The excess mileage charge is $ .20 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium $ N/A
Coverage limit $ N/A
☐ Disability insurance (Lessee only) Premium $ N/A
Monthly coverage limit $ N/A

LESSEE'S SIGNATURE: X _____ Age N/A

CO-LESSEE'S SIGNATURE: X N/A Age N/A

22. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

☐ Standard manufacturer's warranty
☐ N/A

Warranty papers that are separate from this lease state any coverage limits.
The law gives you a warranty that the vehicle conforms to the description in this lease.
THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

23. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name N/A Term N/A months, N/A miles
Name N/A Term N/A months, N/A miles

If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost and you will pay rent charges on the price.

THIS IS THE E [redacted] front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of thi [redacted] us. No oral changes are binding.

LESSEE: X _____ BY: X _____ CO-LESSEE: X _____

We may delay or refrain from enforcing any of our rights under this lease without losing them.

NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

Y [redacted] ONFIRM THAT BEFORE YOU SIGNED THIS LEASE WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT.
Y [redacted] ND RECEIVED A COPY AT PERTH AMBOY NJ (city) (state) ON 09 (month) 26 (day) 2006 (year)

L [redacted] BY: X _____

CO-LESSEE: X _____

NOTICE: THE LESSEE AND THE LESSOR SHALL BE ENTITLED TO REVIEW THE CONTRACT FOR ONE BUSINESS DAY BEFORE SIGNING THE CONTRACT.
Lessee and any Co-Lessee acknow [redacted] **ness day to review this lease before sig**
Lessee (and Co-Lessee) initials: X _____

LESSOR: SANSONE CHEVROLET BY: X _____ TITLE: X _____ DATE: X 09/26/2006

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: SANSONE CHEVROLET BY: X _____ TITLE: _____

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

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GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

GM

GMC HUMMER

(excludes Saturn)

OnStar by GM

CUSTOMER NAME: [redacted]

VIN: 1 / G / N / D / S / 1 / 3 / S / 9 / 6 / 2 / [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
	$ 1000.00	CCR
	$ 1250.00	PNE CVN
	$ N/A	
	$ N/A	
	$ N/A	
Total Incentive Amount Received		$ 2250.00

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

a. I elect to receive _____
in lieu of _____

and/or

b. I elect to receive _____

– CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE –

a. Vehicle Incentive Acknowledgment. I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 09 2606. I acknowledge receipt of incentive(s) as described in Item ____ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar ? ____ Yes XX No

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

I understand that in o[redacted], I must press the blue OnStar button in my vehicle or call [redacted].877.248.2080 and request that my Services be cancelled [redacted]

Purchaser/Lessee Signat[redacted] Date: 09/ 26 06

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item ____ and the Onstar Terms and Conditions have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership, and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA.

Authorized Dealer Signature: [signature] Date: 09/ 26 06

Dealership Name: SANSONE CHEVROLET Dealer Code: _____

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

GM3795-OS 9/05

Reynolds and Reynolds GM-3795-OS TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-9655

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Sansone CHEVROLET "THE NEW GENERATION"

680 PFEIFFER BLVD., PERTH AMBOY, NJ 08861 • TEL. 732-442-8585

AUTHORIZATION TO PAY OFF CUSTOMER TRADE

I, [redacted] hereby authorize Sansone Auto Network to payoff my open account with Chase Auto Fin on the below mentioned vehicle:

Year: 2005

Make/Model: Chev Impala

My account number is: [redacted]

Frank B

Witness Date [redacted] Date

LENDING INSTITUTION INFORMATION

Mailing Address For Pay Off	Address Where Title Is Held
Chase Auto Finance	
Phone #:	Phone#:

Estimated Pay Off $

Actual Pay Off $13251.89

Payoff Good Through 10/06/06 Per Diem Rate $ 7.55

Date and Amount Verified BY: Computer (Bank Individual)

Frankie B (Salesperson)

(F&I)

SECURITY DEPOSIT DISCLOSURE

I, [redacted] authorize Sansone Auto Network to use my Security Deposit towards my pay off.

Witness 9/27/06 Date [redacted] Borrower 9/27/06 Date

[redacted] Customer Name

[redacted] Stock #

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DEAL #: 30783

SANSONE CHEVROLET
680 PFEIFFER BLVD.
PERTH AMBOY NJ 08861

DATE 09/26/2006

SOLD TO: VAULT
ADDRESS 120 EAGLE ROCK AVENUE
EAST HANOVER NJ 07936

INVOICE NO.

CUST NO.	STOCK NO.	YEAR-MAKE	MODEL	NEW OR USED	SERIAL NO.	KEY NO.	SALESMAN
30050	10435	2006 CHEVROLET TRUCK	TRAILBLAZER	NEW	1GNDS13S962 [redacted]	[redacted]	FRANK BARBOS

INSURANCE COVERAGE INCLUDES

☐ FIRE AND THEFT
☐ COLLISION - AMT. DEDUCT.
☐ PUBLIC LIABILITY - AMT.
☐ PROPERTY DAMAGE - AMT.

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP	DESCRIPTION	PRICE
	9260b	
	707.80	

LESSEE INFORMATION:

[redacted]
METUCHEN NJ [redacted]

VAULT

PRICE OF CAR	24773.74
FRIGHT AND HANDLING	
OPTIONAL EQUIP. & ACCESS.	
DOC FEE	289.00
ETCH	295.00
LOJACK	
SALES TAX	495.31
LICENSE AND TITLE	498.20
TOTAL CASH PRICE	~~26351.25~~
FINANCING	N/A
INSURANCE	~~26351.25~~
TOTAL TIME PRICE	

SETTLEMENT:

DEPOSIT	
CASH ON DELIVERY	
USED CAR: TYPE	2005 CHEVROLET
SERIAL NO.	2G1WF52E959191583
ENGINE NO.	
PAYMENTS:	399.00
48	PER MON
TOTAL	~~19152.00~~

ALWAYS SHOW SERIAL, ENGINE AND KEY NUMBERS

OC493582 D (5/04) Reynolds and Reynolds

PRICE OF CAR

DESCRIPTION	ACCT	K	SALE	K	COST
		−		:	
		−		:	
		−		:	
		−		:	
		−		:	
		−		:	
		−		:	
		−		:	
		−		:	
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		−		:	
		−		:	
		−		:	
		−		:	
		−		:	
		−		:	
		−		:	
TOTAL PRICE					

FIN. & INS. In "Key" column indicate if entry is memo (@) or double entry (:)

SETTLEMENT SECTION

DESCRIPTION	ACCT	K	AMOUNT
		+	
		+	
		+	
		+	
PAY OFF BAL. OWING FIN. CO. ON TRADE IN	←	−	
		−	
		+	
		+	
		:	
		:	
		+	
		+	
		−	
		−	
		−	
		−	
INV. VALUE OF TRADE IN - USED VEH.		+	
USED VEHICLE STOCK NO.	←		
YEAR & MAKE OF TRADE IN	← YMK		
INV. VALUE OF TRADE IN - USED VEH.		+	
USED VEHICLE STOCK NO.	←		
YEAR & MAKE OF TRADE IN	← YMK		

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DEAL# 30783

Sansone CHEVROLET

680 PFEIFFER BLVD.
PERTH AMBOY, NJ 08861
TEL. 732-442-8585
FAX 732-826-4307

Customer's Name [redacted] Date 09/26/2006 Miles 160 Stock # [redacted]

Address [redacted] METUCHEN NJ [redacted]

Res. Phone [redacted] Bus. Phone ( ) [redacted] Salesperson FRANK BARBOSA

Please Enter My Order For One: Cust.

[X] NEW [ ] DEMO [ ] USED [ ] PRIOR USE RENTAL Init. ____ Yr. 2006 Make CHEVROLET Model TRAILBLAZE Body Type LS 2WD

Color DK GRY MET Trim LT GRY PRE Serial No. 1GNDS13S962[redacted]

Driver's License # [redacted] Soc. Sec. # [redacted]

Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:

* Cash Purchase * Finance Purchase * Lease

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

IF A PURCHASE, THE FOLLOWING APPLY:

TO BE DELIVERED ON OR ABOUT

Price of Unit		
Additional Equipment (options)		
Window Etch (optional) *	199.00	
TOTAL PRICE OF VEHICLE		
Less Trade-in		
TOTAL TAXABLE AMOUNT		
State Sales Tax		
NJ Tire Tax *		
Registration/Title Fee (Estimated)		
Documentary Fee *		
Computer Equipment & Software Usage Fee	$ 80.00	
Prep/Processing & Delivery of MV Title/Reg. Documents	$110.00	
Prep/Processing & Delivery of Sales Transactional Documents	$ 99.00	$ 289 00
NET PAY-OFF ON TRADE-IN		
TOTAL		
Deposit (Cash, Credit Card, Check)		
Rebate		
BALANCE IN CASH OR CERTIFIED CHECK DUE ON DELIVERY		
BALANCE ON DELIVERY		

TRADE-IN DESCRIPTION AND ALLOWANCE

Year 2005 Make CHEVROLET Model IMPALA

Serial No. 2G1WF52E95[redacted] Mileage 34661

Trade-In Value 11075.2[redacted] Date of 09/26/2006

Less Balance Owed 13251.89

Net Trade-In Allowance -2176.63

Balance Owed to: CHASE AUTO FINANCE

Address: ____

Account No.: ____

Info. From ____ Good Thru 34661

Purchaser verifies that above stated mileage of ____ on the trade-in vehicle is accurate.

Customer agrees and acknowledges that the trade-in allowance given by the dealer may exceed its actual cash value and the vehicle purchased and/or leased may exceed its MSRP by the same dollar amount.

Date: ____ Customer's Initials ____

Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above mileage of trade-in vehicle is accurate, and is free of flood, salvage or junk certificate. A $75.00 fee applies for lost title.

In consideration for the dealership accepting the customer's Trade-In vehicle, the customer agrees to pay $20.00 towards the estimated motor vehicle fee for transferring title to the dealership. In no event will the customer have to pay more than $20.00 towards such title transfer fee and if the actual charge is less than $20.00, the customer will be promptly repaid any such overcharge. *

Purchaser's Signature ____ Date 09/26/06

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

TO BE DELIVERED ON OR ABOUT 09/26/2006

IF A LEASE, THE FOLLOWING APPLY:

MONTHLY PAYMENT AMOUNT $ 399.00 [ ] + TAX [X] INC. TAX

TERM: 48 MONTHS

MILEAGE PER YEAR 12000

Cash Due From Customer	
Applicable Rebate	2250.00
Net Trade In Allowance	-2176.63
Title/Registration Fee (Estimated)	
Documentary Fee *	
Computer Equipment & Software Usage Fee $80.00	
Prep/Processing & Delivery of MV Title/Reg. Documents $110.00	
Prep/Processing & Delivery of Sales Transactional Documents $99.00	289 00
Total Due on Delivery	2649.00
Deposit (Cash, Credit Card, Check)	
BALANCE IN CASH OR CERTIFIED CHECK DUE ON DELIVERY	399.00

The motor vehicle fees shown on the Vehicle Buyer Order or Lease Contract for your vehicle are an approximation of the actual fees that will be charged by the New Jersey Division of Motor Vehicles to process the title and registration for your vehicle. When your title work has been completed, we will refund any excess fees that have been collected. If we have underestimated your motor vehicle fees, we will seek payment of such amount from you.

Customer's Initial ____

IF A NEW VEHICLE SALE...

The only warranties applying to this vehicle are those offered by the manufacturer. The selling dealer sells this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitations, those which pertain to performance or safety, (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and purchaser hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by the selling dealer.

IF USED VEHICLE SALE-CHECK APPROPRIATE BOX

[ ] This vehicle is sold "as is" and the selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and purchaser hereby assumes any such risks.

OR

[ ] The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price to the purchaser in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the purchaser's own act. The undersigned, before entering into this contract to purchase, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the date of delivery of such vehicle.

Date ____ Purchaser's Signature ____

WAIVER OF DEALER'S OBLIGATION

The undersigned, before entering into this contract to purchase, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval.

Date 09/26/06 Purchaser's Signature ____

Customer agrees that this Order on the face and reverse side and any attachments to it includes all the terms and conditions, if a sale. Customer further agrees that this Order cancels and supersedes any prior buyer's order and as of the date signed by Dealer or his authorized agent comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Customer by his execution of this Order acknowledges that he has read its terms

YOU HAVE THE RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC PRE-

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IF A PURCHASE, THE FOLLOWING APPLY:

TO BE DELIVERED ON OR ABOUT		
Price of Unit		
Additional Equipment (options)		
Window Etch (optional) *	199.00	
TOTAL PRICE OF VEHICLE		
Less Trade-in		
TOTAL TAXABLE AMOUNT		
State Sales Tax		
NJ Tire Tax *		
Registration/Title Fee (Estimated)		
Documentary Fee *		
Computer Equipment & Software Usage Fee	$ 80.00	
Prep/Processing & Delivery of MV Title/Reg. Documents	$110.00	
Prep/Processing & Delivery of Sales Transactional Documents	$ 99.00	$ 289 00
NET PAY-OFF ON TRADE-IN		
TOTAL		
Deposit (Cash, Credit Card, Check)		
Rebate		
BALANCE IN CASH OR CERTIFIED CHECK DUE ON DELIVERY		
BALANCE ON DELIVERY		

MONTHLY PAYMENT AMOUNT $ 399.00 ☐ + TAX ☒ INC. TAX

TERM: 48 MONTHS

MILEAGE PER YEAR 12000

Cash Due From Customer	
Applicable Rebate	2250.00
Net Trade In Allowance	-2176.63
Title/Registration Fee (Estimated)	
Documentary Fee *	
Computer Equipment & Software Usage Fee $80.00	
Prep/Processing & Delivery of MV Title/Reg. Documents $110.00	
Prep/Processing & Delivery of Sales Transactional Documents $99.00	289 00
Total Due on Delivery	2649.00

The motor vehicle fees shown on the Vehicle Buyer Order or Lease Contract for your vehicle are an approximation of the actual fees that will be charged by the New Jersey Division of Motor Vehicles to process the title and registration for your vehicle. When your title work has been completed, we will refund any excess fees that have been collected. If we have underestimated your motor vehicle fees, we will seek payment of such amount from you.

Customer's Initial _____

Deposit (Cash, Credit Card, Check)	
BALANCE IN CASH OR CERTIFIED CHECK DUE ON DELIVERY	399.00

TRADE-IN DESCRIPTION AND ALLOWANCE

Year 2005 Make CHEVROLET Model IMPALA

Serial No. 2G1WF52E959[redacted] Mileage 34661

Trade-In Value 11075.26 Date of 09/26/2006

Less Balance Owed 13251.89

Net Trade-In Allowance -2176.63

Balance Owed to: CHASE AUTO FINANCE

Address:

Account No.:

Info. From Good Thru 34661

Purchaser verifies that above stated mileage of _____ on the trade-in vehicle is accurate.

Customer agrees and acknowledges that the trade-in allowance given by the dealer may exceed its actual cash value and the vehicle purchased and/or leased may exceed its MSRP by the same dollar amount.

Date: _____ _____
Customer's Initials

Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above mileage of trade-in vehicle is accurate, and is free of flood, salvage or junk certificate. A $75.00 fee applies for lost title.

In consideration for the dealership accepting the customer's Trade-In vehicle, the customer agrees to pay $20.00 towards the estimated motor vehicle fee for transferring title to the dealership. In no event will the customer have to pay more than $20.00 towards such title transfer fee and if the actual charge is less than $20.00, the customer will be promptly repaid any such overcharge. *

_____ 09/26/06
Purchaser's Signature Date

IF A NEW VEHICLE SALE. . .

The only warranties applying to this vehicle are those offered by the manufacturer. The selling dealer sells this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitations, those which pertain to performance or safety, (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and purchaser hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by the selling dealer.

IF USED VEHICLE SALE-CHECK APPROPRIATE BOX

☐ This vehicle is sold "as is" and the selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and purchaser hereby assumes any such risks.

OR

☐ The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price to the purchaser in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the purchaser's own act. The undersigned, before entering into this contract to purchase, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the date of delivery of such vehicle.

_____ _____
Date Purchaser's Signature

WAIVER OF DEALER'S OBLIGATION

The undersigned, before entering into this contract to purchase, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle falls to meet State Inspection Standards for the issuance of a certificate of approval.

09/26/06 _____
Date Purchaser's Signature

Customer agrees that this Order on the face and reverse side and any attachments to it includes all the terms and conditions, if a sale. Customer further agrees that this Order cancels and supersedes any prior buyer's order and as of the date signed by Dealer or his authorized agent comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Customer by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of the Order. **YOU HAVE THE RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC PRE-DELIVERY SERVICE WHICH IS TO BE PERFORMED. THE AUTOMOTIVE DEALER MAY NOT CHARGE FOR PRE-DELIVERY SERVICES FOR WHICH THE AUTOMOTIVE DEALER IS REIMBURSED BY THE MANUFACTURER. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC DOCUMENTARY SERVICE WHICH IS TO BE PERFORMED. I AM 18 YEARS OF AGE OR OLDER AND OF FULL LEGAL CAPACITY TO EN[redacted]**

Accepted 09/26/06 X _____ 09/26/06 _____
Date Dealer or His Authorized Representative Date

THIS ORDER NOT SUBJECT TO CANCELLATION-DEPOSIT NON-REFUNDABLE

*** IMPORTANT: PLEASE READ THE BACK OF THIS ORDER FORM FOR CONSUMER DISCLOSURES, EXPLANATION(S) REGARDING CERTAIN DEALER CHARGES, AND OTHER TERMS AND CONDITIONS BEFORE SIGNING ABOVE.**

Customer agree[redacted] involving the underlying transaction shall[redacted] he applicable rules of the American Arbitra[redacted]

THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

T-751 P012/012 F-803

10-11-07 16:10 FROM-

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

October 31, 2007

David Gorberg, Esq.
David J Gorberg & Associates
1234 Market St Ste 2040
Philadelphia, PA 19107-3720

RE: [redacted]
Service Request [redacted]
2006 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S962[redacted]
Customer Relationship Specialist: Carolina Aponte

Dear Mr. Gorberg:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2006 Chevrolet TrailBlazer 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 Corporation 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 13 @ $399- 1st month	$ 4,788.00
Total down payment	$ 2,649.00
Negative on Trade-in {2005 Chevrolet Impala}	- $ 2,176.63
Less Rebates/Incentives	- $ 2,250.00
Less Usage/Depreciation (at 13,504 miles)	- $ 3,385.28
Subtotal:	- $ 374.91
Attorney's Fees	$ 1,900.00

* Payoff to lien holder (good through 11/25/07) $ 23,971.75

* 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 $ 25,496.84

This offer requires a contribution of $ 374.91 by your client in the form of a certified check or money order to complete this repurchase.

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. We will need a copy of your federal tax ID. 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.

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 Corporation

Attach.

CURRENT VEHICLE MILEAGE: _____

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

LG0052 V07092007

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

October 5, 2007 **SECOND REQUEST October 11, 2007**

JON BARCHUCK
SANSONE CHEVROLET
680 PFEIFFER BLVD
PERTH AMBOY, NJ 08861-2335

RE: [redacted]
Service Request: [redacted]
2006 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S9621[redacted]
Customer Relationship Specialist: Emma Salinas

Dear Mr. Barchuck:

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, the Actual Cash Value statement of any trade, **and Application for Title.**
- Service and body shop **repair orders** of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

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

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

Sincerely,

General Motors Corporation

LG0040
V6302006

RVDC Case# 142357

BRC Case Number	[redacted]
Customer Name	[redacted]
Original VIN	1GNDS13S9621[redacted]
BAC	111229
Dealership Name	SANSONE CHEVROLET
Dealer Contact/Title	John Barchuck, Service Manager
Dealer Phone	7328265980
Dealer Fax	7328264309
Delivery Date	2006-09-06
Buyback Mileage	21598
Transmission	A
UCC Code(s)	J5804 N1502
MSRP	28780.00
Est. Auction Value	11803.00
Case Number	[redacted]
TAC Case Number	
Type of Transaction	SL
Replacement VIN	
Repurchase Type	Legal-Early Resolution-NISM
Repurchase Source	CRS Carolina Aponte
Reason for Repurchase: Return trips for Check Engine fan clutch & headlamps inop.	

Vehicle is going to: Auction	Is Vehicle Drivable? Y	Issue 1099? Y
Dealer Admin Fee Applies? Y	Issue Release N	
This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase		
Retrieve Sales Tax? Y	Title Brand?	
Reason for not Retrieving Sales Tax:		
Original Sales Tax Paid in State: NJ	Repurchased Under Laws of State: NJ	
Vehicle Meets Presumption of LEMON LAW? Y		
Closing Schedule: 2007-11-15	Established on: 2007-11-05	
If no, where: BAC is 0		
Location Site Name:		
Contact Name:		
Address 1:		
Address 2:		
City:	State:	Zip:
Phone #:		
Fax #:		
Comment:		
GM Legal Case Number:		
GM Counsel Name: N/A		
Gm Counsel Contact Name: N/A		
Address1:		
Address2:		
City:	State:	Zip:
Phone #:		
Fax #:		

Lien Payoff

Lien Payoff Amount: 23971.75	Lien Payoff Expires on: 2007-11-25	Per Diem: 0.00
Customer Due to GM: 374.91	Dealer Due GM: 0.00	

Check Information

Customer		***Lienholder***		***Plaintiff's Attorney***	
Check Amt:	0.00			Check Amt:	1900.00
Payee1:	[redacted]	Payee1:	GMAC	Payee1:	Gorberg & Associates
Payee2:		Payee2:	020909198576	Payee2:	
Address1	[redacted]	Address1:	600 North Marienfeld	Address1:	1234 Market St
Address2:		Address2:	Suite 201	Address2:	Ste 2040
City:	Metuchen	City:	Midland	City:	Philadelphia
State:	NJ	State:	TX	State:	PA
Zip	[redacted]8	Zip	79701	Zip	19107
Phone #:	([redacted]	Phone #:	800-514-6378	Phone #:	800-695-3666
Fax #:		Fax #:		Fax #:	
		Attention:	CFS	Attention:	Tammy Schmitt
		Account #:	0[redacted]	Fed Tax ID:	743097153

				Firm Name:	Gorberg & Associates

Case ID: 142357	Initiator: apontec

December 12, 2017

[redacted]
Metuchen, NJ [redacted]

Service Request: [redacted]4
Customer Relationship Specialist: Eva Rivera

Dear [redacted]:

We would like to discuss your request for assistance regarding your 2006 Chevrolet TrailBlazer, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

October 5, 2007

JON BARCHUCK
SANSONE CHEVROLET
680 PFEIFFER BLVD
PERTH AMBOY, NJ 08861-2335

RE: [redacted]
Service Request [redacted]
2006 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S96[redacted]
Customer Relationship Specialist: Emma Salinas

Dear Mr. Barchuck:

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, the Actual Cash Value statement of any trade, **and Application for Title.**
- Service and body shop **repair orders** of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

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

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

Sincerely,

General Motors Corporation

LG0040
V6302006

VIA FAX ONLY

October 31, 2007

David Gorberg, Esq.
David J Gorberg & Associates
1234 Market St Ste 2040
Philadelphia, PA 19107-3720

RE: [redacted]
Service Request [redacted]
2006 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S962[redacted]
Customer Relationship Specialist: Carolina Aponte

Dear Mr. Gorberg:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2006 Chevrolet TrailBlazer 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 Corporation 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 13 @ $399- 1st month	$ 4,788.00
Total down payment	$ 2,649.00
Negative on Trade-In {2005 Chevrolet Impala}	- $ 2,176.63 *
Less Rebates/Incentives	- $ 2,250.00 *
Less Usage/Depreciation (at 13,504 miles)	- $ 3,385.28 *
Subtotal:	- $ 374.91
Attorney's Fees	$ 1,900.00
* Payoff to lien holder (good through 11/25/07)	$ 23,971.75
Repurchase Offer	$ 25,496.84

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

This offer requires a contribution of $ 374.91 by your client in the form of a certified check or money order to complete this repurchase.

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. We will need a copy of your federal tax ID. 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.

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 Corporation

Attach.

CURRENT VEHICLE MILEAGE: 21,598

[redacted]

Client's Signature

11/2/07
Date

Date

LG0052 V07092007

RELEASE OF CLAIM

1. [redacted] hereinafter referred to as "Releasor(s)"), as lessee(s) of a certain 2006 Chevrolet TrailBlazer, bearing Vehicle Identification Number 1GNDS13S962[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of $ 25,496.84, said payment to be made as outlined below, does for herself and each and all of her representatives, heirs, successors and assigns, hereby releases and discharges GMC, its 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, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of three checks: the first, in the amount of $ 1,900, made payable to Gorberg & Associates; the second in the amount of $ 23,971.75, made payable to GMAC; the third to be paid by the customer in the amount of $ 374.91, made payable to General Motors Corp.

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 GMC, will execute a limited Power of Attorney in favor of GMC 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 GMC 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 GMC upon receipt of $ 25,496.84, 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, GMC shall make payment of said consideration to Releasor(s) of $ 25,496.84, 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 2006 Chevrolet TrailBlazer as determined by the NADA book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed K21598 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC 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 GMC by Releasor(s);

(d) That neither GMC'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 GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and her attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that she is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) does hereby for herself, her heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC 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 GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 2 DAY OF November, 20 07.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 21,598 DATE SIGNED: _____

WITNESS: _____

[redacted]

_____
Claimant's Signature

Address

_____
Address

Metuchen NJ [redacted]
City, State, Zip Code

_____
City, State, Zip Code

STATE OF [illegible]

COUNTY OF [illegible]

Sworn to (or affirmed) and subscribed before me this 2 day of November, 20 07, by Jancen E Rivera.

_____
Signature of Notary Public

COMMONWEALTH OF PENNSYLVANIA
NOTARIAL SEAL

_____
Print, type or stamp Commissioned Name of Notary Public

Personally Known ____ OR Produced identification X

Type of identification Driver's License

My commission expires: 6-10-2009

CC: File

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Autash Sparck State: NV

Customer Name: [redacted] Service Request: [redacted] BBB Case No.: [redacted]

Vehicle ID No.: 1GKDT135952[redacted]

In Service Date: 6/23/07

Vehicle is: NEW

BAC Code: 116813

Year, Make & Model: 2005 GMC Envoy

Vehicle Purchased Used on: at odometer

Mileage at Time of BBB Filing (odometer)

Lien holder: GMAC☒ Other☐:

Sale Type: Purchase ☒ Lease☐ Other☐ : {type}

DVM Name:Carl Banker

CAM Name: Mick Gonzales

Phone/Cell Number: 80509/58781

Phone Number: {Phone Number}

VEHICLE REPAIR HISTORY

Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

THE STATE LEMON LAW READS:

Days out of service: {# of Days}
Repairs {# of repair attempts}
Time period {# of months} / {# of miles}
Does Lemon Law state nonconformity must continue to exist? {Y or N}

If applicable, safety-related repairs {# of repair attempts}
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period: {# of repair attempts}
Total days out of service during the presumption period: {# of Days}
Total days out of service during customer's ownership: {# of Days}

Vehicle Meets Presumption of Lemon Law YES or NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

{TEXT}

CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	**DATE:** {Date}	**CUST {Accepted / Declined}**
Goodwill: {Type}		**Attorney Fees (if applicable): $**{Amount}	

TEAM LEAD APPROVING:	{Name}	Date: {Date}

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body / Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
***Electrical**	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine / Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels / Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

*** SES light is to be captured under affected component above.**

December 5, 2007

Marshall Meyers, Esq.
Weisberg & Meyers, LLC-Arizona Office
2833 N Central Ave # 613
Phoenix, AZ 85004-1085

RE: Karen Wilder v. General Motors Corporation
Service Request: [redacted]
2005 GMC Envoy
Vehicle Identification Number: 1GKDT13S952[redacted]
Customer Relationship Specialist: Hallie Cooper

Dear Mr. Meyers:

Enclosed please find a check in the amount of $6,000.00 made payable to [redacted] and Weisberg & Meyers, LLC to settle the above-referenced case.

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

Sincerely,

General Motors Corporation

LG0062
V07092007

Phone:
Fax: 18663276055

FAX

To: 18662553730 **From:** K Larson
Re: **Date:** 10/23/2007 09:32:19 PST

Attention: Nita Dettoyos

Per yourrequest, attached please find the lien holder information, registration and anadditional repair order in the above referenced matter. Thanks.

Kimberly Larson
Weisberg & Meyers, LLC
2833 North Central Avenue #613
Phoenix, Arizona 85004
602 445 9819 ext. 112
1 866 565 1327 facsimile
www.AttorneysForConsumers.com
www.LemonLawForConsumers.com
www.FairDebtFairCredit.com

,,

Phone:
Fax: 18663276055

FAX

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1 866 565 1327 facsimile
www.AttorneysForConsumers.com
www.LemonLawForConsumers.com
www.FairDebtFairCredit.com

,,

Lien holder Information Request Form

Customer Name: [redacted]

Social Security No: _____ / _____

VIN: 1GKDT13S952[redacted] YR/MAKE 2005/GMC

Lending Institution Information:

Account # [redacted]

Institution Name: GMAC Financial Services

Institution Address: PO Box 78234

City: Phoenix State AZ Zip Code: 85062-8234

Contact Person : _____

Telephone # : 1-800-200-4622

Payoff: $20,408.29

Good Until: 10/26/2007 NEXT DATE DUE 11/21/2007

Per Diem: $_____ (OR) % _____

LATE CHARGES PAID: $0.00 LATE CHARGES DUE: $0.

Down payment: $0.00

No. Payments Made: 28 at $663.18 /month

Total payments made : $18569.04

Total Interest Paid to Date: $1974.13 as of 10/22/07

200_ $_____ 200_ $_____ 200_ $_____ 200_ $_____

CURRENT MILEAGE OF VEHICLE: 30772

DATE MILEAGE READ: 10/22/07

I, [redacted], hereby authorize GMAC Financial Services to release any and all information regarding the above referenced account to 001-9076-748 22 including but not limited to a complete payment history of my account. Dated this 23rd day of October 20 07.

[redacted]
SIGNATURE

_____
SIGNATURE

REV March 18, 2003

RELEASE OF LIEN INFORMATION

I [redacted], [redacted]
(Client's Name) (Client's Social Security Number)

hereby authorize
GMAC Financial Services
(Lien holder Name)

PO Box 78234, Phoenix, AZ, 85062-8234
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account [redacted]
(Account Number)

with GMAC Financial Services
(Lien holder Name)

to the manufacturer of my vehicle as identified on my loan through your company, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date 10/22/07.

VEHICLE INFORMATION

The current vehicle mileage is 30,772 Date mileage read: 10/22/07.

[redacted]
Signature

Signature

LG0006-T
Rev 10/27/2004

Lien holder Information Request Form

Customer Name: [redacted]

Social Security No: _____ / _____

VIN: 1GKDT13S952[redacted] YR/MAKE 2005/GMC

Lending Institution Information:

Account #[redacted]

Institution Name: GMAC Financial Services

Institution Address: PO Box 78234

City: Phoenix State AZ Zip Code: 85062-8234

Contact Person : _____

Telephone # : 1-800-200-4622

Payoff: $20,408.29

Good Until: 10/26/2007 NEXT DATE DUE 11/21/2007

Per Diem: $_____ (OR) % _____

LATE CHARGES PAID: $0.00 LATE CHARGES DUE: $0.

Down payment: $0.00

No. Payments Made: 28 at $663.18 /month

Total payments made : $18569.04

Total Interest Paid to Date: $1974.13 as of 10/22/07

200_ $_____ 200_ $_____ 200_ $_____ 200_ $_____

CURRENT MILEAGE OF VEHICLE: 30772

DATE MILEAGE READ: 10/22/07

I, [redacted], hereby authorize GMAC Financial Services to release any and all information regarding the above referenced account to 661-9076-74822 including but not limited to a complete payment history of my account. Dated this 23rd day of October 20 07.

[redacted]

SIGNATURE SIGNATURE

REV March 18, 2003

RELEASE OF LIEN INFORMATION

[redacted] ,
(Client's Name) (Client's Social Security Number)

hereby authorize
GMAC Financial Services
(Lien holder Name)

PO Box 78234, Phoenix, AZ, 85062-8234
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # [redacted]
(Account Number)

with GMAC Financial Services
(Lien holder Name)

to the manufacturer of my vehicle as identified on my loan through your company, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date 10/22/07.

VEHICLE INFORMATION

The current vehicle mileage is 30,772 Date mileage read: 10/22/07.

[redacted]

Signature

LG0006-T
Rev 10/27/2004

Close Window

GMAC Financial Services

Payment History

The following provides a comprehensive listing of the payments that have been received for this account.

Print

Account Information

Account Number: [redacted]

Buyer: K[redacted]

Account Type: RETAIL FFP

VIN: 1GKDT13S9523[redacted]

Vehicle Description: 2005 GMC ENVOY

Transaction Details

Date	Payment Amount	Finance Charges	Late Charges	Other Charges	Total Paid
10/22/2007	$611.43	$51.75	$0.00	$0.00	$663.18
09/21/2007	$609.93	$53.25	$0.00	$0.00	$663.18
08/21/2007	$611.95	$51.23	$0.00	$0.00	$663.18
07/23/2007	$605.12	$58.06	$0.00	$0.00	$663.18
06/21/2007	$605.44	$57.74	$0.00	$0.00	$663.18
05/21/2007	$609.67	$53.51	$0.00	$0.00	$663.18
04/23/2007	$598.55	$64.63	$0.00	$0.00	$663.18
03/21/2007	$606.99	$56.19	$0.00	$0.00	$663.18
02/21/2007	$601.54	$61.64	$0.00	$0.00	$663.18
01/22/2007	$595.92	$67.26	$0.00	$0.00	$663.18
12/21/2006	$598.69	$64.49	$0.00	$0.00	$663.18
11/21/2006	$599.46	$63.72	$0.00	$0.00	$663.18
10/23/2006	$591.37	$71.81	$0.00	$0.00	$663.18
09/21/2006	$592.15	$71.03	$0.00	$0.00	$663.18
08/21/2006	$590.70	$72.48	$0.00	$0.00	$663.18
07/21/2006	$591.63	$71.55	$0.00	$0.00	$663.18
06/21/2006	$590.22	$72.96	$0.00	$0.00	$663.18
05/22/2006	$586.34	$76.84	$0.00	$0.00	$663.18
04/21/2006	$584.90	$78.28	$0.00	$0.00	$663.18
03/21/2006	$591.16	$72.02	$0.00	$0.00	$663.18
02/21/2006	$587.24	$75.94	$0.00	$0.00	$663.18
01/23/2006	$575.25	$87.93	$0.00	$0.00	$663.18
12/21/2005	$581.86	$81.32	$0.00	$0.00	$663.18
11/21/2005	$577.73	$86.45	$0.00	$0.00	$663.18
10/21/2005	$579.10	$84.08	$0.00	$0.00	$663.18
09/21/2005	$577.73	$85.45	$0.00	$0.00	$663.18
08/22/2005	$570.58	$92.60	$0.00	$0.00	$663.18
07/21/2005	$572.06	$91.12	$0.00	$0.00	$663.18

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Close Window

GMAC Financial Services

Quote Details

Print

Account Information

Account Number: [redacted]

Buyer: [redacted]

Account Type: RETAIL FFP

VIN: 1GKDT13S952[redacted]

Vehicle Description: 2005 GMC ENVOY

Quote Information

Payoff Amount: $20,408.29

Good Through Date: 10/26/2007
(An additional finance charge of $1.62 must be added for every day after this date)

Mail Payments To: PAYMENT PROCESSING CENTER
PO BOX 78234
PHOENIX, AZ 850628234

PRIVACY POLICY Terms & Conditions Site Use Site Map
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STATE OF NEW MEXICO - MOTOR VEHICLE DIVISION
CERTIFICATE OF VEHICLE REGISTRATION

REG. EXP. DATE	VEHICLE CLASSIFICATION	LICENSE NUMBER	AUDIT NUMBER
JUL2008	PASSENGER	[redacted]	3817

D.G.V.W.	VEHICLE IDENTIFICATION NUMBER	MAKE	YR. 1ST REG.
	1GKDT13S9523[redacted]	GMC	2005

FEES PAID	WT/WHEELS	YR/MOD.	BODY TYPE	CYLS	SERIES
123.00	4594	2005	UT	06	ENV

[redacted] OWNER AFFIRMS FINANCIAL RESPONSIBILITY AS DEFINED IN THE MANDATORY FINANCIAL RESPONSIBILITY ACT.

REGISTERED OWNER NAME AND ADDRESS

[redacted]

[redacted]

TIJERAS NM [redacted]

THIS CERTIFICATE AND EVIDENCE OF FINANCIAL RESPONSIBILITY MUST BE AVAILABLE WHILE VEHICLE IS IN USE. MVD-10248 REV 12/00

QUALITY PONTIAC GMC BUCK By Koons
7901 LOMAS BLVD., N.E. • P.O. BOX 26366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 766-1500
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http://www.qualitydeal.com

CUSTOMER NO. [redacted]	JAMES KOSTER 1337	TAG NO. 6800	INVOICE DATE 10/12/07	INV# [redacted]
[redacted] TIJERAS, NM [redacted]	LABOR RATE	LICENSE NO.	MILEAGE 30,156	COLOR STEEL GRAY/ [redacted]
[redacted]	YEAR/MAKE/MODEL 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE 05/12/05	DELIVERY MILES 24
	VEHICLE I.D.NO. 1GKDT13S952 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	R.O. NO.	PROMISE DATE 10/10/07	REPRINT# 1
[redacted]	COMMENTS			MO: 30157

JOB# 1 CHARGES

LABOR
J# 1 10PNZ DRIVEABILITY HOURS: 0.40 TECH(S):282 WARRANTY
CUSTOMER STATES THE HEAD LIGHT DIM FOR 3-7 SEC. AND COME
RIGHT BACK WHILE DRIVING CK AND ADVISE OF THE REPAIRS
CK FOR SPECIAL BULLITIN SEE JCV AFTER PCM REPROGRAM
TO DRIVE
PCM REQUIRED REPROGRAMMING.
PER PIT4491A
REPROGRAMMED PCM FOR HEADLIGHTS DIMMING WHILE DRIVING.
.4HRS.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 70PNZZLOANER QUALITY PONT LOANER HOURS: 0.00 TECH(S):134 WARRANTY
CUSTOMER IS IN QUALITY PONTIAC LOANER CAR
TORRENT

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 10PNZ06 CHECK ENGINE LIGHT HOURS: 1.00 TECH(S):282 WARRANTY
Added Operation (JAMESK @ 10/12/2007 14:39)
CUSTOMER STATES CHECK ENGINE LIGHT ON
CK AND ADVISE OF THE REPAIRS AND OF THE FINDINGS
MANIFOLD OXYGENS SENSOR INTERMITTENT HIGH VOLTAGE.
SCANNED VEHICLE, CODE P-0410 (AIR SYSTEM PERFORMANCE).
PERFORMED DIAGNOSTIC TEST PROCEDURE FOR TROUBLE CODE.
CONTACTED GM TECH SUPPORT CASE#9930218, REPLACED #1
02 SENSOR PER PIP3530, CLEARED CODE AND RECHECKED
OPERATION OF AIR SYSTEM. ALL CHECKS GOOD.
REQUESTING-1.0HRS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	12586996	SENSOR 3.682			WARRANTY
					TOTAL - PARTS	0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

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

~~DISCLAIMER OF WARRANTIES:~~ Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X _____

Reynolds and Reynolds ES0017NVN TO ORDER: www.rrdirect.com 1-800-34-2997 fax 1-800-801-8026

QUALITY PONTIAC BUICK GMC By Stanley
7901 LOMAS BLVD., N.E. • P.O. BOX 26366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 8:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

CUSTOMER NO. [redacted]	ADVISOR JAMES KOSTER 1337	TAG NO. 6800	INVOICE DATE 10/12/07	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 30,156	COLOR STEEL GRAY/ [redacted]	
TIJERAS, NM [redacted]	YEAR/MAKE/MODEL 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE 05/12/05	DELIVERY MILES 24	
[redacted]	VEHICLE I.D. NO. 1GKDT13S952 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
[redacted]	R.T.E. NO.	P.O. NO.	RO DATE 10/10/07	REPRINT# 1	
[redacted]	COMMENTS			MO: 30157	

TOTALS

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

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

Paul Scott @ 348-1151
James Koster @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guaranteed 12 months or 12,000 miles
Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP repairs

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X_____

Thank You!

Reynolds and Reynolds ES1125 (800) 541-0866 www.reyrey.com 1-800-541-0866

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

November 14, 2007

Larry Leshin, Esq.
Weisberg & Meyers
1216 Indiana St NE
Albuquerque, NM 87110-6908

RE: [redacted]
Service Request: 7[redacted]
2005 GMC Envoy
Vehicle Identification Number: 1GKDT13S9523[redacted]
Customer Relationship Specialist: Hallie Cooper

Dear Mr. Leshin:

On November 5, 2007 we communicated to you General Motors Corporation's offer to resolve the above-referenced matter. To date, we have not received a response from you or your client to this offer.

For your convenience, enclosed with this letter is another copy of General Motors Corporation's offer. We ask that you discuss General Motors Corporation's offer with your client at your earliest opportunity. If your client agrees with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client does not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

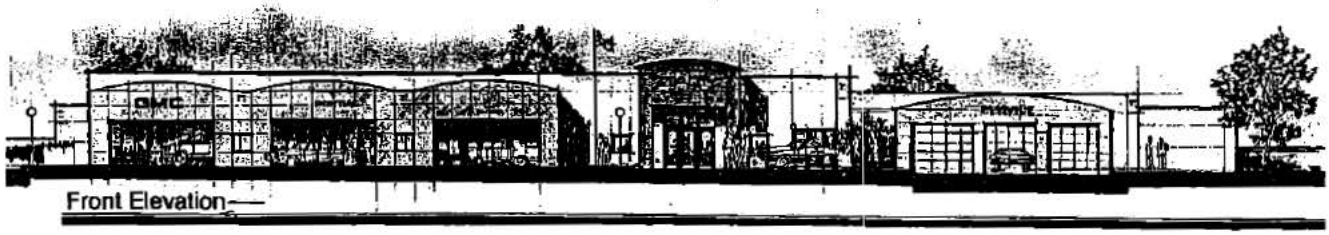
Sincerely,

General Motors Corporation

LG0047
V07092007

CHEVROLET
BUICK
PONTIAC
GMC
SATURN
HUMMER
SAAB
Cadillac

Just the FAX from the Quality place to buy...



Quality Pontiac-GMC-Buick
7901 Lomas Blvd. NE
Albuquerque, New Mexico 87110
Phone: (505) 765-1300 FAX (505) 247-7490

Send To:	Sent From:
Name Nita DeHoyos	Name John Varney
Company Name G.M. Corp.	Department Service
FAX number 1-866-255-3738	Phone extension 1-505-765-1300 ext. 1105

☐ Urgent ☐ Reply ASAP ☐ Please review and comment ☒ FYI

Total pages, including cover: 43

Comments: Service Request # [redacted]

10/17/2007 09:51 #113 P.001/043 FROM:

QUALITY PONTIAC BUICK

7901 Lomas Blvd. NE • Albuquerque NM 87110
(505) 765-1300

CUSTOMER # [redacted] | Date: 06/20/2005 | CON [redacted]

PURCHASER'S NAME [redacted] | PHONE RES. [redacted] BUS.

ADDRESS [redacted] | CITY TIJERAS | NM | ZIP [redacted]

NEW OR USED	YEAR	# CYL	MAKE	BODY TYPE	MODEL #	VEHICLE IDENTIFICATION #
NEW	2005		GMC	4-DOOR 4WD	ENVOY	1GKDT13S95[redacted]

COLOR	MILEAGE	LICENSE #	STICKER #	KEY	SALESMAN
STEEL GRAY	24			I S204J T S204J	GREG R MC MORRIS

____(Buyer's Initials) **NEW VEHICLES AND DEMONSTRATORS:** THIS VEHICLE IS SOLD WITH A MANUFACTURER'S LIMITED WARRANTY. THE MANUFACTURER'S LIMITED WARRANTY IS BUYER'S EXCLUSIVE REMEDY FOR ANY DEFECTS IN THE VEHICLE. DEALER MAY PERFORM REPAIRS UNDER THE MANUFACTURER'S LIMITED WARRANTY, BUT DEALER IS NOT RESPONSIBLE FOR THE **MANUFACTURER'S LIMITED WARRANTY** OR FOR ANY IMPLIED WARRANTIES MADE BY THE MANUFACTURER. DEALER MAKES NO WARRANTY ON THIS VEHICLE AND DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IF ANY WARRANTY IS DEEMED TO HAVE BEEN MADE BY THE DEALER, OR IF THIS VEHICLE IS SOLD WITH A SERVICE CONTRACT, THE TERMS OF ANY SUCH WARRANTY OR SERVICE CONTRACT ARE AS PROVIDED THEREIN, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF SUCH WARRANTY OR SERVICE CONTRACT, AND BUYER'S EXCLUSIVE REMEDY IS REPAIR OR REPLACEMENT OF DEFECTIVE PARTS BY DEALER.

____(Buyer's Initials) **USED VEHICLES: "NEW MEXICO LAW REQUIRES THAT THIS VEHICLE WILL BE FIT FOR THE ORDINARY PURPOSES FOR WHICH THE VEHICLE IS USED FOR FIFTEEN DAYS OR FIVE HUNDRED MILES AFTER DELIVERY, WHICHEVER IS EARLIER, EXCEPT WITH REGARD TO PARTICULAR DEFECTS DISCLOSED ON THE FIRST PAGE OF THIS AGREEMENT. YOU (THE CONSUMER) WILL HAVE TO PAY UP TO TWENTY-FIVE DOLLARS ($25.00) FOR EACH OF THE FIRST TWO REPAIRS IF THE WARRANTY IS VIOLATED."** THIS VEHICLE IS OTHERWISE SOLD AS IS (AFTER 15 DAYS OR 500 MILES), WITHOUT ANY FURTHER WARRANTY, EXPRESS OR IMPLIED, UNLESS A FURTHER WARRANTY IS GIVEN IN WRITING BY DEALER. IF ANY FURTHER WARRANTY IS GIVEN IN WRITING BY DEALER, OR IF THIS VEHICLE IS SOLD WITH A SERVICE CONTRACT, THEN THE TERMS OF SUCH FURTHER WARRANTY OR SERVICE CONTRACT ARE AS PROVIDED THEREIN, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF SUCH WRITTEN WARRANTY OR SERVICE CONTRACT, AND BUYER'S EXCLUSIVE REMEDY IS REPAIR OR REPLACEMENT OF DEFECTIVE PARTS BY DEALER.

BASE PRICE OF CAR (Including Factory Optional Equip.)	$	33435.20
DEALER INSTALLED ACCESSORIES	$	
TOTAL	$	33435.20
TRADE-IN ALLOWANCE	$	18000.00
NET SALES PRICE	$	15435.20
SALES TAX	$	463.06
	$	
DEALER TRANSFER FEE	$	177.10
OFFICIAL FEES $4.00 PLUS LICENSE	$	63.50
TOTAL CASH DELIVERED PRICE	$	16138.86
PLUS BALANCE OWED ON TRADE-IN	$	20393.66
TO WHOM ADDRESS		
SUB-TOTAL	$	36532.52
CASH DOWN PAYMENT — DEPOSIT ON ORDER Receipt #		
CASH ON DELIVERY Receipt #		
TOTAL DOWN PAYMENT	$	
UNPAID BALANCE OF CASH PRICE	$	36532.52
INSURANCE	$	
OTHER	$	
GAP PREM	$	464.00
CHARGES	$	
	$	
UNPAID BALANCE	$	36996.52

POSTED
JUN 28 2005
ACCTING. DEPT.

TRADE-IN

Make	GMC
Model	ENVOY
Mileage	37029
Ser. No	1GKDT13S032157505
Lic. NO	
Stk. No.	25G431A

Trade Folder Made Year Title 2005
JUN 28 2005

Dealer states under oath that *to the best of Dealer's knowledge* there has been no alteration or **chassis repair** due to wreck damage on the vehicle being purchased, except as follows: _____

Buyer states under oath that *to the best of Buyer's knowledge* there has been no alteration or **chassis repair** due to wreck damage on the trade-in vehicle(s), except as follows: _____

ACCEPTED BY: [redacted] 06/20/2005 DATE

LIEN HOLDER GMAC

USED VEHICLES: ATTENTION CONSUMEIR: Sign here only if the dealer has told you that this vehicle has the following problems and you agree to buy the vehicle on those terms:

1. _____ 2. _____ 3. _____ **Consumer Signature:** _____

ALL VEHICLES: DEALER IS NOT LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES ARISING OUT OF THIS SALE OR THE USE OF THIS VEHICLE, INCLUDING BUT NOT LIMITED TO LOSS OF USE, LOSS OF TIME, INCONVENIENCE, TRANSPORTATION, RENTAL, LOSS OF EARNINGS OR PROFITS, OR ANY COMMERCIAL LOSS. (This paragraph only applies after expiration of New Mexico's automatic 15-day/500-mile implied warranty on used vehicles.)

USED VEHICLES AND DEMONSTRATORS: THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

The full purchase price is due upon delivery. This is a buyer's order agreement, not a credit agreement. Dealer is not a lender. Dealer may assist Buyer in obtaining third party financing, but Dealer is not responsible for obtaining financing. Dealer does not guarantee credit approval. Buyer grants Dealer a security interest in the vehicle being purchased under the Uniform Commercial Code to secure full payment. Dealer has all rights and remedies of a secured party under the Uniform Commercial Code. Buyer is not bound by credit terms until credit disclosures have been made. Dealer may retain Buyer's deposit if Buyer fails to complete this purchase after the vehicle has been delivered or after this agreement becomes binding.

"SPOT DELIVERY" if the vehicle is delivered before proceeds of financing are received by Dealer: (1) Buyer will promptly satisfy any credit approval conditions. (2) Dealer and any lender are not responsible for Buyer's failure to satisfy credit approval conditions. (3) Either party may cancel this transaction if credit is not approved on the terms disclosed in writing to Buyer at time of delivery. (4) Buyer will immediately return the vehicle to Dealer upon demand if proceeds of financing are not received by Dealer, regardless of the reason financing is not received. (5) Buyer will pay a use charge of $25.00 per day and $.25 per mile, plus any vehicle recovery charges, if Buyer fails to return the vehicle immediately after demand, regardless of the reason Buyer fails to return the vehicle, or Buyer will also pay such use charge if Buyer has misrepresented Buyer's credit information. And (6) Buyer will pay for any damage to or theft of the vehicle after delivery, regardless of fault.

Buyer agrees to buy and Dealer agrees to sell this vehicle on the terms on both sides of this agreement. This agreement and any finance contract are an exclusive statement of the agreement between Buyer and Dealer, and cancel and supersede any oral or other agreement, promise or alleged representation concerning the vehicle and this purchase. No modification of this agreement will be recognized unless made in writing and signed by Dealer. **This agreement is not binding on Dealer until signed by Dealer's authorized representative.** Rev 10/04

WHITE – OFFICE YELLOW – MVD PINK – FILE GOLD – CUSTOMER

FROM: 10/17/2007 09:52 #113 P.002/043

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number | Contract Number

Buyer (and Co-Buyer) – Name and address (include county and zip code)	Creditor (Seller name and address)
[redacted] TIJERAS NM [redacted]	QUALITY PONTIAC GMC BUICK 7901 LOMAS BLVD. N.E. ALBUQUERQUE NM 87110

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2005	GMC ENVOY	1GKDT13S952[redacted]	☒ personal, family, or household ☐ agricultural ☐ business ☐

Your trade-in is a: Year 2003 Make GMC Model ENVOY

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 downpayment of $ 0 is
2.90 %	$ 2794.28	$ 36996.52	$ 39790.80	$ 39790.80

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	$ 663.18	Monthly beginning 07/21/2005	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a maximum charge of $15.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes) $ 33898.26 (1)

2 Total downpayment = (If negative enter "0" and see line 4H below)
Gross trade-in $ 18000.00 – payoff by seller $ 20393.66
= net trade-in $ -2393.66 + cash $ N/A
+ other (describe) $ N/A $ 0.00 (2)

3 Unpaid balance of cash price (1 minus 2) $ 33898.26 (3)

4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):
A Cost of optional credit insurance paid to the insurance company or companies
Life $ N/A
Disability $ N/A $ N/A
B Other insurance paid to the insurance company $ N/A
C Official fees paid to government agencies $ N/A
D Government taxes not included in cash price $ N/A
E Government license and/or registration fees
LIC = $63.50 $ 63.50
F Government certificate of title fees $ N/A
G Other charges (Seller must identify who is paid and describe purpose.)
to N/A for N/A $ N/A
to QUALITY PONTIA DLR TRNSFR FEE 177.10
to BEACON GAP for GAP PROTECTION 464.00
to N/A for N/A $ N/A
to N/A for N/A $ N/A
to N/A for $
H Net trade-in payoff to GMAC $ 2393.66
Total other charges and amounts paid to others on your behalf $ 3098.26 (4)

5 Amount financed (3 + 4) $ [illegible] (5)

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

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

Check the insurance you want and sign below:

Optional Credit Insurance.

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

Premium:
Credit Life $ N/A
Credit Disability $ N/A

N/A
(Insurance Company)

(Home Office Address)

Credit life 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 only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance.

☐ N/A (Type of Insurance) (Term)

Premium $ N/A

N/A
(Insurance Company)
N/A
N/A
(Home Office Address)

I want the insurance checked above.

X
Buyer Signature Date

X
Co-Buyer Signature Date

contract must be in writing and we must sign it. No oral changes are binding.

Buyer Signs X Karen A Waddel 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.

You authorize us to obtain information about you, or the vehicle you are buying, from the state motor vehicle department or other motor vehicle registration authorities.

For Used Vehicles Only:

Attention consumer: sign here only if the dealer told you that this vehicle has the following problem(s) and that you agree to buy the vehicle on those terms:

1. _____
2. _____
3. _____

Buyer X _____ **Date** _____ **Co-Buyer X** _____ **Date** _____

WARRANTIES

Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose, except as described below for used vehicles.

This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

The following paragraph applies only if you are purchasing a used vehicle.

NEW MEXICO LAW REQUIRES THAT THIS VEHICLE WILL BE FIT FOR THE ORDINARY PURPOSES FOR WHICH THE VEHICLE IS USED FOR 15 DAYS OR 500 MILES AFTER DELIVERY, WHICHEVER IS EARLIER, EXCEPT WITH REGARD TO PARTICULAR DEFECTS DISCLOSED ON THE FIRST PAGE OF THIS AGREEMENT. YOU (THE CONSUMER) WILL HAVE TO PAY UP TO $25.00 FOR EACH OF THE FIRST TWO REPAIRS IF THE WARRANTY IS VIOLATED.

See back for other important agreements.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the finance charge.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to leave. You confirm that you received a completed copy when you signed it.

NOTICE TO BUYER: LIABILITY INSURANCE FOR BODILY INJURY CAUSED TO YOURSELF OR TO OTHERS OR PROPERTY DAMAGE CAUSED TO OTHERS IS NOT PROVIDED WITH THIS AGREEMENT. IF YOU DESIRE LIABILITY INSURANCE COVERAGE, YOU SHOULD OBTAIN SUCH COVERAGE FROM AN AGENT OF YOUR CHOICE.

Buyer Signs [redacted] Date 06/20/2005

Co-Buyer Signs X Date

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 Date

Address

Creditor Signs QUALITY PONTIAC GMC BUICK Date 06/20/2005 By X [signature] Title [signature]

Seller assigns its interest in this contract to: ☐ General Motors Acceptance Corporation (GMAC) ☐ GMAC Automotive Bank ☐ Nuvell Credit Corporation, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse			Assigned without recourse or with limited recourse		
			QUALITY PONTIAC GMC BUICK		
Seller	By	Title	Seller	By [signature]	Title [signature]

Copyright 2000 General Motors Acceptance Corporation. All Rights Reserved.

TRIPLICATE ORIGINAL - DEALER'S COPY

FROM: 10/17/2007 09:53 #113 P.004/043

TAXATION & REVENUE DEPARTMENT
MOTOR VEHICLE DIVISION

APPLICATION FOR VEHICLE TITLE AND REGISTRATION

MVD-10001 REV. 09/02

Title Number: [redacted]

DIVISION USE ONLY [redacted]

Vehicle Identification Number	Year	Make	Model / Series	Number of Liens	Color(s) Major	Minor
1GHDT13S95[redacted]	2005	GMC	ENV	1	GRY	

Secondary ID Number	Wt./Wheels	First Year Reg.	Date of Issue	Type of Title	
	6394	2005	07/13/2005	01	01 - First Time 02 - Title Transfer 03 - Lien Release 04 - Duplicate 05 - No Fee Corr. 11 - Non-Negotiable

Name and Mailing Address of Registered Owner(s)	DGVW	Cyls.	Body Type	Type of Fuel (G)-Gasoline (D)-Diesel (L)-Liquified (O)-Other	Odometer *
[redacted] TIJERAS, NM [redacted]		6	4U	G	4 AM

License [redacted]	Vehicle Brand	Vehicle Class
		PASSENGER

Title Use	Previous Title No. and State	Date Purchased
P	MSO MT	06/20/2005

Fleet Number	Commercial Vehicle	"2290"	2-Year Registration	# of Passengers	# of Doors	# of Seats
			N			

1st Reg. Owner's Social Security / Employer Identification / CRS No.	1st Reg. Owner D.O.B.	N.M. Driver License No.	N.M. Veteran Cert. No.
	07/15/1970	047148324	00000000

FIRST LIEN HOLDER	File Date	Maturity Date	SECOND LIEN HOLDER	File Date	Maturity Date
	07/13/2005	06/21/2010			

Name and Address
GMAC
PO BOX 9127
COCKEYSVILLE, MD 21030

Name and Address

Canceled Plt. No.	Dealer Lic. No.	Mobile Home Size	Cnty.	Approximate Location (Mobile Home)	Suspended By:
	46				

Trade-In VIN (If Applicable): 1GHDT13S63[redacted]

Residence Address If Different Than Mailing Address

REG. EXPIRATION: MONTH 07 DAY 31 YEAR 2006

Reg. Sticker Number: 2274

IMPORTANT: THERE IS A PENALTY CHARGE FOR FAILING TO RENEW BY THIS DEADLINE.

*ODOMETER DISCLOSURE STATEMENT

FEDERAL AND STATE LAW REQUIRES THE TRANSFEROR (SELLER) OF A VEHICLE TO STATE THE ODOMETER MILEAGE UPON TRANSFER OF OWNERSHIP. ANYONE CONVICTED OF A FRAUDULENT ODOMETER STATEMENT WILL BE SUBJECT TO FINES AND / OR IMPRISONMENT.

I hereby certify that the ODOMETER READING of the vehicle described above is: _____ (no tenths) miles and that to the best of my knowledge stated mileage is (check one of the following):

Mileage Codes ☐ THE ACTUAL MILEAGE (AM) ☐ MILEAGE IN EXCESS OF MECHANICAL LIMITS (EL)* ☐ WARNING: NOT THE ACTUAL MILEAGE - ODOMETER DISCREPANCY (NM)*

Printed Name of Seller | X Signature of Seller | Date of Statement

Printed Name of Purchaser | X Signature of Purchaser | Date of Statement

NOTICE: Payment of the registration fee and acceptance of the application by the Motor Vehicle Division constitutes an affirmation that the applicant for title and registration has complied with the requirements of the Mandatory Financial Responsibility Act, NMSA 1978 §66-5-201 through 66-5-239.

APPLICANT CERTIFICATION: I (We) hereby certify that the information given herein is true and correct to the best of my (our) knowledge and affirm that I (we) have complied with the requirements of the Mandatory Financial Responsibility Act with respect to this vehicle. *See reverse side.*

Printed Name of 1st Registered Owner | X Signature of 1st Registered Owner | Date of Statement

Printed Name of 2nd Registered Owner | X Signature of 2nd Registered Owner | Date of Statement

The Division is not responsible for false or fraudulent statements the applicant/registered owner makes in connection with this application, nor is the Division liable for lien recording errors. The registered owner must notify the Division of any errors contained in the title and registration issued pursuant to this application.

REMARKS: MSO BO GMC TITLE

ACCEPTED BY: Signature of M.V.D. Employee: _____ Date: 7-13-05

	Cleared By:	
	Sale Price:	33435.20
	Less Trade-In:	18000.00
	Net Difference:	15435.20
90	Net Excise Tax:	463.06
	Registration:	59.50
52	Late Reg. Penalty:	0.00
51	Vets. Allowance:	0.00
	Net Registration:	59.50
	Spec. Plate Fee:	0.00
61	Admin. Fee:	2.50
55	Transaction Fee:	3.00
70	Late Transfer Fee:	0.00
72	Duplicate Title Fee:	0.00
TOTAL FEES: $		528.06

MVD VALIDATION ONLY

FROM: 10/17/2007 09:53 #113 P.005/043

10/17/2007 09:53 #113 P.005/043 From:

[redacted] USTOMER'S NAME [redacted] 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, _____ (transferor's name, Print)

state that the odometer now reads 24 (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	MODEL	BODY TYPE
GMC	ENVOY	4-D

VEHICLE IDENTIFICATION NUMBER [redacted] YEAR 2005

[redacted]

PRINTED NAME QUALITY PONTIAC GMC BUICK

TRANSFEROR'S ADDRESS (STREET) 7901 LOMAS BLVD. N.E.

CITY ALBUQUERQUE NM STATE 87110 ZIP CODE

DATE OF [redacted] 06/20/2005

X [redacted]

PRINTED NAME

TRANSF[redacted]

[redacted]

CITY TIJERAS NM STATE [redacted] DE

ODOM-109-N (4/99) Reynolds and Reynolds

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: KAREN A WILDER

VIN: 1 G K D T X 8 S 9 5 2 [redacted] (or see attached list*)

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
	$	
	$	
	$	GP
	$	
	$	
Total Incentive Amount Received	$	

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

a. I elect to receive 2.9 x 60 months

in lieu of _____ and/or

b. I elect to receive _____

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 06 20 05. I acknowledge receipt of incentive(s) as described in Item ____ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] Date: 06 20 05

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item ____ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: _____ Date: 06 20 05

Dealership Name: QUALITY PONTIAC GMC BUICK Dealer Code: ~~24387~~ 40658

* List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File

Copy #1 - Dealer Copy #2 - Customer CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC GM3795 1/01

FROM: 10/17/2007 09:54 #113 P.007/043

DEAL RECA

- ☐ Truth in Lending
- ☐ Check in Slip
- ☐ Appraisal Slip
- ☐ Odometer Certs
- ☐ Power Sheet
- ☐ Insurance
- ☐ Cash Receipts:
  - Amt.
  - Amt.
  - Amt.
- ☐ Trade: Disc. Lic.
  - ☐ P.O. A
  - ☐ Good
  - ☐ Verifie
- ☐ Registration
  - Title In
  - Source

GMAC

SELLING PRICE (Inc. all Acc.)		33435.20
SALES TAX		463.06
TRADE ALLOWANCE		18000.00
PAY-OFF		20393.66
LIENHOLDER	GMAC	
CASH DEPOSIT		N/A
C.O.D.		N/A
DEFERRED DOWN No. 1		N/A
DEFERRED DOWN No. 2		N/A
DEFERRED DOWN No. 3		N/A
TOTAL CASH DOWN PAYMENT		N/A
NUMBER OF PAYMENTS/PAYMENT	60 @	663.18
NO. DAYS BEFORE 1st PMT./DATE	31	07/21/05
ADD-ON INTEREST RATE/APR	1.51	2.90
LICENSE AND REGISTRATION		240.60

AMOUNT FINANCED 36996.52 — DISCOUNT RATE: 2.90 — FINANCE RESERVE: 100.00

	PREMIUM	COST	RESERVE
CREDIT LIFE	N/A	N/A	N/A
CREDIT A & H	N/A	N/A	N/A
	464.00	N/A	464.00
PHYSICAL DAMAGE	N/A	N/A	N/A
SERVICE CONTRACTS	N/A	N/A	N/A
OTHER	N/A	N/A	N/A

STOCK # 25G431 — DESCRIPTION 2005 GMC ENVOY

DEAL # 28659 — I.D.# 1GKDT13S952319859

CUSTOMER [redacted] — DATE 06/20/05

ADDRESS [redacted] TIJERAS NM [redacted]

SALESMAN 1 GREG R MC MORRIS — MGR. MICHAEL A MATTSON

SALESMAN 2

PRICE OF VEHICLE	33435.20	
COST OF VEHICLE	35525.45	
PACK	500.00	
TRADE ALLOWANCE	18000.00	(PAYABLE GROSS)
A.C.V. OF TRADE	18000.00	-2590.25
OVER-ALLOWANCE	N/A	1298.75
UNDER-ALLOWANCE	N/A	
COMMISSION No. 1/BONUS 454.56	N/A	N/A
COMMISSION No. 2/BONUS	N/A	N/A
MANAGER COMM.	N/A	
PROFIT OF SALE	-966.00	

APPROVED Greg/Ron/454.56

Fin

Wil/dn - 25G431

TOTAL INSURANCE RESERVE:	464.00
TOTAL F & I RESERVE:	564.00
FINANCE COMMISSION:	N/A
LAH INSURANCE COMMISSION:	N/A
SERVICE CONTRACT COMMISSION:	N/A
PDI COMMISSION:	N/A
	N/A
NET F & I RESERVE:	564.00

GMAC for Envoy
GM - 1798.75
500.00
1298.75

GROSS PROFIT: -402.00

FORM RR-227 (5-95 REINSTATED)

Reynolds and Reynolds ORDER TOLL FREE: 1-800-[redacted] FAX: 1-800-[redacted]

QUALITY
By Bob Penske
PONTIAC GMC BUICK

[redacted]

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	MICHAEL PLANTE 2076	G431	05/26/05	[redacted]

QUALITY PONTIAC GMC BUICK
7901 LOMAS BLVD N.E.
ALBUQUERQUE, NM 87110

qualityservpbg@qualitydeal.com

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		1	STEEL GRAY/	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/GMC/ENVOY/4-DOOR 4WD	05/12/05	24

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GKDT13S952[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
01-100011-002		05/19/05

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
505-765-1300	505-765-1300	MO: 12

JOB# 1 CHARGES

LABOR

J# 1 75PNZ PDI HOURS: 1.30 TECH(S):186 INTERNAL
PERFORM NEW VEHICLE PRE DELIVERY INSPECTION
PER GM'S REQUEST
PERFORMED PRE DELIVERY INSPECTION, ROAD TESTED VEHICLE
#186

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCP JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 75PNZ01 ETCH HOURS: TECH(S):186 INTERNAL
INSTALL GLASS ETCHING, THEFT PROTECTION
INSTALLED GLASS ETCHING ON ALL GLASS
#186

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCP JOB# 2 TOTAL 0.00

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

TOTALS

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

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**

Paul Scott @ 348-1151
James Koster @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guaranteed 12 months or 12,000 miles
Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP repairs

CUSTOMER SIGNATURE

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

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X_____

Reynolds and Reynolds ER/ALZRINVN TO ORDER: www.reyscan.com 1-800-344-0995 Fax 1-800-541-0665

FROM: 10/17/2007 09:54 #113 P.009/043

[redacted]

QUALITY

By Lexington

PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. - P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JEFFERY SCOTT 1185	5161	11/11/05	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] TIJERAS, NM [redacted]			4,938	STEEL GRAY/	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/GMC/ENVOY/4-DOOR 4WD	05/12/05	24

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K D T 1 3 S 9 5 2 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		11/11/05

[redacted]

COMMENTS

MO: 4939

JOB# 1 CHARGES----------

LABOR----------

J# 1 01PNZ5K MAINT 1 5K GAS VEH HOURS: TECH(S):334 66.49

PERFORM MAINTANENCE ONE 5K GAS VEHICLE SERVICE
CHANGE ENGINE OIL AND FILTER,LUBRICATE AND INSPECT FRONT
SUSPENSION,STEERING,DRIVE LINE,HINGES,CABLE GUIDES AND
CONTACT POINTS WHERE APPLICABLE. RESET OIL LIFE MONITOR
SYSTEM. ROTATE TIRES,CHECK AIR INFLATION AND TIRE WEAR
VISUALLY INSPECT FRONT AND REAR BRAKE SYSTEM FOR PAD/SHOE
WEAR AND ROTOR/DRUM SURFACE CONDITION. INSPECT OTHER BRAKE
COMPONENTS, INCLUDING MASTER CYLINDER,WHEEL CYLINDERS AND
PARKING BRAKE FUNCTION. REPROGRAM"LOW TIRE PRESSURE WARNING"
SYSTEM WHERE APPLICABLE. REMOVE AND INSPECT ENGINE AIR
FILTER. CHECK ENGINE COOLANT LEVEL AND WINDSHIELD WASHER
FLUID LEVEL. TOP OFF AS NECESSARY.
PERFORMED MAINTANENCE ONE 5K GAS VEHICLE SERVICE

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	89017342	FILTER 1.836	6.00	5.50	5.50
	7	12345616	MOTOR OIL 8.800	2.60	2.05	14.35
				TOTAL - PARTS		19.85

JOB# 1 TOTALS----------

LABOR	66.49
PARTS	19.85
JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL	86.34

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HW	WASTE REMOVAL AND OTHER SUPPLIES		4.32
			TOTAL - MISC	4.32

ESTIMATE----------

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

COMMENTS----------

WAITING

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.

1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X_____

Reynolds and Reynolds EHALZRINVN TO ORDER: www.rayecurce.com 1-800-344-0906; fax 1-800-531-9055

[CONTINUED ON NEXT PAGE] 08:51am

[redacted]

QUALITY By Al Lange

PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 2536[redacted]
ALBUQUERQUE, NEW MEXICO 87125-036[redacted]
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRI[redacted]
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JEFFERY SCOTT 1185	5161	11/11/05	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] TIJERAS, NM [redacted]			4,938	STEEL GRAY/	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/GMC/ENVOY/4-DOOR 4WD	05/12/05	24

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K D T 1 3 S 9 5 2 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		11/11/05

[redacted]

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 4939

TOTALS----------

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*************************************************
*  [ ] CASH    [ ] CHECK   CK NO. [        ]  *
*                                             *
*  [ ] VISA    [ ] MASTERCARD    [ ] DISCOVER  *
*                                             *
*  [ ] AMER XPRESS    [ ] OTHER    [ ] CHARGE  *
*************************************************
```

TOTAL LABOR....	66.49
TOTAL PARTS....	19.85
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	4.32
TOTAL MISC DISC	0.00
TOTAL TAX.....	6.12
TOTAL INVOICE $	**96.78**

Paul Scott @ 348-1151
James Koster @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guaranteed 12 months or 12,000 miles
Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP repairs

CUSTOMER SIGNATURE

********** D U P L I C A T E I N V O I C E **********

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.

1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X _____

Reynolds and Reynolds ERALZFINVN TO ORDER: www.reysource.com 1-800-344-0936; fax 1-800-531-9056

 ACCOUNTING COPY [END OF INVOICE] 08:51am

From: 10/17/2007 09:55 #113 P.011/043

[redacted]

QUALITY

By A. Lorenzo

PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDA[redacted]
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	RON BARYCHKO 16716	259	12/16/05	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
[redacted] TIJERAS, NM [redacted]			5,300	STEEL GRAY/ [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/GMC/ENVOY/4-DOOR 4WD	05/12/05	24

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K D T 1 3 S 9 5 2 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		12/06/05

[redacted]

COMMENTS

MO: 5300

JOB# 1 CHARGES

LABOR

J# 1 96PNZ BODY REPAIR HOURS: 4.40 TECH(S):131 198.00
REPAIR DAMAGE TO REAR OF VEHICLE AS PER ESTIMATE--
REPLACE REAR BUMPER COVER, REPAIR IMPACT BAR, REPLACE STEP
PAD

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	12335703	FASCIA 7.831	436.05	436.05	436.05
	1	12335704	PAD 7.875	55.95	55.95	55.95
					TOTAL - PARTS	492.00

JOB# 1 TOTALS

LABOR	198.00
PARTS	492.00
JOB# 1 JOURNAL PREFIX GCCB JOB# 1 TOTAL	690.00

JOB# 2 CHARGES

LABOR

J# 2 95PNZ BODY REFINISH HOURS: 4.70 TECH(S):105 211.50
REFINISH REAR OF VEHICLE AS PER ESTIMATE
REFINISH REAR BUMPER COVER

G.O.G. & SUPPLIES

4.7	PAINT MATERIALS	@ 28.000	/UNIT	131.60
1.0	HAZARDOUS WASTE REMOVAL	@ 5.000	/UNIT	5.00
1.0	FLEX ADDITIVE	@ 7.500	/UNIT	7.50
			TOTAL - GOG	144.10

JOB# 2 TOTALS

LABOR	211.50
G.O.G.	144.10
JOB# 2 JOURNAL PREFIX GCPB JOB# 2 TOTAL	355.60

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1116.18 (+TAX)

COMMENTS
CUST PAY

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X _____

Reynolds and Reynolds ERALZRINVN TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-9055

 [CONTINUED ON NEXT PAGE] 08:54am

From: 10/17/2007 09:56 #113 P.012/043

[redacted]

QUALITY By Delaney

PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	RON BARYCHKO 16716	259	12/16/05	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR
		5,300	STEEL GRAY/ [redacted]

[redacted]
TIJERAS, NM [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/GMC/ENVOY/4-DOOR 4WD	05/12/05	24

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K D T 1 3 S 9 5 2 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		12/06/05

[redacted]

COMMENTS

MO: 5300

TOTALS

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*************************************************
*  [ ] CASH    [ ] CHECK   CK NO. [        ]  *
*                                             *
*  [ ] VISA    [ ] MASTERCARD    [ ] DISCOVER  *
*                                             *
*  [ ] AMER XPRESS    [ ] OTHER    [ ] CHARGE  *
*************************************************
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TOTAL LABOR....	409.50
TOTAL PARTS....	492.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	144.10
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	70.58
TOTAL INVOICE $	**1116.18**

Paul Scott @ 348-1151
James Koster @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guaranteed 12 months or 12.000 miles
Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP repairs

CUSTOMER SIGNATURE

********** D U P L I C A T E I N V O I C E **********

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X_____

Reynolds and Reynolds ERALZHINVN TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-631-9055

 ACCOUNTING COPY [END OF INVOICE] 08:54am

From: 10/17/2007 09:57 #113 P.013/043

[redacted]

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	LINDA WARD-THOMAS 254	3596	03/24/06	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 9,801		COLOR: STEEL GRAY/	STOCK NO.: [redacted]
TIJERAS, NM [redacted]	YEAR / MAKE / MODEL: 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE: 06/23/05	24
	VEHICLE I.D. NO.: 1 G K D T 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 03/24/06	
RESIDENCE PHONE / BUSINESS PHONE [redacted]	COMMENTS			MO: 9801

JOB# 1 CHARGES----------

LABOR----------

J# 1 01PNZ10K MAINT 2 10K GAS VEH HOURS: TECH(S):275 120.24

PERFORM MAINTANENCE ONE 10K SERVICE FOR GAS VEHICLES
CHANGE OIL AND FILTER. LUBRICATE AND INSPECT FRONT SUSPENSION,STEERING,DRIVE LINE,HINGES,CABLE GUIDES AND CONTACT POINTS. RESET OIL LIFE MONITOR SYSTEM. ROTATE TIRES CHECK AIR INFLATION AND TIRE WEAR. VISUALLY INSPECT FRONT & REAR BRAKES SYSTEM FOR PAD/SHOE WEAR AND ROTOR/DRUMS SURFACE CONDITION. INSPECT OTHER BRAKE COMPONETS, INCLUDING MASTER CYLINDER, WHEEL CYLINDERS, CALIPERS & PARKING BRAKE FUNCTION REPROGRAM LOW TIRE PRESSURE WARNING SYSTEM (IF APPLICABLE) REMOVE AND INSPECT ENGINE AIR FILTER, REPLACE AS REQUIRED AT ADDITIONAL COST. CHECK ENGINE COOLANT LEVEL AND WINDSHIELD WASHER FLUID LEVEL, TOP OFF AS NECESSARY.
INSPECT EXHAUST SYSTEM/HEAT SHIELDS FOR LEAKS, DAMAGE OR LOOSE PARTS, INSPECT SUSPENSION AND STEERING SYSTEM FOR DAMAGED, LOOSE OR MISSING PARTS. INSPECT POWER STEERING LINES AND HOSES FOR LEAKS OR DAMAGE. CLEAN AND INSPECT THE DRIVE AXLE BOOT SEALS FOR DAMAGE, TEARS OR LEAKAGE. PRESSURE TEST COOLING SYSTEM AND RADIATOR CAP. CLEAN RADIATOR AND A/C CONDENCER OUTSIDE SURFACE. INSPECT FUEL SYSTEM FOR DAMAGE OR LEAKS.
CHECK WIPER BLADES FOR WEAR, CRACKING, FUNCTION AND EFFICIENCY. CHECK SEAT BELT REMINDER LIGHT AND ALL SEAT BELT BUCKLES, LATCH PLATES, RETRACTORS AND ANCHORAGES FOR PROPER OPERATION AND INSPECT FOR DAMAGED, FRAYED OR TORN SEAT BELT WEBBING. INSPECT CRUISE CONTROL LINKAGE FOR BINDING, EXCESSIVE WEAR OR DAMAGE. LUBRICATE BODY COMPONENTS INCLUDING KEY LOCK CYLINDERS, DOOR HINGES, LATCHES AND TRUNK HINGES. TEST THE STARTER SWITCH LOCK OUT,SHIFT LOCK CONTROL SOLINOID, PARKING BRAKE AND AUTOMATIC TRANSMISSION PARK MECHANISM. REMOVE, CLEAN AND LUBRICATE CALIPER PINS AND BRAKE PAD ABUTMENTS. CLEAN AND ADJUST REAR BRAKE DRUMS ON APPLICABLE VEHICLES.
PERFORMED MAINTANENCE ONE 10K SERVICE FOR GAS VEHICLES

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	89017342	FILTER 1.836	5.50	5.50	5.50
	1	15036141	ELEMENT 3.410	27.42	27.42	27.42
					TOTAL - PARTS	32.92

JOB# 1 TOTALS----------

LABOR	120.24
PARTS	32.92
JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL	153.16

JOB# 2 CHARGES----------

LABOR----------

J# 2 60PNZ INTERIOR TRIM HOURS: 0.20 TECH(S):275 WARRANTY

WEATHERSTRIP AT RR DOOR LOOSE
AND THERE IS A WIND NOISE
WEATHERSTRIP DEFORMED AND NOT SEALING

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of line repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X_____

Reynolds and Reynolds EPALZRINVN TO ORDER: www.roysource.com, 1-800-544-0888; fax 1-800-531-9055

FROM: 10/17/2007 09:58 #113 P.014/043

[redacted]

QUALITY By Di Lorenzo
PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDA[redacted]
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	IN[redacted]
[redacted]	LINDA WARD-THOMAS 254	3596	03/24/06	
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE	9,801	COLOR: STEEL GRAY/	STOCK NO. [redacted]
TIJERAS, NM [redacted]	YEAR / MAKE / MODEL: 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE: 06/23/05	DELIVERY MILES: 24
	VEHICLE I.D. NO.: 1 G K D T 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.D. DATE: 03/24/06	
RESIDENCE PHONE / BUSINESS PHONE: [redacted]	COMMENTS			MO: 9801

INSPECTED AND REPLACED RIGHT DRIP RAIL WEATHER STRIP. RETEST
OK

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
1 15126958 WEATHERST 16.225 WARRANTY
TOTAL - PARTS 0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------
J# 3 61PNZ EXTERIOR TRIM HOURS: TECH(S):275 0.00
WIND NOISE AT RF DOOR
AND TOP WEATHER STRIP IS LOOSE
SEE JOB 2
SEE JOB 2

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------
J# 4 61PNZ15 AIR LEAK HOURS: 0.20 TECH(S):275 WARRANTY
LEFT REAR DOOR WEATHER STRIP IS LOOSE AT THE BOTTOM
LOOSE W/S
APPLIED ADHEASIVE AND RESECURED LR LOWER WEATHERSTRIP.

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------
JOB # A HW WASTE REMOVAL AND OTHER SUPPLIES 7.66
TOTAL - MISC 7.66

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $171.00 (+TAX)

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 16%)
Interest charged on past due accounts.

SIGNED X_____

Reynolds and Reynolds ERALZRINVN TO ORDER: www.reysource.com 1-800-344-0998; fax 1-800-531-9055

 [CONTINUED ON NEXT PAGE] 11:04am

From: 10/17/2007 09:58 #113 P.015/043

[redacted]

QUALITY
PONTIAC GMC BUICK
By Di Lorenzo

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDA[redacted]
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	LINDA WARD-THOMAS 254	3596	03/24/06	[redacted]
[redacted] TIJERAS, NM [redacted]	LABOR RATE / LICENSE NO. / MILEAGE 9,801		COLOR STEEL GRAY/	[redacted]
	YEAR / MAKE / MODEL 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE 06/23/05	DELIVERY MILES 24
	VEHICLE I.D. NO. 1 G K D T 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. [redacted]		R.O. DATE 03/24/06	
RESIDENCE PHONE [redacted] / BUSINESS PHONE [redacted]	COMMENTS			MO: 9801

TOTALS----------

```
*************************************************
*  [ ] CASH    [ ] CHECK   CK NO. [        ]  *
*                                             *
*  [ ] VISA    [X] MASTERCARD    [ ] DISCOVER  *
*                                             *
*  [ ] AMER XPRESS    [ ] OTHER    [ ] CHARGE  *
*************************************************
```

TOTAL LABOR....	120.24
TOTAL PARTS....	32.92
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	7.66
TOTAL MISC DISC	0.00
TOTAL TAX.....	10.86
TOTAL INVOICE $	**171.68**

Paul Scott @ 348-1151
Jeff Lesslie @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guarnteed 12 month or 12,000 miles
Pa[redacted]s
Li[redacted]irs
[redacted]

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X_____

Reynolds and Reynolds ERALZRINVN TO ORDER: www.reysource.com 1-800-344-0906; fax 1-800-531-9055

 ACCOUNTING COPY [END OF INVOICE] 11:04am

From: 10/17/2007 09:59 #113 P.016/043

[redacted]

QUALITY

By Dickinson

PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO. [redacted]	ADVISOR LINDA WARD-THOMAS 254	TAG NO. 4197	INVOICE DATE 03/28/06	INVOICE NO. [redacted]
[redacted] TIJERAS, NM [redacted]	LABOR RATE / LICENSE NO. / MILEAGE 9,913		COLOR STEEL GRAY/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE 05/12/05	DELIVERY MILES 24
	VEHICLE I.D. NO. 1 G K D T 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO. / P.O. NO.		R.O. DATE 03/28/06	
	COMMENTS			MO: 9914

JOB# 1 CHARGES

LABOR
J# 1 61PNZ EXTERIOR TRIM HOURS: TECH(S):275
CUSTOMER STATES THAT AT LAST VISIT DOORS HAD NOT BEEN LUBED
LUBED DOORS WITH WHITE MULTIPURPOSE GREASE.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 61PNZ01 EXT TRIM CONCERN HOURS: TECH(S):275 INTERNAL
THERE IS AN AIR LEAK AT RIGHT REAR DOOR THAT MAKES A
WHISLING SOUND.
NORMAL WIND RUSH AROUND VEHICLE
TEST DROVE WITH DOUG S, NO WIND LEAKS FOUND. NORMAL WIND
RUSH AROUND VEHICLE. NPF

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

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

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

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

Paul Scott @ 348-1151
James Koster @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guaranteed 12 months or 12,000 miles
Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP repairs

CUSTOMER SIGNATURE
********** D U P L I C A T E I N V O I C E **********

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TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts

SIGNED X_____

Reynolds and Reynolds ERALZRINVN TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-9055

 ACCOUNTING COPY [END OF INVOICE] 08:18am

From: 10/17/2007 09:59 #113 P.017/043

[redacted]

QUALITY

By Lo Lorenzo

PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JULIAN TRUJILLO 1168	4865	04/11/06	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		10,493	STEEL GRAY/	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/GMC/ENVOY/4-DOOR 4WD	05/12/05	24

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K D T 1 3 S 9 5 2 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		04/10/06

[redacted]
TIJERAS, NM [redacted]

[redacted]

RESIDENCE PHONE | BUSINESS PHONE
[redacted]

COMMENTS

MO: 10493

JOB# 1 CHARGES

LABOR
J# 1 96PNZ BODY REPAIR HOURS: 0.30 TECH(S):299 WARRANTY
CUSTOMER CONCERN - AIR LEAK IN RT REAR DOOR AT FRONT TOP
ADJUST DOOR SENT OVER BY SVC REF RO# 277518
RT REAR DOOR MISALIGNED
REALIGNED TOP FRONT OF DOOR TO FIX AIR LEAK

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCB JOB# 1 TOTAL 0.00

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

TOTALS

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

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

Paul Scott @ 348-1151
James Koster @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

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Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP repairs

CUSTOMER SIGNATURE
********** D U P L I C A T E I N V O I C E **********

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TERMS CASH OR ACCEPTABLE CREDIT CARD
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1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X _____

Reynolds and Reynolds ERALZRINVN TO ORDER: www.reysource.com 1-800-344-0998; fax 1-800-531-9055

 ACCOUNTING COPY [END OF INVOICE] 08:57am

From: 10/17/2007 10:00 #113 P.018/043

[redacted]

QUALITY

By Bi Lange

PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDA[redacted]
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO. [redacted]	ADVISOR: LINDA WARD-THOMAS 254	TAG NO. 4865	INVOICE DATE: 04/10/06	INVOICE NO. [redacted]
[redacted] TIJERAS, NM [redacted]	LABOR RATE:	LICENSE NO.:	MILEAGE: 10,493	COLOR: STEEL GRAY/ [redacted]
	YEAR / MAKE / MODEL: 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE: 06/23/05	DELIVERY MILES: 24
	VEHICLE I.D. NO.: 1 G K D T 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.:	PRODUCTION DATE:
	F.T.E. NO.:	P.O. NO.:	R.O. DATE: 04/10/06	
[redacted]	COMMENTS:			MO: 10494

JOB# 1 CHARGES----------

LABOR----------
J# 1 61PNZ16 WIND NOISE HOURS: TECH(S):275 WARRANTY
RIGHT REAR DOOR AT TOP FRONT HAS AN AIR LEAK.
SUBLET TO BODY SHOP
DOOR NEEDS ADJUSTMENT. SUBLET TO BODY SHOP
FOR REPAIRS

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 61PNZ01 EXT TRIM CONCERN HOURS: TECH(S):275 WARRANTY
CUSTOMER STATES THAT THERE IS AN AIR LEAK AT THE TOP OF THE
LEFT FRONT DOOR. AT FRONT OF DOOR...
STRIKER NEEDS ADJUSTMENT
ADJUST LF DOOR STRIKER FOR TIGHTER FIT

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

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

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

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**

Paul Scott @ 348-1151
Jeff Lesslie @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guarnteed 12 month or 12 000 miles
[redacted]dicates
[redacted]P repairs

[redacted]

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TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X_____

PAID
APR 1 0 2006
QUALITY PONTIAC
GMC BUICK

Reynolds and Reynolds ERALZRINVN TO ORDER: www.reysource.com; 1-800-344-0998; fax 1-800-521-9055

 ACCOUNTING COPY [END OF INVOICE] 03:47pm

From: 10/17/2007 10:01 #113 P.019/043

[redacted]

QUALITY By A. Lorenzo

PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDA[redacted]
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	LINDA WARD-THOMAS 254	5130	04/14/06	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] TIJERAS, NM [redacted]			10,644	STEEL GRAY/	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/GMC/ENVOY/4-DOOR 4WD	06/23/05	24

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K D T 1 3 S 9 5 2 [redacted]		

F.T.E. NO.	P.O. N[redacted]	R.O. DATE
		04/13/06

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]	[redacted]	MO: 10645

JOB# 1 CHARGES----------

LABOR----------

J# 1 61PNZ EXTERIOR TRIM HOURS: TECH(S):275 WARRANTY

CUSTOMER STATES THAT THERE IS WIND NOISE AT THE LEFT FRONT DOOR,RIGHT FRONT AND RIGHT REAR DOORS.
RR DOOR WINDOW RUN CHANNEL AND RR FRONT DOOR SEAL LOOSE.
LF DOOR WEATHERSTRIPS NOT SEALING
TEST DROVE SEVERAL TIMES WITH JOHN V. REPOSITIONED RR DOOR GLASS RUNCHANNEL AND RESECURED RR DOOR FRONT SEAL/GUARD.
INSPECTED AND REPLACED RF DOOR OPENING W/S AND RIGHT DRIP RAIL W/S AND APPLIED SEALER TO DRIVERS MIRROR. RETEST OK AFTER REPAIRS.
SOME WIND RUSH IS STILL HEARD,AND IS CAUSED BY MIRRORS IN WIND STREAM. ALSO BUG SHEILDS WILL MAKE WIND TURBULACE TYPE NOISE.

PARTS------QTY---FP-NUMBER----------	DESCRIPTION--------LIST PRICE-UNIT PRICE-	
1 15126957	WEATHERST 16.225	WARRANTY
1 19120581	WEATHERST 16.225	WARRANTY
1 12378479	SEALER 8.800	WARRANTY
	TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

ESTIMATE----------

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

TOTALS----------

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

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**

Paul Scott @ 348-1151
Jeff Lesslie @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All [redacted] miles
Par[redacted] cates
Lim[redacted] repairs

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TERMS CASH OR ACCEPTABLE CREDIT CARD
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1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X_____

PAID
APR 1 4 2006
QUALITY PONTIAC
GMC BUICK

Reynolds and Reynolds ERALZRINVN TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-9053

 ACCOUNTING COPY [END OF INVOICE] 03:46pm

From: 10/17/2007 10:02 #113 P.020/043

QUALITY By Dr. Lange

PONTIAC GMC BUICK

[redacted]

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JEFFERY SCOTT 1185	8579	08/14/06	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] TIJERAS, NM [redacted]			15,010	STEEL GRAY/	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/GMC/ENVOY/4-DOOR 4WD	05/12/05	24

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K D T 1 3 S 9 5 2 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		08/14/06

[redacted]

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 15010

TOTALS

```
*************************************************
*  [ ] CASH    [ ] CHECK   CK NO. [        ]  *
*                                             *
*  [ ] VISA    [ ] MASTERCARD    [ ] DISCOVER  *
*                                             *
*  [ ] AMER XPRESS    [ ] OTHER    [ ] CHARGE  *
*************************************************
```

TOTAL LABOR....	66.49
TOTAL PARTS....	5.50
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.60
TOTAL MISC DISC	0.00
TOTAL TAX.....	5.20
TOTAL INVOICE $	**80.79**

Paul Scott @ 348-1151
James Koster @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guaranteed 12 months or 12,000 miles
Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP repairs

CUSTOMER SIGNATURE

********** D U P L I C A T E I N V O I C E **********

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1 1/2% per month (ANNUAL PERCENTAGE RATE 18%) interest charged on past due accounts.

SIGNED X_____

Reynolds and Reynolds ERALZRINVN TO ORDER: www.rejsource.com; 1-800-344-0998, fax 1-800-531-8055

 ACCOUNTING COPY [END OF INVOICE] 08:22am

From: 10/17/2007 10:03 #113 P.021/043

[redacted]

QUALITY

By Lorenzo

PONTIAC GMC BUICK

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ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JEFFERY SCOTT 1185	8579	08/14/06	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 15,010		COLOR: STEEL GRAY/	[redacted]
TIJERAS, NM [redacted]	YEAR / MAKE / MODEL: 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE: 05/12/05	DELIVERY MILES: 24
	VEHICLE I.D. NO.: 1GKDT13S952 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO. / P.O. NO.		R.O. DATE: 08/14/06	
RESIDENCE PHONE / BUSINESS PHONE: [redacted]	COMMENTS			MO: 15010

JOB# 1 CHARGES

LABOR

J# 1 01PNZ5K MAINT 1 5K GAS VEH HOURS: TECH(S):211 66.49

PERFORM MAINTANENCE ONE 5K GAS VEHICLE SERVICE
CHANGE ENGINE OIL AND FILTER,LUBRICATE AND INSPECT FRONT SUSPENSION,STEERING,DRIVE LINE,HINGES,CABLE GUIDES AND CONTACT POINTS WHERE APPLICABLE. RESET OIL LIFE MONITOR SYSTEM. ROTATE TIRES,CHECK AIR INFLATION AND TIRE WEAR VISUALLY INSPECT FRONT AND REAR BRAKE SYSTEM FOR PAD/SHOE WEAR AND ROTOR/DRUM SURFACE CONDITION. INSPECT OTHER BRAKE COMPONENTS, INCLUDING MASTER CYLINDER,WHEEL CYLINDERS AND PARKING BRAKE FUNCTION. REPROGRAM"LOW TIRE PRESSURE WARNING" SYSTEM WHERE APPLICABLE. REMOVE AND INSPECT ENGINE AIR FILTER. CHECK ENGINE COOLANT LEVEL AND WINDSHIELD WASHER FLUID LEVEL, TOP OFF AS NECESSARY.
PERFORMED MAINTANENCE ONE 5K GAS VEHICLE SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	89017342	FILTER 1.836	6.00	5.50	5.50
					TOTAL - PARTS	5.50

JOB# 1 TOTALS

LABOR	66.49
PARTS	5.50
JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL	71.99

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HW	WASTE REMOVAL AND OTHER SUPPLIES		3.60
			TOTAL - MISC	3.60

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $89.91 (+TAX)

COMMENTS
WAITING/USE CUSTOMERS OIL

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

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SIGNED X _____

Reynolds and Reynolds ERALZRINVN TO ORDER: www.reysource.com 1-800-344-0996, fax 1-800-631-9055

 ACCOUNTING COPY [CONTINUED ON NEXT PAGE] 08:22am

From: 10/17/2007 10:04 #113 P.022/043

[redacted]

QUALITY

By [illegible]

PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	JEFF LESSLIE 159	2452	10/18/06	[redacted]

KAREN A WILDER
257 SEDILLO HILL RD
TIJERAS, NM [redacted]

[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	
		18,135	STEEL GRAY/	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/GMC/ENVOY/4-DOOR 4WD	05/12/05	24

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K D T 1 3 S 9 5 2 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		10/18/06

[redacted]

COMMENTS

MO: 18136

JOB# 1 CHARGES----------

LABOR----------

J# 1 51PNZ05 HEADLIGHTS HOURS: 1.00 TECH(S):282 WARRANTY

LIGHTS GOING ON AND OFF
IGNITION SWITCH. INTERMITTENT OPEN CIRCUIT.
SCANNED VEHICLE FOR CODES. NO CODES STORED. PERFORMED
DIAGNOSTIC TEST PROCEDURE FOR HEADLAMP/I/P CLUSTER
MALFUNCTION. TRACED PROBLEM TO INTERMITTENT OPEN CIRCUIT
FROM THE IGNITION SWITCH. REPLACED IGNITION SWITCH AND
RECHECKED SYSTEM.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	15242754	SWITCH 2.188			

TOTAL - PARTS 0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

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

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

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**

Paul Scott @ 348-1151
James Koster @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guaranteed 12 months or 12.000 miles
Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP repairs

CUSTOMER SIGNATURE
********** D U P L I C A T E I N V O I C E **********

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X_____

Reynolds and Reynolds ERALZRINVN TO ORDER: www.reynolds.com 1-800-344-0998 fax 1-800-531-8055

 ACCOUNTING COPY [END OF INVOICE] 08:41am

From: 10/17/2007 10:04 #113 P.023/043

[redacted]

QUALITY

By [illegible]

PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JEFFERY SCOTT 1185	3990	12/04/06	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 19,709		COLOR: STEEL GRAY/	STOCK NO.: [redacted]
TIJERAS, NM [redacted]	YEAR / MAKE / MODEL: 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE: 05/12/05	DE[redacted] 24
[redacted]	VEHICLE I.D. NO.: 1 G K D T 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 12/04/06	
RESIDENCE PHONE / BUSINESS PHONE: [redacted]	COMMENTS			MO: 19709

JOB# 1 CHARGES

LABOR

J# 1 01PNZ5K MAINT 1 5K GAS VEH HOURS: TECH(S):275 66.49

PERFORM MAINTANENCE ONE 5K GAS VEHICLE SERVICE
CHANGE ENGINE OIL AND FILTER,LUBRICATE AND INSPECT FRONT SUSPENSION,STEERING,DRIVE LINE,HINGES,CABLE GUIDES AND CONTACT POINTS WHERE APPLICABLE. RESET OIL LIFE MONITOR SYSTEM. ROTATE TIRES,CHECK AIR INFLATION AND TIRE WEAR VISUALLY INSPECT FRONT AND REAR BRAKE SYSTEM FOR PAD/SHOE WEAR AND ROTOR/DRUM SURFACE CONDITION. INSPECT OTHER BRAKE COMPONENTS, INCLUDING MASTER CYLINDER,WHEEL CYLINDERS AND PARKING BRAKE FUNCTION. REPROGRAM"LOW TIRE PRESSURE WARNING" SYSTEM WHERE APPLICABLE. REMOVE AND INSPECT ENGINE AIR FILTER. CHECK ENGINE COOLANT LEVEL AND WINDSHIELD WASHER FLUID LEVEL. TOP OFF AS NECESSARY.
PERFORMED MAINTANENCE ONE 5K GAS VEHICLE SERVICE

PARTS QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
1	89017342	FILTER 1.836	6.00	5.50	5.50
7	12345885	OIL 8.800	8.27	8.27	57.89
			TOTAL - PARTS		63.39

JOB# 1 TOTALS

LABOR	66.49
PARTS	63.39
JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL	129.88

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $136.00 (+TAX)

COMMENTS
WAITING
USE MOBLE 1 SYNTH

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X_____

Reynolds and Reynolds ERALZRINVN TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-8055

 [CONTINUED ON NEXT PAGE] 08:45am

[redacted]

QUALITY

PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDA[redacted]
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JEFFERY SCOTT 1185	3990	12/04/06	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] TIJERAS, NM [redacted]			19,709	STEEL GRAY/	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/GMC/ENVOY/4-DOOR 4WD	05/12/05	24

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K D T 1 3 S 9 5 2 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		12/04/06

[redacted]

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 19709

TOTALS

```
*************************************************
*  [ ] CASH    [ ] CHECK   CK NO. [        ]  *
*                                             *
*  [ ] VISA    [ ] MASTERCARD    [ ] DISCOVER  *
*                                             *
*  [ ] AMER XPRESS    [ ] OTHER    [ ] CHARGE  *
*************************************************
```

TOTAL LABOR....	66.49
TOTAL PARTS....	63.39
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	8.93
TOTAL INVOICE $	**138.81**

Paul Scott @ 348-1151
James Koster @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guaranteed 12 months or 12,000 miles
Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP repairs

CUSTOMER SIGNATURE

********** D U P L I C A T E I N V O I C E **********

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.

1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X_____

Reynolds and Reynolds ERALZRINVN TO ORDER: www.reysource.com 1-800-344-0998; fax 1-800-531-9055

ACCOUNTING COPY

[END OF INVOICE] 08:45am

From: 10/17/2007 10:05 #113 P.025/043

[redacted]

QUALITY By Di Lorenzo

PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JEFF LESSLIE 159	4585	12/08/06	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] TIJERAS, NM [redacted]			19,901	STEEL GRAY/[redacted]	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/GMC/ENVOY/4-DOOR 4WD	06/23/05	24

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K D T 1 3 S 9 5 2 [redacted]		

F.T.E. NO.	R.O. NO.	R.O. DATE
		12/08/06

[redacted]

COMMENTS

MO: 19902

JOB# 1 CHARGES----------

LABOR----------
J# 1 50PNZ01 ENGINE ELECT CONCERN HOURS: 0.90 TECH(S):162 WARRANTY
HEADLIGHTS FLICKER OR DIM WHILE DRIVING,HAS CHARGE WHINE
CK.BATTERY AND CHARGING SYSTEM-SYSTEM CKS OK PER MIDTRONICS;
TESTER-HAS BEARIGN NOISE FROM ALTERNATOR
REPLACE ALTERNATOR AND CK.CONDITION

PARTS------QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	
1	19151920	*GEN REM 2.275		WARRANTY
-1	19151920	CORE RETURN		WARRANTY
			TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2+21PNZ01 A/C CONCERN HOURS: 1.90 TECH(S):162 WARRANTY
Added Operation (JEFFERYL @ 12/08/2006 09:25)
A/C HAS RUMBLE NOISE
CK.CONDITION-COMPRESSOR RUMBLES LOUDLY WHEN ENGAGED
RECOVER SYSTEM AND REPLACE COMPRESSOR ASSY-EVACAUATE AND
RECHG-CK. FOR NOISE-CKS OK

PARTS------QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	
1	15198475	*COMPRESSO 9.170		WARRANTY
1	12345922	R134FREON 8.800		WARRANTY
			TOTAL - PARTS	0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

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

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
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SIGNED X_____

Reynolds and Reynolds ERALZRINVN TO ORDER: www.reynolds.com 1-800-344-0998; fax 1-800-531-9055

 [CONTINUED ON NEXT PAGE] 04:26pm

From: 10/17/2007 10:06 #113 P.026/043

[redacted]

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JEFF LESSLIE 159	4585	12/08/06	[redacted]
[redacted] TIJERAS, NM [redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 19,901		COLOR: STEEL GRAY/ [redacted]	STOCK NO.
K [redacted]	YEAR / MAKE / MODEL: 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE: 06/23/05	DELIVERY MILES: 24
	VEHICLE I.D. NO.: 1 G K D T 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE: 12/08/06	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS: MO: 19902		

TOTALS

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

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

Paul Scott @ 348-1151
Jeff Lesslie @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guarnteed 12 month or 12,000 miles
Parts designated with an astrisk (*) indicates
Limted lifetime Service Guarantee for CP repairs

[redacted]

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X _____

PAID

DEC 0 8 2006

QUALITY PONTIAC
GMC BUICK

Reynolds and Reynolds ERALZRMVN TO ORDER: www.reysource.com, 1-800-344-0398; fax 1-800-551-9055

ACCOUNTING COPY

[END OF INVOICE] 04:26pm

FROM: 10/17/2007 10:07 #113 P.027/043

[redacted]

QUALITY By Bi-Lange
PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO. [redacted]	ADVISOR JEFF LESSLIE 159	TAG NO. 5956	INVOICE DATE 01/18/07	[redacted]
[redacted] TIJERAS, NM [redacted]	LABOR RATE / LICENSE NO.	MILEAGE 21,164	COLOR STEEL GRAY/	
	YEAR / MAKE / MODEL 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE 06/23/05	DELIVERY MILES 24
	VEHICLE I.D. NO. 1 G K D T 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/17/07	
RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]	COMMENTS			MO: 21165

JOB# 1 CHARGES----------

LABOR----------
J# 1 51PNZ BODY ELECTRICAL HOURS: TECH(S):162 0.00
CK GROUND AT G201,RT SIDE OF FT CONSOLE AREA,SEE FAX
R/R CENTER CONSOLE TO CK,GRD G201-ALSO CKD AND TIGHTEN
HEADLAMP SYSTEM GRDS AT ENGINE G107,108 AND 103
REPAIR WIRING DAMAGE TO ENGINE HARNESS
S.O.PARTS-BODY CONTROL MODULE

PARTS------QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
0	15787809	MODULE 2.560	206.34	206.34	0.00
PART ON SPECIAL ORDER					
	** QUANTITY 1 IS SPECIAL ORDERED **				
0	15828795	WDO R/STA 16.173	338.40	338.40	0.00
PART ON SPECIAL ORDER					
	** QUANTITY 1 IS SPECIAL ORDERED **				
				TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 61PNZ16 WIND NOISE HOURS: TECH(S):160 WARRANTY
WHISTLE NOISE FT OF VEHICLE AT HWY SPEED,CUSTOMER REMOVED
BUG SHIELD AND STILL HEARD WHISTLE
BUG SHIELD.
ROAD TESTED VEHICLE AND VERIFIED WIND NOISE. REMOVED BUG
SHIELD AND ROAD TESTED. WIND NOISE GONE. NO REPAIR.

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------
J# 3 61PNZ17 WIND NOISE HOURS: TECH(S):160 0.00
WIND NOISE RT REAR DOOR,RUN CHANNEL POOR FIT
RIGHT REAR WINDOW RUN CHANNEL WARPED. POOR SEAL.
ORDERED RUN CHANNEL.

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

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

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X _____

Reynolds and Reynolds ERALZRINVN TO ORDER: www.reysource.com, 1-800-344-0999, fax 1-800-531-9055

 [CONTINUED ON NEXT PAGE] 04:46pm

From: 10/17/2007 10:08 #113 P.028/043

[redacted]

QUALITY By Bill Luce
PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDA
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO. [redacted]	ADVISOR: JEFF LESSLIE 159	TAG NO.: 5956	INVOICE DATE: 01/18/07	INVOICE NO.: [redacted]
[redacted] TIJERAS, NM [redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 21,164	COLOR: STEEL GRAY/ [redacted] STOCK NO.
	YEAR / MAKE / MODEL: 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE: 06/23/05	DELIVERY MILES: 24
	VEHICLE I.D. NO.: 1 G K D T 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE: 01/17/07	
	COMMENTS			MO: 21165

TOTALS

***

QUALITY
By Bill Lesley
PONTIAC BUICK GMC

[redacted]

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO. [redacted]	ADVISOR JEFF LESSLIE 159	TAG NO. 6088	INVOICE DATE 02/07/07	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 21,885	COLOR STEEL GRAY/	STOCK NO. [redacted]
TIJERAS, NM [redacted]	YEAR / MAKE / MODEL 05/GMC/ENVOY/4-DOOR 4WD			DELIVERY DATE 06/23/05	DELIVERY MILES 24
[redacted]	VEHICLE I.D. NO. 1GKDT13S952 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 02/06/07	
	COMMENTS				MO: 21886

JOB# 1 CHARGES

LABOR

J# 1 51PNZ BODY ELECTRICAL HOURS: 1.20 TECH(S):162 WARRANTY

HEADLITES-INTERIOR LIGHTS FLICKER,SOP IS HERE
REPLACE AND PROGRAM BODY CONTROL MODULE ALSO PERFORM
VTD RELEARN-CLEAR CODES AND RD. TEST TO VERIFY REPAIR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	15787809	MODULE 2.560			WARRANTY
					TOTAL - PARTS	0.00

G.O.G. & SUPPLIES

FREIGHT (PARTS) WARRANTY

TOTAL - GOG 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 61PNZ10 WEATHERSTRIPS HOURS: 0.80 TECH(S):160 WARRANTY

RT REAR RUN CHANNEL DISTORTED,SOP HERE
RIGHT REAR WINDOW RUN CHANNEL WARPED.
ROAD TESTED VEHICLE AND TRACED FAULT TO RIGHT REAR WINDOW
RUN CHANNEL. REPLACED RUN CHANNEL AND ROAD TESTED, ALL OK.
C0400 (.3 OLH REQUESTED TO ROAD TEST/DIAGNOSE)

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	15828795	WDO R/STA 16.173			WARRANTY
					TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 61PNZ17 WIND NOISE HOURS: 0.70 TECH(S):160 WARRANTY

LEFT FT DOOR WIND NOISE
LEFT FRONT WINDOW RUN CHANNEL MISALIGNED, POOR SEAL.
R&R LEFT FRONT WINDOW RUN CHANNEL AND ALIGNED FOR BETTER
FIT. ROAD TESTED, ALL OK.
C0141

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

ESTIMATE

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

COMMENTS

SOP

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.

1 1/2% per month (ANNUAL PERCENTAGE RATE 18%) interest charged on past due accounts.

SIGNED X _____

Reynolds and Reynolds ERALZRINWA TO ORDER: www.rrpcstore.com, 1-800-344-0996; fax 1-800-531-6855

FROM: 10/17/2007 10:09 #113 P.030/043

[redacted]

QUALITY By Di Lorenzo

PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JEFF LESSLIE 159	6088	02/07/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 21,885		COLOR STEEL GRAY/	STOCK NO. [redacted]
TIJERAS, NM [redacted]	YEAR / MAKE / MODEL 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE 06/23/05	DELIVERY MILES 24
	VEHICLE I.D. NO. 1 G K D T 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO. / P.O. NO.		R.O. DATE 02/06/07	
	COMMENTS			MO: 21886

TOTALS

```
*************************************************
*  [ ] CASH    [ ] CHECK   CK NO. [        ]  *
*                                             *
*  [ ] VISA    [ ] MASTERCARD    [ ] DISCOVER  *
*                                             *
*  [ ] AMER XPRESS    [ ] OTHER    [ ] CHARGE  *
*************************************************
```

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**

Paul Scott @ 348-1151
Jeff Lesslie @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guarnteed 12 month or 12,000 miles
Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP repairs

[redacted]

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X _____

8

PAID
FEB. 07,07

QUALITY PONTIAC
GMC BUICK

Reynolds and Reynolds ERALZRINVN TO ORDER: www.reynolds.com; 1-800-344-0998; fax 1-800-531-9055

ACCOUNTING COPY

[END OF INVOICE] 02:59pm

From: 10/17/2007 10:10 #113 P.031/043

[redacted]

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO. [redacted]	ADVISOR JEFF LESSLIE 159	TAG NO. 7967	INVOICE DATE 03/01/07	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 22,598	COLOR STEEL GRAY/	STOCK NO. [redacted]
TIJERAS, NM [redacted]	YEAR / MAKE / MODEL 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE 05/12/05	DELIVERY MILES 24	
[redacted]	VEHICLE I.D. NO. 1GKDT13S952 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
RE [redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE 02/28/07		
	COMMENTS			MO: 22598	

JOB# 1 CHARGES----------

LABOR----------

J# 1 50PNZZ1 ENGINE ELECT CONCERN HOURS: TECH(S):1334 WARRANTY
RED BATTERY LIGHT CAME ON WHILE DRIVING.DIC SHOWED
BATTERY NOT CHARGING
TEST DIAGNOS SYSTEM TEST COULD NOT DUPLICATE PROBLEM
RD TEST VECHICLE OVER NITE BY JOHN OK ALL CIRCUITS CK OK
REFLASH PROGRAM PCM LATEST CALIBRATION FOR IMPROVED SYSTEM
OPERATION PER JOHN

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

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

TOTALS----------

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

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

Paul Scott @ 348-1151
Jeff Lesslie @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guarnteed 12 month or 12,000 miles
Parts designated with an astrisk (*) indicates

[redacted]

/CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 16%)
Interest charged on past due accounts.

SIGNED X_____

PAID
MAR 0 1 2007
QUALITY PONTIAC
GMC BUICK

PAGE 1 OF 1 ACCOUNTING COPY [END OF INVOICE] 03:02pm

Reynolds and Reynolds ERALZRNVN TO ORDER: www.rrvsource.com 1-800-344-0096; fax 1-800-531-9055

FROM: 10/17/2007 10:10 #113 P.032/043

[redacted]

QUALITY By Lou Sobh
PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDA
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO. [redacted]	NAME JAMES KOSTER 1337	TAG NO. 7586	INVOICE DATE 03/27/07	IN [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 22,851	COLOR STEEL GRAY/ [redacted]	
TIJERAS, NM [redacted]	YEAR/MAKE/MODEL 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE 05/12/05	DELIVERY MILES 24	
[redacted]	VEHICLE I.D.NO. 1GKDT13S952 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
[redacted]	F.T.E. NO.	P.O. NO.	R.O. NO. 03/06/07		
[redacted]	COMMENTS			MO: 23015	

JOB# 1 CHARGES

LABOR
J# 1 50PNZ ENGINE ELECTRICAL HOURS: 1.90 TECH(S):162 WARRANTY
BATTERY LIGHT COMES ON,DIC SHOWS NO CHARGE,VOLT GAGE DROPS TO 9
CK.CONDITION-DIAG.INTERMITTENT NO CHARGE-CK CHARGING SYSTEM OPERATION WHILE CONDITION PRESENT-ALTERNATOR NOT CHARGING
ALSO PERFORM DIAG.SYSTEMS CK-HAD SEVERAL U1000 CODES,AND COD P1631 AND P0621 REPLACED AND REPROGRAMED ECM PER DIAG CHART
PERFORM VTD RELEARN-CODITION STILL EXISTS-RECK.CONTACT TECHNICAL ASSISTNACE AND SET UP CASE-CASE#951180-WAS ADVISED TO REPLACE IGNITION SWITCH-REPLACED IGNITION SWITCH
AND RECKD FOR CONDITION-RD,TESTED VEHICLE SEVERAL TIMES CKDOK-CONDITION DID NOT REPEAT AND DID NOT SET ANY CODES
REPLACE ALTERNATOR ASSY.AND RECK,OPERATION-CKS OK
ALSO REPLACED IGNITION SWITCH PER TAC-CLEAR CODES AND RECK.
ALSO REPLACED ECM PER DIAG. PROGRAM ECM PERFORM VTD RELEARN
CLEARED CODES AND RD. TESTED VEHICLE
ROAD TESTED VEHICLE OVER A 150 MILES

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	19148282	MDL REM 3.6?0			WARRANTY
	-1	19148282	CORE RETURN			WARRANTY
					TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2+70PNZ03 ALTERNATE TRANSPORT HOURS: TECH(S):134 WARRANTY
Added Operation (DISPATCH @ 03/16/2007 09:49)
CUSTOMER REQUIRES ALTERNATE TRANSPORTATION
ENTERPRISE

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
	187484	257229	03/27/07	ENVOY RENTAL		WARRANTY
					TOTAL - SUBLET	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3+70PNZZCR CUST REIMBURSMENT HOURS: TECH(S):134 INTERNAL
Added Operation (JOHNV @ 03/27/2007 11:19)
FILLED VEHICLE WITH GAS BECAUSE WE DROVE VEHICLE 165 MILES IN ORDER TO ASSURE VEHICLE WAS REPAIRED

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

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TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X_____

Reynolds and Reynolds ERALZRNVN TO ORDER: www.reysource.com 1-800-344-1986, fax 1-800-531-0955

FROM: 10/17/2007 10:11 #113 P.033/043

[redacted]

QUALITY By De Lorenzo

PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO. [redacted]	ADVISOR JAMES KOSTER 1337	TAG NO. 7586	INVOICE DATE 03/27/07	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 22,851	COLOR STEEL GRAY/ [redacted]
TIJERAS, NM [redacted]	YEAR / MAKE / MODEL 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE 05/12/05	DELIVERY MILES 24
	VEHICLE I.D. NO. 1 G K D T 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE 03/06/07	
	COMMENTS			MO: 23015

JOB# 4 CHARGES----------

LABOR----------
J# 4+90PNZ05 WASH AND VACUUM HOURS: TECH(S):134 INTERNAL
Added Operation (DISPATCH @ 03/27/2007 11:26)

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------
J# 5+50PNZ08 ALTERNATOR HOURS: 1.00 TECH(S):162 WARRANTY
Added Operation (STEPHANIE @ 04/30/2007 13:58)
CUSTOMER STATES ALTERNATOR NOT CHARGING
SEE JOB 1

PARTS------QTY---FP-NUMBER----------	DESCRIPTION---------LIST PRICE-UNIT PRICE-	
1 19151920	*GEN REM 2.275	WARRANTY
-1 19151920	CORE RETURN	WARRANTY
	TOTAL - PARTS	0.00

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX GCCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES----------

LABOR----------
J# 6+52PNZ TRIM ELECTRICAL HOURS: 1.00 TECH(S):162 WARRANTY
Added Operation (STEPHANIE @ 04/30/2007 14:00)
SEE JOB 1
SEE JOB 1

PARTS------QTY---FP-NUMBER----------	DESCRIPTION---------LIST PRICE-UNIT PRICE-	
1 15242754	SWITCH 2.188	WARRANTY
	TOTAL - PARTS	0.00

JOB# 6 TOTALS----------

JOB# 6 JOURNAL PREFIX GCCS JOB# 6 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS----------
SEE HISTORY

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Interest charged on past due accounts.

SIGNED X_____

Reynolds and Reynolds ERALZRINVN TO ORDER: www.reyecurse.com; 1-800-344-0996, fax 1-800-531-9055

 ACCOUNTING COPY [CONTINUED ON NEXT PAGE] 02:04pm

From: 10/17/2007 10:11 #113 P.034/043

[redacted]

QUALITY By Dickinson

PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO. [redacted]	ADVISOR JAMES KOSTER 1337	TAG NO. 7586	INVOICE DATE 03/27/07	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 22,851	COLOR STEEL GRAY/ [redacted]
TIJERAS, NM [redacted]	YEAR / MAKE / MODEL 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE 05/12/05	DELIVERY MILES 24
	VEHICLE I.D. NO. 1 G K D T 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE 03/06/07	
[redacted]	COMMENTS			MO: 23015

TOTALS

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

Paul Scott @ 348-1151
James Koster @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guarnteed 12 month or 12,000 miles
Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP 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
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

********** D U P L I C A T E I N V O I C E **********

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

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1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X_____

Reynolds and Reynolds ERALZRINWN TO ORDER: www.reysource.com; 1-800-344-0996, fax 1-800-531-9055

 ACCOUNTING COPY [END OF INVOICE] 02:04pm

[redacted]

QUALITY By Al Lonzo

PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO. [redacted]	ADVISOR JAMES KOSTER 1337	TAG NO. 1768	INVOICE DATE 05/17/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 24,526	COLOR STEEL GRAY/	ST [redacted]
TIJERAS, NM [redacted]	YEAR/MAKE/MODEL 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE 05/12/05	DELIVERY MILES 24
	VEHICLE I.D. NO. 1 G K D T 1 3 S 9 5 2 3 1 9 8 5 9		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.	FILE DATE 05/17/07	
[redacted]	COMMENTS			MO: 24526

TOTALS

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* [X] VISA [ ] MASTERCARD [ ] DISCOVER *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

Paul Scott @ 348-1151
James Koster @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guaranteed 12 months or 12,000 miles
Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP repairs
[redacted]

TOTAL LABOR....	108.00
TOTAL PARTS....	31.71
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	6.99
TOTAL MISC DISC	0.00
TOTAL TAX.....	10.09
TOTAL INVOICE $	**156.79**

service — 15.00
coupon 141.79

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TERMS CASH OR ACCEPTABLE CREDIT CARD
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1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X _____

88

PAID

MAY 17 2007

QUALITY PONTIAC
GMC BUICK

Reynolds and Reynolds ERALZRINVN TO ORDER: www.rersource.com 1-800-344-0998 fax 1-800-531-9055

ACCOUNTING COPY

[END OF INVOICE] 09:59am

From: 10/17/2007 10:12 #113 P.036/043

QUALITY By Di Longo

PONTIAC GMC TRUCK BUICK

[redacted]

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO. [redacted]	ADVISOR JAMES KOSTER 1337	TAG NO. 1768	INVOICE DATE 05/17/07	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 24,526	COLOR STEEL GRAY/ [redacted]
TIJERAS, NM [redacted]	YEAR/MAKE/MODEL 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE 05/12/05	DELIVERY MILES 24
	VEHICLE I.D. NO. 1 G K D T 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.	PRO DATE 05/17/07	
[redacted]	COMMENTS			MO: 24526

JOB# 1 CHARGES

LABOR----------
J# 1 01PNZ25K MAINT 1 25K GAS VEH HOURS: TECH(S):162 108.00
PERFORM MAINTANENCE ONE 25K GAS VEHICLE SERVICE
CHANGE ENGINE OIL AND FILTER,LUBRICATE AND INSPECT FRONT
SUSPENSION,STEERING,DRIVE LINE,HINGES,CABLE GUIDES AND
CONTACT POINTS WHERE APPLICABLE. RESET OIL LIFE MONITOR
SYSTEM. ROTATE TIRES,CHECK AIR INFLATION AND TIRE WEAR
VISUALLY INSPECT FRONT AND REAR BRAKE SYSTEM FOR PAD/SHOE
WEAR AND ROTOR/DRUM SURFACE CONDITION. INSPECT OTHER BRAKE
COMPONENTS. INCLUDING MASTER CYLINDER,WHEEL CYLINDERS AND
PARKING BRAKE FUNCTION. REPROGRAM"LOW TIRE PRESSURE WARNING"
SYSTEM WHERE APPLICABLE. REMOVE AND INSPECT ENGINE AIR
FILTER. CHECK ENGINE COOLANT LEVEL AND WINDSHIELD WASHER
FLUID LEVEL, TOP OFF AS NECESSARY.
REPLACE ENGINE AIR FILTER AND ENGINE FUEL FILTER
PERFORMED MAINTANENCE ONE 25K GAS VEHICLE SERVICE

PARTS------QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
1	89017342	FILTER 1.836	6.00	6.00	6.00
1	15036141	ELEMENT 3.410	27.42	25.71	25.71
				TOTAL - PARTS	31.71

JOB# 1 TOTALS----------
LABOR 108.00
PARTS 31.71

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 139.71

JOB# 2 CHARGES----------

LABOR----------
J# 2 01PNZ MAINTANCE HOURS: 0.00 TECH(S):162 INTERNAL
CUSTOMER HAS SUPPLIED OWN OIL PLEASE REPLACE WITH SYN. OIL
USED OWNERS OIL-SYN.

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

MISC------CODE	DESCRIPTION	CONTROL NO	
JOB # A	HW WASTE REMOVAL AND OTHER SUPPLIES		6.99
		TOTAL - MISC	6.99

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $156.15 (+TAX)

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X_____

Pd
cm799

Reynolds and Reynolds ERALZHNVN TO ORDER: www.reysource.com; 1-800-344-0998, fax 1-800-531-9055

 ACCOUNTING COPY [CONTINUED ON NEXT PAGE] 09:59am

[redacted]

QUALITY By Quality
PONTIAC GMC BUICK

[redacted]

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http://www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JAMES KOSTER	1337	6152	09/25/07	[redacted]
[redacted] TIJERAS, NM [redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 29,573			COLOR: STEEL GRAY/ [redacted]	STOCK NO.
	YEAR / MAKE / MODEL: 05/GMC/ENVOY/4-DOOR 4WD			DELIVERY DATE: 05/12/05	DELIVERY MILES: 24
	VEHICLE I.D. NO.: 1GKDT13S952 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE: 09/24/07	
RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]	COMMENTS				MO: 29574

JOB# 1 CHARGES

LABOR

J# 1 01PNZ5K MAINT 1 5K GAS VEH HOURS: TECH(S):282 66.49
PERFORM MAINTANENCE ONE 5K GAS VEHICLE SERVICE
CHANGE ENGINE OIL AND FILTER,LUBRICATE AND INSPECT FRONT
SUSPENSION,STEERING,DRIVE LINE,HINGES,CABLE GUIDES AND
CONTACT POINTS WHERE APPLICABLE. RESET OIL LIFE MONITOR
SYSTEM. ROTATE TIRES,CHECK AIR INFLATION AND TIRE WEAR
VISUALLY INSPECT FRONT AND REAR BRAKE SYSTEM FOR PAD/SHOE
WEAR AND ROTOR/DRUM SURFACE CONDITION. INSPECT OTHER BRAKE
COMPONENTS, INCLUDING MASTER CYLINDER,WHEEL CYLINDERS AND
PARKING BRAKE FUNCTION. REPROGRAM"LOW TIRE PRESSURE WARNING"
SYSTEM WHERE APPLICABLE. REMOVE AND INSPECT ENGINE AIR
FILTER. CHECK ENGINE COOLANT LEVEL AND WINDSHIELD WASHER
FLUID LEVEL. TOP OFF AS NECESSARY.
PERFORMED MAINTANENCE ONE 5K GAS VEHICLE SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	89017342	FILTER 1.836	6.00	6.00	6.00
					TOTAL - PARTS	6.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	COUPON	SERVICE COUPONS		-15.00
			TOTAL - MISC	-15.00

JOB# 1 TOTALS

LABOR	66.49
PARTS	6.00
MISC	-15.00

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 57.49

JOB# 2 CHARGES

LABOR

J# 2 51PNZ BODY ELECTRICAL HOURS: 0.20 TECH(S):282 WARRANTY
CUSTOMER STATES THE HEAD LIGHT DIM 2-3 TIMES IN THE EARLY AM
WILL REGAIN AFTER A FEW SECONDS CK AND ADVISE OF THE REPAIR
AND OF THE FINDINGS
ENGINEERING IS WORKING ON A REVISED CALIBRATION FOR THIS
CONCERN.
SEE DOCUMENT ID#2009298.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 70PNZ03 ALTERNATE TRANSPORT HOURS: TECH(S):134 WARRANTY
CUSTOMER REQUIRES ALTERNATE TRANSPORTATION

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	194178			RENTAL	WARRANTY

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TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X _____

Reynolds and Reynolds EPALZRINVN TO ORDER: www.rrsource.com 1-800-344-0866 fax 1-800-531-3663

FROM: 10/17/2007 10:13 #113 P.038/043

[redacted]

QUALITY By Di Lorenzo

PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JAMES KOSTER 1337	6152	09/25/07	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] TIJERAS, NM [redacted]			29,573	STEEL GRAY/[redacted]	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/GMC/ENVOY/4-DOOR 4WD	05/12/05	24

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K D T 1 3 S 9 5 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		09/24/07

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

COMMENTS

MO: 29574

TOTAL - SUBLET 0.00

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $96.00 (+TAX)

COMMENTS----------
CUSTOMER HAS OWN OIL
CALL TAC REFERENCE NUMBER 9907917
TALKED TO BRIAN BRUNNER. HE SAID FIX WAS GOING THROUGH VALIDATION
BUT DID NOT HAVE A RELEASE DATE FOR THE FIX
CALLED GM AREA SERVICE MANAGER CARL BANKER

TOTALS----------

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

TOTAL LABOR....	66.49
TOTAL PARTS....	6.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-15.00
TOTAL TAX.....	4.98
TOTAL INVOICE $	**62.47**

Paul Scott @ 348-1151
James Koster @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guaranteed 12 months or 12,000 miles
Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP repairs

CUSTOMER SIGNATURE
********** D U P L I C A T E I N V O I C E **********

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X_____

Reynolds and Reynolds ERALZRINVN TO ORDER: www.reysource.com; 1-800-344-0998; fax 1-800-631-9055

 ACCOUNTING COPY [END OF INVOICE] 08:58am

From: 10/17/2007 10:13 #113 P.039/043

[redacted]

QUALITY By Al Lorenzo

PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	JAMES KOSTER 1337	6800	10/12/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 30,156		COLOR STEEL GRAY/	STOCK NO. [redacted]
TIJERAS, NM [redacted]	YEAR / MAKE / MODEL 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE 05/12/05	DELIVERY MILES 24
	VEHICLE I.D. NO. 1 G K D T 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO. / P.O. [redacted]		R.O. DATE 10/10/07	REPRINT# 1
[redacted]	COMMENTS			MO: 30157

JOB# 1 CHARGES

LABOR
J# 1 10PNZ DRIVEABILITY HOURS: 0.40 TECH(S):282 WARRANTY
CUSTOMER STATES THE HEAD LIGHT DIM FOR 3-7 SEC. AND COME
RIGHT BACK WHILE DRIVING CK AND ADVISE OF THE REPAIRS
CK FOR SPECIAL BULLITIN SEE JCV AFTER PCM REPROGRAM
TO DRIVE
PCM REQUIRED REPROGRAMMING.
PER PIT4491A
REPROGRAMMED PCM FOR HEADLIGHTS DIMMING WHILE DRIVING.
.4HRS.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 70PNZZLOANER QUALITY PONT LOANER HOURS: 0.00 TECH(S):134 WARRANTY
CUSTOMER IS IN QUALITY PONTIAC LOANER CAR
TORRENT

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3+10PNZ06 CHECK ENGINE LIGHT HOURS: 1.00 TECH(S):282 WARRANTY
Added Operation (JAMESK @ 10/12/2007 14:39)
CUSTOMER STATES CHECK ENGINE LIGHT ON
CK AND ADVISE OF THE REPAIRS AND OF THE FINDINGS
MANIFOLD OXYGENS SENSOR INTERMITTENT HIGH VOLTAGE.
SCANNED VEHICLE, CODE P-0410 (AIR SYSTEM PERFORMANCE).
PERFORMED DIAGNOSTIC TEST PROCEDURE FOR TROUBLE CODE.
CONTACTED GM TECH SUPPORT CASE#9930218, REPLACED #1
O2 SENSOR PER PIP3530. CLEARED CODE AND RECHECKED
OPERATION OF AIR SYSTEM. ALL CHECKS GOOD.
REQUESTING-1.0HRS.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	12586996	SENSOR 3.682			WARRANTY
					TOTAL - PARTS	0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

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

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TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts

SIGNED X_____

Reynolds and Reynolds ERALZRINVN TO ORDER: www.reysource.com 1-800-344-0996 fax 1-800-531-6055

[CONTINUED ON NEXT PAGE] 08:59am

From: 10/17/2007 10:14 #113 P.040/043

[redacted]

QUALITY By Al Lange

PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRID[redacted]
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JAMES KOSTER 1337	6800	10/12/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 30,156		COLOR STEEL GRAY/	STOCK NO. [redacted]
TIJERAS, NM [redacted]	YEAR / MAKE / MODEL 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE 05/12/05	DELIVERY MILES 24
[redacted]	VEHICLE I.D. NO. 1GKDT13S952 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE 10/10/07	REPRINT# 1
[redacted]	COMMENTS			MO: 30157

TOTALS

```
*************************************************
*  [ ] CASH    [ ] CHECK   CK NO. [        ]  *
*                                             *
*  [ ] VISA    [ ] MASTERCARD    [ ] DISCOVER  *
*                                             *
*  [ ] AMER XPRESS    [ ] OTHER    [ ] CHARGE  *
*************************************************
```

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**

Paul Scott @ 348-1151
James Koster @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guaranteed 12 months or 12,000 miles
Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP repairs

CUSTOMER SIGNATURE

********** D U P L I C A T E I N V O I C E **********

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TERMS CASH OR ACCEPTABLE CREDIT CARD

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.

1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X_____

Reynolds and Reynolds ERALZRINVN TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-9055

 ACCOUNTING COPY [END OF INVOICE] 08:59am

[redacted]

QUALITY By Dickinson

PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDA[redacted]
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	DALE WAGY 1112	0680	10/12/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 30,226		COLOR: STEEL GRAY/	STOCK NO.: [redacted]
TIJERAS, NM [redacted]	YEAR / MAKE / MODEL: 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE: 05/12/05	DELIVERY MILES: 24
	VEHICLE I.D. NO.: 1 G K D T 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO. / P.O. NO.		R.O. DATE: 10/11/07	
[redacted]	COMMENTS			MO: 30226

JOB# 1 CHARGES----------

LABOR----------
J# 1 96PNZ BODY REPAIR HOURS: 6.60 TECH(S):150 297.00
REPAIR REAR END OF VEHICLE AS PER ESTIMATE
REPLACE IMPACT BAR, REPAIR REAR BUMPER COVER

PARTS------QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
1	15094349	BAR 7.831	450.33	450.33	450.33
				TOTAL - PARTS	450.33

JOB# 1 TOTALS----------
LABOR 297.00
PARTS 450.33

JOB# 1 JOURNAL PREFIX GCCB JOB# 1 TOTAL 747.33

JOB# 2 CHARGES----------

LABOR----------
J# 2 95PNZ BODY REFINISH HOURS: 5.40 TECH(S):105 243.00
REFINISH REAR END OF VEHICLE AS PER ESTIMATE
REFINISH REAR BUMPER COVER

G.O.G. & SUPPLIES----------

5.4	PAINT MATERIALS	@	28.000	/UNIT	151.20
1.0	HAZARDOUS WASTE REMOVAL	@	5.000	/UNIT	5.00
1.0	FLEX ADDITIVE	@	7.500	/UNIT	7.50
				TOTAL - GOG	163.70

JOB# 2 TOTALS----------
LABOR 243.00
G.O.G. 163.70

JOB# 2 JOURNAL PREFIX GCPB JOB# 2 TOTAL 406.70

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1254.74 (+TAX)

COMMENTS----------
??TY T LE // INS

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
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Interest charged on past due accounts.

SIGNED X_____

Reynolds and Reynolds ERALZHINVN TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-9055

 [CONTINUED ON NEXT PAGE] 09:03am

From: 10/17/2007 10:16 #113 P.042/043

[redacted]

QUALITY By Di Lorenzo

PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

[redacted]

CUSTOMER NO. [redacted]	ADVISOR DALE WAGY 1112	TAG NO. 0680	INVOICE DATE 10/12/07	INVOICE NO. [redacted]
[redacted] TIJERAS, NM [redacted]	LABOR RATE	LICENSE NO.	MILEAGE 30,226	COLOR STEEL GRAY/
	YEAR / MAKE / MODEL 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE 05/12/05	DELIVERY MILES 24
	VEHICLE I.D. NO. 1 G K D T 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE 10/11/07	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 30226

TOTALS

```
*************************************************
*  [ ] CASH    [ ] CHECK   CK NO. [        ]  *
*                                             *
*  [ ] VISA    [ ] MASTERCARD    [ ] DISCOVER  *
*                                             *
*  [ ] AMER XPRESS    [ ] OTHER    [ ] CHARGE  *
*************************************************
```

TOTAL LABOR....	540.00
TOTAL PARTS....	450.33
TOTAL SUBLET...	0.00
TOTAL G.O.G....	163.70
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	79.34
TOTAL INVOICE $	**1233.37**

Paul Scott @ 348-1151
James Koster @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guaranteed 12 months or 12,000 miles
Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP repairs

CUSTOMER SIGNATURE

********** D U P L I C A T E I N V O I C E **********

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.

1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X _____

Reynolds and Reynolds ERALZRINVN TO ORDER: www.reyscurce.com; 1-800-344-0996; fax 1-800-531-9055

 ACCOUNTING COPY [END OF INVOICE] 09:03am

From: 10/17/2007 10:16 #113 P.043/043

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

October 16, 2007 FAX: 505-348-1296

Mr. John Varney, Service Director
QUALITY PONTIAC GMC BUICK INC
PO BOX 25366
ALBUQUERQUE, NM 87125-0366

RE: [redacted]
Service Request [redacted]
2005 GMC Envoy
Vehicle Identification Number: 1GKDT13S9[redacted]
Legal Research Specialist: Nita DeHoyos

Dear Mr. Varney:

Thank you in advance for your assistance and your valuable time. 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 1-866-255-3730. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5600 Ext 11285 Monday through Friday between 10:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,

Nita DeHoyos
General Motors Corporation

LG0040

V6302006

Revised 5/18/2007

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Nita DeHoyos State: NM

Customer Name: Karen A. Wilder **Service Request:** [redacted] **GM Legal File No.: N/A**

Vehicle ID No.: 1GKDT13S95 [redacted] **In Service Date: 6/23/2005** **Vehicle is: New** **BAC Code: 116813**

Year, Make & Model: 2005 GMC Envoy **Vehicle Purchased Used on: N/A at odometer N/A**
Lien holder: GMAC☒ **Sale Type: Purchase ☒**

VEHICLE REPAIR HISTORY

NOTE: ITEMS UNDERLINED ARE WITHIN PRESUMPTION PERIOD

☐ **BODY/TRIM**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/24/06	[redacted]	1	9801	Vehicle brought in to dealership for 10K performance maintenance. Found weather strip at right rear door loose and there is a wind noise / Weather strip deformed and not sealing – Inspected and replaced right drip rail weather strip. Retest, ok Wind noise at right front door and top weather strip is loose – See job 2 above
03/28/06		1	9913	C/S Last visit, doors had not been lubed / Lubed doors with white multipurpose grease C/S There is an air leak at right rear door that makes a whistling sound / Normal wind rush around vehicle. Test drove with Doug S, no wind leaks found – **Normal wind rush around vehicle – No problem found**
04/10/06		2	10493	C/S air leak in right rear door at front top / Door needs adjustment- Sublet to body shop (Reference RO# [redacted] C/S There is an air leak at the top of the left front door, at front of door / Striker needs adjustment – Adjust left front door striker for tighter fit
04/40/06		*	10493	Reference RO# [redacted] Right rear door misaligned – Realigned top front of door to fix air leak
04/13/06		2	10644	C/S There is wind noise at the left front door. Right front and right rear doors. R door window run channel and RR front door seal loose. LF door weather strips not sealing / Test drove several times with John V – Repositioned RR door, glass run channel and re-secured RR door front seal/guard. Inspected and replaced RF door openings W/S (weather strip) rail, W/S and applied sealer to driver's mirror. Retest ok after repairs. Some wind rush is still heard and is caused by mirrors in wind stream. Also, bug shields will make wind turbulence type noise.
01/17/07		*	21164	C/S Whistle noise front of vehicle at highway speeds. Customer removed bug shield and still heard whistle / Road tested vehicle and verified wind

				noise. Removed bug shield and road tested, wind noise gone – **No repairs – operating as designed** C/S Wind noise right rear door run channel poor fit / Right rear window run channel warped, poor seal – SOP (special ordered part), ordered run channel
02/06/07	[redacted]	*	21885	Reference RO# [redacted] Right rear run channel, distorted – SOP here / Replaced run channel and road tested. All ok Left front door wind noise / Left front window run channel misaligned, poor seal – R&R (removed and replaced) left front window run channel and aligned for better fit. Road tested, all ok

☒ **ELECTRICAL**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/18/06	[redacted]	1	18135	C/S Lights going on and off. Ignition switch. Intermittent open circuit / Scanned vehicle for codes, no codes stored. Performed diagnostic test procedure for headlamp/I/P cluster malfunction. Traced problem to intermittent open circuit from the ignition switch – Replaced ignition switch and rechecked system
12/08/06		1	19901	C/S Headlight flicker or dim while driving. Has charge whine / Check battery and charging system, systems checks okay per Midtronics: Tester has bearing noise from alternator – Replaced alternator and check condition
01/17/07		2	21164	C/S Headlights, interior lights flicker / Check ground at G201, right side of front console area. R/R center console to check ground G201, also checked and tighten headlamp system grounds at engine G107, 108 and 103 – Repair wiring damage to engine harness. SO parts, Body control module.
02/06/07		2	21885	Reference RO# [redacted] SOP is here – Replaced and programmed body control module (BCM). Also perform VTD relearn, cleared codes and road test to verify repair
02/28/07		2	22598	C/S Red battery light came on while driving. DIC (driver information center) showed battery not charging. Test diagnosed system – **could not duplicate problem.** Road tested vehicle over night by John, ok all circuits checked ok. Reflash and program PCM (Power Control Module) latest calibration for improved system operation per John.
03/06/07		22	22851	C/S Battery light comes on. DIC (driver information center) shows no charge, volt gage drops to 9. Check condition, diagnose intermittent no charge, check charging system operation while condition present, alternator not charging. Also, perform diagnostic systems check, had several U100 codes and COD P1631 and P0621 – Replaced and reprogrammed ECM per diagnostic chart. Perform VTD relearn, condition still exists, recheck. Contacted Technical Assistance and set up **Case #** [redacted] was advised to replace ignition switch, replaced ignition switch and rechecked for condition. Road tested vehicle several times, condition did not repeat and did not set any codes. Replaced alternator assembly and recheck. Operation checks ok. Also replaced ignition switch per TAC, clear codes and recheck. Also replaced ECM per diagram, program ECM, perform VTD relearn, cleared codes and road tested vehicle over 150 miles.

				Washed and vacuum vehicle. Filled vehicle with gas because vehicle driven 165 miles in order to assure vehicle was repaired. 22-Days out confirmed with Svc Director. Courtesy transportation provided due to parts delay and not available.
09/24/07	[redacted]	2	29573	C/ The head light dim 2-3 times in the early am. Will regain after a few seconds / Engineering working on a revised calibration for this concern. **See document #2009298** – Reprogram the PCM/VCM using TIS2WEB. 1-Day rental provided
10/10/07		3	30156	C/S Head light dim for 3-7 seconds and come right back while driving / Checked for special bulletin, see JCV after PCM reprogram to drive. PCM required reprogramming per **PIT4491A** – reprogrammed PCM for headlights dimming while driving. C/S Check engine light on / Manifold oxygen sensor intermittent high voltage. Scanned vehicle, Code P0410 (Air System Performance). Performed diagnostic test procedure for trouble code. Contacted GM Tech Support **Case#** [redacted] – Replaced #1 02 Sensor per **PIP3530**. Cleared code and rechecked operation of air system. All checks good. Customer is in Quality Pontiac loaner vehicle – Torrent

☐ **HVAC**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/08/06	[redacted]	*	19901	C/S AC has rumble noise. Check condition, compressor rumbles loudly when engaged / Recover system and replaced compressor assembly. Evacuate and recharge, check for noises, checks okay

☐ **PAINT**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/06/05	[redacted]	N/A	5300	Repair damage to rear if vehicle as per estimate – Replace rear bumper cover. Repair impact bar. Replace step pad. Refinish rear of vehicle – refinish rear bumper cover. Original estimate of $1116.28 (+tax) 10-days required for repairs. Discussion with Svc Dir, J Varney, determined customer did not file insurance claim. Customer paid for repairs.
10/11/07		2	30226	Repair rear end of vehicle as per estimate. Replace impact bar. Repair rear bumper cover. Refinish rear end of vehicle as per estimate. Refinish rear bumper cover. Note: Discussion with Svc Director, J Varney of 10/17/07 determined: RO#301509 dated 10/11/07- General Manager was test driving vehicle and someone hit him from behind therefore dealership took care of needed repairs.

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs: 4 for any nonconformity
Time period: 12 Months
Does Lemon Law state nonconformity must continue to exist? Yes
If applicable, safety-related repairs:

Number of repair attempts in the presumption period:	**5**
Total days out of service during the presumption period:	**6**
Total days out of service during customer's ownership:	**41**

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: SR# [redacted] BRC/ADR Case closed 10/9/2007 – CSR closed case due to customer not wanting to pursue further with BBB/BRC
Date & Offer/Result: Closed 10/09/2007 Dissatisfied status

Concern: DVM response to SR# [redacted]: Dealership's General Manager had driven vehicle multiple times and in many instances not able to duplicate concern, sometime did, but sporadic. General Manager also has proactively worked with customer on trade vehicle options, but customer in negative so customer did not choose option.
Date & Offer/Result: 10/17/2007 01:36:26 PM

Concern: Svc Dir, Mr. Varney discussion: States vehicle was just picked up yesterday due to headlight issue. States GM engineering had been researching for several years and just recently came out with bulletin on fix. Reprogram of PCM - resolved issue.

Also states that last week General Mgr also tried to work with customer on trade out, but not able to reach resolution due to upside down in numbers approximately $7K. Customer came back in stating she had made a deal with a non GM dealership to trade vehicle as soon as she got it back.

Mr. Varney also states he was instrumental in getting customer set-up with a 48/60 GMPP Major Guard. Advised research done so far pointed that out that Svc Dir processed on 4/5/07 for customer.
Date & Offer/Result: 10/16/2007 06:31:10 PM

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) if there are any unrepaired defects, and 2) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Vehicle does not qualify for repurchase in New Mexico. Cust. has received GW from dealer of GMPP 48/60 Major Guard Valued at $2,800.00 in May, 2007. Last recorded repair in March 2007; no current repairs.
Cust. has had high no. days out during ownership primarily for electrical malfunctions.
CRS recommends moderate cash of $5,000 - $6,000 (inclusive)

REASON FOR REMOVAL

CRS FINAL OFFER: : **DATE:** **OFFER TO CUST: $**

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND: CASH: **DATE: 11/5/07**

AMOUNT TO CUST: $

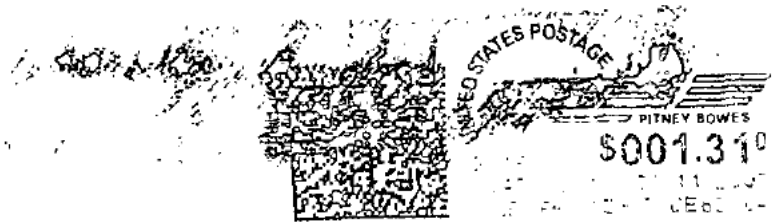
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $6,000.00

TEAM LEAD APPROVING: Date:

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body / Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
***Electrical**	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

*** SES light is to be captured under affected component above.**

Weisberg & Meyers, LLC
2833 North Central Ave #613
Phoenix, AZ 85004



OCT 15 2007

OCT 15 2007

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren MI 48091

WEISBERG & MEYERS, LLC
ATTORNEYS FOR CONSUMERS
1216 INDIANA STREET NE
ALBUQUERQUE, NM 87110
505-796-4339
866-775-3666 (TOLL FREE)
866-565-1327 FACSIMILE
NEW MEXICO OFFICE
WWW.ATTORNEYSFORCONSUMERS.COM

EXTENSION: 117
E-MAIL: LLESHIN@ATTORNEYSFORCONSUMERS.COM

WRITER LICENSED IN:
NEW MEXICO

October 11, 2007

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren MI 48091

Re:	[redacted] v. General Motors Corporation
Our Client:	[redacted]
Your Client:	General Motors Corporation
Vehicle:	2005 GMC Envoy
VIN:	1GKDT13S952[redacted]
Our File Number:	[redacted]

Dear Sir/Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Federal Magnuson-Moss Warranty Act, the State Lemon Law and/or the Uniform Commercial Code with regard to the above-listed vehicle.

Having been formally notified of our representation, we respectfully demand you not contact our client for any reason. Instead, please direct all future contact and correspondence to this office. We reserve the right to seek injunctive relief against you should you fail to honor these directives.

Enclosed please find the sales and repair records in our client's possession. As these records show, our client paid an extraordinary sum of money for a vehicle riddled with numerous non-conformities that cause a substantial impairment of the use, value and/or safety of the vehicle. The primary non-conformities include but are not limited to:

1. Defective electrical system;

2. Defective door;

3. Defective climate control system;

4. Defective weather strip; and

5. Any additional complaints actually made, whether contained on your company's invoices or otherwise.

These non-conformities constitute violations of both Federal and State law, as do the inordinate amount of unsuccessful repair attempts to cure the same. Specifically, when you chose to bind our client to a written warranty limiting all remedies to repair or replacement of defective parts, you undertook the legal obligation to perform effective repairs within a reasonable opportunity. The inordinate amount of incompetent repairs within the applicable warranty period shows you failed to satisfy this obligation. Under basic principles of good faith, this means your limited remedy failed of its essential purpose. This failure caused harm for which our client intends to seek redress.

To avoid any litigation, we respectfully demand you take this vehicle back, return all funds paid towards the vehicle, cancel all applicable contracts, and provide compensation for the damages sustained to date, including our client's attorneys' fees pursuant to the fee-shifting provisions of the Magnuson-Moss Warranty Act and/or Lemon Law. In exchange for meeting this demand, our client will waive all loss of use and aggravation and inconvenience damages sustained to date.

This letter also constitutes notice under U.C.C. § 2-711(3) of our client's security interest in the vehicle for return of the total amount above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, our client has the right to hold the vehicle and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. In addition, although our client needs return of the monies listed above before substitute goods can be acquired, our client reserves the right to mitigate all parties damages by cover and reserves the right to claim such damages here. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies. If the seller (or, if applicable the assignee, or any creditor subject to the FTC Holder Rule) has filed a financing statement covering the goods, I demand, pursuant to U.C.C § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since our client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) for any loss caused our client by your failure. Please also consider this letter prior direct written notification of the defects within our client's vehicle and of our client's intent to pursue a claim pursuant to the State Lemon Law. If you have "final opportunity rights" and wish to exercise said rights, you are hereby directed to contact this office within ten (10) days.

In conclusion, I urge you to realize a quick resolution of this matter will save all parties a great deal of time, money and effort. To this end, although I believe the above demands are reasonable, our client remains open-minded to a diminution in value settlement, or any other suggestions for an equitable resolution you may have. I thus encourage you to contact this office at your earliest convenience with an offer for resolution. Should you fail to do so in a timely manner, I will

assume you do not seek amicable resolution and will file a claim in a court of law seeking all actual and exemplary damages available.

Best regards,

Larry Leshin
Attorney at Law

LL/js
Enc.

cc: [redacted]

DEAL # 28659

CONFIRMATION OF ACCIDENTAL PHYSICAL DAMAGE INSURANCE

To provide protection against serious financial loss should an accident or damage occur, I understand that my instalment contract requires that the vehicle be continuously covered with insurance against the risks of fire, theft and collision. Accordingly, I have arranged for the required insurance through the insurance company shown below and have requested that the policy contain a loss payable endorsement in favor of the holder of my contract located at:

P.O. Box 5378
Timonium, MD 21094-5378

BR # 124

NAMED INSURED:	FIRST [redacted]	MIDDLE	LAST	GMAC ACCOUNT NUMBER
ADDRESS	NUMBER [redacted] STREET	CITY TIJERAS NM	STATE	ZIP CODE [redacted]
TEL. NO.	( ) [redacted]	DRIVER [redacted]		

NAMED PURCHASER:	FIRST [redacted]	MIDDLE	LAST
ADDRESS	NUMBER [redacted] STREET	CITY TIJERAS NM	STATE ZIP CODE [redacted]
TEL. NO.	( ) [redacted]		

VEHICLE INSURED:

YEAR	MAKE	BODY	MODEL	VEHICLE IDENTIFICATION NUMBER
2005	GMC	4-DOOR 4WD	ENVOY	1GKDT13S952[redacted]

VEHICLE USE: ☐ Private Passenger, ☐ Commercial Auto and Trailer

XX

INSURANCE AGENT

NAME	
MAILING ADDRESS	
CITY	STATE ZIP CODE
AGENT'S TELEPHONE NUMBER	( )

AGENTS COMMENT

NAMED INSURED SIGNS [redacted]

INSURANCE CARRIER

NAME	
POLICY NUMBER	
DATE THIS VEHICLE COVERED	FROM: TO:
	COVERAGE

☐ Collision $ _____ Deductible

Type: ☐ BROAD FORM OR STANDARD
☐ LIMITED (NOT ACCEPTABLE)

☐ Comprehensive $ _____ Deductible

☐ Fire-Theft

5/7/20 DATE

Classic GAP

DEFICIENCY WAIVER ADDENDUM

1015

CUSTOMER (BORROWER/LESSEE) INFORMATION

LAST NAME [redacted] FIRST NAME [redacted] MIDDLE INITIAL

STREET ADDRESS [redacted] APT #

CITY TIJERAS STATE NM ZIP CODE [redacted]

HOME PHONE # [redacted] BUS. PH [redacted]

COVERED VEHICLE INFORMATION

MANUFACTURER GMC MODEL ENVOY YEAR 2005

VEHICLE ID NUMBER 1GKDT13S952[redacted]

CHARGE TO CUSTOMER FOR DEFICIENCY WAIVER ADDENDUM $ 464.00 ORIGINAL DATE OF CONTRACT 06/20/2005

INSTALLMENT SALES AMOUNT FINANCED/ 36996.52

CONTRACT/LOAN XX BALLOON LOAN/LEASE ☐ LEASE CAP $ TERM (IN MONTHS) 60 NEW VEHICLE XX USED VEHICLE ☐

DEALER INFORMATION

DEALER # DEALER NO DEALERSHIP QUALITY PONTIAC GMC BUICK

STREET ADDRESS 8901 LOMAS BLVD. N.E.

CITY ALBUQUERQUE STATE NM ZIP CODE 87110

ASSIGNEE INFORMATION

ASSIGNEE INSTALLMENT SALES CONTRACT / LOAN / LEASE ACCT. #

STREET ADDRESS

CITY STATE ZIP CODE

I (CUSTOMER), WHOSE SIGNATURE APPEARS BELOW, ACKNOWLEDGE THAT THE INFORMATION CONTAINED ABOVE IS, TO THE BEST OF MY KNOWLEDGE, TRUE. I HAVE READ THE DEFICIENCY WAIVER ADDENDUM IN ITS ENTIRETY, AND AGREE TO ALL OF THE PROVISIONS HEREIN. THE PURCHASE OF THE DEFICIENCY WAIVER ADDENDUM IS VOLUNTARY AND IS NOT REQUIRED TO OBTAIN CREDIT. I UNDERSTAND I MAY OBTAIN GAP PROTECTION FROM AN ALTERNATE SOURCE. I UNDERSTAND I MAY CANCEL THIS GAP ADDENDUM AT ANY POINT DURING THE ORIGINAL TERM OF THE RETAIL INSTALLMENT CONTRACT. I UNDERSTAND THAT A CANCELLATION REQUESTED WITHIN THIRTY (30) DAYS OF PURCHASE IS ELIGIBLE FOR A FULL REFUND. I UNDERSTAND THAT A CANCELLATION REQUEST RECEIVED AFTER THIRTY (30) DAYS OF PURCHASE WILL BE REFUNDED BY RULE OF 78'S, UNLESS OTHERWISE MANDATED BY STATE LAW/LENDER.

DATE 06/20/2005 CUSTOMER SIGNATU[redacted] DEALER SIGNATURE

COVERAGE

The named Customer is responsible to the named Dealer/Assignee under the terms of the described Installment Sales Contract/Loan/Lease Agreement for the amount of any early termination liability resulting from a Total Loss of the Vehicle. Due to this Addendum being in effect, the Dealer/Assignee agrees to cancel a portion of the Customer's indebtedness in the event of a Total Loss of the Vehicle as defined herein. The Deficiency Waiver Addendum will pay the amount equal to the Unpaid Net Balance less the Actual Cash Value (ACV) of the Vehicle, both as defined herein, subject to the ACV not having been reduced by more than $1,000 as a result of the application of the Customer's primary insurance deductible (Reimbursement of the customers primary insurance deductible is prohibited in Arkansas). Any deductible amount in excess of $1,000 remains the Customer's responsibility. It is further agreed that the maximum claim payment is limited to $50,000.

DECLINATION OF DEFICIENCY WAIVER ADDENDUM

I DO NOT CHOOSE TO PURCHASE THE DEFICIENCY WAIVER ADDENDUM. I UNDERSTAND THAT BY NOT ACCEPTING THE DEFICIENCY WAIVER ADDENDUM, I AM NOT ENTITLED TO ANY OF THE BENEFITS IN THE EVENT OF A TOTAL LOSS OF THE VEHICLE.

DATE CUSTOMER SIGNATURE DEALER SIGNATURE

Norman & Co./Classic • 110 State Street, Suite D • Oldsmar, FL 34677 • (800) 930-4633 CBC

[redacted] STOMER'S NAME [redacted] 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, QUALITY PONTIAC GMC BUICK KAREN A WILDER (Transferor's name, Print)

state that the odometer now reads 37029 (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	MODEL	BODY TYPE
GMC	ENVOY	4 D
VEHICLE IDENTIFICATION NUMBER		YEAR
1GKDT13S032[redacted]		2003

X [redacted]

[redacted]
PRINTED NAME

[redacted]
TRANSFEROR'S ADDRESS (STREET)

TIJERAS NM [redacted]
CITY STATE ZIP CODE

06/20/2005

[redacted]

PRINTED NAME

QUALITY PONTIAC GMC BUICK
TRANSFEREE'S NAME

7901 LOMAS BLVD. N.E.
TRANSFEREE'S ADDRESS (STREET)

ALBUQUERQUE NM 87110
CITY STATE ZIP CODE

ODOM-103-N (4/89) Reynolds and Reynolds

[redacted] CUSTOMER'S NAME [redacted]

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, _____ (transferor's name, Print)

state that the odometer now reads 24 (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	MODEL	BODY TYPE
GMC	ENVOY	4-D

VEHICLE IDENTIFICATION NUMBER: 1[redacted]DT13S952[redacted] YEAR: 2005

QUALITY PONTIAC GMC BUICK
PRINTED NAME

7901 LOMAS BLVD. N.E.
TRANSFEROR'S ADDRESS (STREET)

ALBUQUERQUE NM 87110
CITY STATE ZIP CODE

06/20/2005
DATE OF STATEMENT

[redacted]
TRANSFEREE'S SIGNATURE

PRINTED NAME
[redacted]
TRANSFEREE'S NAME

[redacted]
TRANSFEREE'S ADDRESS (STREET)

TIJERAS NM [redacted]
CITY STATE ZIP CODE

CDOM-103-N (4/99) Reynolds and Reynolds

QUALITY

PONTIAC BUICK

7901 Lomas Blvd. NE • Albuquerque NM 87110
(505) 765-1300

06/20/2005

CUSTOMER # | CONTROL # [redacted]

PURC [redacted] | RES. [redacted] | BUS. | DLR [redacted] | DOCK # [redacted]

ADDRESS [redacted] | CITY TIJERAS | STATE NM | ZIP 87059

NEW OR USED	YEAR	# CYL.	MAKE	BODY TYPE	MODEL #	VEHICLE IDENTIFICATION #
NEW	2005		GMC	4-DOOR 4WD	ENVOY	1GKDT13S95[redacted]

COLOR	MILEAGE	LICENSE #	STICKER #	KEY	SALESMAN
STEEL GRAY	29			I S204J T S204J	GREG R MC MORRIS

(Buyer's Initials) **NEW VEHICLES AND DEMONSTRATORS:** THIS VEHICLE IS SOLD WITH A MANUFACTURER'S LIMITED WARRANTY. THE MANUFACTURER'S LIMITED WARRANTY IS BUYER'S EXCLUSIVE REMEDY FOR ANY DEFECTS IN THE VEHICLE. DEALER MAY PERFORM REPAIRS UNDER THE MANUFACTURER'S LIMITED WARRANTY, BUT DEALER IS NOT RESPONSIBLE FOR THE MANUFACTURER'S LIMITED WARRANTY OR FOR ANY IMPLIED WARRANTIES MADE BY THE MANUFACTURER. DEALER MAKES NO WARRANTY ON THIS VEHICLE AND DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IF ANY WARRANTY IS DEEMED TO HAVE BEEN MADE BY THE DEALER, OR IF THIS VEHICLE IS SOLD WITH A SERVICE CONTRACT, THE TERMS OF ANY SUCH WARRANTY OR SERVICE CONTRACT ARE AS PROVIDED THEREIN, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF SUCH WARRANTY OR SERVICE CONTRACT, AND BUYER'S EXCLUSIVE REMEDY IS REPAIR OR REPLACEMENT OF DEFECTIVE PARTS BY DEALER.

_____(Buyer's Initials) **USED VEHICLES: "NEW MEXICO LAW REQUIRES THAT THIS VEHICLE WILL BE FIT FOR THE ORDINARY PURPOSES FOR WHICH THE VEHICLE IS USED FOR FIFTEEN DAYS OR FIVE HUNDRED MILES AFTER DELIVERY, WHICHEVER IS EARLIER, EXCEPT WITH REGARD TO PARTICULAR DEFECTS DISCLOSED ON THE FIRST PAGE OF THIS AGREEMENT. YOU (THE CONSUMER) WILL HAVE TO PAY UP TO TWENTY-FIVE DOLLARS ($25.00) FOR EACH OF THE FIRST TWO REPAIRS IF THE WARRANTY IS VIOLATED."** THIS VEHICLE IS OTHERWISE SOLD AS IS (AFTER 15 DAYS OR 500 MILES), WITHOUT ANY FURTHER WARRANTY, EXPRESS OR IMPLIED, UNLESS A FURTHER WARRANTY IS GIVEN IN WRITING BY DEALER. IF ANY FURTHER WARRANTY IS GIVEN IN WRITING BY DEALER, OR IF THIS VEHICLE IS SOLD WITH A SERVICE CONTRACT, THEN THE TERMS OF SUCH FURTHER WARRANTY OR SERVICE CONTRACT ARE AS PROVIDED THEREIN, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF SUCH WRITTEN WARRANTY OR SERVICE CONTRACT, AND BUYER'S EXCLUSIVE REMEDY IS REPAIR OR REPLACEMENT OF DEFECTIVE PARTS BY DEALER

BASE PRICE OF CAR (Including Factory Optional Equip.)		$ 33435.20
DEALER INSTALLED ACCESSORIES		$
TOTAL		$ 33435.20
TRADE-IN ALLOWANCE		$ 18000.00
NET SALES PRICE		$ 15435.20
SALES TAX		$ 463.06
		$
DEALER TRANSFER FEE		$ 177.10
OFFICIAL FEES $4.00 PLUS LICENSE		$ 63.50
TOTAL CASH DELIVERED PRICE		$ 16138.86
PLUS BALANCE OWED ON TRADE-IN		$ 20393.66
TO WHOM ADDRESS		
SUB-TOTAL		$ 36532.52
CASH DOWN PAYMENT	DEPOSIT ON ORDER Receipt #	
	CASH ON DELIVERY Receipt #	
TOTAL DOWN PAYMENT		$
UNPAID BALANCE OF CASH PRICE		$ 36532.52
INSURANCE		$
OTHER		$
GAP PREM		$ 464.00
CHARGES		$
		$
UNPAID BALANCE		$ 36996.52

TRADE-IN

Make	GMC
Model	ENVOY Year 2003
Mileage	37029
Ser. No.	1GKDT13NO3[redacted]
Lic. NO	
Stk. No.	250431A

Dealer states underoath that to the best of Dealer's knowledge there has been no alteration or chassis repair due to wreck damage on the vehicle being purchased, except as follows: _____

Buyer states under oath that to the best of Buyer's knowledge there has been no alteration or chassis repair due to wreck damage on the trade-in vehicle(s), except as follows: _____

ACCEPTED BY: _____ DEALER OR HIS AUTHORIZED REPRESENTATIVE

[redacted] PURCHASER'S SIGNATURE

06/20/2005 DATE

LIEN HOLDER

USED VEHICLES: ATTENTION CONSUMER: Sign here only if the dealer has told you that this vehicle has the following problems and you agree to buy the vehicle on those terms:

1._____ 2._____ 3._____ **Consumer Signature:**_____

ALL VEHICLES: DEALER IS NOT LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES ARISING OUT OF THIS SALE OR THE USE OF THIS VEHICLE, INCLUDING BUT NOT LIMITED TO LOSS OF USE, LOSS OF TIME, INCONVENIENCE, TRANSPORTATION, RENTAL, LOSS OF EARNINGS OR PROFITS, OR ANY COMMERCIAL LOSS. (This paragraph only applies after expiration of New Mexico's automatic 15-day/500-mile implied warranty on used vehicles.)

USED VEHICLES AND DEMONSTRATORS: THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

The full purchase price is due upon delivery. This is a buyer's order agreement, not a credit agreement. Dealer is not a lender. Dealer may assist Buyer in obtaining third party financing, but Dealer is not responsible for obtaining financing. Dealer does not guarantee credit approval. Buyer grants Dealer a security interest in the vehicle being purchased under the Uniform Commercial Code to secure full payment. Dealer has all rights and remedies of a secured party under the Uniform Commercial Code. Buyer is not bound by credit terms until credit disclosures have been made. Dealer may retain Buyer's deposit if Buyer fails to complete this purchase after the vehicle has been delivered or after this agreement becomes binding.

"SPOT DELIVERY" If the vehicle is delivered before proceeds of financing are received by Dealer: (1) Buyer will promptly satisfy any credit approval conditions. (2) Dealer and any lender are not responsible for Buyer's failure to satisfy credit approval conditions. (3) Either party may cancel this transaction if credit is not approved on the terms disclosed in writing to Buyer at time of delivery. (4) Buyer will immediately return the vehicle to Dealer upon demand if proceeds of financing are not received by Dealer, regardless of the reason financing is not received. (5) Buyer will pay a use charge of $25.00 per day and $.25 per mile, plus any vehicle recovery charges, if Buyer fails to return the vehicle immediately after demand, regardless of the reason Buyer fails to return the vehicle, or Buyer will also pay such use charge if Buyer has misrepresented Buyer's credit information. And (6) Buyer will pay for any damage to or theft of the vehicle after delivery, regardless of fault.

Buyer agrees to buy and Dealer agrees to sell this vehicle on the terms on both sides of this agreement. This agreement and any finance contract are an exclusive statement of the agreement between Buyer and Dealer, and cancel and supersede any oral or other agreement, promise or alleged representation concerning the vehicle and this purchase. No modification of this agreement will be recognized unless made in writing and signed by Dealer. **This agreement is not binding on Dealer until signed by Dealer's authorized representative.**

Rev 10/04

WHITE – OFFICE YELLOW – MVD PINK – FILE GOLD – CUSTOMER

Buyer (and Co-Buyer) - name and address (include county and zip code)

[redacted]

TIJERAS NM [redacted]

Creditor (Seller name and address)

QUALITY PONTIAC GMC BUICK
7901 LOMAS BLVD. N.E.
ALBUQUERQUE NM 87110

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2005	GMC ENVOY	1GKDT13S952[redacted]	☒ personal, family, or household ☐ agriculture ☐ business ☐

Your trade-in is a: Year 2003 Make GMC Model ENVOY

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 downpayment of $ 0 is
2.90 %	$ 2794.28	$ 36996.32	$ 39790.60	$ 39790.60

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	$ 663.18	Monthly beginning 07/21/2005	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a maximum charge of $15.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes)		$ 33898.26 (1)
2 Total downpayment = (if negative enter "0" and see line 4H below)		
Gross trade-in $	paid by seller $	
- net trade-in $ 18000.00	or cash $ 20393.66	
+ other (describe) 2393.66		
3 Unpaid balance of cash price (1 minus 2)		$ 33898.26
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):		
A Cost of optional credit insurance paid to the insurance company or companies		
Life	$ N/A	
Disability	$ N/A	$ N/A
B Other insurance paid to the insurance company(ies)		$ N/A
C Official fees paid to government agencies		$ N/A
D Government taxes not included in cash price		$ N/A
E Government license and/or registration fees		$ N/A
Government certificate of title fees		$ 63.50
F Other charges (Seller must identify who is paid and describe purpose.)		$ N/A
to N/A for	N/A	$ N/A
to QUALITY PONTIAC for	DLR TRNSFR FEE	$ 177.10
to BEACON GAP for	GAP PROTECTION	$ 464.00
to N/A for	N/A	$ N/A
to N/A for	N/A	$ N/A
to N/A for	N/A	$ N/A
G Net trade-in payoff to QUAL		$ 2393.66
Total other charges and amounts paid to others on your behalf		$ 36996.32 (4)
5 Amount financed (3 + 4)		$ 36996.32 (5)

Insurance. You may buy the physical dam insurance this contract requires (see back) f anyone you choose who is acceptable to us. You not required to buy any other insurance to ob credit. Your decision to buy or not buy of insurance will not be a factor in the credit appr process.

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

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life ☐ Buyer ☐ Co-Buyer ☐ Bo
☐ Credit Disability (Buyer Only)

Premium:
Credit Life $ N/A
Credit Disability $ N/A

N/A (Insurance Company)

(Home Office Address)

Credit life 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 only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance.

Type of Insurance Term

Premium $ N/A

N/A (Insurance Company)

N/A (Home Office Address)

I want the insurance checked above.

X
Buyer Signature Date

X
Co-Buyer Signature Date

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 we must sign it. No one else may change the contract binding.

Buyer Signs X [redacted] 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.

You authorize us to obtain information about you, or the vehicle you are buying, from the state motor vehicle department or other motor vehicle registration authorities.

For Used Vehicles Only:

Attention consumer: sign here only if the dealer told you that this vehicle has the following problem(s) and that you agree to buy the vehicle on those terms:

1.
2.
3.

Buyer X Date Co-Buyer X Date

WARRANTIES

Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose as described below for used vehicles.

For Used Vehicles Only:

Attention consumer: sign here only if the dealer told you that this vehicle has the following problem(s) and that you agree to buy the vehicle on those terms:

1. _____
2. _____
3. _____

Buyer X _____ **Date** _____ **Co-Buyer** X _____ **Date** _____

WARRANTIES

Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose, except as described below for used vehicles.

This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

The following paragraph applies only if you are purchasing a used vehicle.

NEW MEXICO LAW REQUIRES THAT THIS VEHICLE WILL BE FIT FOR THE ORDINARY PURPOSES FOR WHICH THE VEHICLE IS USED FOR 15 DAYS OR 500 MILES AFTER DELIVERY, WHICHEVER IS EARLIER, EXCEPT WITH REGARD TO PARTICULAR DEFECTS DISCLOSED ON THE FIRST PAGE OF THIS AGREEMENT. YOU (THE CONSUMER) WILL HAVE TO PAY UP TO $25.00 FOR EACH OF THE FIRST TWO REPAIRS IF THE WARRANTY IS VIOLATED.

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.

See back for other important agreements.

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 [redacted] you signed it.

NOTICE TO BUYER: LIABILITY INSURANCE FOR BODILY INJURY CAUSED TO YOURSELF OR TO OTHERS OR PROPERTY DAMAGE CAUSED TO OTHERS IS NOT PROVIDED WITH THIS AGREEMENT. IF YOU DESIRE LIABILITY INSURANCE COVERAGE, YOU SHOULD OBTAIN SUCH COVERAGE FROM AN AGENT OF YOUR CHOICE.

Buyer Signs [redacted] Date 08/20/2005

Co-Buyer Signs X _____ Date _____

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 _____ Date _____

Address _____

Creditor Signs _____ Date _____ By X _____ Title _____

Acceptance Corporation. All Rights Reserved.

10/09/07 08:05 FAX 505 248 7327 NEW MEXICO SERVICE CENTR 008

QUALITY By Gladstone
PONTIAC BUICK GMC
7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

CUSTOMER NO. [redacted]	ADVISOR: JEFF LESSLIE 159	TAG NO. 2452	INVOICE DATE: 10/18/06	INVOICE NO. [redacted]
[redacted] TIJERAS, NM [redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 18,135	COLOR: STEEL GRAY/ STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE: 06/23/05	DELIVERY MILES: 24
	VEHICLE I.D. NO.: 1GKDT13S95 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE: 10/18/06	
HOME PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 18136

JOB# 1 CHARGES

LABOR

[redacted]

LIGHTS GOING ON AND OFF
IGNITION SWITCH, INTERMITTENT OPEN CIRCUIT.
SCANNED VEHICLE FOR CODES, NO CODES STORED. PERFORMED
DIAGNOSTIC TEST PROCEDURE FOR HEADLAMP/I/P CLUSTER
MALFUNCTION. TRACED PROBLEM TO INTERMITTENT OPEN CIRCUIT
FROM THE IGNITION SWITCH. REPLACED IGNITION SWITCH AND
RECHECKED SYSTEM.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	15242754	SWITCH 2.188			

TOTAL - PARTS 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

ESTIMATE

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

TOTALS

* [ ] CASH [ ] CHECK CK NO. [ ] *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *

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**

Paul Scott @ 348-1151
Jeff Lesslie @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guarnteed 12 month or 12,000 miles
Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP repairs

CUSTOMER SIGNATURE

Thank you.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X _____

Reynolds and Reynolds ERA-ZRMVN TO ORDER: www.reyrey.com 1-800-344-0008 fax 1-800-621-0282

QUALITY PONTIAC BUICK GMC By Gallup

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

CUSTOMER NO [redacted]	ADVISOR JEFF LESSLIE	TAG NO. 159 4585	INVOICE DATE 12/08/06	INVOICE NO. [redacted]	
[redacted]R	LABOR RATE	LICENSE NO.	MILEAGE 19,901	COLOR STEEL GRAY/	STOCK NO. [redacted]
TIJERAS, NM [redacted]	YEAR / MAKE / MODEL 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE 06/23/05	DELIVERY MILES 24	
[redacted]	VEHICLE I.D. NO. 1GKDT13S952 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/08/06		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 19902	

JOB# 1 CHARGES

LABOR

[redacted] ENGINE ELECTRICAL HOURS [redacted] WARRANTY

HEADLIGHTS FLICKER OR DIM WHILE DRIVING,HAS CHARGE WHINE
CK.BATTERY AND CHARGING SYSTEM-SYSTEM CKS OK PER MIDTRONICS;
TESTER-HAS BEARIGN NOISE FROM ALTERNATOR
REPLACE ALTERNATOR AND CK.CONDITION

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		19151920	*GEN REM 2.275			WARRANTY
	-1		19151920	CORE RETURN			WARRANTY
						TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J#*2*21PNZ01 [redacted] A/C CONCERN [redacted] HOURS 1.90 TECH(S)#62 [redacted] WARRANTY

Added Operation (JEFFERYL @ 12/08/2006 09:25)
A/C HAS RUMBLE NOISE
CK.CONDITION-COMPRESSOR RUMBLES LOUDLY WHEN ENGAGED
RECOVER SYSTEM AND REPLACE COMPRESSOR ASSY-EVACAUATE AND
RECHG-CK. FOR NOISE-CKS OK

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		15198475	*COMPRESSO 9.170			WARRANTY
	1		12345922	R134FREON 8.800			WARRANTY
						TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

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

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X_____

Reynolds and Reynolds (ERALEP/WIN) TO ORDER: www.rrsource.com 1-800-344-3858, fax 1-800-334-4555

 [CONTINUED ON NEXT PAGE] 04:26pm

QUALITY PONTIAC GMC BUICK By Appointment

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 766-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http://www.qualitydeal.com

CUSTOMER NO. [redacted]	ADVISOR: JEFF LESSLIE 159	TAG NO. 4585	INVOICE DATE: 12/08/06	INVOICE NO. [redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE: 19,901	COLOR: STEEL GRAY/	STOCK NO. [redacted]
TIJERAS, NM [redacted]	YEAR / MAKE / MODEL: 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE: 06/23/05	DELIVERY MILES: 24
	VEHICLE I.D. NO.: 1 G K D T 1 3 S 9 5 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO. / P.O.		R.O. DATE: 12/08/06	
[redacted]	COMMENTS			MO: 19902

TOTALS

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

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

Paul Scott @ 348-1151
Jeff Lesslie @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guarnteed 12 month or 12,000 miles
Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP repairs

CUSTOMER SIGNATURE

Thank you!

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X _____

QUALITY PONTIAC GMC BUICK By Penske

7901 LOMAS BLVD., N.E. - P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http://www.qualitydeal.com

CUSTOMER NO. [redacted]	ADVISOR JEFF LESSLIE 159	TAG NO. 5956	INVOICE DATE 01/18/07	# [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 21,164	COLOR STEEL GRAY/ [redacted]
TIJERAS, NM [redacted]	YEAR / MAKE / MODEL 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE 06/23/05	DELIVERY MILES 24
[redacted]	VEHICLE I.D. NO. 1GKDT13S952 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/17/07	
[redacted]	COMMENTS			MO: 21165

JOB# 1 CHARGES

LABOR

J#1 [redacted] BODY ELECTRICAL HOURS [redacted] TECH(S) [redacted] WARRANTY

CK GROUND AT G201,RT SIDE OF FT CONSOLE AREA.SEE FAX.
R/R CENTER CONSOLE TO CK,GRD G201-ALSO CKD AND TIGHTEN
HEADLAMP SYSTEM GRDS AT ENGINE G107,108 AND 103
REPAIR WIRING DAMAGE TO ENGINE HARNESS
S.O.PARTS-BODY CONTROL MODULE

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	0	15787809	MODULE 2.560	206.34	206.34	0.00
PART ON SPECIAL ORDER			** QUANTITY 1 IS SPECIAL ORDERED **			
	0	15828795	WDO R/STA 16.173	338.40	338.40	0.00
PART ON SPECIAL ORDER			** QUANTITY 1 IS SPECIAL ORDERED **			
					TOTAL PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J#2 61PNZ16 WIND NOISE HOURS [redacted] TECH(S) [redacted] WARRANTY

WHISTLE NOISE FT OF VEHICLE AT HWY SPEED,CUSTOMER REMOVED
BUG SHIELD AND STILL HEARD WHISTLE
BUG SHIELD.
ROAD TESTED VEHICLE AND VERIFIED WIND NOISE. REMOVED BUG
SHIELD AND ROAD TESTED, WIND NOISE GONE. NO REPAIR.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 61PNZ17 WIND NOISE HOURS [redacted] TECH(S) [redacted] WARRANTY 0.00

WIND NOISE RT REAR DOOR,RUN CHANNEL POOR FIT
RIGHT REAR WINDOW RUN CHANNEL WARPED. POOR SEAL.
ORDERED RUN CHANNEL.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

ESTIMATE

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

COMMENTS

HIST

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.

1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X _____

Reynolds and Reynolds ERA-7 TURN TO ORDER: www.revsoco.com, 1-800-344-0008 fax 1-800-631-6255

 [CONTINUED ON NEXT PAGE] 04:46pm

QUALITY PONTIAC GMC BUICK
7801 LOMAS BLVD., N.E. - P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http:/www.qualitydeal.com

CUSTOMER NO. [redacted]	ADVISOR JEFF LESSLIE 159	TAG NO 5956	INVOICE DATE 01/18/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 21,164	COLOR STEEL GRAY/	STOCK NO. [redacted]
TIJERAS, NM [redacted]	YEAR / MAKE / MODEL 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE 06/23/05	DELIVERY MILES 24
[redacted]	VEHICLE I.D. NO. 1GKDT13S952 [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO. / P.O. [redacted]		R.O. DATE 01/17/07	
[redacted]	COMMENTS			MO: 21165

TOTALS

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

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

Paul Scott @ 348-1151
Jeff Lesslie @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guarnteed 12 month or 12,000 miles
Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP repairs

CUSTOMER SIGNATURE

Thank you

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due amounts.

SIGNED X _____

Reynolds and Reynolds FRALDBRWN TO ORDER: www.rrdealer.com (800) 344-0858, fax (800) 551-8015

vehicle stayed overnight at dealership

QUALITY PONTIAC GMC BUICK By Zeigler

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http://www.qualitydeal.com

CUSTOMER NO. [redacted]	ADVISOR JEFF LESSLIE 159	RO NO. 6088	INVOICE DATE 02/07/07	INVOICE NO. [redacted]	
[redacted] TIJERAS, NM [redacted]	LABOR RATE	LICENSE NO.	MILEAGE 21,885	COLOR STEEL GRAY/	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 05/GMC/ENVOY/4-DOOR 4WD			DELIVERY DATE 06/23/05	DELIVERY MILES 24
	VEHICLE I.D. NO. 1GKDT13S952[redacted]		SELLING DEALER NO.		PRODUCTION DATE
	F.W.D. NO.	R.O. NO.	P.O. DATE 02/06/07		
[redacted]	COMMENTS				MO: 21886

JOB# 1 CHARGES

LABOR

J#1 61PNZ10 RADIO/ELECTRICAL HOURS: 2.0 TECH(S): 160 WARRANTY
HEADLITES-INTERIOR LIGHTS FLICKER,SOP IS HERE
REPLACE AND PROGRAM BODY CONTROL MODULE,ALSO PERFORM
VTD RELEARN-CLEAR CODES AND RD. TEST TO VERIFY REPAIR

PARTS QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
1	15787809	MODULE 2.560			WARRANTY
			TOTAL - PARTS		0.00

G.O.G. & SUPPLIES

FREIGHT (PARTS)		WARRANTY
TOTAL - GOG		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J#2 61PNZ10 WEATHERSTRIPS HOURS: 0.80 TECH(S): 160 WARRANTY
RT REAR RUN CHANNEL DISTORTED,SOP HERE
RIGHT REAR WINDOW RUN CHANNEL WARPED.
ROAD TESTED VEHICLE AND TRACED FAULT TO RIGHT REAR WINDOW
RUN CHANNEL. REPLACED RUN CHANNEL AND ROAD TESTED. ALL OK.
C0400 (.3 OLH REQUESTED TO ROAD TEST/DIAGNOSE)

PARTS QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
1	15828795	WDO R/STA 16.173			WARRANTY
			TOTAL - PARTS		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 61PNZ17 WIND NOISE HOURS: 0.70 TECH(S): 160 WARRANTY
LEFT FT DOOR WIND NOISE
LEFT FRONT WINDOW RUN CHANNEL MISALIGNED. POOR SEAL.
R&R LEFT FRONT WINDOW RUN CHANNEL AND ALIGNED FOR BETTER
FIT. ROAD TESTED, ALL OK.
C0141

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

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

COMMENTS
SOP

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X _____

Reynolds and Reynolds (ES) FORM 2INVWN TO ORDER www.anyforce.com 1-800-344-0886 tel 1-800-521-0329

QUALITY PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http://www.qualitydeal.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JEFF LESSLIE 159	6088	02/07/07	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]			21,885	STEEL GRAY/	[redacted]

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
TIJERAS, NM [redacted]	05/GMC/ENVOY/4-DOOR 4WD	06/23/05	24

	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
[redacted]	1 G K D T 1 3 S 9 5 2 [redacted]		

	F.T.E. NO.	P.O. NO.	R.O. DATE
[redacted]			02/06/07

COMMENTS

MO: 21886

TOTALS

```
*************************************************
* [ ] CASH    [ ] CHECK   CK NO. [        ]  *
*                                             *
* [ ] VISA    [ ] MASTERCARD    [ ] DISCOVER  *
*                                             *
* [ ] AMER XPRESS    [ ] OTHER    [ ] CHARGE  *
*************************************************
```

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**

Paul Scott @ 348-1151
Jeff Lesslie @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guarnteed 12 month or 12,000 miles
Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP repairs

CUSTOMER SIGNATURE

Thank You

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X _____

 CUSTOMER COPY [END OF INVOICE] 02:59pm

QUALITY PONTIAC GMC BUICK

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http://www.qualitydeal.com

CUSTOMER NO. [redacted]	ADVISOR JEFF LESSLIE 159	TAG NO. 7967	INVOICE DATE 03/01/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 22,598	COLOR STEEL GRAY/	STOCK NO. [redacted]
TIJERAS, NM [redacted]	YEAR/MAKE/MODEL 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE 05/12/05	DELIVERY MILES 24
	VEHICLE I.D. NO. 1GKDT13S952 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE 02/28/07	
RE [redacted]	COMMENTS			MO: 22598

JOB# 1 CHARGES

LABOR

[illegible] WARRANTY

RED BATTERY LIGHT CAME ON WHILE DRIVING,DIC SHOWED
BATTERY NOT CHARGING
TEST DIAGNOS SYSTEM TEST COULD NOT DUPLICATE PROBLEM
RD TEST VECHICLE OVER NITE BY JOHN OK ALL CIRCUITS CK OK
REFLASH PROGRAM PCM LATEST CALIBRATION FOR IMPROVED SYSTEM
OPERATION PER JOHN

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

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

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

* [ ] CASH [ ] CHECK CK NO. [ ] *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *

Paul Scott @ 348-1151
Jeff Lesslie @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guarnteed 12 month or 12,000 miles
Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP repairs

CUSTOMER SIGNATURE

Thank You.

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X

 CUSTOMER COPY [END OF INVOICE] 03:02pm

Reproduce and Reproduce EPALZ79VN 10 ORDER www.repairs.com 1-800-344-0998 fax 1-800-531-9255

car at dealership
from 3/16/07 -
3/27/07
(16 business days)
22 Calendar days

QUALITY PONTIAC GMC BUICK By Bill Kemp

7901 LOMAS BLVD., N.E. • P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http://www.qualitydeal.com

CUSTOMER NO. [redacted]	ADVISOR JAMES KOSTER 133	RO NO. 7586	INVOICE DATE 03/27/07	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 22,851	COLOR STEEL GRAY/ STOCK [redacted]
TIJERAS, NM [redacted]	YEAR/MAKE/MODEL 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE 05/12/05	DELIVERY MILES 24
[redacted]	VEHICLE I.D. NO. 1GKDT13S952 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.C. NO.	P.O. NO.	R.O. CLOSED 03/06/07	
[redacted]	COMMENTS			MO: 23015

JOB# 1 CHARGES

LABOR

[redacted] WARRANTY

BATTERY LIGHT COMES ON.DIC SHOWS NO CHARGE.VOLT GAGE DROPS TO 9
CK.CONDITION-DIAG.INTERMITTENT NO CHARGE-CK CHARGING SYSTEM OPERATION WHILE CONDITION PRESENT-ALTERNATOR NOT CHARGING
ALSO PERFORM DIAG.SYSTEMS CK-HAD SEVERAL U1000 CODES,AND C00 P1631 AND P0621 REPLACED AND REPROGRAMED ECM PER DIAG CHART
PERFORM VTD RELEARN-CODITION STILL EXISTS-RECK.CONTACT TECHNICAL ASSISTNACE AND SET UP CASE-CASE#951180-WAS ADVISED TO REPLACE IGNITION SWITCH-REPLACED IGNITION SWITCH
AND RECKD FOR CONDITION-RD,TESTED VEHICLE SEVERAL TIMES
CKDOK-CONDITION DID NOT REPEAT AND DID NOT SET ANY CODES
REPLACE ALTERNATOR ASSY.AND RECK,OPERATION-CKS OK
ALSO REPLACED IGNITION SWITCH PER TAC-CLEAR CODES AND RECK.
ALSO REPLACED ECM PER DIAG. PROGRAM ECM PERFORM VTD RELEARN
CLEARED CODES AND RD. TESTED VEHICLE
ROAD TESTED VEHICLE OVER A 150 MILES

PARTS QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
1	19148282	MDL REM 3.670			WARRANTY
1	19151920	*GEN REM 2.275 Life time Warranty			WARRANTY
-1	19151920	CORE RETURN			WARRANTY
1	15242754	SWITCH 2.188			WARRANTY
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

[redacted] WARRANTY

Added Operation (DISPATCH @ 03/16/2007 09:49)
CUSTOMER REQUIRES ALTERNATE TRANSPORTATION
ENTERPRISE

SUBLET PO#	VEND INV#	INV.DATE	DESCRIPTION		
187484	257229	03/27/07	ENVOY RENTAL		WARRANTY
			TOTAL - SUBLET		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

[redacted] WARRANTY

Added Operation (JOHNV @ 03/27/2007 11:19)
FILLED VEHICLE WITH GAS BECAUSE WE DROVE VEHICLE 165 MILES
IN ORDER TO ASSURE VEHICLE WAS REPAIRED

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X_____

Reynolds and Reynolds - FORM NO. 1-800-947-4000 - TO ORDER: www.revenue.com - 1-800-344-8888, fax 1-800-947-4000

QUALITY PONTIAC GMC BUICK By Bizzell

7901 LOMAS BLVD. N.E. - P.O. BOX 25366
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http://www.qualitydeal.com

CUSTOMER NO. [redacted]	ADVISOR JAMES KOSTER 133	TAG NO. 7586	INVOICE DATE 03/27/07	INV [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 22,851	COLOR STEEL GRAY/	STOCK NO. [redacted]
TIJERAS, NM [redacted]	YEAR / MAKE / MODEL 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE 05/12/05	DELIVERY MILES 24	
[redacted]	VEHICLE I.D. NO. 1GKDT13S952 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/06/07		
[redacted]	COMMENTS			MO: 23015	

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------

[redacted]

Added Operation (DISPATCH @ 03/27/2007 11:26)

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0.00

ESTIMATE----------

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

COMMENTS----------

SEE HISTORY

TOTALS----------

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

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**

Paul Scott @ 348-1151
Jeff Lesslie @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guarnteed 12 month or 12,000 miles
Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP repairs

CUSTOMER SIGNATURE

Thank You

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TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X_____

Reynolds and Reynolds - DYNAMIC VIEW 70 ORDER www.rrdeal.com 1-800-344-0038 or 1-800-251-9655

Vehicle stayed overnight at dealership.

QUALITY
By Glenn Long
PONTIAC GMC BUICK
7901 LOMAS BLVD., N.E. • P.O. BOX 25368
ALBUQUERQUE, NEW MEXICO 87125-0366
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http://www.qualityleal.com

CUSTOMER NO. [redacted]
[redacted]
TIJERAS, NM [redacted]
[redacted]

ADVISOR: JAMES KOSTER 1337 TAG NO. 6152
INVOICE DATE: 09/25/07
LABOR RATE: LICENSE NO: MILEAGE: 29,573
COLOR: STEEL GRAY/
YEAR / MAKE / MODEL: 05/GMC/ENVOY/4-DOOR 4WD
DELIVERY DATE: 05/12/05
VEHICLE I.D. NO.: 1 G K D T 1 3 S 9 5 2 [redacted]
SELLING DEALER NO.: 24
PRODUCTION DATE:
F. T. E. NO.: P.O. NO.:
R. O. DATE: 09/24/07
COMMENTS: [redacted] MO: 29574

JOB# 1 CHARGES

LABOR
J# 1 01PNZ5K MAINT 1.5K GAS VEH HOURS: TECH(S):282 66.49
PERFORM MAINTANENCE ONE 5K GAS VEHICLE SERVICE.
CHANGE ENGINE OIL AND FILTER,LUBRICATE AND INSPECT FRONT SUSPENSION,STEERING,DRIVE LINE,HINGES,CABLE GUIDES AND CONTACT POINTS,WHERE APPLICABLE. RESET OIL LIFE MONITOR SYSTEM. ROTATE TIRES,CHECK AIR INFLATION AND TIRE WEAR VISUALLY. INSPECT FRONT AND REAR BRAKE SYSTEM FOR PAD/SHOE WEAR AND ROTOR/DRUM SURFACE CONDITION. INSPECT OTHER BRAKE COMPONENTS, INCLUDING MASTER CYLINDER,WHEEL CYLINDERS AND PARKING BRAKE FUNCTION. REPROGRAM"LOW TIRE PRESSURE WARNING" SYSTEM WHERE APPLICABLE. REMOVE AND INSPECT ENGINE AIR FILTER. CHECK ENGINE COOLANT LEVEL AND WINDSHIELD WASHER FLUID LEVEL. TOP OFF AS NECESSARY.
PERFORMED MAINTANENCE ONE 5K GAS VEHICLE SERVICE

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	89017342	FILTER-1.836	6.00	6.00	6.00
					TOTAL - PARTS	6.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	COUPON	SERVICE COUPONS		-15.00
			TOTAL - MISC	-15.00

JOB# 1 TOTALS

LABOR	66.49
PARTS	6.00
MISC	-15.00

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 57. [redacted]

JOB# 2 CHARGES

LABOR
J# 2 51PNZ BODY ELECTRICAL HOURS: 0.20 TECH(S):282 WARRANTY
CUSTOMER STATES THE HEAD LIGHT DIM 2-3 TIMES IN THE EARLY AM WILL REGAIN AFTER A FEW SECONDS CK AND ADVISE OF THE REPAIR AND OF THE FINDINGS
ENGINEERING IS WORKING ON A REVISED CALIBRATION FOR THIS CONCERN.
SEE DOCUMENT ID#2009298.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 70PNZ03 ALTERNATE TRANSPORT HOURS: TECH(S):134 WARRANTY
CUSTOMER REQUIRES ALTERNATE TRANSPORTATION

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%) Interest charged on past due accounts.

SIGNED X Glen customer
assistance
Src Req #
[redacted]

Tele #
1866 790 5700
ext 21604
→ Bulletin # needed.
10/2 back in ofc
7:00 am call back #.
-9:00 am

[CONTINUED ON NEXT PAGE] 10:01am

QUALITY
PONTIAC BUICK GMC
7901 LOMAS BLVD., N.E. - P.O. BOX 25365
ALBUQUERQUE, NEW MEXICO 87125-0365
(505) 765-1300
SERVICE HOURS
7:00 A.M. - 6:00 P.M. MONDAY THROUGH FRIDAY
Web Address: http://www.qualitydeal.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JAMES KOSTER 1337	6152	09/25/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 29,573		COLOR: STEEL GRAY/[redacted]	
TIJERAS, NM [redacted]	YEAR / MAKE / MODEL: 05/GMC/ENVOY/4-DOOR 4WD		DELIVERY DATE: 05/12/05	DELIVERY MILES: 24
[redacted]	VEHICLE I.D. NO.: 1GKDT13S952[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO. / P.O. NO.		FI DATE: 09/24/07	
	COMMENTS			MO: 29574

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $96.00 (+TAX)
COMMENTS
CUSTOMER HAS OWN OIL

TOTALS

TOTAL LABOR	66.49
TOTAL PARTS	6.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-15.00
TOTAL TAX	4.98
TOTAL INVOICE $	**62.47**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

Paul Scott @ 348-1151
James Koster @ 348-1152
Linda Ward-Thomas @ 348-1160
Stan Rawlings @ 348-1161

All work is guaranteed 12 months or 12,000 miles
Parts designated with an astrisk (*) indicates
Limted Lifetime Service Guarantee for CP repairs

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, QUALITY PONTIAC-GMC-BUICK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and QUALITY PONTIAC-GMC-BUICK,INC. neither assumes nor authorizes any other person to assume for it any

TERMS CASH OR ACCEPTABLE CREDIT CARD
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transportor. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is acknowledged on above vehicle to secure the amount of the repairs, which authorization is given to access motor vehicle records. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs.
1 1/2% per month (ANNUAL PERCENTAGE RATE 18%)
Interest charged on past due accounts.

SIGNED X _____

PAID
SEP 25 2007
QUALITY PONTIAC
GMC BUICK

Reynolds and Reynolds ED-DEALPLAN TO ORDER: www.mypaper.com 800.344.6299; fax 1-800-83-[illegible]

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

November 5, 2007

Larry Leshin, Esq.
Weisberg & Meyers
1216 Indiana St NE
Albuquerque, NM 87110-6908

RE: [redacted]
Service Request [redacted]
2005 GMC Envoy
Vehicle Identification Number: 1GKDT13S9523[redacted]
Customer Relationship Specialist: Hallie Cooper

Dear Mr. Leshin:

We regret that your client is dissatisfied with her 2005 GMC Envoy and that several attempts by the dealer to resolve the concerns have not met your client expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

After careful review of this case, GMC Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of $4,200.00.

It is our understanding that GM has previously awarded your client a GM Protection Plan Major Guard Service Contract.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client would retain the vehicle.

If this offer is acceptable to your client, please have your client sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client does not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V07022006

Attach.

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

October 16, 2007 FAX: 866-565-1327

Larry Leshin, Esq.
Weisberg & Meyers
1216 Indiana St NE
Albuquerque, NM 87110-6908

RE: [redacted]
Service Request: [redacted]
2005 GMC Envoy
Vehicle Identification Number: 1GKDT13S95[redacted]
Legal Research Specialist: Nita DeHoyos

Dear Mr. Leshin:

This is to advise that General Motors is in receipt of the above referenced case dated October 11, 2007. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

☒ Copy of owner's current title and/or registration
☒ Enclosed Release of Lien Information
☐ Finance agreement
☐ Buyer's agreement

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

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 Corporation
cc:

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

to General Motors Corporation, 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

LG0006
V07092007

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

November 19, 2007

Larry Leshin, Esq.
Weisberg & Meyers
1216 Indiana St NE
Albuquerque, NM 87110-6908

RE: [redacted]
Service Request: [redacted]8
2005 GMC Envoy
Vehicle Identification Number: 1GKDT13S9523[redacted]
Customer Relationship Specialist: Hallie Cooper

Dear Mr. Leshin:

We have received your rejection of our settlement offer, dated November 5, 2007. In an attempt to settle this matter, General Motors is making a final offer of $6,000.00 (inclusive). Your client would retain the extended service contract previously issued through Customer Service.

We ask that you discuss General Motors Corporation's offer with your client(s) at your earliest opportunity. This offer will remain available for five **(5)** calendar days from the date of this letter. If your client(s) agree with the terms of this offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client(s) do not agree with the terms of the offer, we will assume that this matter is unable to be resolved and will close our file.

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

Sincerely,

General Motors Corporation

LG0071 V07092007

_____
Current Vehicle Mileage

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER SAAB Cadillac

CHEVROLET
BUICK
PONTIAC
GMC
SATURN
HUMMER
SAAB
Cadillac

General Motors Corporation
Business Relations Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

November 5, 2007

[redacted]
Albuquerque, NM [redacted]

RE: [redacted]
Service Request: [redacted]
2005 GMC Envoy
Vehicle Identification Number: 1GKDT13S95[redacted]
Customer Relationship Specialist: Hallie Cooper

Dear Mr. [redacted]

We regret that your client is dissatisfied with her 2005 GMC Envoy and that several attempts by the dealer to resolve the concerns have not met your client expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

After careful review of this case, GMC Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of $4,200.00.

It is our understanding that GM has previously awarded your client a GM Protection Plan Major Guard Service Contract.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client would retain the vehicle.

If this offer is acceptable to your client, please have your client sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client does not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V07022006

Attach.

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

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

CHECK **No.** [redacted]

50-937
213

DATE		AMOUNT
12/11/07	**********6,000 DOLLARS ****00 CENTS	**********6,000.00

PAY TO THE ORDER OF

[redacted] AND WEISBERG &*
MEYERS, LLC
257 SEDILLO HILL RD
TIJERAS NM 87059-7319

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

⑈ [redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000111 1

CHECK NO. 900938946

VENDOR NAME KAREN A. WILDER AND WEISBERG &

PAYMENT DATE 12/11/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GKDT13S95[redacted]	12/10/07	VM 1-9H72BY	00.0000	6,000.00	.00	6,000.00
		[redacted]1-9H72BY				

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

M3

TOTAL	6,000.00	.00	6,000.00

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

05/27/2028 08:39

=== COVER PAGE ===

TO: _____

FROM: FELDCHEV _____

FAX: 3142918450

TEL: 3142918450

COMMENT:

Feld Chevrolet Company
11200 St. Charles Rock Road
Bridgeton, MO 63044

Phone (314) 291-2200 · 325
Fax (314) 522-4132

Send To: Alicia White

From: Mike Meyer

Attention:

Date 5/28/08

Fax#: 866-281-0326

____Urgent ____Reply ASAP

# of Pages: 34

____Please Comment

____Please Review

____For Your Information

Comments:

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

May 22, 2008

Mike Meyer
FELD CHEVROLET CO.
11200 ST CHARLES ROCK RD
BRIDGETON, MO 63044-2783

Re: [redacted]
Siebel Request: [redacted]
2003 Chevrolet TrailBlazer
VIN # 1GNDT13S33[redacted]

Dear Mr. Meyer:

This is a letter of notification regarding a Better Business Bureau case 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. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- 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 backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Please remove the customer's SSN off any and all documents.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Alicia White

Alicia White
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11812
FAX# 866-281-0326

HUMMER GMC

General Motors Business Resource Center

FAX

To: **Mike Meyers**
Company:
Fax: 314-522-4132
Phone:

From: **Alicia White**
Fax: 866-281-0326
Phone: 1-800-231-1841 ext 11812
E-mail:

cc:

NOTES:

I have attached a letter requesting all Sales documents and Repair Orders for this customer's vehicle.

RETAIL INSTALMENT SALE CONTRACT
GMAC FLEXIBLE FINANCE PLAN

Dealer Number | Contract Number

Buyer (and Co-Buyer) – Name and Address (Include County and Zip Code)	Creditor (Seller Name and Address)
[redacted] ST LOUIS MO [redacted]	FELD CHEVROLET CO. 11200 ST CHARLES ROCK RD BRIDGETON MO 63044

ou, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you agree to buy the vehicle on credit nder the agreements on the front and back of this contract. You agree to pay the Creditor the Amount Financed and Finance Charge according to the payment chedule shown below. The Finance Charge is figured on a daily basis at the Annual Percentage Rate on the unpaid balance of the Amount Financed.

lescription of Vehicle. You agree to buy and the Creditor agrees to sell the following vehicle:

New or Used	Year	Make and Model	Body Type	Vehicle Identification No.	Use for Which Purchased
NEW	2003	CHEVROLET TRAILBLAZER	4DR	1GNDT13S33[redacted]	XX ☐ personal ☐ agricultural ☐ business ☐

If truck – Describe body and major items of equipment sold:

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 $ 7100.00 is
10.15 %	$ 10810.84	$ 31343.00	$ 42153.84	$ 49253.84

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows:
72	585.47	Monthly beginning 04/14/2003	

Late Charge. If a payment is not received in full within 15 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of $1. The charge will not exceed $5 if the vehicle has a cash price of $7,500 or less.

Prepayment. If you pay off all your debt early you will not have to pay a penalty.

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

Additional Information: See the other side of 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 any accessories, services, and taxes) — $ 38048.00 (1)

2 Total Downpayment = Net Trade-in $ 4500.00 + Cash Downpayment $ 100.00
+ Other (Describe) GM REBATE $ 2500.00
Your Trade-in is a 1993 BMW 325I — $ 7100.00 (2)
Year Make Model

3 Unpaid Balance of Cash Price (1 minus 2) — $ 30948.00 (3)

4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may be keeping part of these amounts.):

A Cost of Required Physical Damage Insurance Paid to the Insurance Company Named Below–Covering Damage to the Vehicle — $ N/A

B Cost of Optional Mechanical Repair Insurance Paid to the Insurance Company Named Below–Covering Certain Mechanical Repairs — $ N/A

C Cost of Optional Credit Insurance Paid to the Insurance Company or Companies Named Below.
Life $ N/A Disability, Accident and Health $ N/A — $ N/A

D Official Fees Paid to Government Agencies — $ N/A

E Taxes Not Included in Cash Price — $ N/A

F Government License and/or Registration Fees (Itemize) — $ N/A

G Government Certificate of Title Fees — $ N/A

H Other Charges (Seller must identify who will receive payment and describe purpose)
to N/A for N/A — $ N/A
to EVERGREEN for GAP INS. — $ 395.00

Total Other Charges and Amounts Paid to Others on Your Behalf — $ 395.00 (4)

5 Amount Financed – Unpaid Balance (3 + 4) — $ 31343.00 (5)

Insurance. If any insurance is checked below, the policies or certificates issued by the Companies named will describe the terms and conditions.

Required Physical Damage Insurance. Physical damage insurance is required, but you may obtain it from anyone you want who is acceptable to the Creditor. The cost of this insurance is

Optional Mechanical Repair Insurance. The cost of this insurance is shown in 4B of the Itemization above.

B Cost of Optional Mechanical Repair Insurance Paid to the Insurance Company Named Below–Covering Certain Mechanical Repairs $ N/A

C Cost of Optional Credit Insurance Paid to the Insurance Company or Companies Named Below.
Life $ N/A Disability, Accident and Health $ N/A $ N/A

D Official Fees Paid to Government Agencies $ N/A

E Taxes Not Included in Cash Price $ N/A

F Government License and/or Registration Fees (Itemize) $ N/A

G Government Certificate of Title Fees $ N/A

H Other Charges (Seller must identify who will receive payment and describe purpose)
to N/A for N/A $ N/A
to EVERGREEN for GAP INS. $ 395.00

Total Other Charges and Amounts Paid to Others on Your Behalf $ 395.00 (4)

5 Amount Financed–Unpaid Balance (3 + 4) $ 31343.00 (5)

Insurance. If any insurance is checked below, the policies or certificates issued by the Companies named will describe the terms and conditions.

Required Physical Damage Insurance. Physical damage insurance is required, but you may obtain it from anyone you want who is acceptable to the Creditor. The cost of this insurance is shown in 4A of the Itemization above.

Insurance Company N/A Term N/A months

☐ $ N/A Deductible Collision and either:

☐ Full Comprehensive including Fire, Theft and Combined Additional Coverage

☐ $ N/A Deductible Comprehensive including Fire, Theft and Combined Additional Coverage

☐ Fire, Theft and Combined Additional Coverage

Optional, if desired – ☐ Towing and Labor costs ☐ Rental Reimbursement ☐ CB Radio Equipment

Optional Mechanical Repair Insurance. The cost of this insurance is shown in 4B of the Itemization above.

Insurance Company N/A

Term: ☐ 36 months or 36,000 miles, whichever occurs first

Term: ☐

☐ $25 Deductible ☐ $50 Deductible ☐ $ N/A Deductible

☐ **Collateral Protection Insurance:** Collateral Protection Insurance covers fire, theft, combined additional coverage and collision. It also includes a retail purchaser's option. The deductible is $100, plus 20% of the loss over $100, but not exceeding a maximum deductible of $200. This insurance first protects the interest of the Creditor and may not protect your interest.

Optional Credit Insurance. Credit life insurance and credit disability insurance are not required to obtain credit and will not be provided unless you sign for them and agree to pay the additional cost. If you want this insurance, check the insurance desired and sign below. If you have chosen this insurance, the cost is shown in 4C of the itemization above. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Check the insurance desired: ☐ Life (Buyer ☐ Co-Buyer ☐ Both ☐)
☐ Disability, Accident and Health (Buyer Only)

N/A (Name of Insurer) N/A (Home Office Address)

This policy will pay amounts due on this contract up to $ N/A. Total Policy coverage for this and any other Retail Instalment Sale Contract is limited to $ N/A.

Buyer Signature Date Co-Buyer Signature Date

THE INSURANCE, IF ANY, REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.

See the other side of this contract for other important agreements, including your agreement to give the Creditor a security interest in insurance premiums and proceeds.

Notice to the Buyer.

Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to an exact copy of the contract you sign. Under the law you have the right to pay off in advance the full amount due to and obtain a partial refund of the Finance Charge.

You s[redacted]UARY (Mo.) 27 (Day) 2003 (Yr.)

Buyer [redacted] Co-Buyer Signs

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 co-buyer or other owner knows that the Creditor has a security interes[redacted]ity interest.

Other owner signs here Addres[redacted]

Creditor Signs By [redacted] Title

If Seller obtained this vehicle from General Motors Corporation (GM) on instalment credit terms, Seller assigns its interest in this contract to GM under the terms of the GM Instalment Sales Finance Plan–Terms of Substitution and Assignment agreement. Otherwise, Seller assigns its interest in this contract to General Motors Acceptance Corporation (GMAC) under the terms of the GMAC Retail Plan agreement.

Assigned with recourse			Assigned without recourse or with limited recourse		
			FELD CHEVROLET CO		
Seller	By	Title	Seller	By	Title

STOCK NO

DATE 02/27/2003

DEAL# 7747 STK. NO.

INV. AMT. FAC. H.D.

CHEVROLET

FELD

(314) 291-2200
11200 St. Charles Rock Rd.
BRIDGETON, MO 63044

INVOICE [redacted]

SOLD TO [redacted]
ST LOUIS M[redacted] [redacted]

DATE 02/27/03
JOHN MOROVITZ

YEAR	MAKE	MODEL	IDENTIFICATION NO.	KEY NOS.	
2003	CHEVROLET	TBOCBLAZER	C115606 1GNDT135332[redacted]	5091E 5091E	DK.GRAY MET

SALES PRICE 37740.00

AS EQUIPPED

NO PUBLIC LIABILITY INSURANCE ISSUED WITH THIS TRANSACTION

DEALER CLOSING FEES		89.00
SALES TAX		N/A
TITLE FEES, LICENSE OR TFR.		N/A
TOTAL CASH DELIVERED PRICE		37829.00
SETTLEMENT	REBATE	2500.00
DEPOSIT REC. NO. ____ CONT. NO.	71095	
USED CAR ALLOWANCE	4500.00	
LESS BALANCE OWING TO	N/A	4500.00
CASH ON DELIVERY REC. NO. ____ CONT. NO.	71095	100.00
TOTAL CREDIT		2100.00
BALANCE DUE		30729.00
TRADE MAKE BMW YR. 1993 MODEL 3251		
SERIAL NO. WBAL8431XPFL[redacted]		
GAP PROT/		N/A 395.00
AMOUNT TO BE FINANCED		31124.00
TIME SALES CHARGE INCL. CL. N/A N/A		10810.[illegible]
AMOUNT OF CONTRACT		41934.[illegible]
LIENHOLDER		

PAY TO: GMAC
INSTALLMENTS 72 OF 585.47
FIRST INSTALLMENT DUE 04/14/03
SALESMAN JOHN MOROVITZ

UNIT SALE		CITCH SALE	
COST –		COST –	
CO. GROSS		GROSS	
H.D. –			
PICK +			
DOC +		DOC +	
COMM BASIS			
TOTAL COMM BASIS			
NOTE AMOUNT			
DATE PAID			

DISCLAIMER OF WARRANTIES

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

NO.	DATE SOLD	INVOICE NO.	SALESMAN	COM.	NET APPRAISAL	RECONDITIONING DATE	RECONDITIONING AMT.	APPRAISAL PLUS RECOND.	INV. ADJ. 28%	NET INV. VALUE	SOLD FOR	PROFIT OR LOSS
MAKE	[illegible]				[illegible]						OVER ALLOWANCE ON TRADE-IN	
DESC.	[illegible]											
SOLD TO	[illegible]										NET SALE	
ADDRESS												
MAKE											OVER ALLOWANCE ON TRADE-IN	
DESC.												
SOLD TO											NET SALE	
ADDRESS												

[illegible]	[illegible]	COST	[illegible]
[illegible]	[illegible]		
[illegible]	[illegible]	COST	
[illegible]	[illegible]	COST	N/A
[illegible]			
[illegible]	[illegible]	N/A	[illegible]
[illegible]	[illegible]	N/A	N/A
[illegible]	[illegible]		
[illegible]	[illegible]		
[illegible]	[illegible]		
[illegible]	[illegible]		

DEAL COPY

FELD CHEVROLET

11200 St. Charles Rock Rd. (at Lindbergh Blvd.)
BRIDGETON, (ST. LOUIS) MO 63044
314-291-2200

RETAIL BUYERS ORDER

Stock No. _____
Date _____
Salesman _____
Deal No. _____

JRCHASER'S NAME [redacted]

JRCHASER'S ADDRESS [redacted] CITY [illegible] ZIP [illegible]

ESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

I hereby agree to purchase from you under the terms and conditions specified, the following:

ear [illegible] Make [illegible] Model [illegible] ☐ New ☐ Used Mileage _____

IN [illegible] [redacted] Safe _____ Color _____ Trim _____

JSED TRADE-IN ALLOWANCE	REC. TITLE YES ☐ NO ☐	$ 4500	00
LESS BALANCE OWED ON TRADE-IN			
NET ALLOWANCE ON USED TRADE-IN		$	
BALANCE OWED TO			
DESCRIPTION OF TRADE-IN:	MILEAGE [illegible]		
VIN [illegible] [redacted]			
YEAR [illegible]	MAKE [illegible]		
MODEL [illegible]			
BODY TYPE	COLOR		

JNLESS THE MANUFACTURER OR THE DEALER HAS ISSUED SPECIFIC WARRANTY ON THIS VEHICLE SEE THE DISCLAIMER OF WARRANTY ON THE BACK OF THIS CONTRACT. (SEE SECTIONS 3, 6, 7 ON REVERSE.)

PURCHASER'S CERTIFICATION

1. I hereby certify that this order includes all of the terms and conditions on both the face and reverse side hereof, that this order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE; AND

2. I have reviewed this order and fully understand that my new unit will be equipped only with the optional equipment specifically listed on the face of this order plus all standard equipment as designated by the manufacturer at time of delivery; AND

TRANSIT DAMAGE

3. Purchaser acknowledges that there may have been certain transit and/or storage damage to the vehicle sold by the Seller herein, and Purchaser hereby releases the Seller for any and all claims arising out of such transit and/or storage damage.

KNOWN DEFECTS

4. All equipment (including tires) as appraised on my trade-in will remain, and the only existing material defects known to me on the motor vehicle that is being traded in to the dealer are: _____

_____ ; AND
IF NONE, SO STATE

5. THIS IS A CASH SALE.

6. NOTICE: IF YOU ARE BUYING A USED VEHICLE, SEE THE REVERSE SIDE UNDER "PROVISIONS APPLICABLE ON SALE OF A USED VEHICLE" BECAUSE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED AND CERTAIN STATEMENTS ARE MADE CONCERNING THE ODOMETER READING. **MUST READ AND SIGN ON REVERSE SIDE**

7. TENDER OF BAD CHECKS: In the event Purchaser tenders Dealer one or more checks under this Purchase Order which does (do) not clear the bank(s) on which the check(s) is (are) drawn, Purchaser shall be liable therefor even if Purchaser is not the maker or endorser of such check(s), and if Dealer institutes litigation against Purchaser on account thereof, Dealer shall be entitled to recover against Purchaser the face amount of such check(s) together with the attorneys' fees and costs incurred by Dealer in prosecuting such litigation.

8. I AUTHORIZE AN INVESTIGATION OF MY CREDIT AND EMPLOYMENT HISTORY.

9. I certify that I am 18 years of age, or older; and that I have read the printed matter on the front and back hereof, and agree to it as a part of this order the same as if it were printed above [redacted]
SIGNA[redacted]
X [redacted]

CUSTOMER # 71095

ACCEPTED DEALER BY:

		37740	00
DEALER INSTALLED ITEMS:			
	RUNNING BOARDS		
PROCESSING FEE		89	00
TOTAL PRICE			
NET TRADE			
DEPOSIT DATE	REC # CASH ☐ CK ☐		
COD DATE	REC # CASH ☐ CK ☐		
EXTD SERV (	MTS MILES)		
GM REBATE		2500	00
UNPAID BALANCE			

Reynolds and Reynolds CK01207 O (02/20)

IMPORTANT NOTICE TO USED CAR BUYER(S) MUST SIGN 6 OR 7 ON REVERSE SIDE

General Motors Car and Truck Divisions
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME [redacted]

VIN: 1GNDT13S32 [redacted] **(or see attached list*)**

CUSTOMER INCENTIVE(S)

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 on 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
LOYALTY REBATE	$2500.00	CSR
	$ N/A	
	$ N/A	
	$ N/A	
	$ N/A	
Total Incentive Amount Received	$2500.00	

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

a. I elect to receive _____
in lieu of _____

or

b. I elect to receive _____

----- CUSTOMER AND DEALER ACKNOWLEDGMENT ----

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

Purchaser/Lessee Signature [redacted] Date: 2/27/03

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item #2 have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: _____ Date: 2/27/03

Dealership Name: [redacted] Dealer Code: 07293

* List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File

Copy #1 - Dealer Copy Copy #2 - Customer 99GMACK2/GM-3795 (9/99)

[redacted]

"ANY FALSE STATEMENT IN THIS APPLICATION IS A VIOLATION OF THE LAW AND MAY BE PUNISHED BY FINE OR IMPRISONMENT OR BOTH." (301.420 RSMO)

TRANSACTION: ☐ RENEWAL/TRANSFER PLATES ☐ TRANSFER PLATES ☐ NEW PLATES ☐ TITLE ONLY

RECIPROCITY ONLY | PRORATE NO | TYPE ALL APPLICATIONS

DOR USE ONLY - REJECT NUMBER | STAPLE HERE

LICENSE PLATE NO | BRAND CODE

APPLICATION FOR MISSOURI TITLE AND LICENSE

ORIGINAL XX ☐ | DUPLICATE ☐ | NON-NEGOT. ☐ | PRIOR SALVAGE ☐ | CORRECTED ☐ | MECHANIC LIEN ☐ | SALVAGE ☐ | DUP. SALVAGE ☐ | JUNK ☐ | DUP. JUNK ☐ | TRANSFER ON DEATH (TOD) ☐ | TENANTS IN COMMON ☐

OWNER

[redacted]

TOD BENEFICIARIES, IF APPLICABLE

[redacted]

ST LOUIS MO [redacted]

COUNTY | FLEET NUMBER | L/R NUMBER

☐ IN CITY LIMITS | ☐ OUTSIDE CITY LIMITS | TELEPHONE NUMBER

DLN/SSN/FEIN NUMBER | $ 37740.00

VEHICLE

YEAR	MAKE	VEHICLE IDENTIFICATION NUMBER (IF TYPING, DISREGARD BLOCK CONSTRAINTS)	BODY STYLE	
2003	CHEVROLET	1GNDT13S33[redacted]	4DR	$ 2500.00

COLOR	FUEL	G - GAS P - PROPANE D - DIESEL E - ELECTRIC N - NATURAL O - OTHER	GVWR OVER 16,000 LBS ☐ YES	IF NEW, LIST GVWR		
DK.GRAY ME	G				02/27/2003	$ 4500.00

KIND OF VEHICLE		PREVIOUS TITLE NUMBER	STATE	ZONE	B - BEYOND LOCAL L - LOCAL S - SHUTTLE F - FARM T - TRANSIT	GR. WT. OR SEATING CAPACITY	
P - PASSENGER M - MOTORCYCLE T - TRUCK C - TRICYCLE D - TRAILER R - REC. VEHICLE B - BUS A - ATV	XX ☐ NEW (MSO) ☐ USED (TITLE)	NSO					$ N/A

K.O.V.	CYL.	H.P.	TAB NUMBER	EXP. MO.	EXP. YR.	SPECIAL P	
T	6						$ 307.40

LIEN/MAIL TO

XX ☐ YES ☐ NO VEH. SUB. TO LIEN? | 02/27/2003 | ☐ MAIL TITLE TO ADDRESS BELOW. NO LIEN ON VEHICLE. | LIENHOLDER'S TELEPHONE NO. | XX ☐ YES ☐ NO

1 GMAC

2 ☐ YES

STREET ADDRESS, R.R. OR P.O. BOX NUMBER: [redacted]

CITY, STATE, ZIP CODE: COCKEYSVILLE MD [redacted]

TRADE-IN/TRANSFER

XX ☐ TRADE-IN ☐ LICENSE TRANSFER

YEAR	MAKE	VEHICLE IDENTIFICATION NUMBER	TITLE NUMBER
1993	BMW	WBACB431XP[redacted]	

EXP. YEAR | H.P. | LICENSE NUMBER

THE PERSONAL INFORMATION IN YOUR VEHICLE RECORD IS PROTECTED AS PROVIDED BY LAW.

OWNER SIG.

If this motor vehicle is registered at the time application for title is made, my signature shall certify that I have and will maintain, during the period of registration, financial responsibility with respect to each motor vehicle that I own, license or operate on the streets or highways.

You must present your insurance card or other acceptable proof of financial responsibility.

Any false affidavit is a crime under Section 575.060 of Missouri law.

SIGNATURE OF ONE OWNER REQUIRED

"I CERTIFY UNDER PENALTY OF PERJURY THAT THE FACTS HEREIN ARE TRUE TO THE BEST OF MY KNOWLEDGE."

[redacted]

SELLER

MO DEALER NUMBER	DEALERSHIP NAME	CITY, STATE, ZIP CODE	TELEPHONE NUMBER
D 232	FELD CHEVROLET CO.	BRIDGETON MO 63044	(314)291-2200

"I CERTIFY UNDER PENALTY OF PERJURY THAT THE FACTS HEREIN ARE TRUE TO THE BEST OF MY KNOWLEDGE." | SIGNATURE OF DEALER OR REPRESENTATIVE | TRADE-IN XX ☐ YES ☐ NO

NOTARY DUP. TITLE ONLY

DUPLICATE TITLE ONLY - COMPLETE REASON AND NOTARIZE. NOTARY INFORMATION APPLIES TO APPLICANT'S SIGNATURE.

☐ LOST ☐ STOLEN ☐ MUTILATED (ATTACH MUTILATED TITLE) ☐ NEVER RECEIVED - LOST IN MAIL

NOTARY PUBLIC EMBOSSER OR BLACK RUBBER STAMP SEAL

STATE | COUNTY (OR CITY OF ST. LOUIS)

SUBSCRIBED AND SWORN BEFORE ME, THIS DAY OF

NOTARY PUBLIC SIGNATURE | MY COMMISSION EXPIRES

NOTARY PUBLIC NAME (TYPED OR PRINTED)

MINIMUM $1 BLIND FUND AND/OR $10 WWII MEMORIAL FUND DONATION. ▶

FOR OFFICE USE ONLY

☐ FHVUT | WGT. OF PLATES FORM 2290

☐ PP ☐ INS ☐ EIN ☐ FMCSR | DIST. AMT. $

☐ SAFETY ☐ EMISSION | MILEAGE DATE

BRANCH OFFICE VALIDATION ONLY

[redacted]

☐ APPROVE ☐ REJECT | SITE CODE | PROCESSED BY | AGENT FEE

STATE TAX S U

FEES	
	$
	$
	$
	$
	$
	$
	$
	$
	$
	$
	$
	$

FELD CHEVROLET

(314) 291-2200
SALES AND GENERAL OFFICE

11200 ST. CHARLES ROCK ROAD
(AT LINDBERGH BLVD.)
BRIDGETON, MO 63044
SERVICE EXPRESS
(314) 291-2200
SERVICE DIRECT: (314) 291-4455

PARTS HOURS
MON - FRI
7:30 AM - 5:30 PM

SERVICE HOURS
MON - FRI
7:00 AM - 6:00 PM

CUSTOMER NO. [redacted]	ADVISOR: JOHN DANNER 861	TAG NO.: 3789	INVOICE DATE: 02/15/08	INVOICE NO.: [redacted]
[redacted] ST LOUIS, MO [redacted]	LABOR RATE:	LICENSE NO.:	MILEAGE: 47,416	COLOR: DK.GRAY MET
	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/S10 BLAZER/TRAILB		DELIVERY DATE: 02/27/03	DELIVERY MILES: 285
	VEHICLE I.D. NO.: 1 G N D T 1 3 S 3 3 2 [redacted]		SELLING DEALER NO.: 03293	PRODUCTION DATE:
[redacted]	F.T.E. NO.:	P.O. NO.:	R.O. DATE: 02/07/08	
[redacted] PHONE	COMMENTS: C# D.T. E# VORTEC, I6 ENG			MO: 47456

TOTALS

Thank you for choosing FELD CHEVROLET for your automotive needs. We hope you were "COMPLETELY SATISFIED" with the service you received. If you have a concern that your Service Consultant has not been able to correct please contact Michael Meyer (service manager) at 314-291-2200 ext.315

TOTAL LABOR....	10.55
TOTAL PARTS....	5.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	16.80
TOTAL MISC CHG.	1.98
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.75
TOTAL INVOICE $	**37.03**

Thanks again,

The Feld Chevrolet Service Team
Dave,John and Jack

CUSTOMER SIGNATURE

********** D U P L I C A T E I N V O I C E **********

Could not find hand card

WARRANTY DISCLAIMER: Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose or delay and Feld Chevrolet neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Parts and Labor on Genuine GM Parts used in the repair of your vehicle at Feld Chevrolet carries a manufacturer's warranty of 12 months or 12,000 miles, whichever occurs first.

PLEASE CALL:
(314) 291-4455

SERVICE HOURS
MON - FRI 7:00 AM - 6:00 PM

PARTS HOURS
MON - FRI 7:30 AM - 5:30 PM

FELD CHEVROLET
SERVICE ADVANTAGES:

- 90 DAYS SAME AS CASH AVAILABLE ON SERVICE REPAIRS.*
- LIFETIME WARRANTY ON SELECT REPAIRS.*
- TIRES - COMPETITIVE PRICING ON NAME BRAND TIRES FOR YOUR GM VEHICLE.
- NATIONWIDE WARRANTY.
- GM FACTORY TRAINED TECHNICIANS.
- RENTAL DEPARTMENT ON SITE

* SEE SERVICE ADVISOR FOR DETAILS.

Reynolds and Reynolds ERAINTINVE BF628855 Q (12/03)

FELD CHEVROLET

(314) 291-2200
SALES AND GENERAL OFFICE

11200 ST. CHARLES ROCK ROAD
(AT LINDBERGH BLVD.)
BRIDGETON, MO 63044
SERVICE EXPRESS
(314) 291-2200
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PARTS HOURS
MON - FRI
7:30 AM - 5:30 PM

SERVICE HOURS
MON - FRI
7:00 AM - 6:00 PM

CUSTOMER NO. [redacted]	ADVISOR: JOHN DANNER 861	TAG NO.: 3789	INVOICE DATE: 02/15/08	[redacted]
[redacted]	LABOR RATE:	LICENSE NO.:	MILEAGE: 47,416	COLOR: DK.GRAY MET
ST LOUIS, MO [redacted]	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/S10 BLAZER/TRAILB		DELIVERY DATE: 02/27/03	STOCK NO.: [redacted]
[redacted]	VEHICLE I.D. NO.: 1 G N D T 1 3 S 3 3 2 2 [redacted]		SELLING DEALER NO.: 03293	DELIVERY MILES: 285
	F.T.E. NO.:	P.O. NO.:	R.O. DATE: 02/07/08	PRODUCTION DATE:
[redacted]	COMMENTS: C# D.T. E# VORTEC, I6 ENG			MO: 47456

LABOR & PARTS----------

J# 1 01CVZ3K 3K LOF TECH(S):448 10.55
PERFROM 3000 MILE SERVICE
LUBE. OIL AND FILTER CHANGE
MULT-POINT INSPECTION
PERFROM 3000 MILE MAINTENANCE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	89017342	FILTER 1.836	5.95	5.95
			JOB # 1 TOTAL PARTS		5.95
			JOB # 1 TOTAL LABOR & PARTS		16.50

J# 2 01CVZ28PT FREE 28 PT INSP TECH(S):448 INTERNAL
PERFORM FREE 28 POINT INSPECTION
COMPLETED

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

J# 3 23CVZ BODY ELECTRICAL DIAG TECH(S):448 WARRANTY
CUSTOMER STATES SPEEDOMETER IS INOP. $124 TO DIAGNOSE
N4180
CHECK OUT AND REPLACE I/P CLUSTER
ONE TIME GOODWILL ADJUSTMENT FROM FELD CHEVROLET

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	15195447	REM CLUSTER		WARRANTY
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

G.O.G. & SUPPLIES----------

JOB # 1 7.0 EXXON SUPER FLOW5W30 @ 2.400 /UNIT 16.80
TOTAL - GOG 16.80

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	500	ENVIRONMENTAL CHARGE		1.98
JOB # 2	18	65D ADVERTISED SERV SPECIAL		INTERNAL
			TOTAL - MISC	1.98

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

COMMENTS----------
WAIT
JT
C

WARRANTY DISCLAIMER: Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose or delay and Feld Chevrolet neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Parts and Labor on Genuine GM Parts used in the repair of your vehicle at Feld Chevrolet carries a manufacturer's warranty of 12 months or 12,000 miles, whichever occurs first.

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- LIFETIME WARRANTY ON SELECT REPAIRS.*
- TIRES - COMPETITIVE PRICING ON NAME BRAND TIRES FOR YOUR GM VEHICLE.
- NATIONWIDE WARRANTY.
- GM FACTORY TRAINED TECHNICIANS.
- RENTAL DEPARTMENT ON SITE

* SEE SERVICE ADVISOR FOR DETAILS.

[CONTINUED ON NEXT PAGE] 11:26am

Reynolds and Reynolds FRAINTINVE SF029895 Q (12/05)

CHEVROLET FELD

(314) 291-2200
SALES AND GENERAL OFFICE

11200 ST. CHARLES ROCK ...
(AT LINDBERGH BLVD.)
BRIDGETON, MO 63044
SERVICE EXPRESS
(314) 291-2200
SERVICE DIRECT: (314) 291-4455

MON-FRI
7:30 AM - 5:30 PM
SERVICE HOURS
MON - FRI
7:00 AM - 6:00 PM
[redacted]

COMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
0CVZ04	FRONT END ALIGNMENT	MI	69.95				

RVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/03/07	[redacted]	46007	859	265	C	23CVZ	BODY ELECTRICAL DIAG
11/06/07		45499	861	407	C	23CVZ00	BODY ELECTRICAL
09/05/07		44103	436	315	C	07CVZ	START/CHARGE DIAG
				315	C	01CVZ3K	3K LOF
05/04/07		40376	436	315	C	23CVZ00	BODY ELECTRICAL
				315	I	01CVZ28PT	FREE 28 PT INSP

ALESPERSON NO. 564 JOHN MOROVITZ S E R V I C E STATE REG# 03293

VEHICLE I.D. NO. 1GNDT13S332[redacted]
YEAR/MAKE/MODEL 03/CHEVROLET TRUCK/S10 BLAZER/TRAIL
PRODUCTION DATE
STOCK NO. [redacted]
LICENSE NO. [redacted]

[redacted]
ST LOUIS, MO [redacted]
[redacted]

CUSTOMER NO. [redacted]
SERVICE CONTRACT
DELIVERY DATE 02/27/03
DELIVERY MILES 285
BELLING DEALER NO. 03293
01/14/08
COLOR DK.GRAY MET/
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
TAG NO. 2776
TURBO
MMC CVZZ
AIR COND. Y
P.S. Y
TRANS A
MILEAGE 46,945
ADVISOR NO. 859
ADVISOR JOHN HOLLINGSHEAD

REFERENCE PHONE [redacted]
BUSINESS PHONE [redacted]

TIME RECEIVED 12:31pm
DATE/TIME PROMISED 01/14/08 06:00pm
PRIORITY 2

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 [redacted] inspecting such vehicle.

PPOINTMENT
☐ Yes
☒ No

C# D.T.
E# VORTEC, I6 ENG
LABOR RATE

X [redacted]

OB

ORIGINAL CUSTOMER ESTIMATE: PARTS 0.00 LABOR 0.00 TOTAL 0.00

X _____

BE AWARE OF POTENTIAL DIAGNOSTIC FEES UP TO $ _____ , REGARDLESS OF YOUR REPAIR HISTORY.

X _____
CUSTOMER SIGNATURE

COMMENTS : WAIT

[redacted]

1. CJ 23CVZ BODY ELECTRICAL DIAG
TAIL LAMPS INOP SEE HISTORY

ADVISE M. MEYER

repl tail lights leaking
Replc RT Side TAILLAND
Assebly
B9640 .2

CALL BACK
Y N

PARTS
LABOR
TAX
DATE:
TOWING
TIME:
RENTAL
TOTAL
SUBTOT
DEDUCT
AUTH

Goodwell
M Meyer

HARD COPY

[redacted]

FELDCHEV

(AT LINDBERGH)
BRIDGETON, MO 63044

SERVICE EXPRESS
(314) 291-2200
SERVICE DIRECT: (314) 291-4455

SERVICE HOURS
MON - FRI
7:00 AM - 6:00 PM

(314) 291-2200
SALES AND GENERAL OFFICE

MMENDED SERVICES

ERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
VZ04	FRONT END ALIGNMENT	MI	69.95				

/ICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/06/07	[redacted]	45499	861	407	C	23CVZ00	BODY ELECTRICAL
09/05/07		44103	436	315	C	07CVZ	START/CHARGE DIAG
				315	C	01CVZ3K	3K LOF
05/04/07		40376	436	315	C	23CVZ00	BODY ELECTRICAL
				315	I	01CVZ28PT	FREE 28 PT INSP
				315	C	01CVZ3K	3K LOF

ESPERSON NO. 564 JOHN MOROVITZ

SERVICE

STATE REG# 03293

VEHICLE I.D. NO. 1GNDT13S33[redacted]
YEAR/MAKE/MODEL 03/CHEVROLET TRUCK/S10 BLAZER/TRAIL
PRODUCTION DATE
STOCK NO. [redacted]
LICENSE NO.
R.O. NO. [redacted]

[redacted]
ST LOUIS, MO
[redacted]

CUSTOMER NO. [redacted] SERVICE CONTRACT
DELIVERY DATE 02/27/03
DELIVERY MILES 285
SELLING DEALER NO. 03293
R.O. DATE 12/03/07

COLOR DK.GRAY MET/
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
TAG NO. 646

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ	Y	Y	A	46,007	859	JOHN HOLLINGSHEAD

[redacted]

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 [redacted] 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 [redacted] acknowledged on the above vehicle to secure the amount of repair thereto; that your employees [redacted] purpose of testing and/or inspecting such vehicle.

X [redacted]

TIME RECEIVED 04:08pm | DATE/TIME PROMISED 12/03/07 06:00pm | PRIORITY 3

APPOINTMENT ☐ Yes ☒ No

C# D.T.
E# VORTEC, I6 ENG

LABOR RATE

JOB

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL 265

X _____

COMMENTS : WAIT

1 **C* 23CVZ BODY ELECTRICAL DIAG .5 HR.**
RIGHT REAR BRAKE LIGHT IS INOP

196.00

BE AWARE OF POTENTIAL DIAGNOSTIC FEES UP TO $ _____ . REGARDLESS OF YOUR REPAIR HISTORY.

X _____
CUSTOMER SIGNATURE

CALL BACK Y N

PARTS _____
LABOR _____
TAX _____ DATE: _____
TOWING _____ TIME: _____
RENTAL _____ TOTAL _____
SUBTOT _____
DEDUCT _____ AUTH # _____

[redacted]

HARD COPY

CHEVROLET

(A) LINDE...

FELDCHEV

BRIDGETON, MO 63044

SERVICE EXPRESS

(314) 291-2200

SERVICE DIRECT: (314) 291-4455

314) 291-2200
ND GENERAL OFFICE

SERVICE HOURS
MON - FRI
7:00 AM - 6:00 PM

[redacted]

[redacted]

[redacted]

IS, MO[redacted]

[redacted]

ADVISOR	TAG NO.	INVOICE DATE
JOHN HOLLINGSHEAD 859	646	12/03/07

LABOR RATE	LICENSE NO.	MILEAGE	COLOR
		46,007	DK.GRAY MET

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
03/CHEVROLET TRUCK/S10 BLAZER/TRAILB	02/27/03	285

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N D T 1 3 S 3 3 2 [redacted]	03293	

F.T.E. NO.	P.O. NO.	R.O. DATE
		12/03/07

COMMENTS
C# D.T. E# VORTEC. I6 ENG

MO: 46007

PARTS----------

/Z BODY ELECTRICAL DIAG TECH(S):265 62.00
RIGHT REAR BRAKE LIGHT IS INOP
BULB BURNT OUT (R/R HOUSING LEAKING WATER)
REPLACED R/R BULB

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	9441839	BULB LP 8.991	2.86	2.86
		JOB # 1 TOTAL PARTS		2.86
		JOB # 1 TOTAL LABOR & PARTS		64.86

CODE	DESCRIPTION	CONTROL NO	
A 500	ENVIRONMENTAL CHARGE		7.78
		TOTAL - MISC	7.78

NTS----------

S----------

< you for choosing FELD CHEVROLET for your automotive
s. We hope you were "COMPLETELY SATISFIED" with the
ice you received. If you have a concern that your
ice Consultant has not been able to correct please
act Michael Meyer (service manager) at 314-291-2200
.315

TOTAL LABOR....	62.00
TOTAL PARTS....	2.86
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	7.78
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.76
TOTAL INVOICE $	**73.40**

Thanks again.

The Feld Chevrolet Service Team
Dave,John and Jack

CUSTOMER SIGNATURE

WARRANTY DISCLAIMER: Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose or delay and Feld Chevrolet neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Parts and Labor on Genuine GM Parts used in the repair of your vehicle at Feld Chevrolet carries a manufacturer's warranty of 12 months or 12,000 miles, whichever occurs first.

PLEASE CALL:
(314) 291-4455

SERVICE HOURS
MON - FRI 7:00 AM - 6:00 PM

PARTS HOURS
MON - FRI 7:30 AM - 5:30 PM

FELD CHEVROLET
SERVICE ADVANTAGES:

- 90 DAYS SAME AS CASH AVAILABLE ON SERVICE REPAIRS.*
- LIFETIME WARRANTY ON SELECT REPAIRS.*
- TIRES - COMPETITIVE PRICING ON NAME BRAND TIRES FOR YOUR GM VEHICLE.
- NATIONWIDE WARRANTY.
- GM FACTORY TRAINED TECHNICIANS.
- RENTAL DEPARTMENT ON SITE

* SEE SERVICE ADVISOR FOR DETAILS.

SERVICE FILE COPY

[END OF INVOICE] 05:08pm

Reynolds and Reynolds GRAINTINYE SF6296M 2 2/09

[redacted]

[redacted]

MON-FRI
7:30 AM - 5:30 PM
SERVICE HOURS
MON - FRI
7:00 AM - 6:00 PM

[redacted]

CHEVROLET FELD

(314) 291-2200
SALES AND GENERAL OFFICE

11200 ST. CHARLES ROCK ROAD
(AT LINDBERGH BLVD.)
BRIDGETON, MO 63044
SERVICE EXPRESS
(314) 291-2200
SERVICE DIRECT: (314) 291-4455

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
90CVZ04	FRONT END ALIGNMENT	MI	69.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/05/07	[redacted]	44103	436	315	C	07CVZ	START/CHARGE DIAG
				315	C	01CVZ3K	3K LOF
05/04/07		40376	436	315	C	23CVZ00	BODY ELECTRICAL
				315	I	01CVZ28PT	FREE 28 PT INSP
				315	C	01CVZ3K	3K LOF
				315	C	01CVZRT	ROTATE TIRES

SALESPERSON NO. 564 JOHN MOROVITZ S E R V I C E STATE REG# 03293

VEHICLE ID NO. 1GNDT13S332[redacted]
[redacted]
ST LOUIS, MO[redacted]
[redacted]

YEAR/MAKE/MODEL: 03/CHEVROLET TRUCK/S10 BLAZER/TRAIL
PRODUCTION DATE:
STOCK NO.: 031754
LICENSE NO.: [redacted]
CUSTOMER NO.: [redacted]
SERVICE CONTRACT:
DELIVERY DATE: 02/27/03
DELIVERY MILES: 285
SELLING DEALER NO.: 03293
R.O. DATE: 11/06/07
COLOR: DK.GRAY MET/
CONTRACT NO.:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO.: 872
TURBO: M/MC: CVZZ AIR COND: Y P/S: Y TRANS: A MILEAGE: 45,498 ADVISOR NO.: 861 ADVISOR: JOHN DANNER

[redacted]

01:22pm 11/06/07 06:00pm 2
C# D.T.
LABOR RATE
E# VORTEC, I6 ENG

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.

X

JOB

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

1 C 23CVZ00 ***BODY ELECTRICAL***
REPAIR LEFT HAND BRAKE LIGHT

#407

Reset Oil Life Light

BE AWARE OF POTENTIAL DIAGNOSTIC FEES UP TO $ REGARDLESS OF YOUR REPAIR
[redacted]

CALL BACK
Y N

PARTS _____
LABOR _____
TAX _____ DATE: _____
TOWING _____ TIME: _____
RENTAL _____ TOTAL _____
SUBTOT _____
DEDUCT _____ AUTH # _____

YES

HARD COPY

[redacted]

LRD/LGM/EGM

RCM/HCM

L TAIL LITE BOARD + BULB

CHECK ENGINE LITE ON.

FELD CHEVROLET

(314) 291-2200
SALES AND GENERAL OFFICE

11200 ST. CHARLES ROCK ROAD
(AT LINDBERGH BLVD.)
BRIDGETON, MO 63044
SERVICE EXPRESS
(314) 291-2200
SERVICE DIRECT: (314) 291-4455

PARTS HOURS
MON - FRI
7:30 AM - 5:30 PM

SERVICE HOURS
MON - FRI
7:00 AM - 6:00 PM

CUSTOMER NO. [redacted]	ADVISOR: DENNY RHEINECKER 436	TAG NO.: 9919	INVOICE DATE: 09/05/07	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 44,101	COLOR: DK.GRAY MET	STOCK NO. [redacted]
ST LOUIS, MO [redacted]	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/S10 BLAZER/TRAILB		DELIVERY DATE: 02/27/03		DELIVERY MILES: 285
[redacted]	VEHICLE I.D. NO.: 1 G N D T 1 3 S 3 3 2 [redacted]		SELLING DEALER NO.: 03293		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 09/05/07		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS: C# D.T. E# VORTEC, T6 ENG			MO: 44103

TOTALS

Thank you for choosing FELD CHEVROLET for your automotive needs. We hope you were "COMPLETELY SATISFIED" with the service you received. If you have a concern that your Service Consultant has not been able to correct please contact Michael Meyer (service manager) at 314-291-2200 ext.315

TOTAL LABOR....	93.85
TOTAL PARTS....	100.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	16.80
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	8.34
TOTAL INVOICE $	**219.94**

Thanks again,

The Feld Chevrolet Service Team
Dave, John and Jack

CUSTOMER SIGNATURE

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

Could not find hand card

WARRANTY DISCLAIMER: Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose or delay and Feld Chevrolet neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Parts and Labor on Genuine GM Parts used in the repair of your vehicle at Feld Chevrolet carries a manufacturer's warranty of 12 months or 12,000 miles, whichever occurs first.

PLEASE CALL:
(314) 291-4455

SERVICE HOURS
MON - FRI 7:00 AM - 6:00 PM

PARTS HOURS
MON - FRI 7:30 AM - 5:30 PM

FELD CHEVROLET
SERVICE ADVANTAGES:

- 90 DAYS SAME AS CASH AVAILABLE ON SERVICE REPAIRS.*
- LIFETIME WARRANTY ON SELECT REPAIRS.*
- TIRES - COMPETITIVE PRICING ON NAME BRAND TIRES FOR YOUR GM VEHICLE.
- NATIONWIDE WARRANTY.
- GM FACTORY TRAINED TECHNICIANS.
- RENTAL DEPARTMENT ON SITE
- * SEE SERVICE ADVISOR FOR DETAILS.

Reynolds and Reynolds (RAINTINVF) (09/09/05 R (18/09)

FELD CHEVROLET

(314) 291-2200
SALES AND GENERAL OFFICE

11200 ST. CHARLES ROCK ROAD
(AT LINDBERGH BLVD.)
BRIDGETON, MO 63044
SERVICE EXPRESS
(314) 291-2200
SERVICE DIRECT: (314) 291-4455

PARTS HOURS
MON - FRI
7:30 AM - 5:30 PM

SERVICE HOURS
MON - FRI
7:00 AM - 6:00 PM

CUSTOMER NO. [redacted]	ADVISOR: DENNY RHEINECKER 436	TAG NO.: 9919	INVOICE DATE: 09/05/07	INVOICE NO.: [redacted]	
[redacted]	LABOR RATE:	LICENSE NO.:	MILEAGE: 44,101	COLOR: DK.GRAY MET	STOCK NO.: [redacted]
ST LOUIS, MO [redacted]	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/S10 BLAZER/TRAILB			DELIVERY DATE: 02/27/03	DELIVERY MILES: 285
[redacted]	VEHICLE I.D. NO.: 1 G N D T 1 3 S 3 3 2 [redacted]			SELLING DEALER NO.: 03293	PRODUCTION DATE:
	F.T.E. NO.:	P.O.		R.O. DATE: 09/05/07	
	COMMENTS: C# D.T. E# VORTEC, I6 ENG				MO: 44103

LABOR & PARTS

J# 1 07CVZ START/CHARGE DIAG TECH(S):315 83.30

CUST STATES VEH INOP MAYBE ALTENATOR
CHECKED CHARGING SYSTEM AND REPLACED BATTERY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	19001632	78-6YR BATTERY FMP	95.00	95.00
			JOB # 1 TOTAL PARTS		95.00
			JOB # 1 TOTAL LABOR & PARTS		178.30

J# 2+01CVZ3K 3K LOF TECH(S):315 10.55

PERFROM 3000 MILE SERVICE
LUBE, OIL AND FILTER CHANGE
MULT-POINT INSPECTION
PERFROM 3000 MILE MAINTENANCE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	89017342	FILTER 1.836	5.95	5.95
			JOB # 2 TOTAL PARTS		5.95
			JOB # 2 TOTAL LABOR & PARTS		16.50

G.O.G. & SUPPLIES

JOB # 2 7.0 EXXON SUPER FLOW5W30 @ 2.400 /UNIT 16.80

TOTAL - GOG 16.80

ESTIMATE

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

COMMENTS

DRP'RENTAL
JB

WARRANTY DISCLAIMER: Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose or delay and Feld Chevrolet neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Parts and Labor on Genuine GM Parts used in the repair of your vehicle at Feld Chevrolet carries a manufacturer's warranty of 12 months or 12,000 miles, whichever occurs first.

PLEASE CALL:
(314) 291-4455

SERVICE HOURS
MON - FRI 7:00 AM - 6:00 PM

PARTS HOURS
MON - FRI 7:30 AM - 5:30 PM

FELD CHEVROLET
SERVICE ADVANTAGES:

- 90 DAYS SAME AS CASH AVAILABLE ON SERVICE REPAIRS.*
- LIFETIME WARRANTY ON SELECT REPAIRS.*
- TIRES - COMPETITIVE PRICING ON NAME BRAND TIRES FOR YOUR GM VEHICLE.
- NATIONWIDE WARRANTY.
- GM FACTORY TRAINED TECHNICIANS.
- RENTAL DEPARTMENT ON SITE
- SEE SERVICE ADVISOR FOR DETAILS.

[CONTINUED ON NEXT PAGE] 11:26am

Reynolds and Reynolds 6FAINTINVE 6F6329550 Q (12/05)

FELD CHEVROLET
(314) 291-2200
SALES AND GENERAL OFFICE

11200 ST. CHARLES ROCK ROAD
(AT LINDBERGH BLVD.)
BRIDGETON, MO 63044
SERVICE EXPRESS
(314) 291-2200
SERVICE DIRECT: (314) 291-4455

317261

PARTS HOURS
MON-FRI
7:30 AM - 5:30 PM

SERVICE HOURS
MON - FRI
7:00 AM - 6:00 PM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
90CVZ04	FRONT END ALIGNMENT	MI	59.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/03/07	[redacted]	37560	321	507	C	01CVZ3K	3K LOF
				507	C	90CVZMVI	MO.VEHICLE INSPECTIO
				507	C	01CVZAF	AIR FILTER
				507	C	01CVZ	MAINTENANCE
07/27/06		33634	321	463	C	01CVZ3K	3K LOF
				463	C	01CVZIND	FUEL INDUCTION SERV

SALESPERSON NO. 564 JOHN MOROVITZ

S E R V I C E

STATE REG# 03293

VEHICLE I.D. NO. [redacted]
YEAR/MAKE/MODEL: 03/CHEVROLET TRUCK/S10 BLAZER/TRAIL
PRODUCTION DATE:
STOCK NO.: 031754
LICENSE NO.:
R. O. NO.: [redacted]
CUSTOMER NO.: [redacted] SERVICE CONTRACT:
DELIVERY DATE: 02/27/03
DELIVERY MILES: 285
SELLING DEALER NO.: 03293
R. O. DATE: 05/04/07
ST LOUIS, MO [redacted]
COLOR: DK.GRAY MET/
CONTRACT NO.:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO.: [redacted]
TURBO | M/M/C: CVZZ | AIR COND.: Y | P.S.: Y | TRANS: A | MILEAGE: 40,374 | ADVISOR NO: 436 | ADVISOR: DENNY RHEINECKER
[redacted]
TIME PROMISED: 12:28pm | DATE PROMISED: 05/04/07 | 06:00pm | PRIORITY: 2
APPOINTMENT: [X] Yes [ ] No
C# D.T.
E# VORTEC, I6 ENG
LABOR RATE

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 [redacted] to secure the amount of repairs thereto; that your employees may [redacted] operating and/or inspecting such vehicle.

X [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: PARTS 0.00 LABOR 0.00 TOTAL 0.00

X _____

BE AWARE POTENTIAL DIAGNOSTIC FEES UP TO $ [redacted], REGARDLESS OF YOUR REPAIR HIS[redacted]

X [redacted]

COMMENTS : WAIT

1 **C** 23CVZ00 ***BODY ELECTRICAL*** 315
CUSTOMER REPORTS THAT HAS NO BRAKE LIGHTS CHECK AND ADVISE
.3

2 **I** * 01CVZ28PT ***FREE 28 PT INSP*** 315
PERFORM FREE 28 POINT INSPECTION

(3) HOLF .7 rotate .4 315

WAIT

CALL BACK Y N

PARTS _____
LABOR _____
TAX _____ DATE: _____
TOWING _____ TIME: _____
RENTAL _____ TOTAL _____
SUBTOT _____
DEDUCT _____ AUTH # _____

Reynolds and Reynolds (ES) 3170102 (08/97) Copyright

FELDCHEV

3142918450

05/27/2028 08:39

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/27/06	[redacted]	33634	321	463	C	01CVZ3K	3K LOF
				463	C	01CVZIND	DECARB SERVICE
				463	I	01CVZ28PT	FREE 28 PT INSP
03/13/06	[redacted]	29770	436	315	C	01CVZ3K	3K LOF
				315	C	01CVZTF	ATF FLUSH
				315	C	01CVZRT	ROTATE TIRES

CHEVROLET

FELD

www.feldchevrolet.com

SALES & GENERAL OFFICE
(314) 291-2200

11200 ST. CHARLES ROCK ROAD
(AT LINBERGH BLVD.)
BRIDGETON, MO 63044
SERVICE EXPRESS
(314) 291-4455

SERVICE

SALESPERSON NO. 564
JOHN MOROVITZ

VEHICLE ID NO. 1GNDT13S3322[redacted]

YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/S10 BLAZER/TRAIL

STOCK NO. [redacted]

LICENSE NO

R. O. NO [redacted]

[redacted]
ST LOUIS, MO
[redacted]

CUSTOMER NO	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO	R. O. DATE
71095		02/27/03	285	03293	01/03/07

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO
DK.GRAY MET/				5840

TRFRGO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	37,560	321	

[redacted]

TIME RECEIVED 08:41am

LABOR RATE

DATE/TIME PROMISED 01/03/07 06:00pm

PRIORITY 2

APPOINTMENT ☐ Yes ☒ No

Advisor: DALE LEY

TO OUR CUSTOMERS

We have found it impractical to discuss the many possible services applicable to each repair job. To have an estimate added to your repair order, please request it.

A standard charge for supplies and materials is made on each repair order. The amount of this charge will be 10% of parts and labor charge. This will be shown in the above right-hand corner in the space provided.

Experience has shown that our average charge covers the items normally used in keeping your car in good working order. If more than the average is required, you will be informed before the work is done.

"LIMITED EXPRESS WARRANTY"

Labor and parts are warranted for 12 months or 12,000 miles, whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

OTHERWISE.

X [redacted]

JOB LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

COMMENTS : WAIT

1 C * 01CVZ3K 3K LOF
PERFROM 3000 MILE SERVICE
LUBE, OIL AND FILTER CHANGE
MULT-POINT INSPECTION
.4 LOF 20.55

2 C 90CVZMVI MO.VEHICLE INSPECTIO
PERFORM MISSOURI VEHICLE SAFETY INSPECTION ONLY
.5 MO State Insp

3 A/F only
R+R Air filter 7.50
4 R+R Wiper Blades

CALL WHEN READY ☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

TERMS
CASH ☐
CREDIT CARD ☐
CHECK ☐
OTHER ☐

Monday - Friday

Service Dept. Hours:
7:30 a.m. - 6:00 p.m.

Parts Dept. Hours:
7:30 a.m. - 5:30 p.m.

STATE REG# 03293
E# VORTEC, I6 ENG
C# D.T.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
90CVZ04	FRONT END ALIGNMENT	MI	59.95

BE AWARE OF POTENTIAL DIAGNOSTIC FEES UP TO $ _____ REGARDLESS OF YOUR REPAIR HISTORY.

X _____
CUSTOMER SIGNATURE

CALL BACK Y N

PARTS _____

LABOR _____

TAX _____ DATE: _____

TOWING _____ TIME: _____

RENTAL _____ TOTAL _____

SUBTOT _____

DED/CT _____ AUTH # _____

306541

FELD CHEVROLET

www.feldchevrolet.com

SALES & GENERAL OFFICE
(314) 291-2200

11200 ST. CHARLES ROCK ROAD
(AT LINBERGH BLVD.)
BRIDGETON, MO 63044
SERVICE EXPRESS
(314) 291-4455

FELDCHEV

STATE REG# [redacted]
E# VORTEC, I6 ENG
C# D.T.

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/13/06	[redacted]	29770	436	315	C	01CVZ3K	3K LOF
				315	C	01CVZTF	ATF FLUSH
				315	C	01CVZRT	ROTATE TIRES
11/09/05	[redacted]	26679	321	407	C	01CVZ3K	3K LOF
				450	W	23CVZ00	BODY ELECTRICAL
				450	W	13CVZ00	BODY TRIM

SERVICE

SALESPERSON NO. 564
JOHN MOROVITZ

VEHICLE ID NO.: 1GNDT13S332[redacted]

YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/S10 BLAZER/TRAIL

STOCK NO.: [redacted]

LICENSE NO.:

R.O. NO.: [redacted]

[redacted]
ST LOUIS, MO [redacted]
[redacted]

CUSTOMER NO.: [redacted]

SERVICE CONTRACT:

DELIVERY DATE: 02/27/03

[redacted] 285

SELLING DEALER NO.: 03293

R.O. DATE: 07/27/06

COLOR: DK.GRAY MET/

CONTRACT NO.:

EXPIRATION DATE:

EXPIRATION MILES:

TAG NO.: [redacted]

TURBO | M / MC: CVZZ | AIR COND. | P. S. | TRANS | MILEAGE: 33,634 | ADVISOR NO.: 321 | PRODUCTION DATE:

RESIDENCE PHONE: [redacted]

TIME RECEIVED: 11:57am

LABOR RATE:

DATE / TIME PROMISED: 07/27/06 06:00pm

PRIORITY: 2

APPOINTMENT ☐ Yes ☒ No

Advisor: DALE LEY

"LIMITED EXPRESS WARRANTY"
Labor and parts are warranted for 12 months or 12,000 miles whichever occurs first. The date [redacted] to the same period.

TO OUR CUSTOMERS:
We have found it is not practical to be responsible for any miscellaneous supplies and materials used on each repair job. To do so would consider this add to our costs and labor charges.
A standard charge for supplies and materials is made on each repair order. The amount of the charge will be 10% of parts and labor charge. This will be shown in the lower right corner of the repair order in the space provided.
Experience has shown that our average charge covers the bare minimum of these items resulting in a saving to our customers.

[redacted] OTHERWISE.

X [redacted]

CUSTOMER'S SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
90CVZ04	FRONT END ALIGNMENT	MI	59.95

BE AWARE OF POTENTIAL DIAGNOSTIC FEES UP TO $ _____
REGARDLESS OF YOUR REPAIR HISTORY.

X _____
CUSTOMER SIGNATURE

CALL BACK Y N

PARTS _____

LABOR _____

TAX _____ DATE: _____

TOWING _____ TIME: _____

RENTAL _____ TOTAL _____

JOB LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

COMMENTS : WAIT

1 C * 01CVZ3K 3K LOF
PERFORM 3,000 MILE SERVICE
LUBE OIL AND FILTER CHANGE

463 L.O.F.

2 C * 01CVZIND DECARB SERVICE
PERFORM FUEL INDUCTION THROTTLE BODY SERVICE

463 perform decarb service

3 I * 01CVZ28PT FREE 28 PT INSP
PERFORM FREE 28 POINT INSPECTION

463 28 Pt inspection

CALL WHEN READY ☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

TERMS: CASH ☐ CREDIT CARD ☐ CHECK (PRIOR APPROVAL) ☐ OTHER ☐

Monday - Friday

Service Dept. Hours: 7:00 a.m. - 6:00 p.m.

Parts Dept. Hours: 7:30 a.m. - 5:30 p.m.

[redacted]

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BRIDGETON, MO 63044
SERVICE EXPRESS
(314) 291-4455

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/09/05	[redacted]	26679	321	407	C	01CVZ3K	3K LOF
				450	W	23CVZ00	BODY ELECTRICAL
				450	W	13CVZ00	BODY TRIM
06/15/05		23155	321	475	C	01CVZ15K	15K SERVICE
				475	C	01CVZ002	MAINTENANCE
03/04/05		20274	436	623	W	28CVZZ04087	TAILLAMPS/STOP LAMPS

SERVICE

SALESPERSON NO. 564
JOHN MOROVITZ

VEHICLE ID NO.: 1GNDT13S3[redacted]
YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/S10 BLAZER/TRAIL
STOCK NO.: [redacted]
LICENSE NO.:
R.O. NO.: [redacted]

[redacted]
ST LOUIS, MO [redacted]

CUSTOMER NO.: [redacted]
SERVICE CONTRACT:
DELIVERY DATE: 02/27/03
DELIVERY MILES: 285
SELLING DEALER NO.: 03293
R.O. DATE: 03/13/06

CONTRACT NO.:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO.: [redacted]

COLOR: DK.GRAY MET/

TURBO	M / WC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ				29,770	436	

RESIDENCE PHONE: [redacted]
BUS. PHONE: [redacted]
TIME RECEIVED: 09:31am
LABOR RATE:

DATE / TIME PROMISED: 03/13/06 11:00am
PRIORITY: 2

APPOINTMENT [X] Yes [ ] No

Advisor: DENNY RHEINECKER

"LIMITED EXPRESS WARRANTY"
Labor and parts are warranted for 12 months or 12,000 miles whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

TO OUR CUSTOMERS
We have found it not practical to stock the many miscellaneous supplies and fabrics used on each repair job. To all domestic consumers, we do not collect sales tax on labor charges.
A reasonable charge for supplies and materials is made on each repair order. This charge is 10% of the labor charge. This will not exceed 10% of the total labor charge on the repair order in the state of Illinois.
Customer has shown that our average charge covers the actual expense of these items and has a saving to the customer.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

X [redacted]

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS 0.00 LABOR 0.00 TOTAL 0.00

X _____

COMMENTS : WAIT

1 C * 01CVZ3K *3K LOF* 315
PERFORM 3,000 MILE SERVICE
LUBE OIL AND FILTER CHANGE
.4

2 C * 01CVZTF *ATF FLUSH*
PERFORM AUTOMATIC TRANSMISSION FLUID EXCHANGE SERVICE
(UP TO 12 QTS.) 139.95 - 315
1.0

3 C * 01CVZRT *ROTATE TIRES* 315
ROTATE TIRES AND INSPECT BRAKES
.4

WAIT

CALL WHEN READY: [ ] YES [ ] NO

SAVE REMOVED PARTS FOR CUSTOMER: [ ] YES [ ] NO

TERMS: [ ] CASH [ ] CREDIT CARD [ ] CHECK (ERROR APPROVAL) [ ] OTHER

Monday - Friday

Service Dept. Hours:
7:00 a.m. - 6:00 p.m.

Parts Dept. Hours:
7:30 a.m. - 5:30 p.m.

STATE REG# 03293
E# VORTEC, I6 ENG
C# D.T.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
90CVZ04	FRONT END ALIGNMENT	MI	59.95

BE AWARE OF POTENTIAL DIAGNOSTIC FEES UP TO $ _____ REGARDLESS OF YOUR REPAIR HISTORY.

X _____
CUSTOMER SIGNATURE

		CALL BACK Y	N
PARTS			
LABOR			
TAX	DATE:		
TOWING	TIME:		
RENTAL	TOTAL		
SUBTOT			
DEDUCT	AUTH #		

Reynolds and Reynolds EPA/NOWLE SR28864 0 (1/96)

FELDCHEV 3142918450 08:39

[redacted]

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DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	
06/15/05	[redacted]	23155	321	475	C	01CVZ15K	15K SERVICE
				475	C	01CVZ002	MAINTENANCE
03/04/05		20274	436	623	W	28CVZZ04087	TAILLAMPS/STOP LAMPS
01/10/05		19093	315	701	C	16CVZ05	SYNTEC BLEND LOF
				701	C	90CVZMVI	MO.VEHICLE INSPECTIO
04/13/04		13084	436	312	W	23CVZ	BODY ELECTRICAL DIAG

SERVICE

SALESPERSON NO. 564
JOHN MOROVITZ

VEHICLE ID NO.: 1GNDT13S332[redacted]
YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/S10 BLAZER/TRAIL
STOCK NO.: 031754
LICENSE NO.:
R. O. NO.: [redacted]

[redacted]
ST LOUIS, MO [redacted]

CUSTOMER NO.: [redacted]
SERVICE CONTRACT:
DELIVERY DATE: 02/27/03
DELIVERY MILES: 285
SELLING DEALER NO.: 03293
R. O. DATE: 11/09/05

COLOR: DK.GRAY MET/
CONTRACT NO.:
EXPIRATION DATE:
EXPIRATION MILES: [redacted]

TURBO	M / MO.	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ				26,679	321	

[redacted]
TIME RECEIVED: 09:16am
LABOR RATE:

DATE / TIME PROMISED: 11/09/05 06:00pm
PRIORITY: 2

APPOINTMENT [X] Yes [ ] No
Advisor: DALE LEY

"LIMITED EXPRESS WARRANTY"
Labor and parts are warranted for 12 months or 12,000 miles whichever occurs first. The duration of this implied warranties of merchantability and fitness to the same period

TO OUR CUSTOMERS:
Without hand it is not practical to itemize the many miscellaneous supplies and materials used on each repair job. to do so would considerably increase costs and labor charges.
A standard charge for supplies and miscellaneous materials used on each repair order. The amount of this charge will be 10% of parts and labor charge. This will be shown on the invoice as the last line item.
Exceptions provided:
If you feel that this amount is not a fair charge under the circumstances of your particular repair order, please bring it to the attention of the Service Manager before signing your customer's.

PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

X [redacted]
CUSTOMER'S SIGNATURE

FELDCHEV

STATE REG# [redacted]
E# VORTEC, I6 ENG
C# D.T.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
90CVZ04	FRONT END ALIGNMENT	MI	59.95

BE AWARE OF POTENTIAL DIAGNOSTIC FEES UP TO $ _____
REGARDLESS OF YOUR REPAIR HISTORY.

X _____
CUSTOMER SIGNATURE

		CALL BACK Y	N
PARTS			
LABOR			
TAX		DATE:	
TOWING		TIME:	
RENTAL		TOTAL	
SUBTOT		AUTH #	

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS 0.00 LABOR 0.00 TOTAL 0.00

X _____

COMMENTS : WAIT

#407

1 C * 01CVZ3K **3K LOF**
PERFORM 3,000 MILE SERVICE
LUBE OIL AND FILTER CHANGE

#450

2 W 23CVZ00 **BODY ELECTRICAL**
CUSTOMER REPORTS LICENSE PLATE LIGHT INOP

N0657 .2

PN

3 W 13CVZ00 **BODY TRIM**
CUSTOMER REPORTS GASKET AROUND REAR LICE[redacted]TE TRIM COME
LOOSE AND STICKS OUT

#450

15170981
C4860 .3

WAIT

CALL WHEN READY	TERMS
[ ] YES [ ] NO	CASH [ ]
SAVE REMOVED PARTS FOR CUSTOMER	CREDIT CARD [ ]
[ ] YES	CHECK (PROOF/APPROVAL) [ ]
[ ] NO	OTHER [ ]

Monday - Friday

Service Dept. Hours:
[redacted]0 a.m. - 6:00 p.m.

Parts Dept. Hours:
7:30 a.m. - 5:30 p.m.

PAGE

FELDCHEV

#450

CONTROL SECTION

CAUSE

J2) Replace license plate light bulb Burnt out

TECHNICIAN SECTION

CORRECTION

J3) Peeling Remove and replace license plate applique gasket.

QC INSPECTOR

CAUSE

CORRECTION

CAUSE

CORRECTION

CAUSE

CORRECTION

QUOTES AND TIME STICKER SECTION

TIME CLOCK

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

289820

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STATE REG# 03293
E# VORTEC, I6 ENG
C# D.T.

FELDCHEV

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/04/05	[redacted]	20274	436	623	W	28CVZZ04087	TAILLAMPS/STOP LAMPS
01/10/05		19093	315	701	C	16CVZ05	SYNTEC BLEND LOF
				701	C	90CVZMVI	MO.VEHICLE INSPECTIO
04/13/04		13084	[illegible]	312	W	23CVZ	BODY ELECTRICAL DIAG
04/12/04		13034	[illegible]	335	C	16CVZ05	SYNTEC BLEND LOF
				335	C	16CVZR	TIRE ROTATION ONLY

SERVICE

SALESPERSON NO. 564
JOHN MOROVITZ

VEHICLE ID NO. 1GNDT13S332[redacted]

[redacted]
ST LOUIS, MO [redacted]

YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/S10 BLAZER/TRAIL

STOCK NO. [redacted]

CUSTOMER NO. 71095 | SERVICE CONTRACT | DELIVERY DATE 02/27/03 | DELIVERY MILES 285 | DELIVING DEALER NO. 03293 | R.O. DATE 06/15/05

COLOR: DK.GRAY MET/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. [redacted]

TURBO | M/MC: CVZZ | AIR COND. | P.S. | TRANS | MILEAGE: 23,155 | ADVISOR NO. 321 | PRODUCTION DATE

RESIDENCE PHONE [redacted] | TIME RECEIVED 10:44am | LABOR RATE

DATE / TIME PROMISED 06/15/05 06:00pm | PRIORITY 2

APPOINTMENT ☐ Yes ☒ No
Advisor: DALE LEY

"LIMITED EXPRESS WARRANTY"

TO OUR CUSTOMERS:

[redacted] THERWISE.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
90CVZ04	FRONT END ALIGNMENT	MI	59.95

BE AWARE OF POTENTIAL DIAGNOSTIC FEES UP TO $ _____
REGARDLESS OF YOUR REPAIR HISTORY.

X _____
CUSTOMER SIGNATURE

CALL BACK
Y N

PARTS _____
LABOR _____
TAX _____ DATE: _____
TOWING _____ TIME: _____
RENTAL _____ TOTAL _____

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

COMMENTS : WAIT

C 01CVZ15K 15K SERVICE
PERFORM 15,000 MILE INTERMEDIATE SERVICE
LUBE OIL AND FILTER CHANGE,INSTALL ENGINE OIL TREATMENT.
SERVICE BATTERY,INSTALL FUEL SYSTEM CLEANER,REPLACE
AIR FILTER,ROTATE AND BALANCE TIRES. PERFORM MULTI-
POINT INSPECTION.

Replace RT Front Tire

WAIT

WASH

CALL WHEN READY ☐ YES ☐ NO
SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

TERMS
CASH ☐
CREDIT CARD ☐
CHECK (PRIOR APPROVAL) ☐
OTHER ☐

Monday - Friday

Service Dept. Hours:
7:00 a.m. - 6:00 p.m.

Parts Dept. Hours:
7:30 a.m. - 5:30 p.m.

3142918450

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[redacted] 5162

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FELDCHEV

STATE REG# [redacted]
E# VORTEC, I6 ENG
C# D.T.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
90CVZ04	FRONT END ALIGNMENT	MI	59.95

BE AWARE OF POTENTIAL DIAGNOSTIC FEES UP TO $ _____ REGARDLESS OF YOUR REPAIR HISTORY.

X _____
CUSTOMER SIGNATURE

CALL BACK Y N

PARTS _____
LABOR _____
TAX _____ DATE: _____
TOWING _____ TIME: _____
RENTAL _____ TOTAL _____

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/10/05	[redacted]	19093	315	701	C	16CVZ05	SYNTEC BLEND LOF
				701	C	90CVZMVI	MO.VEHICLE INSPECTIO
04/13/04		13084	436	312	W	23CVZ	BODY ELECTRICAL
04/12/04		13034	436	335	C	16CVZ05	SYNTEC BLEND LOF
				335	C	16CVZR	TIRE ROTATION ONLY
11/19/03		10018	572	312	C	16CVZ05	SYNTEC BLEND LOF

SERVICE

SALESPERSON NO. 564
JOHN MOROVITZ

VEHICLE ID NO.	YEAR / MAKE / MODEL	STOCK NO.	LICENSE NO.	R. O. NO.
1GNDT13S332 [redacted]	03/CHEVROLET TRUCK/S10 BLAZER/TRAIL	[redacted]		[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]		02/27/03	285	03293	03/04/05

CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
			[redacted]

ST LOUIS, MO [redacted]
DK.GRAY MET/

TURBO	M / MD	AIR COND.	P/S	TRANS.	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ				20,274	436	

[redacted]

TIME RECEIVED 04:17pm
LABOR RATE 109.00
DATE / TIME PROMISED 03/04/05 06:00pm
PRIORITY 2
APPOINTMENT [X] Yes [ ] No
Advisor: DENNIS K RHEINECKER

TO OUR CUSTOMERS:
We have found this next practical time for many needed services and repairs on your vehicle. Some of these items may require additional time to complete. Please call us if you have questions about your repair. Additional charges for supplies and labor may be incurred for items not listed on this repair order.
Any unused charges for supplies and labor will be credited to your account.
Any warranty claims are subject to the terms and conditions of the warranty provided.

LIMITED EXPRESS WARRANTY
Labor and parts are warranted for 12 months or 12,000 miles whichever occurs first. Parts are warranted for the same period as the original part. Labor is warranted for the same period as the original repair. Warranty is void if mechanical alterations are made to the vehicle. Warranty is void if vehicle is used for racing or competition. Warranty is void if vehicle is used for racing or competition. Warranty is void if vehicle is used for racing or competition

FELDCHEV

QUALITY CONTROL SECTION		QUOTES AND TIME STICKER SECTION	TIME CLOCK
TECHNICIAN	CAUSE 1) TAIL LAMPS		OFF
QC INSPECTION			ON
TIME	TECHNICIAN SECTION		OFF
	CORRECTION R+R BOTH CIRCUIT BOARD'S + 2-BULBS PER RECALL. 623		ON
"QC INSPECTION"			OFF
TIME			ON
	CAUSE		OFF
PARTS SCRAPPED SECTION			ON
	CORRECTON		OFF
			ON
			OFF
			ON
	CAUSE		OFF
			ON
			OFF
	CORRECTION		ON
			OFF
			ON
			OFF
	CAUSE		ON
			OFF
			ON
	CORRECTION		OFF
			ON
			OFF
			ON

[redacted]

6541

5:00 SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/13/04	[redacted]	13084	436	312	W	23CVZ	BODY ELECTRICAL
04/12/04		13034	436	335	C	16CVZ05	SYNTEC BLEND LOF
				335	C	16CVZR	TIRE ROTATION ONLY
11/19/03		10018	572	312	C	16CVZ05	SYNTEC BLEND LOF
08/29/03		6763	327	407	C	51CVZ	LUBE/OIL/FILTER CHG
				407	C	51CVZ	LUBE/OIL/FILTER CHG

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SERVICE

SALESPERSON NO. 564
JOHN MOROVITZ

RECOMMENDATIONS FROM RO# 271353 FUEL FILTER

VEHICLE ID NO: 1GNDT13S332[redacted]
YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/S10 BLAZER/TRAIL
LICENSE NO: [redacted]
R.O. NO: [redacted]
CUSTOMER: [redacted]
ST LOUIS, MO [redacted]
SERVICE CONTRACT:
DELIVERY DATE: 02/27/03
DELIVERY MILES: 285
SELLING DEALER NO.: 03293
R.O. DATE: 01/10/05
COLOR: DK.GRAY MET/
CONTRACT NO.:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO: [redacted]
TRIM: CVZZ
M / MC:
AIR COND.:
P.S.:
TRANS:
MILEAGE: 19,093
ADVISOR NO.: 315
PRODUCTION DATE:
RESERVATION NO.: [redacted]
BUS: [redacted]
TIME RECEIVED: 03:57pm
LABOR RATE: 99.00
DATE / TIME PROMISED: 01/10/05 05:00pm
PRIORITY: 2
APPOINTMENT: [X] Yes [ ] No
Advisor: ROBERT HOPKINS

TO OUR CUSTOMERS
We have found certain parts to be unreliary, misapplied or misrepresented. Should we encounter such parts on your vehicle, we will bring this to your attention before proceeding with any repairs. There will be a $30.00 minimum charge for inspection and estimating labor. The amount of this charge will be credited against the labor charges for any repairs you authorize us to perform. Should you decide not to have any repairs performed after such inspection, you will be charged for the time spent at the hourly labor rates charged for such work. We will not be responsible for loss of or damage to any property left in your vehicle if it is necessary for us or our employees to remove it from the premises in order to perform the work requested.

"LIMITED EXPRESS WARRANTY"
Labor and certain warranted for 12 months or 12,000 miles whichever occurs first. The sole and exclusive warranty is any implied warranties of merchantability and fitness is for same period.

[redacted] UNLESS SPECIFIED OTHERWISE.
X [redacted]

STATE REG# [redacted]
E# VORTEC, I6 ENG
C# D.T.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
90CVZ04	FRONT END ALIGNMENT	MI	59.95

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE:

	PARTS	LABOR	TOTAL
	0.00	0.00	0.00

X _____

COMMENTS : WAIT

1 C 16CVZ05 SYNTEC BLEND LOF
PERFORM MOBIL SYNTHETIC BLEND OIL CHANGE, LUBE OIL AND FILTE
SERVICE INCLUDES 5 QUARTS. EXTRA CHARGE IF ADDITIONAL OIL
IS NEEDED.

2 C 90CVZMVI MO VEHICLE INSPECTIO
PERFORM MISSOURI VEHICLE SAFETY INSPECTION ONLY

WAIT

CALL WHEN READY: [ ] YES [ ] NO
TERMS: CASH / CREDIT CARD / CHECK / ACCOUNT / OTHER
SAVE REMOVED PARTS FOR CUSTOMER: [ ] YES [ ] NO

Monday - Friday

Service Dept. Hours:
7:00 a.m. - 6:00 p.m.

Parts Dept. Hours:
7:30 a.m. - 5:30 p.m.

$46.59

BE AWARE OF POTENTIAL DIAGNOSTIC FEES UP TO $ _____
REGARDLESS OF YOUR REPAIR HISTORY

X _____
CUSTOMER SIGNATURE

	CALL BACK Y	N
PARTS		
LABOR		
TAX	DATE:	
TOWING	TIME:	
RENTAL	TOTAL	
SUBLET		
DEDUCT	AUTH #	

FELDCHEV 3142918450 05/27/2028 08:39

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SERVICE EXPRESS
(314) 291-4455

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/19/03	[redacted]	10018	572	312	C	16CVZ05	SYNTEC BLEND LOF
08/29/03		6763	327	407	C	16CVZ01	LUBE, OIL & FILTER
				407	C	90CVZ02	TIRE ROTATION
05/12/03		2755	550	295	C	16CVZ01	LUBE, OIL & FILTER
03/17/03		837	572	484	I	22CVZ	ACCESSORIES
				500	I	50CVZ02	INTERNAL RENTAL

SERVICE

SALESPERSON NO. 564
JOHN MOROVITZ

RECOMMENDATIONS FROM RO# 264016 RECOMMENDED SERVICE ON YOUR NEXT VISIT

VEHICLE ID NO. 1GNDT13S332[redacted]
YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/S10 BLAZER/TRAIL
LICENSE NO. [redacted] FLO NO. [redacted]
[redacted] ST LOUIS, MO [redacted]
CUS[redacted] SERVICE CONTRACT
DELIVERY DATE 02/27/03
DELIVERY MILES 285
SELLING DEALER NO. 03293
04/12/04
COLOR DK.GRAY MET/
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
TAG NO. [redacted]

TURBO	M./MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ				13,034	436	

RESIDENCE PHONE [redacted]
TIME RECEIVED 01:05pm
LABOR RATE 94.00
DATE / TIME PROMISED 04/12/04 03:00pm
PRIORITY 2
APPOINTMENT ☐ Yes ☒ No
Advisor: DENNIS K RHEINECKER

"LIMITED EXPRESS WARRANTY"
Labor and parts are warranted for 12 months or 12,000 miles whichever occurs first. The dea[redacted] hereby limits an[redacted]

TO OUR CUSTOMERS:
Whenever possible, to expedite the[redacted]
A standard charge for supplies and materials is made on each repair order. The amount of the charge will be 10% of parts and labor charge. The actual amount will be based upon the work performed.
Experience has shown that such a charge covers the[redacted]
[redacted]SIFIED OTHERWISE.

STATE REG# [redacted]
E# VORTEC, 16 ENG
C# D.T.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
90CVZ04	FRONT END ALIGNMENT	MO	59.95
16CVZ01	LUBE, OIL & FILTER	MI	0.00

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

1 C * 16CVZ05 SYNTEC BLEND LOF
PERFORM MOBIL SYNTHETIC BLEND OIL CHANGE, LUBE OIL AND FILTE
SERVICE INCLUDES 5 QUARTS. EXTRA CHARGE IF ADDITIONAL OIL
IS NEEDED.

6

FILE

(2) (D) rotate Tires

WAIT

clean when Done

CALL WHEN READY ☐ YES ☐ NO
TERMS CASH ☐ CREDIT CARD ☐ CHECK ☐ PRE-AUTHORIZED ☐ OTHER ☐
SAVE REPLACED PARTS FOR CUSTOMER ☐ YES ☐ NO

Monday - Friday

Service Dept. Hours:
7:00 a.m. - 6:00 p.m.

Parts Dept. Hours:
7:30 a.m. - 5:30 p.m.

BE AWARE OF POTENTIAL DIAGNOSTIC FEES UP TO $ _____ REGARDLESS OF YOUR REPAIR HISTORY.

X _____
CUSTOMER SIGNATURE

CALL BACK Y N

PARTS _____
LABOR _____
TAX _____ DATE: _____
TOWING _____ TIME: _____
RENTAL _____ TOTAL _____
SUBTOT _____
DEDUCT _____ AUTH # _____

FELDCHEV 3142918450 05/27/2028 08:39

271353

PAGE 30

271353

CHEVROLET

FELD

www.feldchevrolet.com

SALES & GENERAL OFFICE
(314) 291-2200

11200 ST. CHARLES ROCK ROAD
(AT LINBERGH BLVD.)
BRIDGETON, MO 63044
SERVICE EXPRESS
(314) 291-4455

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE		
04/12/04	[redacted]	13034	436	335	C	16CVZ05	SYNTEC BLEND LOF
				335	C	16CVZR	TIRE ROTATION ONLY
11/19/03		10018	572	312	C	16CVZ05	SYNTEC BLEND LOF
08/29/03		6763	327	407	C	16CVZ01	LUBE, OIL & FILTER
				407	C	90CVZ02	TIRE ROTATION
05/12/03		2755	550	295	C	16CVZ01	LUBE, OIL & FILTER

SERVICE

SALESPERSON NO. 564
JOHN MOROVITZ

VEHICLE ID NO. 1GNDT13S332[redacted]
YEAR/ MAKE / MODEL 03/CHEVROLET TRUCK/S10 BLAZER/TRAIL
STOCK NO. [redacted]
LICENSE NO.
R. O. NO. [redacted]
CUSTOMER NO. / SERVICE CONTRACT
DELIVERY DATE 02/27/03
DELIVERY MILES 285
SELLING DEALER NO. 03293
R. O. DATE 04/13/04
COLOR DK.GRAY MET/
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
TAG NO. 0403
TURBO | M / MC CVZZ | AIR COND. | P.S. | TRANS | MILEAGE 13,084 | ADVISOR NO. 436 | PRODUCTION DATE

[redacted]
ST LOUIS, MO [redacted]

TIME RECEIVED 02:13pm
LABOR RATE 94.00
DATE / TIME PROMISED 04/13/04 03:00pm
PRIORITY 2
APPOINTMENT ☐ Yes ☒ No
Advisor: DENNIS K RHEINECKER

TO OUR CUSTOMERS:
We have found it necessary to charge for many miscellaneous supplies not included in labor charges. To do so would unreasonably add to our posted labor charges.
A standard charge for supplies and materials is made on each repair order. The amount of this charge, usually 10% of parts and labor charge. This will be shown in the lower right corner of the repair order in the space provided.
Experience has shown that this charge covers the lowest number of items resulting in a savings to our customers.

"LIMITED EXPRESS WARRANTY"
Labor and parts are warranted for 12 months or 12,000 miles whichever occurs first. The warranty includes and is limited to correction of manufacturing defects and fitness for the same period.

[redacted] UNLESS SPECIFIED OTHERWISE.
CUSTOMER'S SIGNATURE

STATE REG# [redacted]
E# VORTEC, I6 ENG
C# D.T.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
90CVZ04	FRONT END ALIGNMENT	MO	59.95
16CVZ01	LUBE, OIL & FILTER	MI	0.00

BE AWARE OF POTENTIAL DIAGNOSTIC FEES UP TO $ _____ REGARDLESS OF YOUR REPAIR HISTORY.

X _____
CUSTOMER SIGNATURE

		CALL BACK Y	N
PARTS			
LABOR			
TAX	DATE:		
TOWING	TIME:		
RENTAL	TOTAL		
SUBTOT			
DEDUCT	AUTH #		

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X

1 W 23CVZ18 TAIL LIGHTS INOP
CUSTOMER REPORTS THAT LEFT REAR BRAKE LIGHT DOES NOT WORK

N0912
.3
OLH .3
Did the other side have to use Same labor OP with OLH's

PN

WAIT

CALL WHEN READY ☐ YES ☐ NO
GAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO
TERMS: CASH ☐ CREDIT CARD ☐ CHECK (PHOTO ID REQUIRED) ☐ OTHER ☐

Monday - Friday

Service Dept. Hours:
7:00 a.m. - 6:00 p.m.

Parts Dept. Hours:
7:30 a.m. - 5:30 p.m.

FILE

Copyright © 1994 by Chevrolet Motor Division and Automobile Company

GRAMTWOLE

FELDCHEV

3142918450

REPLACED CIRCUIT
BOARD 5 AND
BULBS BOTH
SIDES PER BULLETIN

CORRECTION

CAUSE

APPROVED SECTION

FELDCHEV

05/27/2028 08:39 3142918450

259822

259822

CHEVROLET FELD

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SALES & GENERAL OFFICE
(314) 291-2200

11200 ST. CHARLES ROCK ROAD
(AT LINBERGH BLVD.)
BRIDGETON, MO 63044
SERVICE EXPRESS
(314) 291-4455

STATE REG# [redacted]
E# VORTEC, I6 ENG
C# D.T.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
16CVZ01	LUBE, OIL & FILTER	MI	19.95

BE AWARE OF POTENTIAL DIAGNOSTIC FEES UP TO $ _____
REGARDLESS OF YOUR REPAIR HISTORY.

X _____
CUSTOMER SIGNATURE

CALL BACK
Y N

PARTS _____
LABOR _____
TAX _____ DATE: _____
TOWING _____ TIME: _____
RENTAL _____ TOTAL _____
SUBTOT _____
DEDUCT _____ AUTH # _____

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/12/03	[redacted]	2755	550	295	C	16CVZ01	LUBE, OIL & FILTER
03/17/03		837	572	484	I	22CVZ	ACCESSORIES
				500	I	50CVZ02	INTERNAL RENTAL

SERVICE

SALESPERSON NO. 564
JOHN MOROVITZ

RECOMMENDATIONS FROM RO# 254001 RECOMMENDED MAINTENANCE ON YOUR NEXT VISIT:

VEHICLE ID NO. 1GNDT13S332[redacted]
[redacted]
ST LOUIS, MO[redacted]
leathajeprodiqx.net

YEAR - MAKE - MODEL: 03/CHEVROLET TRUCK/S10 BLAZER/TRAIL
STOCK NO: 031754
LICENSE NO:
R.O. NO: [redacted]
CU[redacted] SERVICE CONTRACT
DELIVERY DATE: 02/27/03
DELIVERY MILES: 285
SELLING DEALER NO: 03293
R.O. DATE: 08/29/03
COLOR: DK.GRAY MET/
CONTRACT NO:
EXPIRATION DATE:
EXPIRATION MILES:
[redacted]
TURBO | MODEL: CVZZ | AIR COND | F.S. | TRANS | MILEAGE: 6,763 | ADVISOR NO: 327 | PRODUCTION DATE:

[redacted]
TIME RECEIVED: 10:57am
LABOR RATE: 94.00
DATE / TIME PROMISED: 08/29/03 06:00pm
PRIORITY: 2
APPOINTMENT ☐ Yes ☒ No
Advisor: DAVID WIDDICOMBE

"LIMITED EXPRESS WARRANTY"

TO OUR CUSTOMERS:

[redacted]LESS SPECIFIED OTHERWISE.

X _____
CUSTOMER'S SIGNATURE

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X _____

1 C 16CVZ01 *LUBE, OIL & FILTER* 407
CUSTOMER REQUESTS LUBRICATION PER GM SPECS, REPLACE 5 QUARTS OF OIL & FILTER. TOP OFF FLUIDS, CHECK TIRE PRESSURE, RESET OIL LIGHT IF EQUIPPED AND ADD STICKER....$23.04
ADDITIONAL CHARGES IF ADDITIONAL OIL IS NEEDED.

2 C 90CVZ02 *TIRE ROTATION* 407
CUSTOMER REQUESTS TIRE ROTATION MENU SPECIAL.
THANK YOU FOR CHOOSING FELD CHEVROLET FOR YOUR SERVICE NEEDS

CALL WHEN READY ☐ YES ☐ NO
SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO
TERMS: CASH ☐ CREDIT CARD ☐ CHECK (PRIOR APPROVAL) ☐ OTHER ☐

Monday - Friday
Service Dept. Hours: 7:00 a.m. - 6:00 p.m.
Parts Dept. Hours: 7:30 a.m. - 5:30 p.m.

WAIT

254001

254001

CHEVROLET FELD

www.feldchevrolet.com

SALES & GENERAL OFFICE
(314) 291-2200

11200 ST. CHARLES ROCK ROAD
(AT LINBERGH BLVD.)
BRIDGETON, MO 63044
SERVICE EXPRESS
(314) 291-4455

STATE REG# [redacted]
E# VORTEC, I6 ENG
C# D.T.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
16CVZ01	LUBE, OIL & FILTER	MI	19.95
04CVZ3K		MI	0.00

IF AWARE OF POTENTIAL DIAGNOSTIC FEES UP TO $ _____
IS HARDLESS OF YOUR REPAIR HISTORY

CUSTOMER SIGNATURE

PARTS _____
LABOR _____
TAX _____
SUBLET _____
TOWING _____
RENTAL _____
SUBTOT _____
DEDUCT _____
TOTAL _____
AUTH # _____

CALL BACK
Y N
DATE _____
TIME: _____

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/17/03	[redacted]	837	572	484 500	I I	22CVZ 50CVZ02	ACCESSORIES INTERNAL RENTAL

SERVICE

SALESPERSON NO. 564
JOHN MOROVITZ

VEHICLE ID NO. 1GNDT13S332 [redacted]
[redacted]
ST LOUIS, MO [redacted]

YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/S10 BLAZER/TRAIL
STOCK NO. [redacted]
LICENSE NO. [redacted]
CUSTOMER NO. [redacted]
SERVICE CONTRACT
DELIVERY DATE: 02/27/03
DELIVERY MILES: 285
SELLING DEALER NO.: 03293
R.O. DATE: 05/12/03
CO. OR: DK.GRAY MET/
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
TAG NO. [redacted]
TURBO | M / MC: CVZZ | AIR COND | P.S. | TRANS | MILEAGE: 2,755 | ADVISOR NO.: 550 | PRODUCTION DATE

RESIDENCE PHONE [redacted]
TIME RECEIVED: 01:40pm
BUS [redacted]
LABOR RATE: 94.00
DATE / TIME PROMISED: 05/12/03 06:00pm
PRIORITY: 2
APPOINTMENT [X] Yes [ ] No
Advisor: RUSSELL BARTCH

[redacted]

ADDITIONAL DATE | TIME
DEC BY

LIMITED EXPRESS WARRANTY

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

X _____
CUSTOMER'S SIGNATURE

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS 0.00 LABOR 0.00 TOTAL 0.00

X _____

COMMENTS : WAIT

1 C 16CVZ01 *LUBE, OIL & FILTER*
CUSTOMER REQUESTS LUBRICATION PER GM SPECS, REPLACE 5 QUARTS OF OIL & FILTER. TOP OFF FLUIDS, CHECK TIRE PRESSURE, RESET OIL LIGHT IF EQUIPPED AND ADD STICKER....$23.04
ADDITIONAL CHARGES IF ADDITIONAL OIL IS NEEDED.

Free coupon

WAIT Done

CALL WHEN READY [ ] YES [ ] NO
SAVE REMOVED PARTS FOR CUSTOMER [ ] YES [ ] NO

TERMS
CASH [ ]
CREDIT CARD [ ]
CHECK (PRIOR AS-PAYABLE) [ ]
OTHER [ ]

Monday - Friday

Service Dept. Hours:
7:00 a.m. - 6:00 p.m.

Parts Dept. Hours:
7:30 a.m. - 5:30 p.m.

FILE

[redacted]

FELD CHEVROLET

www.feldchevrolet.com

SALES & GENERAL OFFICE
(314) 291-2200

11200 ST. CHARLES ROCK ROAD
(AT LINBERGH BLVD.)
BRIDGETON, MO 63044
SERVICE EXPRESS
(314) 291-4455

STATE REG# [redacted]
E# VORTEC, I6 ENG
C# D.T.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

AWARE OF POTENTIAL DIAGNOSTIC FEES UP TO $ _____
[illegible] REPAIR HISTORY

CUSTOMER SIGNATURE

CALL BACK
Y N
DATE: _____
TIME: _____

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SERVICE

SALESPERSON NO. 564
JOHN MOROVITZ

VEHICLE ID NO: 1GNDT13S332[redacted]	YEAR / MAKE / MODEL: 03/CHEVROLET TRUCK/S10 BLAZER/TRAIL	STOCK NO.: [redacted]	LICENSE NO.:	R.O. NO.: [redacted]
[redacted] ST LOUIS, MO [redacted]	CUSTOMER NO.: [redacted] / SERVICE CONTRACT: / DELIVERY DATE: 02/27/03	285	SELLING DEALER NO.: 03293	R.O. DATE: 03/17/03
	COLOR: DK.GRAY MET/ / CONTRACT NO.:	EXPIRATION DATE:	EXPIRATION MILES:	ING NO.: [redacted]
	TURBO: / M/MC: CVZZ / AIR COND: / P.S.: / TRANS: / MILEAGE: 837	ADVISOR NO.: 572	PRODUCTION DATE:	

RESIDENCE PHONE: [redacted] TIME RECEIVED: 04:33pm
LABOR RATE:
DATE / TIME PROMISED: 03/17/03 06:00pm PRIORITY: 4
APPOINTMENT [X] Yes [ ] No
Advisor: HARRY SHEPHERD

[redacted]

SOLE PROVISIONS:
"LIMITED EXPRESS WARRANTY"

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

X _____ CUSTOMER'S SIGNATURE

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS 0.00 LABOR 0.00 TOTAL 0.00

X _____

1 I 22CVZ ACCESSORIES
INSTALL RUNNING BOARDS PER YOU

2 I [illegible]CVZ02 INTERNAL RENTAL
AS A COURTESY TO YOU, A RENTAL VEHICLE HAS BEEN PROVIDED AT NO CHARGE, COMPLIMENTS OF FELD CHEVROLET
15A

NEW 484 CUSTOMER

CALL WHEN READY: [ ] YES [ ] NO
SAVE REMOVED PARTS FOR CUSTOMER: [ ] YES [ ] NO
TERMS: CASH [ ] CREDIT CARD [ ] CHECK [ ] OTHER [ ]

Monday - Friday

Service Dept. Hours:
7:00 a.m. - 6:00 p.m.

Parts Dept. Hours:
7:30 a.m. - 5:30 p.m.

FILE

ADR File Checklist

SR Number: [redacted] **BBB Case:** C[redacted]
Customer: [redacted] **VIN:** 1GNDT13S332[redacted]
Make/Model/Year: Chevrolet/TrailBlazer/2003 **In Service**: 2/26/2003 **Mileage**: 46,660
Received Date: 5/21/2008 **Day 15 Date:** 6/05/2008 **Goes Active:**
Primary Concern: Lights do not work

☒ **Case Scan / Acknowledgement** (24 hrs) **Completion Date/Time:**

☒ **Initial Calls** (72 hrs):

- ☒ **Customer** **Completion Date/Time:** 5/22/2008 / 09:39AM
- ☒ **Dealer Svc Mgr** **Completion Date/Time:** 5/22/2008 / 11:59 AM
- ☐ **Dealer Finance Mgr** **Completion Date/Time:** /
- ☒ **AVM** **Completion Date/Time:** 5/23/2008 / 12:23 PM

☒ **Repair Orders Requested:** **Received:**

☒ **Sales Documents:** **Received:**

☒ **BARS / Finance Sheet**

☒ **Case Assessment** (by Day 14):

- **Lemon Law Eligible:** **Yes** ☐ **No** ☒
- **Presumption:** **Yes** ☐ **No** ☒

☐ **GM Position – Customer / BBB Due Date** (7-10 days):

☐ **Settlement / Goodwill Offered Date:**

☐ **All Documents Attached** (by Day 15)

☐ **Arbitration Date:**

☐ **Closing Activities:**

- **Settlement** **Completion Date/Time:** /
- **Executive Summary** **Completion Date/Time:** /
- **Close Siebel** **Completion Date/Time:** /

DVM: David Rubenstein **Node/Box:** 972075/8094
Service Dealer: FELD CHEVROLET CO. **Svc Mgr:** Mike Meyer
Selling Dealer: FELD CHEVROLET CO. **Contact:** 314-291-2200

NOTES:

2003 TRAILBLAZER LTZ 4WD — CHEVROLET MOTOR DIVISION
62U DK GRAY METALLIC /L6G — GENERAL MOTORS CORPORATION
922 DK PEWTER/DK PEWTER ACCENTS — 100 RENAISSANCE CENTER
ORDER NO. FXSXVS/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN DT13 S3 3[redacted] — VEHICLE INVOICE [redacted]
**********13*11321S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LTZ 4WD	35145.00	31806.23	INVOICE 02/11/03
CF5 ELECTRIC SLIDING SUNROOF	800.00	688.00	SHIPPED 02/11/03
C5N GVW RATING - 5750 LBS	N/C	N/C	EXP I/T 02/17/03
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 02/18/03
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	PRC EFF 02/11/03
KA1 HEATED FRONT SEATS	250.00	215.00	KEYS S091E S091E
LL8 VORTEC 4200 SFI I6	0.00	0.00	WFP-S QTR OPT-1
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	BANK: GMAC - 154 CHG-TO 11-321
R8Q ILLINOIS SURCHARGE	0.00	189.00	
VK3 FRONT LICENSE PLATE MOUNT	N/C	N/C	SHIP WT: 4525
ZY1 SOLID EXTERIOR APPEARANCE	N/C	N/C	HP: 32.1
1SF LTZ PREFERRED EQUIPMENT GROUP 1	N/C	N/C	GVW: 5750
			GVWF: 2950
			GVWR: 3200
			GMS: 32487.38
			SUPPLR: 33786.88
			MRM: 36845.00
			NTR: 1/2
			DAN: LTZ
			MEMO 1784.75

TOTAL MODEL & OPTIONS	36195.00	32898.23	ACT 237 32462.38
DESTINATION CHARGE	650.00	650.00	H/B 261 1085.85
LAM DEALER CONTRIBUTION		361.95	ADV 261 361.95
LAM GROUP CONTRIBUTION		180.98	EXP 65A 180.98
TOTAL	36845.00	34091.16	PAY 310 34091.16

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 32478.13

****

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.

BILL KAY CHEVROLET

REMIT TO GMAC NO. 154
VIN 1GNDT13S33[redacted]
$ 34091.16 INV 1[redacted]
DUE 02/18/03 DEALER 11-321

BBB AUTO LINE

May 21, 2008

ALICIA ROBINSON-WHITE
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

Re:m01 [redacted] [redacted]ys Chevrolet Motor Division

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, if the case is deemed eligible, it will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Sincerely,
William Clopton at Extension 502

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

May 22, 2008

Mike Meyer
FELD CHEVROLET CO.
11200 ST CHARLES ROCK RD
BRIDGETON, MO 63044-2783

Re: Letha Jnobaptiste
Siebel Request: [redacted]
2003 Chevrolet TrailBlazer
VIN # 1GNDT13S3[redacted]

Dear Mr. Meyer:

This is a letter of notification regarding a Better Business Bureau case 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. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- 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 backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Please remove the customer's SSN off any and all documents.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Alicia White

Alicia White
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11812
FAX# 866-281-0326

BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate certain claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- The award will be reduced for the customer's use of the vehicle in accordance with the applicable lemon law.
- The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- The arbitrator will decide whether the applicable lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable lemon law must meet certain conditions. Please see the attached description of "non-lemon law" warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT WILL NOT BE ARBITRATED

- Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- Claims alleging that an airbag failed to deploy or deployed when it should not have.
- Claims covered by insurance or by warranties of other manufacturers.
- Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused bodily injury.
- Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

- The customer must own or lease the vehicle throughout the entire arbitration process.
- If the customer files suit or a state administrative action against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

Eligible Claims

Claims must be based on a defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.; and GM chassis or chassis cabs in motor homes up to 21,000 pounds G.V.W.R.

The customer's vehicle must be:

- Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;
- Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- Repairs.
- Reimbursement for money the customer paid to repair the vehicle.
- Repurchase of the vehicle.
- Replacement of the vehicle if it was purchased or leased new.

Repairs/Reimbursement for Repairs

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

Repurchase or Replacement

If a repurchase or replacement is awarded in a claim that does not meet all standards of the applicable state lemon law, the arbitrator may award up to the following remedies:

- **Owned vehicle repurchase** – The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- **Leased vehicle repurchase** – To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- **Replacement of a vehicle purchased or leased new** – The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

  Important: Replacement is not an available remedy if the current customer purchased or leased a **used** vehicle.

Deductions/Exclusions from a Repurchase or Replacement Award

- The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

$$\text{Use Deduction/ Payment} = \frac{\text{\# miles attributable to the customer at the time of the arbitration hearing}}{100{,}000} \times \text{Vehicle purchase price or gross capitalized cost}$$

- The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- The award will not include debt from a previous transaction.
- The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

STANDARDS OF THE MISSOURI LEMON LAW

The following is a brief explanation of most relevant provisions of the Missouri lemon law. The complete text of the lemon law can be found at Missouri Rev. Stat. section 407.560 *et seq*.

VEHICLES COVERED

The Missouri lemon law covers any new motor vehicle being transferred for the first time from a manufacturer, distributor or new vehicle dealer; that has not been registered or titled in the state or any other state; and that is offered for sale, barter or exchange by a dealer franchised to sell, barter or exchange that particular make of new motor vehicle. This includes demonstrators or lease-purchase vehicles as long as a manufacturer's warranty was issued as a condition of sale.

The lemon law does not cover used vehicles, and appears not to cover leased vehicles unless acquired through a lease-purchase. The lemon law does not cover commercial motor vehicles, off-road vehicles, mopeds, motorcycles, and recreational motor vehicles *other than* the chassis, engine, powertrain and component parts.

CONSUMERS COVERED

The lemon law covers the following consumers:

1. The purchaser, other than for purposes of resale, of a new motor vehicle primarily used for personal, family, or household purposes;

2. Any person to whom the new motor vehicle is transferred for the same purposes during the duration of an express warranty applicable to the new motor vehicle; and

3. Any other person entitled by the terms of the warranty to enforce its obligations.

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

PROBLEMS COVERED

The lemon law covers any default or condition that impairs the use, market value or safety of the new motor vehicle to the consumer. This is referred to as a *nonconformity*.

The lemon law provides manufacturers with an affirmative defense if it can be shown that:

1. The alleged nonconformity does not substantially impair the use, market value or safety of the new motor vehicle; or

2. A nonconformity is the result of abuse, neglect, or unauthorized modifications or alterations of the new motor vehicle.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
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MANUFACTURER'S DUTY TO REPAIR A VEHICLE

If the consumer reports a nonconformity to the manufacturer or its agent during the term of the express warranties or during a period of one year following the date of the new motor vehicle's original delivery to the consumer, whichever comes first, then the manufacturer or its agent must make the necessary repairs to conform the new motor vehicle to the express warranties.

The necessary repairs must be made even after the expiration of the term of the express warranties or the one year period.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer, its agent or authorized dealer is unable to conform the new motor vehicle to any applicable express warranty by repairing or correcting any nonconformity after a *reasonable number of attempts*, the manufacturer must, at its option, either repurchase or replace the new motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Missouri lemon law establishes a *presumption* that a reasonable number of repair attempts has been undertaken to conform a new motor vehicle to the applicable express warranties if, within the express warranty term or during the period of one year following the date of the new motor vehicle's original delivery to a consumer, whichever expires earlier, either of the following occurs:

1. The same nonconformity has been subject to repair four or more times by the manufacturer or its agents, and the nonconformity continues to exist; or

2. The new motor vehicle is out of service by reason of repair of the nonconformity by the manufacturer, its agents or authorized dealer for a cumulative total of 30 or more working days, exclusive of down time for routine maintenance as prescribed by the manufacturer.

The 30 day period may be extended by a period of time during which repair services are not available to the consumer because of a conditions beyond the control of the manufacturer or its agents.

The term of the express warranty and the one year period following the date of the new motor vehicle's original delivery to a consumer may be extended if the nonconformity has been reported but has not been repaired by the manufacturer or its agent by the expiration of the applicable period.

NOTICE AND FINAL REPAIR ATTEMPT

Before availing himself or herself of the provisions of the lemon law, the consumer or the consumer's representative must give written notification to the manufacturer of the need for repair of the nonconformity, in order to allow the manufacturer an opportunity to cure the alleged nonconformity. Upon receipt of the notice, the manufacturer must

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immediately notify the consumer of a reasonably accessible repair facility of a franchised new vehicle dealer. After the consumer delivers the new motor vehicle to the authorized repair facility, the manufacturer has ten calendar days to conform the new motor vehicle to the express warranty.

DISPUTE RESOLUTION

If the manufacturer has established an informal dispute settlement procedure that complies with 16 C.F.R. Part 703, then the provisions requiring refund or replacement do not apply unless the consumer has first resorted to the informal dispute settlement procedure.

TIME PERIOD FOR FILING CLAIMS

An action must be commenced within the earlier of (1) six months following expiration of the express warranty, or (2) 18 months following the date of the vehicle's original delivery to a consumer. If a consumer resorts to an informal dispute settlement procedure, an action must be commenced within 90 days following the procedure's final action.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
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REMEDIES UNDER THE MISSOURI LEMON LAW

REPURCHASE

The Missouri lemon law sets out the following amounts that a manufacturer must pay when it repurchases a new motor vehicle under the lemon law:

1. The full purchase price of the new motor vehicle; and
2. All reasonably incurred collateral charges, meaning those additional charges to a consumer not directly attributable to a manufacturer's suggested retail price label for the new motor vehicle, including all sales tax, license fees, registration fees, title fees and motor vehicle inspections;
3. Less a reasonable allowance for the consumer's use of the vehicle.

The manufacturer may refund to the consumer any sales tax, license fees, registration fees, and title fees paid by the consumer as a result of purchasing the vehicle, and then apply to the Department of Revenue for a refund of these amounts. Alternatively, the manufacturer may direct the consumer to apply to the Department of Revenue for a refund of any sales tax, license fees, registration fees, and title fees paid by the consumer as a result of purchasing the vehicle, provided the manufacturer also gives the consumer documentation to prove the consumer paid these amounts.

Refunds must be made to the consumer and lienholder of record, if any, as their interests may appear.

REPLACEMENT

The Missouri lemon law provides that a replacement new motor vehicle be an identical or reasonably equivalent new motor vehicle that is acceptable to the consumer. The consumer is responsible for a reasonable allowance for the consumer's use of the vehicle.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
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Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Alicia White State: Missouri

Customer Name: [redacted] Service Request: [redacted] BBB Case No.: [redacted]

Vehicle ID No.: 1GNDT13S332[redacted]

In Service Date: 2/26/2003

Vehicle is: New

BAC Code: 111389

Year, Make & Model: 2003 Chevrolet TrailBlazer
Mileage at Time of BBB Filing (46,660)

Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}

Lien holder: GMAC☐ Other☐: {Name}

Sale Type: Purchase ☐ Lease☐ Other☐ : {Type}

DVM Name:David Rubenstein
Phone/Cell Number: 314-330-8140
Svc Mgr Name: Mike Meyer

CAM Name: Larry Shields
Phone Number: 678-240-9832

VEHICLE REPAIR HISTORY

Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

☐ Lights Inoperative

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/13/04	[redacted]	1	13,084	Customer states: That left rear brake light does not work Dealer states: Replaced circuit boards and bulbs both sides per bulletin
11/09/05		1	26,679	Customer states: License plate lights inop. Gasket around license plate trim come loose and sticks out. Dealer states: Replace license plate light bulb. Peeling - Remove and replace license appliqué gasket
05/04/07		1	40,374	Customer states: That has no brake lights Dealer states: Check and advise
11/06/07		1	45,498	Customer states: Repair left hand brake light Dealer states: (Note: RO indicates reset oil life light)
12/03/07		1	46,007	Customer states: Right Rear Brake Light is inop, Dealer states: Bulb burnt out (R/R housing leaking water). Replaced R/R bulb
01/14/08		1	46,945	Customer states: Tail lamps inop, see history, Dealer states: Replace tail lights leaking, Replace right side tail lamp assembly. (Note: RO indicates goodwill)

☐ Speedometer Inoperative (NOT ON CLAIM FORM)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/07/08	[redacted]	1	47,416	Customer states: speedometer is inop., $124 to diagnose N4180, Dealer states: Check out and replace I/p Cluster. One time goodwill adjustment from Feld Chevrolet

☐ Charging System (NOT ON CLAIM FORM)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/05/07	[redacted]	1	44,101	Customer states: Veh inop maybe alternator Dealer states: Checked charging system and replaced battery

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/04/05	[redacted]	1	20,274	Safety Recall 04087 Tail Lamps/Stop Lamps 02/04 Chevrolet Trailblazer, Trailblazer EXT R+R both circuit boards & 2 Bulbs per recall

Verified with customer if the vehicle has ever been involved in an accident? N
If yes, are the RO's attached? Y N

Are there modifications to the Vehicle: N
List:

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

What is customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: No as this vehicle is outside of the parameters (12 months / 12,000 miles).

Lemon Law Repurchase/Replacement: No as this vehicle has not met the requirements for the Lemon Law (30 days out of service or 4 repair attempts within 1 year from in-service date).

GM Program Summary Repairs/Reimbursement for past repairs: No as the vehicle is outside of the parameters (36 months / 36,000 miles).

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 4
Time period 1 year (from in-service date) – 18 months (from in-service date) to file
Does Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs N/A
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	6

Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sks: May 22, 2008 – To have the vehicle repaired.

DVM sts: May 29, 2008 - This customer was offered a goodwill adjustment on this repair. She currently has an electrical problem. The Svc Mgr said someone said at GM offered her 50%. Someone offered her a partial assistance by GM and she said no, GM should cover the whole thing. She has been given goodwill in the past Instrument Cluster repaired at no charge. Svc Mgr wrote on the RO 1 time goodwill adjustment so she didn't have anything coming after that. when she wanted 100% on this current problem, the offer was rescinded. Again like we talked about before, I can't imagine how she could go to arbitration. If she goes for repairs GM position needs to be that she was offered 50% on the repair and she declined it. So the offer was rescinded.

May 29, 2008 - There is no way that car is getting bought back. And there is no way we should have to defend it. It is ridiculous because there is no way in the world that it will get bought back.

May 30, 2008 - We did already, we offered 50% and she declined in. Offer has been rescinded.

SVM sts: May 22, 2008 – No goodwill assistance - The customer has been given goodwill at 47,000 miles. We put an Instrument Cluster in it. Goodwill in January for a taillight problem (right-side).

CRS Rationale: Agree with DVM.

May 30, 2008 - I did review your request to have the vehicle repaired. Unfortunately, due to the age and the mileage of your vehicle, GM is unable to financially assist you with your request. I do apologize.

CRS's opinion regarding the 3 main Strengths of the case

1. Customer has been previously given goodwill.
2. The case is outside of LL or PS parameters.
3. Customer has had very little out of pocket expenses.

CRS's opinion regarding the 3 mains weaknesses of the Case

1. Customer's concern is with the lights being inoperative which could be considered a safety related issue.

Decision reached by CRS: Arbitrate case: [ ] Settle case: [X]

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body / Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
***Electrical**	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine / Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels / Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

*** SES light is to be captured under affected component above.**

Overallowance/Negative Equity/Incentives Form (Non-Florida)

[redacted]	SR #: [redacted]	BBB#: [redacted]

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.)	37740.00
MSRP (from BARS Invoice screen)	- 36845.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= 895.00

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)	4500.00
Actual Cash Value (ACV) (from ACV Statement)	- 4500.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

Section 3

Trade Allowance (from Bill of Sale)	4500.00
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 that the Trade Allowance. This is Negative Equity.	= 0.00

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	37740.00
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.	- 2500.00
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).	= 35240.00

If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 05/21/08
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: Saint Louis State: MO Zip code: [redacted]

Day phone: [redacted] Evening phone: [redacted] Cell phone:

Fax: E-mail address:

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: Trailblazer Year: 2003 Current mileage: 46660

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: Belle, St. Ann, MO

Primary Servicing dealer/city/state: Belle,

Acquired as ☒ new ☐ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 02/01/04 Mileage at purchase/lease:

First repair attempt date: 01/01/08 First repair attempt mileage: 45000

How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:

Description of damage:

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Customer would like to have the vehicle Repaired.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

Case Number [redacted]

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**
Lights do not work.		1		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

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

BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
Medina, OH 4[redacted]

Service Request: [redacted]

Dear [redacted]

We are sorry you have experienced concerns with your GMCEnvoy. We take pride in the vehicles we produce and are thankful you took the time to contact us.

Because customer satisfaction is a top priority for us, we are providing you with one complimentary lube, oil, and filter service to be used on your 2003 GMC Envoy, Vehicle Identification Number 1GKDT13S5321[redacted]. This offer will cover the cost of an oil change for the oil type (conventional or synthetic) provided in your vehicle at the time of delivery. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any GMC dealership for redemption.

At GMC, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at GMC.com or call us at 1-800-462-8782.

Sincerely,

GMC Customer Assistance Center

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

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

December 12, 2017

[redacted]
Medina, OH 4[redacted]

Service Request: [redacted]

Dear [redacted]

We are sorry you have experienced concerns with your GMCEnvoy. We take pride in the vehicles we produce and are thankful you took the time to contact us.

Because customer satisfaction is a top priority for us, we are providing you with one complimentary lube, oil, and filter service to be used on your 2003 GMC Envoy, Vehicle Identification Number 1GKDT13S5321[redacted]. This offer will cover the cost of an oil change for the oil type (conventional or synthetic) provided in your vehicle at the time of delivery. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any GMC dealership for redemption.

At GMC, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at GMC.com or call us at 1-800-462-8782.

Sincerely,

GMC Customer Assistance Center

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

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

August 10, 2009

To Whom It May Concern,

Until you brought to my attention that my complaint was not with-in the jurisdiction of the B.B.B. Auto line, I was really sorry to hear that. We had a warranty and an extended warranty which is not honored by the B.B.B.

I am asking you to reconsider my individual problem that has not been fixed.

Everyday I get into my car and worry is it going to stall today? I have six grandchildren that I transport eberyday and I pray to God were safe.

I believe this is a safety issue that need to be addressed as soon as possible. I hope you will make an exception to the rule. Please reconsider.

Sincerely,

Mrs. [redacted]

Privileged and Confidential Information

CASE ASSESSMENT

By: Abigail Blake State: California

Customer Name: [redacted] Service Request: [redacted] BBB Case No.: [redacted]
Only customer's last name to be recorded

Vehicle ID No.: 1GNET16S046[redacted]

In Service Date: 9/26/2004

Vehicle is: New

BAC Code: 112125

Year, Make & Model: 2004 Chevrolet Trailblazer
Mileage at Time of BBB Filing 60,200 miles

Vehicle Purchased Used on: N/A at odometer N/A

Lien holder: GMAC☐ Other☐: N/A
DVM Name: Case Ineligible
Phone/Cell Number: Case Ineligible
Svc Mgr Name: Case Ineligible

Sale Type: Purchase ☒ Lease☐ Other☐ : N/A
CAM Name: Miklos Gonzalez
Phone Number: (805) 373-8417

VEHICLE REPAIR HISTORY

Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY Y OR N.? NO. IF **YES** PLEASE INCLUDE TAC # AND EXPLANATION TAC WAS INVOLVED. N/A

IF TAC **HAS NOT BEEN** CONTACTED WHY NOT? N/A

Service History Not Available
Service history not available as the customer's claim is ineligible based on the age and mileage of the customer's vehicle and the customer purchasing the vehicle outside of California.

Has the vehicle ever been involved in an accident Y or N? No.
Did you confirm your answer with the customer Y or N? Yes.
What type of damage was sustained (example front end collision)? N/A
Are the RO's attached if the vehicle was in an accident Y or N? No.

Has the customer filed any insurances claims on this Vehicle Y or N? No.
If yes obtain the following information below;
Insurance Company: N/A
Insurance Rep (First and Last Name): N/A
Phone #: N/A
Claim Made? No. **Claim Status:** N/A
Claim #: N/A
Did Insurance Company refer customer to GM? N/A

Are there any Aftermarket Modifications to the Vehicle Y or N? No.
Have you confirm this with the customer Y or N? Yes.
List: N/A

Was a Trade Repurchase offered to the customer Y or N? No.
(A Trade Repurchase is to be offered as a settlement before a Straight can be considered)
Date authorized by the DVM/CAM: N/A

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement:
N/A Customer's claim is ineligible based on the age and mileage of the customer's vehicle and the customer purchasing the vehicle outside of California.

Lemon Law Repurchase/Replacement:
N/A Customer's claim is ineligible based on the age and mileage of the customer's vehicle and the customer purchasing the vehicle outside of California.

GM Program Summary Repairs/Reimbursement for past repairs:
N/A Customer's claim is ineligible based on the age and mileage of the customer's vehicle and the customer purchasing the vehicle outside of California.

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs: 2 for serious, 4 for same nonconformity
Time period 18 months / 18,000 miles
Does Lemon Law state nonconformity must continue to exist? n/a
If applicable, safety-related repairs: 2
Safety-related time period: 18 months / 18,000 miles

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	0

Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: N/A
Date & Offer/Result: N/A

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust Sts: Customer wants the manufacturer to replace the vehicle.

DVM Sts: Contact not made as case is ineligible based on the age and mileage of the customers vehicle.

SVM Sts: Contact not made as case is ineligible based on the age and mileage of the customers vehicle.

CRS Rationale: Customer's claim is ineligible based on the age and mileage of the customer's vehicle and the customer purchasing the vehicle outside of California.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law
Customer's claim is with out merit. There are no apparent strengths in this case.

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law? Customer's claim is ineligible based on the age and mileage of the customer's vehicle and the customer purchasing the vehicle outside of California.

Decision reached by CRS: Customer's claim is ineligible based on the age and mileage of the customer's vehicle and the customer purchasing the vehicle outside of California.

CRS FINAL OFFER:	Customer's claim is ineligible based on the age and mileage of the customer's vehicle and the customer purchasing the vehicle outside of California.	**DATE:** 08/06/2009	**CUST N/A** Customer's claim is ineligible based on the age and mileage of the customer's vehicle and the customer purchasing the vehicle outside of California. No Goodwill offered.
Goodwill: N/A	**Attorney Fees (if applicable): N/A**		

TEAM LEAD APPROVING:	Michelle Mock	Date: 08/06/2009

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact date: 08/06/09
Start date: 08/06/09

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: PLEASANT HILL State: CA Zip code: [redacted]

Day phone: [redacted] Evening phone: Cell phone: [redacted]

Fax: E-mail address:

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: Trailblazer Year: 2004 Current mileage: 60200

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: FITZPATRICK CHEVROLET, , CA

Primary Servicing dealer/city/state: Lehmers,

Acquired as ☒ new ☐ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 12/15/04 Mileage at purchase/lease:

First repair attempt date: 12/15/08 First repair attempt mileage: 53000

How often is the vehicle used for business purposes (percentage): 0 %

Number of vehicles registered in California by vehicle owner/lessee:

Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:

Description of damage:

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Customer wants the manufacturer to replace the vehicle.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER 1GNET16S04[redacted]

Lienholder/Leasing Company _____ **Phone Number**_____

Case Number: [redacted]

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**
Vehicle dies at stop signs & lights		7		yes
Speedometer giving false readings		2		no
Head lights did not come on		1		no

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

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

BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

GM Vehicle Inquiry System
Summary

VIN :	1GNET16S046[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15806 -2004 TRAILBLAZER EXT LS 4WD	Warranty Start Date :	09/26/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	FITZPATRICK CHEVROLET-BUICK-HUMMER 2121 DIAMOND BLVD CONCORD , CA 94520-5703 (925) 689-6500	Selling Source :	13 - CHEVROLET
		Site Code :	06219
		Business Associate Code :	112125

Service Contract :	Yes	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
SB	06049	ONSTAR H/W IS DIGITAL-CAPABLE. NO UPGRADE IS NEEDED. SEE TSB 06-08-46-008.	02/22/2007	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Inactive	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	No	XM Radio ID	N/A	XM Status	N/A	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	09/26/2004	46 miles	09/26/2007	36046 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	09/26/2004	46 miles	09/26/2010	100046 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/26/2004	46 miles	09/26/2012	80046 miles
84/70000 CALIFORNIA SELECT COMPONENT	09/26/2004	46 miles	09/26/2011	70046 miles
36/50000 CALIFORNIA EMISSIONS	09/26/2004	46 miles	09/26/2007	50046 miles

CLAIM HISTORY

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

06/11/2009	[redacted]	0	J6372 - SENSOR, OXYGEN (ENGINE CONTROL) - REPLACE	59355 miles
06/11/2009		0	D1002 - BLOWER MOTOR RESISTOR REPLACEMENT	59355 miles
06/11/2009		0	E9050 - POWER STEERING PUMP REPLACEMENT	59355 miles
06/11/2009		0	E9740 - STEERING GEAR REPLACEMENT	59355 miles
06/11/2009		0	Z7905 - 5-DAY COURTESY TRANSPORTATION	59355 miles
11/26/2007		0	R0760 - RADIO, REMOVE AND REPLACE	39729 miles
11/26/2007		0	N2833 - EXTERIOR LIGHTING RELAY REPLACEMENT	39729 miles
10/04/2004		#	Z7902 - 2-DAY COURTESY TRANSPORTATION	267 miles
10/04/2004		#	A0680 - FRONT FENDER COLOR/CLEAR COAT	267 miles
04/14/2004		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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2004 TRAILBLAZER EXT LS 4WD — CHEVROLET MOTOR DIVISION
67U SILVERSTONE METALLIC /L6G — GENERAL MOTORS CORPORATION
33H LIGHT CASHMERE — 100 RENAISSANCE CENTER
ORDER NO. HCPNWP/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN ET16 S0 462[redacted] — VEHICLE INVOICE [redacted]
**********13*06219S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15806 TRAILBLAZER EXT LS 4WD	32220.00	29159.10	INVOICE 04/14/04
C7H 6,400 LB GVW RATING	N/C	N/C	SHIPPED 04/14/04
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	EXP I/T 04/30/04
G80 LOCKING DIFFERENTIAL	270.00	232.20	INT COM 04/30/04
LL8 VORTEC 4200 SFI I6	0.00	0.00	PRC EFF 04/14/04
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS S484C S484C WFP-S QTR OPT-1
N74 17" BRIGHT ALUMINUM WHEELS	N/C	N/C	BANK: GMAC - 085
PDC SEAT, 8-WAY POWER DRIVER	300.00	258.00	CHG-TO 06-219
QTR P245/65R17 FOUR ON/OFF ROAD WOL TIRES - EXCLUDES SPARE	140.00	120.40	SHIP WT: 4848
UE1 ONSTAR SYSTEM	870.00	748.20	HP: 32.1
INCLUDES 1 YEAR SAFE & SOUND & ELECTROCHROMIC ISRV MIRROR			GVW: 6400
			GVWF: 3200
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	GVWR: 3400
YF5 50-STATE EMISSIONS	N/C	N/C	GMS: 31197.65
1SB LS PREFERRED EQUIPMENT GROUP 2	1075.00	924.50	SUPPLR: 32601.54
* POWER MIRRORS, HEATED			MRM: 35610.00
* FLOOR MATS, FRONT & REAR			NTR: 1/2
* REAR WINDOW DEFOGGER			DAN: LS356
* CRUISE CONTROL			MEMO 1671.25
* BODY SIDE MOLDING			
* TOW HOOKS			
* LUGGAGE RACK CROSS-BARS			
* TRAILER WIRING CONNECTOR			
* REMOTE KEYLESS ENTRY			
* THEFT DETERRENT SYSTEM			

TOTAL MODEL & OPTIONS	34925.00	31485.40	ACT 237 31122.65
DESTINATION CHARGE	685.00	685.00	H/B 261 1047.75
LAM DEALER CONTRIBUTION		349.25	ADV 261 349.25
LAM GROUP CONTRIBUTION		174.63	EXP 65A 174.63
TOTAL	35610.00	32694.28	PAY 310 32694.28
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		31163.23	

****
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.

FITZPATRICK CHEVROLET-BUICK-HUMMER

REMIT TO GMAC NO. 085
VIN 1GNET16S0462[redacted]
$ 32694.28 INV [redacted]
DUE 04/30/04 DEALER 06-219

BBB AUTO LINE

August 6, 2009

[redacted]
PLEASANT HILL CA [redacted]

Re:CAINL [redacted] Gaustad vs Chevrolet Motor Division 1GNET16S04[redacted]

Dear Ms. [redacted]

We have received your *Customer Claim Form* and supporting documentation concerning your complaint against the manufacturer of your vehicle.

After careful review of your case, we have determined that your complaint is not within the jurisdiction of the BBB AUTO LINE program. We have made this determination for the following reasons:

The age and mileage jurisdiction requirement section of the HOW BBB AUTO LINE WORKS booklet, specifies, that you must file your claim within six months after the expiration of the applicable warranty period. The applicable bumper to bumper warranty on your vehicle was for 3 years/36,000 miles, whichever comes first. The original in service date for this vehicle was on 09-26-04. The warranty expired on 09-26-07. Your warranty expired over six months prior to the filing of your BBB AUTO LINE claim.

NOTE: BBB AUTO LINE does not take extended warranties, service contracts, or special coverage bulletins into consideration when determining jurisdiction.

Please refer to the booklet How BBB AUTO LINE Works for further explanation of jurisdictional requirements.

If you disagree with this finding, you may appeal it by sending us a written statement indicating why you think your claim is within the jurisdiction of the BBB AUTO LINE program. This statement must be mailed to the following address within 30 days from the date of this letter:

BBB AUTO LINE
4200 Wilson Blvd
Suite 800
Arlington, VA 22203

You may fax your appeal to our office at 1.703.247.9700

When your appeal is received in our office it will be forwarded to the manufacturer representative who will be given five days to submit a written position on the appeal. If a written position is received it will be shared with you, and you will be given five days to submit written comments. A BBB AUTO LINE arbitrator will review your Customer Claim Form, your appeal letter, this Out of Jurisdiction Notice, any written position from the manufacturer, any comments, and the Arbitration Rules. The arbitrator will then make a decision as to whether your allegations are potentially within the jurisdiction of BBB AUTO LINE arbitration. If this review determines that you may proceed to arbitration, your complaint will proceed to a hearing before a different arbitrator in accordance with the BBB AUTO LINE Rules for Arbitration.

Please note the arbitrator ruling on your appeal will only decide whether your claim may be heard in arbitration. Even if this arbitrator decides that your claim is potentially within the program's jurisdiction, the arbitrator who presides over your hearing will examine all the facts in your case and may decide that the evidence presented at the hearing does not establish that the claim is within the jurisdiction of BBB AUTO LINE or that any award should be made in your case.

Thank you for bringing your complaint to our attention.

Sincerely,

Denise Soliz at Extension 203

GENERAL MOTORS BUSINESS RESOURCE CENTER

8/11/09

BBB Autoline
4200 Wilson Blvd. Suite 800
Arlington, VA 22203-1838

RE: [redacted]
Service Request: [redacted]
BBB Case Number [redacted]
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNET16S046[redacted]
Customer Relationship Specialist: Michael Highlands

Manufacturers Rebuttal to Ineligibility Appeal
REBTM

To Whom It May Concern:

General Motors does apologize for the concerns that Ms. [redacted] has experienced with her 2004 Chevrolet TrailBlazer and any inconvenience this may have caused her. We appreciate the opportunity to address her appeal to the Better Business Bureau's determination that she is not eligible for the BBB program.

As noted above, Ms. [redacted] vehicle is a 2004 TrailBlazer. The warranty start date was 9/26/04 at 46 miles. The warranty on the vehicle was the earlier of 3 years from that date or 36,046 miles. The BBB has correctly stated this.

According to our warranty records, on 11/26/07 the vehicle had a recorded mileage of 39,729. By time the vehicle would have been out of warranty on 9/26/07. Based on the mileage the vehicle quite possibly exceeded 36,046 miles at about that same time. Regardless, the vehicle has indisputably been out of warranty since 9/26/07. Her claim with the BBB was filed on 8/06/09, by which time the vehicle had been out of warranty for approximately 23 months.

As the BBB has correctly stated, her claim must have been received within 6 months of the expiration of the new vehicle limited warranty. It was not. The BBB has also correctly stated that extended warranties, service contracts or special coverage bulletins do not apply to the jurisdictional requirements.

With the new vehicle limited warranty having expired no later than 9/26/07 and Ms. [redacted]s claim with the BBB having been filed on 8/06/09 it is indisputable that the claim was not filed within 6 months of the expiration of the new vehicle limited warranty. We ask that the BBB's determination that the claim is not eligible be upheld and the claim dismissed as ineligible.

Sincerely,

Michael Highlands
BRC Customer Relationship Specialist
Ph# 866-790-5700 extension 21499
FAX# 866-293-0851

GENERAL MOTORS BUSINESS RESOURCE CENTER

8/11/09

BBB Autoline
4200 Wilson Blvd. Suite 800
Arlington, VA 22203-1838

RE: [redacted]
Service Request: [redacted]
BBB Case Number [redacted]
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNET16S046[redacted]
Customer Relationship Specialist: Michael Highlands

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As the BBB has correctly stated, her claim must have been received within 6 months of the expiration of the new vehicle limited warranty. It was not. The BBB has also correctly stated that extended warranties, service contracts or special coverage bulletins do not apply to the jurisdictional requirements.

With the new vehicle limited warranty having expired no later than 9/26/07 and Ms. [redacted]'s claim with the BBB having been filed on 8/06/09 it is indisputable that the claim was not filed within 6 months of the expiration of the new vehicle limited warranty. We ask that the BBB's determination that the claim is not eligible be upheld and the claim dismissed as ineligible.

Sincerely,

Michael Highlands
BRC Customer Relationship Specialist
Ph# 866-790-5700 extension 21499
FAX# 866-293-0851

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact date: 08/06/09
Start date: 08/06/09

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: PLEASANT HILL State: CA Zip code: [redacted]

Day phone: [redacted] Evening phone: Cell phone: [redacted]

Fax: E-mail address:

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: Trailblazer Year: 2004 Current mileage: 60200

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: FITZPATRICK CHEVROLET, , CA

Primary Servicing dealer/city/state: Lehmers,

Acquired as ☒ new ☐ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 12/15/04 Mileage at purchase/lease:

First repair attempt date: 12/15/08 First repair attempt mileage: 53000

How often is the vehicle used for business purposes (percentage): 0 %

Number of vehicles registered in California by vehicle owner/lessee:

Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:

Description of damage:

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Customer wants the manufacturer to replace the vehicle.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER 1GNET16S04[redacted]

Lienholder/Leasing Company _____ **Phone Number**_____

Case Number: [redacted]

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**
Vehicle dies at stop signs & lights		7		yes
Speedometer giving false readings		2		no
Head lights did not come on		1		no

Total days out of service for all problems: _____

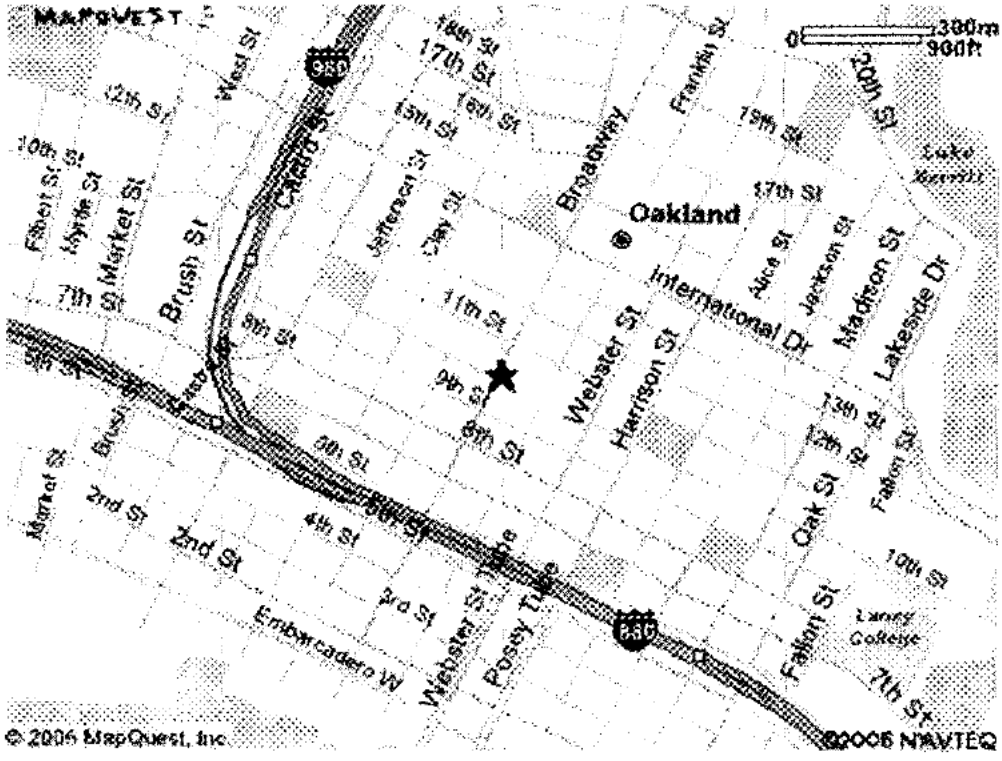
Signature of Titled Owner(s) _____ Date _____
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

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

BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

Golden Gate Better Business Bureau
1000 Broadway, Suite 625
Oakland CA 94607
(510)844-2029 Voice
(510)844-2129 Fax
(510)844-2009 Arbitration Hearing Room

DIRECTIONS



2004 TRAILBLAZER EXT LS 4WD — CHEVROLET MOTOR DIVISION
67U SILVERSTONE METALLIC /L6G — GENERAL MOTORS CORPORATION
33H LIGHT CASHMERE — 100 RENAISSANCE CENTER
ORDER NO. HCPNWP/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN ET16 S0 462[redacted] — VEHICLE INVOICE [redacted]
**********13*06219S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15806 TRAILBLAZER EXT LS 4WD	32220.00	29159.10	INVOICE 04/14/04
C7H 6,400 LB GVW RATING	N/C	N/C	SHIPPED 04/14/04
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	EXP I/T 04/30/04
G80 LOCKING DIFFERENTIAL	270.00	232.20	INT COM 04/30/04
LL8 VORTEC 4200 SFI I6	0.00	0.00	PRC EFF 04/14/04
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS S484C S484C WFP-S QTR OPT-1
N74 17" BRIGHT ALUMINUM WHEELS	N/C	N/C	BANK: GMAC - 085
PDC SEAT, 8-WAY POWER DRIVER	300.00	258.00	CHG-TO 06-219
QTR P245/65R17 FOUR ON/OFF ROAD WOL TIRES - EXCLUDES SPARE	140.00	120.40	SHIP WT: 4848
UE1 ONSTAR SYSTEM	870.00	748.20	HP: 32.1
INCLUDES 1 YEAR SAFE & SOUND & ELECTROCHROMIC ISRV MIRROR			GVW: 6400
			GVWF: 3200
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	GVWR: 3400
YF5 50-STATE EMISSIONS	N/C	N/C	GMS: 31197.65
1SB LS PREFERRED EQUIPMENT GROUP 2	1075.00	924.50	SUPPLR: 32601.54
* POWER MIRRORS, HEATED			MRM: 35610.00
* FLOOR MATS, FRONT & REAR			NTR: 1/2
* REAR WINDOW DEFOGGER			DAN: LS356
* CRUISE CONTROL			MEMO 1671.25
* BODY SIDE MOLDING			
* TOW HOOKS			
* LUGGAGE RACK CROSS-BARS			
* TRAILER WIRING CONNECTOR			
* REMOTE KEYLESS ENTRY			
* THEFT DETERRENT SYSTEM			

TOTAL MODEL & OPTIONS	34925.00	31485.40	ACT 237 31122.65
DESTINATION CHARGE	685.00	685.00	H/B 261 1047.75
LAM DEALER CONTRIBUTION		349.25	ADV 261 349.25
LAM GROUP CONTRIBUTION		174.63	EXP 65A 174.63
TOTAL	35610.00	32694.28	PAY 310 32694.28

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 31163.23

****

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.

FITZPATRICK CHEVROLET-BUICK-HUMMER

REMIT TO GMAC NO. 085
VIN 1GNET16S046[redacted]
$ 32694.28 INV 1[redacted]
DUE 04/30/04 DEALER 06-219

AUTO

REGISTRATION VALID FROM 09/28/2009 TO 09/28/2010

TYPE 11 [redacted]

VEHICLE IDENTIFICATION NUMBER
1GNET16S04[redacted]

MAKE
CHEV

BODY TYPE MODEL
UT

DATE FIRST SOLD
00/00/2004

CLASS
KD

TYR

Yr. Model
2004

DATE ISSUED
07/29/2009

TYPE VEH.	MP	AX	WC	UNLADEN/GCGW
120	G			

TOTAL FEES PAID
$291
0700

REGISTERED OWNER
[redacted]
PLEASANT HILL CA [redacted]

LIENHOLDER
GMAC
PO BX 8128
COCKEYSVILLE
MD
0

R0056
L0205

21030
140071420090340

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

[redacted]

GM Vehicle Inquiry System
Summary

VIN :	1GNET16S04[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15806 -2004 TRAILBLAZER EXT LS 4WD	Warranty Start Date :	09/26/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	FITZPATRICK CHEVROLET-BUICK-HUMMER 2121 DIAMOND BLVD CONCORD , CA 94520-5703 (925) 689-6500	Selling Source :	13 - CHEVROLET
		Site Code :	06219
		Business Associate Code :	112125

Service Contract :	Yes	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
SB	06049	ONSTAR H/W IS DIGITAL-CAPABLE. NO UPGRADE IS NEEDED. SEE TSB 06-08-46-008.	02/22/2007	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Inactive	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	No	XM Radio ID	N/A	XM Status	N/A	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	09/26/2004	46 miles	09/26/2007	36046 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	09/26/2004	46 miles	09/26/2010	100046 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/26/2004	46 miles	09/26/2012	80046 miles
84/70000 CALIFORNIA SELECT COMPONENT	09/26/2004	46 miles	09/26/2011	70046 miles
36/50000 CALIFORNIA EMISSIONS	09/26/2004	46 miles	09/26/2007	50046 miles

CLAIM HISTORY

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

06/11/2009	[redacted]	0	J6372 - SENSOR, OXYGEN (ENGINE CONTROL) - REPLACE	59355 miles
06/11/2009	[redacted]	0	D1002 - BLOWER MOTOR RESISTOR REPLACEMENT	59355 miles
06/11/2009	[redacted]	0	E9050 - POWER STEERING PUMP REPLACEMENT	59355 miles
06/11/2009	[redacted]	0	E9740 - STEERING GEAR REPLACEMENT	59355 miles
06/11/2009	[redacted]	0	Z7905 - 5-DAY COURTESY TRANSPORTATION	59355 miles
11/26/2007	[redacted]	0	R0760 - RADIO, REMOVE AND REPLACE	39729 miles
11/26/2007	[redacted]	0	N2833 - EXTERIOR LIGHTING RELAY REPLACEMENT	39729 miles
10/04/2004	[redacted]	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	267 miles
10/04/2004	[redacted]	#	A0680 - FRONT FENDER COLOR/CLEAR COAT	267 miles
04/14/2004	[redacted]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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BBB AUTO LINE

August 6, 2009

[redacted]
PLEASANT HILL CA [redacted]

Re:CAINL [redacted] Gaustad vs Chevrolet Motor Division 1GNET16S04[redacted]

Dear Ms. [redacted]

We have received your *Customer Claim Form* and supporting documentation concerning your complaint against the manufacturer of your vehicle.

After careful review of your case, we have determined that your complaint is not within the jurisdiction of the BBB AUTO LINE program. We have made this determination for the following reasons:

The age and mileage jurisdiction requirement section of the HOW BBB AUTO LINE WORKS booklet, specifies, that you must file your claim within six months after the expiration of the applicable warranty period. The applicable bumper to bumper warranty on your vehicle was for 3 years/36,000 miles, whichever comes first. The original in service date for this vehicle was on 09-26-04. The warranty expired on 09-26-07. Your warranty expired over six months prior to the filing of your BBB AUTO LINE claim.

NOTE: BBB AUTO LINE does not take extended warranties, service contracts, or special coverage bulletins into consideration when determining jurisdiction.

Please refer to the booklet How BBB AUTO LINE Works for further explanation of jurisdictional requirements.

If you disagree with this finding, you may appeal it by sending us a written statement indicating why you think your claim is within the jurisdiction of the BBB AUTO LINE program. This statement must be mailed to the following address within 30 days from the date of this letter:

BBB AUTO LINE
4200 Wilson Blvd
Suite 800
Arlington, VA 22203

You may fax your appeal to our office at 1.703.247.9700

When your appeal is received in our office it will be forwarded to the manufacturer representative who will be given five days to submit a written position on the appeal. If a written position is received it will be shared with you, and you will be given five days to submit written comments. A BBB AUTO LINE arbitrator will review your Customer Claim Form, your appeal letter, this Out of Jurisdiction Notice, any written position from the manufacturer, any comments, and the Arbitration Rules. The arbitrator will then make a decision as to whether your allegations are potentially within the jurisdiction of BBB AUTO LINE arbitration. If this review determines that you may proceed to arbitration, your complaint will proceed to a hearing before a different arbitrator in accordance with the BBB AUTO LINE Rules for Arbitration.

Please note the arbitrator ruling on your appeal will only decide whether your claim may be heard in arbitration. Even if this arbitrator decides that your claim is potentially within the program's jurisdiction, the arbitrator who presides over your hearing will examine all the facts in your case and may decide that the evidence presented at the hearing does not establish that the claim is within the jurisdiction of BBB AUTO LINE or that any award should be made in your case.

Thank you for bringing your complaint to our attention.

Sincerely,

Denise Soliz at Extension 203

August 10, 2009

To Whom It May Concern,

Until you brought to my attention that my complaint was not with-in the jurisdiction of the B.B.B. Auto line, I was really sorry to hear that. We had a warranty and an extended warranty which is not honored by the B.B.B.

I am asking you to reconsider my individual problem that has not been fixed.

Everyday I get into my car and worry is it going to stall today? I have six grandchildren that I transport eberyday and I pray to God were safe.

I believe this is a safety issue that needs to be addressed as soon as possible. I hope you will make an exception to the rule. Please reconsider.

Sincerely,

Mrs. [redacted]

Faxed on Aug 10th to 1-703-247-9700

Office of Defects Investigation (ODI)

DEFECTS & RECALLS

Safety Complaints
File a Complaint
online or by phone
Search Complaints

Defect Investigations

Safety Recalls

Service Bulletins

Downloads

Foreign Campaigns

EWR Information

Sitemap

Contact ODI
(888) 327-4236
TTY: (800) 424-9153

COMPLAINTS - SEARCH RESULTS

Navigate: ODI Home » Search Complaints » Results List

Help

Search Results

Report Date : **August 10, 2009 at *04:51 PM***
ODI Numbers Searched: **10279797**

New Search
Print Version

Results : **1** | **All** records displayed

Make : CHEVROLET **Model :** TRAILBLAZER EXT **Year :** 2004

Manufacturer : GENERAL MOTORS CORP.

Crash : No **Fire :** No **Number of Injuries:** 0

ODI ID Number : [redacted] **Number of Deaths:** 0

Date of Failure: December 8, 2008

VIN : 1GNET16S046...

Component: UNKNOWN OR OTHER

Summary:

ON NOVEMBER 26 2007 TOOK MY CHEVY TRAILBLAZER 04 4 WHEEL DR. IN FOR STEERING WHEEL SHIMMY. COULD NOT DUPLICATE. ALSO C.D. CHANGER WILL NOT EJECT CD'S AND LOW BEAMS ON HEADLIGHTS NOT WORKING. REPAIRED HEADLIGHTS AND C.D.CHANGER. DID NOT FIX STEERING PROBLEM. ON JUNE 07 TOOK IN FOR MAJOR SERVICE WITH 33,000 MILES. ON DEC.8 2008 TOOK IN FOR STALLING WHEN COMMING TO A STOP. COULD NOT DUPLICATE THE PROBLEM.THIS IS MY MAIN COMPLAINT, THE STALLING ON JAN.. 10 2009 TOOK IN FOR ERRATIC SPEEDOMETER WHICH WAS HAPPENING FOR ABOUT 3 MONTHS OFF AND ON.REBUILT THE SPEEDOMETER. ON JUNE 11 2009 TOOK CAR IN FOR STALLING, SES LAMP COMES ON WHEN DRIVING AND HVAC FAN DOES NOT BLOW ON THE #5 POSITION. THERE IS ALOT OF GRINDING AND WHINING WHEN VEHICLE SHIFTS TO SECOND GEAR. AND TURNING AT LOW SPEEDS THERE IS A WHINING COMMING FROM THE FRONT END. REMOVED AND REPLACED 02 SENSOR. FOR THE STALLING THEY COULD NOT VERIFY CONCERN. RECOMMENDED THROTTLE BODY DE-CARB AND INJECTION SYSTEM CLEANING. FOR THE #5 FAN NOT WORKING REMOVED AND REPLACED SPEED CONTROL RESISTOR. TRANSMISSION THEY COULD NOT FEEL ANY UNUSUAL SHIFTING.FOR THE STEERING PROB.REPLACED POWER STEERING PUMP AND POWER STEERING GEAR. CAR STILL STALLING ON 6-19 -09. TOOK IN. DID ANOTHER DECARB SERVICE AND REPLACE FUEL FILTER.STILL STALLS. 7-01-09 WHEN CAR STARTS THERE IS A LOUD CLUCHFAN NOISE LIKE A JET TAKING OFF. FEELS LIKE THE TRANS IS OVERWORKING, VERYLOUD NOT RIGHT. FIX,WAS FANCONTROL SET IM PROPERLY TROUBLE CODE P0483 . BULLETIN 05-06-02-004 REPROGRAM PCM. CLAIM CODE1013B. JULY 8 TOOK CAR FOR STALLING ISSUE JULY 9 TOOK CAR FOR STALLING ISSUE JULY 10 TOOK CAR FOR STALLING ISSUES NO PAPER WORK FOR THESE 3 DAYS THEY WERE TRYING TO RECREATE THE STALLING ISSUE. JULY 20 2009 IN SHOP FOR 16 DAYS FOR STALLING ISSUE THEY FINALLY CONFIRMED .REPLACED PCM. THEY CALLED IN TECH ASSISTANCE CASE #10971267 HE SAID TO PERFORM TOP ENGINE CLEANING. OUTCOME IS CANNOT GUARANTEE REPAIRS AT THIS TIME DUE TO HOW RANDOM THIS PROB OCCURS.

Document Search

☐ Check to Request Research. Submit below.

Request Research

INVALID UNLESS PREMIUM IS PAID

EVIDENCE OF INSURANCE - STATE OF CALIFORNIA

FARMERS

Named insured

[redacted]

PLEASANT HILL CA [redacted]

Policy number: [redacted]
Effective date: 07-31-2009
Expiration date: 01-31-2010
NAIC number: 21652

FARMERS INSURANCE EXCHANGE, LOS ANGELES, CALIFORNIA , an authorized California Insurer, in compliance with the California Financial Responsibility Act, certifies that it has issued a policy in an amount not less than that required by the California Financial Responsibility Law for the described motor vehicle(s).

Vehicle description:

2004 CHEVROLET TRAILBLAZER EXT LT/LS 4WD 1GNET16S0462[redacted]

Agent name: JAMES FITZGERALD Phone no: (925) 674-0643

25-6408 4-09 **Keep this certificate in your vehicle at all times.** A6408111

GMAC

www.gmacfs.com

July 28, 2009

[redacted]
Pleasant Hill, CA [redacted]

Account #:
Vehicle: 2004 Chevrolet trailblazer
VIN: 1GNEP16S04[redacted]

Dear :

This is to inform you that GMAC does not hold the title on the above-described vehicle. The lien in favor of GMAC has been satisfied and we hold no further interest.

Sincerely,

Tonya Warren

TONYA WARREN
Customer Service Specialist

State of KANSAS
County of SEDGWICK

On July 28th, 2009 before me, MERILYN UNGER, personally appeared TONYA WARREN who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature Merilyn K Unger (Seal)

MERILYN K. UNGER
Notary Public - State of Kansas
My Appt. Expires 5-22-2013

721830-01532
BILLST-ROLL 3/04

Dec 04 statement
12/9/04
cleared

GMAC

10 day pay off
Bryan

THANK YOU FOR CHOOSING YOUR DEALER AND GMAC

PO BOX 12699
GLENDALE AZ 85318

FOR ASSISTANCE CALL: 800-200-4622

[redacted]

$35 417.95
$35 423.25 -
Dec 15th

TDD/TTY (HEARING IMPAIRED): 800-833-4622

Fax

PLEASANT HILL CA [redacted]

$35439.12.29
5.29
5.29
10.58
5.29
15.87

9th

MAKE/MODEL: 04 CHEV TRAILBLAZER
VIN: 1GNET16S046[redacted]

PAGE 1 OF 1

ACCOUNT NUMBER : [redacted]

STATEMENT REFLECTS
PAYMENT(S) RECEIVED THROUGH: 11/18/04

ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	12/10/04
Amount Due	583.24
TOTAL	583.24

PAST DUE PAYMENTS PAY IMMEDIATELY	
Due Date	Amount
TOTAL	

OTHER UNPAID AMOUNTS	
Late Charge	
Insurance Premium	
Miscellaneous	
TOTAL	

TOTAL PAYMENTS AND OTHER UNPAID AMOUNTS:	583.2

PAYMENTS APPLIED AS FOLLOWS

DUE DATE	SCHEDULED PAYMENT	DATE PAID	UNPAID BALANCE	FINANCE CHARGE	LATE CHARGE	OTHER CHARGE	TOTAL PAID
11/10/04	583.24	11/08/04	353.44	229.80			583.2

MESSAGES

REMAINING UNPAID BALANCE $35,275.10. THIS AMOUNT DOES NOT INCLUDE FINANCE CHARGES AND OTHER UNPAID AMOUNTS. PLEASE CALL GMAC FOR YOUR PAYOFF.

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8/4/09
Wrote to Channel 7 on your side.

Please visit our new Pleasant Hill Branch at
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(across from Bill's Ace Hardware)
(800) 292-3966 www.calstate9.com

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8/6/09
GM called me said nothing they could do cause of age + mileage -

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8/6/09
Called the BBB for ASSstance-

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(800) 292-3966 www.calstate9.com

From: ABC7 7 ON YOUR SIDE <7oys@kgo-tv.com>
To: [redacted]
Subject: Re:
Date: Wed, Aug 5, 2009 2:13 pm

Thank you for writing to *7 On Your Side*. Unfortunately, we are unable to help you with your problem. However, numerous resources exist for consumers experiencing problems with the auto industry. For help with your specific problem, please contact one of the following:

Repair Problems- Bureau of Automotive Repair (800) 952-5210

Used Car Sales- Department of Motor Vehicles (800) 777-0133
(or your local DMV investigations office listed in your phone book)

New Car Sales - New Motor Vehicle Board, Consumer Mediation Services Program
(916) 445-1888

Lemon Law - Department of Consumer Affairs (800) 952-5210

Recalls - National Highway Traffic Safety Administration (888) 327-4236

Insurance - California Department of Insurance (800) 927-4357

All Other Problems - Department of Consumer Affairs (800) 952-5210

Better Business Bureau- Autoline (800) 955-5100

We hope this information is helpful. Thank you for watching ABC-7 News and *7 On Your Side*.

On Tue, Aug 4, 2009 at 9:23 AM, <[redacted] wrote:
Fro[redacted]

full_name: [redacted]

day_phone: [redacted] cell

night_phone [redacted]

age [redacted]

full_address [redacted]
Pleas[redacted]A.

comments: 2004 Chevy Trailblazer.Dies when I come to a stop. This has been going on since 12-8-08. I have taken it to the Lehmers, Concord many times after it stalled but they say they can't find the problem.This problem started Dec.o8 and I am tired, to say

the least.Lehmers has had my car for TWO weeks and now they are telling me I need to take it to a Chevy dealer. And no rental is given until they diognose the problem.With 6 grandchildren that I watch I need my car. My warranty has since then expired so I'm now going on something Russ Anderson (Lehmers GM) calls "goodwill".He offered to buy my car at blue book value and get a car from him @ 0%. No thank-you.Our car has been payed off the month after we bought it in 04' from Fitzpatrick chevrolet, which has since then closed.I'm running out of time,energy and what to do. Can you help or am I asking to much? Please let us know.

Submit: Submit

X-CIP: Not present

X-Forwarded-For: 71.202.0.149

RemoteIP: Not present

IPAddr: 10.193.10.234

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G 40-011 P 23316
BAR # ARD00001944 U.S. E.P.A. ID # CAL000302464

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	TIM 871	991	08/04/09	[redacted]
[redacted]	LABOR RATE / LICENSE No. [redacted]	MILEAGE 60,018	COLOR SILVER/	STOCK No.
PLEASANT HILL, CA [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/4DR 4		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. No. 1GNET16S046 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 08/03/09	
RESIDENCE PHONE [redacted] BUSINESS PHONE	COMMENTS			MO: 60100

LABOR & PARTS----------

J# 1 02GCZ DRIVABILITY TECH(S):220 INTERNAL

CUSTOMER STATES AT STOPS VEHICLE WILL SHUT OFF ON ITS OWN.
CHECK AND REPORT.
CONFIRMED COMPLAINT. INSPECTED BATTERY CONNECTIONS AND TERMINALS OK. SCAN FOR CODES-NONE STORED. INSPECTED FUEL PRESSURE-WITH IN SPECS. VERY RANDOM STALL. CALLED TECHNICAL ASSISTANCE CASE #10971267 SPOKE TO RICK MOORE. TOLD TO PERFORM TOP ENGINE CLEANING WITH GM CHEMICAL.
THEN TEST DRIVE TO SEE IS PROBLEM REOCCURS.
PERFORMED TOP ENGINE CLEANING AS RECOMMENDED AND TEST DROVE.
TEST DROVE VEHICLE ABOUT 50 MILES IN TOWN. VEHICLE HAS NOT STALLED SINCE SERVICE. NO STALL FOUND AT THIS TIME.
CAN NOT GUARANTEE REPAIRS AT THIS TIME DUE TO HOW RANDOM THIS PROBLEM OCCURS. ALL CHECKS OK AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	88861802	CLEANER 8.800		INTERNAL
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

ESTIMATE----------

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

TOTALS----------

PAYMENT METHOD: []CASH---- []CHECK#

[]CHARGE ACCOUNT---- []M/CARD---- []VISA----

[]DISCOVER---- []OTHER---- DEDUC.SERV.CONTRACT----

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**

IN APPROXIMATELY 2-3 WEEKS YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS, IF FOR ANY REASON YOU CAN NOT MARK THE SURVEY "COMPLETELY SATISFIED" PLEASE CONTACT THE LEHMERS SERVICE TEAM AT 925-685-4481

I HAVE RECEIVED A COMPLETE EXPLANATION OF THE REPAIRS PERFORMED ON MY VEHICLE AND APPROVED ANY PHONE AUTHORIZAION FOR ADDTIONAL COST, AND UNDERSTAND ALL CHARGES.

CUSTOMER SIGNATURE

********** DUPLICATE INVOI

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Outcome

AUG 04 2009
LR

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CUSTOMER COPY

1SB-Copyright American Solutions for Business 541-754-3010 DMS1.0560

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BAR # ARD00001944 U.S. E.P.A. ID # CAL000302464

CUSTOMER No. [redacted]	ADVISOR TIM 871	TAG No. 991	INVOICE DATE 08/04/09	INVOICE No. [redacted]	
[redacted] PLEASANT HILL, CA [redacted]	LABOR RATE	LICENSE No. [redacted]	MILEAGE 60,018	COLOR SILVER/	STOCK No.
	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/4DR 4			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. No. 1GNET16S046[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.		R.O. DATE 07/20/09	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS			MO: 60100

LABOR & PARTS

J# 1 50GCZ ELECTRICAL BODY WORK TECH(S):220 WARRANTY

CUSTOMER STATES VEHICLE HAS BEEN STALLING OUT AT STOP SIGNS. ON FRIDAY ALONE, VEHICLE STALLED 3 TIMES AT STOPS. ONE TIME RPM DROPPED AS IF VEHICLE WAS GOING TO STALL BUT VEHICLE SURGED AND CHECK ENGINE LAMP FLASHED ON THEN OFF. CHECK AND REPORT.
CONFIRMED RANDOM STALL PROBLEM. DIAG ENGINE STALL, SCAN FOR CODES. NONE STORED. ROAD TESTED AROUND TOWN AND MADE MANY STOPS. VERIFIED STALL ONCE. HOOKED UP SCAN TOOL AND TOOK SNAP SHOT, NO FAULT SENSORS. TESTED IGNITION SWITCH, PCM, FUEL CONTROL AND PRESSURE AND PIN TESTED PCM/SENSORS CONNECTIONS FOR LOOSE TERMINALS-OK. TEST DROVE VEHICLE ABOUT 50 MILES IN TOWN. VEHICLE STALLED ABOUT 4 TIMES TOTAL. INSPECTED FURTHER FOUND PCM INTERMENTANTLY LOSES POWER. RECOMMEND REPLACE AND RECHECK.
REPLACED PCM AND PROGRAMMED. PROGRAM CODE 1013B

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	19210065	PCM 3.670		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2+89GCZ-GMPP-RENT GMPP RENTAL COVERAGE TECH(S):871 WARRANTY

Added Operation (TWONG @ 08/03/2009 08:24)
CUSTOMER REQUESTED GMPP OVERNIGHT RENTAL COVERAGE PER GMPP
SUPPLIED 1 DAY RENTAL PER GMPP.

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

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
JOB # 2	30493	1233	08/04/09	GMPP RENTAL		WARRANTY
				TOTAL - SUBLET		0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $150.00 (+TAX)

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8/4/09

 [CONTINUED ON

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SB-039962 American Solutions for Business 248-669-8000 LEHMER-0000

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BAR # ARD00001944 U.S. E.P.A. ID # CAL000302464

CUSTOMER No. [redacted]	ADVISOR: TIM 871	TAG No.: 991	INVOICE DATE: 08/04/09	INVOICE No.: [redacted]
[redacted]	LABOR RATE	LICENSE No.: [redacted]	MILEAGE: 60,018	COLOR: SILVER/
PLEASANT HILL, CA [redacted]	YEAR / MAKE / MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/4DR 4		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. No.: 1GNET16S046 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE: 07/20/09	
RESIDENCE PHONE [redacted] BUSINESS PHONE	COMMENTS			MO: 60100

TOTALS

PAYMENT METHOD: []CASH---- []CHECK#

[]CHARGE ACCOUNT---- []M/CARD---- []VISA----

[]DISCOVER---- []OTHER---- DEDUC.SERV.CONTRACT----

IN APPROXIMATELY 2-3 WEEKS YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS, IF FOR ANY REASON YOU CAN NOT MARK THE SURVEY "COMPLETELY SATISFIED" PLEASE CONTACT THE LEHMERS SERVICE TEAM AT 925-685-4481

I HAVE RECEIVED A COMPLETE EXPLANATION OF THE REPAIRS PERFORMED ON MY VEHICLE AND APPROVED ANY PHONE AUTHORIZAION FOR ADDTIONAL COST. AND UNDERSTAND ALL CHARGES.

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 **********

PAID
By LR

CUSTOMER COPY

[END OF INVOICE] 05:09pm

CDK 039966 American Solutions for Business 516.450.2000 | GMC v1.0

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G P
40-011 23316
BAR # ARD00001944 U.S. E.P.A. ID # CAL000302464

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
07/01/09	[redacted]	59691	871	220	C	50GCZ	ELECTRICAL BODY WORK
06/19/09		59455	871	552	C	83GCZ-MOC8	MOC DECARB SERVICE
				552	C	83GCZ-FFG	FUEL FITLER GAS
06/11/09		59355	871	220	W	02GCZ-SESLAMP	SES LIGHT ON
				220	W	02GCZ	DRIVABILITY
				220	W	13GCZ	COOLING SYSTEM WORK

SALESPERSON NO. **SERVICE** STATE REG# AA-001944

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE SAVE ☐
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

WE ACCEPT VISA MASTER CARD DISCOUNT

APPOINTMENT ☒ Yes ☐ No

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GNET16S046[redacted]	04/CHEVROLET TRUCK/TRAILBLAZER/4DR			5KJG765	[redacted]

[redacted]
PLEASANT HILL, CA [redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]					07/20/09

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
SILVER				991

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	GCZZ	Y	Y	A	60,018	871	TIM

RESIDENCE PHONE [redacted] BUSINESS PHONE

TIME 11:36am 10/07/09 06:00pm PROMISED PRIORITY

~~Should be 7/20~~ wrong date 7/20

LABOR RATE

I hereby authorize the repair work to be done along with the necessary materials and sublet repairs. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control. "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."
Customer is hereby notified that the above described property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the undersigned dealer, against loss occasioned by theft, fire, or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and the dealer is not responsible for inspection thereof. **HAZARDOUS WASTE CHARGE EXTRA**

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER'S ACKNOWLEDGEMENT $ BY ORIGINAL ESTIMATE

ORIGINAL CUSTOMER ESTIMATE: TOTAL 150.00

X _____

1 C * 50GCZ ***ELECTRICAL BODY WORK***

CUSTOMER STATES VEHICLE HAS BEEN STALLING OUT AT STOP SIGNS. ON FRIDAY ALONE, VEHICLE STALLED 3 TIMES AT STOPS. ONE TIME RPM DROPPED AS IF VEHICLE WAS GOING TO STALL BUT VEHICLE SURGED AND CHECK ENGINE LAMP FLASHED ON THEN OFF. CHECK AND REPORT.

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7/20/09

REVISED ESTIMATE	BY	CONTACTED VIA
$		PHONE ☐ IN PERSON ☐
PERSON CONTACTED	DATE AND TIME CALLED	
REASON		
REVISED ESTIMATE	BY	CONTACTED VIA
$		PHONE ☐ IN PERSON ☐
PERSON CONTACTED	DATE AND TIME CALLED	
REASON		

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

Name _____

Contact # _____

RO # _____

Date _____

Customer Signature _____

ASB-039960 American Solutions for Business (...)38.9665 (GMC) 0503.1

Paperwork for July 8th, 9th & 10th 2009 8-6-09

Because of stalling issue, Lehmers came to my house, picked up my car, drove it for three days, July 8th, 9th & 10th 2008. There was no paperwork for these three days. They were trying to find the stalling issue while driving the car. On July 17th 2008 the car stalled three times while driving in traffic. On July 20th I took the car to Lehmers and told them to keep the car. I don't want it back until they find and fix the problem. Had the car from July 20th until August 4th. They said cannot guarantee repairs at this time due to how random this problem occurs. This is not right.

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G P
40-011 23316
BAR # ARD00001944 U.S. E.P.A. ID # CAL000302464

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
06/19/09	[redacted]	59455	871	552	C	83GCZ-MOC8	MOC DECARB SERVICE
				552	C	83GCZ-FFG	FUEL FITLER GAS
06/11/09		59355	871	220	W	02GCZ-SESLAMP	SES LIGHT ON
				220	W	02GCZ	DRIVABILITY
				220	W	13GCZ	COOLING SYSTEM WORK
				220	W	30GCZ	TRANSMISSION WORK

SALESPERSON NO.

SERVICE

STATE REG# AA-001944

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE SAVE ☐
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

VEHICLE I.D. NO. 1GNET16S046[redacted]
YEAR/MAKE/MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/4DR
PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted] | T.R.O. NO.

[redacted]
PLEASANT HILL, CA [redacted]

CUSTOMER NO. 40828 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R. O. DATE 07/01/09

COLOR SILVER/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 314

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	GCZZ	Y	Y	A	59,691	871	TIM

WE ACCEPT VISA MASTER CARD DISCOVER

RESIDENCE PHONE [redacted] | BUSINESS PHONE

TIME RECEIVED 09:13am | DATE/TIME PROMISED 07/01/09 06:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No | LABOR RATE

I hereby authorize the repair work to be done along with the necessary materials and sublet repairs. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control. "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."
Customer is hereby notified that the above described property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the undersigned dealer, against loss occasioned by theft, fire, or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and the dealer is not responsible for inspection thereof. **HAZARDOUS WASTE CHARGE EXTRA**

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER'S ACKNOWLEDGEMENT $ BY ORIGINAL ESTIMATE

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 150.00

X _____

1 C 50GCZ ***ELECTRICAL BODY WORK***

CUSTOMER STATES USUALLY WHEN VEHICLE IS FIRST STARTED THERE IS A LOUD FAN CLUTCH NOISE. NOISE IS INTERMENTANT. CHECK AND REPORT.

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7/1/09

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REVISED ESTIMATE $	BY	CONTACTED VIA PHONE ☐ IN PERSON ☐
PERSON CONTACTED	DATE AND TIME CALLED	
REASON		

REVISED ESTIMATE $	BY	CONTACTED VIA PHONE ☐ IN PERSON ☐
PERSON CONTACTED	DATE AND TIME CALLED	
REASON		

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

Name _____

Contact # _____

RO # _____

Date _____

Customer Signature _____

CUSTOMER COPY

237248

SB-03996 American Systems, Inc. For Business 510-659-9000 1/04 C 05/11

The Reynolds and Reynolds Company (FRANWORX) SF464878 © 1/06/06

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G P
40-011 23316
BAR # ARD00001944 U.S. E.P.A. ID # CAL000302464

CUSTOMER No. [redacted]	ADVISOR: TIM 871	TAG No.: 314	INVOICE DATE: 07/02/09	INVOICE No.: [redacted]
[redacted] PLEASANT HILL, CA [redacted]	LABOR RATE	LICENSE No.: [redacted]	MILEAGE: 59,691	COLOR: SILVER/
	YEAR / MAKE / MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/4DR 4		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. No.: 1GNET16S046[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE: 07/01/09	REPRINT# 1
RESIDENCE PHONE [redacted] BUSINESS PHONE	COMMENTS			MO: 59692

LABOR & PARTS

J# 1 50GCZ ELECTRICAL BODY WORK TECH(S):220 60.00

CUSTOMER STATES USUALLY WHEN VEHICLE IS FIRST STARTED THERE IS A LOUD FAN CLUTCH NOISE. NOISE IS INTERMENTANT. CHECK AND REPORT.
FAN CONTROL SET IMPROPERLY. DIAG AND FOUND TROUBLE CODE P0483. TEST COOLING FAN OPERATION-OK. TEST SPEED VARIATION OK. FOUND BULLETIN 05-06-02-004-REPROGRAM PCM.
REPROGRAM PCM FOR BETTER FAN CONTROL WHEN SPEED IS NOT CONSTANT. CLAIM CODE 1013B.

JOB # 1 TOTAL LABOR & PARTS 60.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $150.00 (+TAX)

COMMENTS

WAIVED GMPP DEDUCTIBLE REFER TO RO #236639

TOTALS

PAYMENT METHOD: []CASH---- []CHECK#

[]CHARGE ACCOUNT---- []M/CARD---- []VISA----

[]DISCOVER---- []OTHER---- DEDUC.SERV.CONTRACT----

TOTAL LABOR....	60.00
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 $	**60.00**

IN APPROXIMATELY 2-3 WEEKS YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS, IF FOR ANY REASON YOU CAN NOT MARK THE SURVEY "COMPLETELY SATISFIED" PLEASE CONTACT THE LEHMERS SERVICE TEAM AT 925-685-4481

I HAVE RECEIVED A COMPLETE EXPLANATION OF THE REPAIRS PERFORMED ON MY VEHICLE AND APPROVED ANY PHONE AUTHORIZAION FOR ADDTIONAL COST, AND UNDERSTAND ALL CHARGES.

CUSTOMER SIGNATURE

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

ISB 039967 American Solutions for Business 3 05.28.999 LGMCI-DUP

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G 40-011 P 23316
BAR # ARD00001944 U.S. E.P.A. ID # CAL000302464

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	TIM 871	2670	06/19/09	[redacted]
[redacted]	LABOR RATE / LICENSE No. [redacted]	MILEAGE 59,455	COLOR SILVER/	STOCK No.
PLEASANT HILL, CA [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/4DR 4		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. No. 1GNET16S046 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. [redacted]	R.O. DATE 06/19/09	
[redacted]	COMMENTS			MO: 59459

LABOR & PARTS

J# 1 83GCZ-MOC8 MOC DECARB SERVICE TECH(S):552 89.25
CUSTOMER REQUEST PERFORM DECARBONIZATION SERVICE
INCLUDES CLEAN THROTTLE BODY, DECARB COMBUSTION CHAMBER
ADD FUEL INJECTION CLEANER TO FUEL.
PERFORMED DECARB SERVICE.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	1661	DECARB KI	55.51	55.51
			JOB # 1 TOTAL PARTS		55.51
			JOB # 1 TOTAL LABOR & PARTS		144.76

J# 2 83GCZ-FFG FUEL FITLER GAS TECH(S):552 50.00
CUSTOMER REQUEST REPLACE FUEL FILTER
GAS
REPLACED FUEL FILTER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	88983068	FILTER 3.890 831	45.06	45.06
			JOB # 2 TOTAL PARTS		45.06
			JOB # 2 TOTAL LABOR & PARTS		95.06

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $240.90 (+TAX)

TOTALS

PAYMENT METHOD: []CASH---- []CHECK#

[]CHARGE ACCOUNT---- []M/CARD---- []VISA----

[]DISCOVER---- []OTHER---- DEDUC.SERV.CONTRACT----

TOTAL LABOR....	139.25
TOTAL PARTS....	100.57
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	9.31
TOTAL INVOICE $	**249.13**

IN APPROXIMATELY 2-3 WEEKS YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS, IF FOR ANY REASON YOU CAN NOT MARK THE SURVEY "COMPLETELY SATISFIED" PLEASE CONTACT THE LEHMERS SERVICE TEAM AT 925-685-4481

I HAVE RECEIVED A COMPLETE EXPLANATION OF THE REPAIRS PERFORMED ON MY VEHICLE AND APPROVED ANY PHONE AUTHORIZAION FOR ADDTIONAL COST, AND UNDERSTAND ALL CHARGES.

CUSTOMER SIGNATURE

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6/19/09 ld

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G 40-011 P 23316
BAR # ARD00001944 U.S. E.P.A. ID # CAL000302464

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# AA-001944

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE
SAVE ☐
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

VEHICLE I.D. NO.: 1GNET16S046[redacted]
[redacted]
PLEASANT HILL, CA [redacted]

YEAR/MAKE/MODEL: 04/CHEVROLET TRUCK/TRAILBLAZER/4DR

PRODUCTION DATE:
STOCK NO.:
LICENSE NO.: [redacted]
R. O. NO.: 2[redacted]

CUSTOMER NO.: 40828
SERVICE CONTRACT:
DELIVERY DATE:
DELIVERY MILES:
SELLING DEALER NO.:
R. O. DATE: 06/11/09

COLOR: SILVER/
CONTRACT NO.:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO.: 2803

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	GCZZ	Y	Y	A	59,355	871	TIM

WE ACCEPT VISA MASTER CARD DISCOVER

RESIDENCE PHONE: [redacted]
BUSINESS PHONE: [redacted]

TIME RECEIVED: 09:02am
DATE/TIME PROMISED: 06/11/09 06:00pm
PRIORITY:

APPOINTMENT
☐ Yes
☒ No

LABOR RATE:

I hereby authorize the repair work to be done along with the necessary materials and sublet repairs. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control. "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." Customer is hereby notified that the above described property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the undersigned dealer, against loss occasioned by theft, fire, or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and the dealer is not responsible for inspection thereof. HAZARDOUS WASTE CHARGE EXTRA

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER'S ACKNOWLEDGEMENT _____ $ _____ BY _____ ORIGINAL ESTIMATE

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 200.00

X _____

1 C 02GCZ-SESLAMP ***SES LIGHT ON***
SES LAMP COMES ON WHEN DRIVING ADVISE OF REPAIRS NEEDED

2 C 02GCZ ***DRIVABILITY***
CUSTOMER STATES AT IDLE AT A STOP SIGN, VEHICLE STALLS OUT. CHECK AND REPORT.

3 C 13GCZ ***COOLING SYSTEM WORK***
CUSTOMER STATES HVAC DOES NOT BLOW ON FAN SPEED 5. CHECK AND REPROT.

4 C 30GCZ ***TRANSMISSION WORK***
CUSTOMER STATES THERE IS A LOT OF GRINDING/WHINING WHEN VEHICLE SHIFTS INTO SECOND GEAR. AT TIMES RPM WILL REV HIGH BEFORE VEHICLE SHIFTS. CHECK AND REPORT.

5 C 15GCZ ***STEERING/SUSPENSION***
CUSTOMER STATES WHILE TURNING USUALLY AT LOW SPEEDS, THERE IS A WHINING COMING FROM THE FRONT END. CHECK AND REPORT.

REVISED ESTIMATE $ | BY | CONTACTED VIA

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6/11/09

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Date _____

Customer Signature _____

CUSTOMER COPY

236639

ASB-039960 American Solutions for Business 510-538-9966 | GMC1-0503-1

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G 40-011 P 23316
BAR # ARD00001944 U.S. E.P.A. ID # CAL000302464

CUSTOMER No. [redacted]	ADVISOR TIM 871	TAG No. 2803	INVOICE DATE 06/16/09	INVOICE No. [redacted]
[redacted] PLEASANT HILL, CA [redacted]	LABOR RATE / LICENSE No. [redacted]	MILEAGE 59,355	COLOR SILVER/	STOCK No.
	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/4DR 4		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. No. 1GNET16S046 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE 06/11/09	
RESIDENCE PHONE [redacted] BUSINESS PHONE	COMMENTS			MO: 59357

LABOR & PARTS----------

J# 1 02GCZ-SESLAMP SES LIGHT ON TECH(S):220 WARRANTY

SES LAMP COMES ON WHEN DRIVING ADVISE OF REPAIRS NEEDED
CONFIRMED SES LAMP. PCM EEDS REPROGRAM NEW CALIBRATION O2
SENSOR SLOW WORKING. HAD #2 MISFIRE BUT NOT CURRENT. DIAG
SES, HAD P0606, P0172 AND P0130 PCM NEEDS RE-PROGRAM.
O2 SENSOR BEFORE CAT MISFIRE. RECOMMEND REPLACING O2 SENSOR
AND RECHECK.
REMOVED AND REPLACED O2 SENSOR. CLEARED CODES AND RECHECKED.
OK AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12586996	SENSOR 3.682 698		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 02GCZ DRIVABILITY TECH(S):220 WARRANTY

CUSTOMER STATES AT IDLE AT A STOP SIGN, VEHICLE STALLS OUT.
CHECK AND REPORT.
ROAD TESTED VEHICLE, COULD NOT VERIFY CONCERN. VEHICLE DID
NOT STALL. RECOMMEND THROTTLE BODY DE-CARB AND INJECTION
SYSTEM CLEANING.
POSSIBLY RELATED TO JOB 1

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

J# 3 13GCZ COOLING SYSTEM WORK TECH(S):220 WARRANTY

CUSTOMER STATES HVAC DOES NOT BLOW ON FAN SPEED 5. CHECK AND
REPROT.
CONFIRMED COMPLAINT. FOUND OPEN SPEED RESISTOR OPEN.
REMOVED AND REPLACED SPEED CONTROL RESISTOR. RECHECKED-OK
AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	89019100	RESISTOR 9.278 100		WARRANTY
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4 30GCZ TRANSMISSION WORK TECH(S):220 WARRANTY

CUSTOMER STATES THERE IS A LOT OF GRINDING/WHINING WHEN
VEHICLE SHIFTS INTO SECOND GEAR. AT TIMES RPM WILL REV HIGH
BEFORE VEHICLE SHIFTS. CHECK AND REPORT.
CHECK TRANSMISSION FLUID, NOT BURNT AND FULL. SLIGHTLY DIRTY
CHECKED FOR TROUBLE CODES NOT FOUND IN TRANSMISSION CONTROL
MODULE. TEST DROVE AND DID NOT FEEL ANY UNUSUAL SHIFTING.
NO PROBLEMS FOUND. POSSIBLY RELATED TO JOB 6

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

 [CONTINUED ON NEXT PAGE]

SB-039960 American Solutions for Business 510-538-9900 LGMC1-0503-1

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G 40-011 P 22316
BAR # ARD00001944 U.S. E.P.A. ID # CAL000302464

CUSTOMER No. [redacted]	ADVISOR TIM 871	TAG No. 2803	INVOICE DATE 06/16/09	INVOICE No. [redacted]
[redacted]	LABOR RATE	LICENSE No. [redacted]	MILEAGE 59,355	COLOR SILVER/	STOCK No.
PLEASANT HILL, CA [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/4DR 4			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. No. 1GNET16S046[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.		R.O. DATE 06/11/09	
[redacted]	COMMENTS				MO: 59357

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 15GCZ STEERING/SUSPENSION TECH(S):220 WARRANTY

CUSTOMER STATES WHILE TURNING USUALLY AT LOW SPEEDS, THERE IS A WHINING COMING FROM THE FRONT END. CHECK AND REPORT. CONFIRMED WHINING/MOANING NOISE ON TURNS. DIAG NOISE IN STEERING COLUMN. FOUND GEAR RACK BUSHING NOISE AND WHINING COMING FROM POWER STEERING PUMP. 2 CONCERNS. RECOMMEND REPLACING POWER STEERING GEAR AND POWER STEERING PUMP. REPLACED POWER STEERING PUMP AND BLED SYSTEM. RECHECKED OK AT THIS TIME.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	1		88963483	PUMP 6.605		WARRANTY
JOB # 5	1		89020661	FLUID 8.800 031		WARRANTY
				JOB # 5 TOTAL PARTS		0.00
				JOB # 5 TOTAL LABOR & PARTS		0.00

J# 6+15GCZ-1 STEERING/SUSPENSION TECH(S):220 WARRANTY

Added Operation (TWONG @ 06/11/2009 16:57)

UPON INSPECTION FROM LINE 5, TECH FOUND STEERING GEAR WHINING AND SQUEAKING AS WELL.
FOUND STEERING GEAR BUSHING WORN CAUSING MOANS ON TURNS.
REPLACED STEERING GEAR AND ALIGNED FRONT END. TEST DROVE AND RECHECKED-OK AT THIS TIME.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 6	1		88967181	GR KT REM 6.508		WARRANTY
				JOB # 6 TOTAL PARTS		0.00
				JOB # 6 TOTAL LABOR & PARTS		0.00

J# 7+89GCZ-GMPP-RENT GMPP RENTAL COVERAGE TECH(S):871 WARRANTY

Added Operation (TWONG @ 06/16/2009 17:57)

CUSTOMER REQUESTED GMPP OVERNIGHT RENTAL COVERAGE PER GMPP
SUPPLIED 1 DAY RENTAL PER GMPP.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 7 TOTAL PARTS		0.00
				JOB # 7 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
JOB # 7	29738		06/16/09	5 DAY RENTAL		WARRANTY
				TOTAL - SUBLET		0.00

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 1	GMPP	CUSTOMER DEDUCTIBLE (TO 263B)	236639		200.00
JOB # 3	H4	HAZARDOUS WASTE COOLANT			WARRANTY
			TOTAL - MISC		200.00

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 06:00pm

SB-03996 American Solutions for Business 2100 800 333 1 DMS 4550

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G 40-011 P 23316
BAR # ARD00001944 U.S. E.P.A. ID # CAL000302464

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
[redacted]	TIM 871	2803	06/16/09	[redacted]
[redacted]	LABOR RATE / LICENSE No. [redacted]	MILEAGE 59,355	COLOR SILVER/	STOCK No.
PLEASANT HILL, CA [redacted]	YEAR / MAKE / MODEL 04/CHEVROLET TRUCK/TRAILBLAZER/4DR 4		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. No. 1GNET16S046 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F. T. E. No. / P.O. No.		R.O. DATE 06/11/09	
	COMMENTS			MO: 59357

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $200.00 (+TAX)
COMMENTS----------
DELETED OPERATION(S)----------
40GCZ ENG MECHANICAL WORK

TOTALS----------

PAYMENT METHOD: []CASH---- []CHECK#

[]CHARGE ACCOUNT---- []M/CARD---- []VISA----

[]DISCOVER---- []OTHER---- DEDUC.SERV.CONTRACT----

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	200.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**200.00**

IN APPROXIMATELY 2-3 WEEKS YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS. IF FOR ANY REASON YOU CAN NOT MARK THE SURVEY "COMPLETELY SATISFIED" PLEASE CONTACT THE LEHMERS SERVICE TEAM AT 925-685-4481

I HAVE RECEIVED A COMPLETE EXPLANATION OF THE REPAIRS PERFORMED ON MY VEHICLE AND APPROVED ANY PHONE AUTHORIZAION FOR ADDTIONAL COST, AND UNDERSTAND ALL CHARGES.

CUSTOMER SIGNATURE

M.C. 6M

CUSTOMER COPY

[END OF INVOICE] 06:00pm

ASB-03990-American Solutions for Business 510-656-7461 (800) 643-4667

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6-2-07

Fitzpatrick CHEVROLET

2121 DIAMON
CONCORD, CA
TELEPHONE

B.A.R. #
E.P.A. #CA

Please visit our new Pleasant Hill Branch at
1631 Contra Costa Blvd. Pleasant Hill, CA 94523
(across from Bill's Ace Hardware)
(800) 292-3966 www.calstate9.com

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR SHOWN BELOW:

X

INVOICE TO

[redacted]

PLEASANT HILL CA [redacted]
HOME: [redacted] CELL: [redacted]

DRIVER/OWNER INFORMATION -- INVOICE: [redacted]

[redacted]

PLEASANT HILL CA [redacted]
HOME: [redacted] CELL: [redacted]

FOR OFFICE USE

TAG: 3040 ADV: 327 KIEHL, DE INVOICE: PRELIM CUS C DK
TAX RULES: YYNNN INVOICED: 06/02/2007 10:28:08
ODOMETER IN: 33951 DIST: 1GC
DATES BEGIN: 06/02/07 DONE: 06/02/07

VEHICLE INFORMATION

VIN 1GNET16S0[redacted] LICENSE NUMBER: [redacted]
04 CHEVROLET TRAILBLAZR EXT 4WD 4DR SPTUTY SILVER
STOCK# 00T30721
DATES INSERVICE: 092604 SOLD: 092604

		OPERATION	TECH	AMOUNT
CONCERN 01	MAJOR SERVICE FOR 96 AND NEWER VEHICLES			
CORRECTION	PERFORM MAJOR SERVICE PER FITZPATRICK CHEVROLET-BUICK	30KBG	448	

1.REPLACE ENGINE OIL(UP TO 5 QUARTS) & INSTALL BG OIL CONDITIONER
2.LUBRICATE CHASSIS, SUSPENSION AND STEERING (IF APPLICABLE)
3.REPLACE ENGINE OIL FILTER, REPLACE DRAIN PLUG SEAL (IF NEEDED)
4.INSPECT & TOP OFF ALL FLUID LEVELS/RESET OIL LIFE MONITOR (IF EQUIPPED)
5.LUBRICATE CHASSIS, SUSPENSION & STEERING (IF APPLICABLE)
6.PERFORM GM MULTI-POINT INSPECTION
7.ROTATE 4 TIRES, INSPECT TIRES FOR POSSIBLE ALIGNMENT PROBLEMS
8.INSPECT BRAKE WEAR FRONT & REAR, TEST PARK BRAKE OPERATION
9.INSPECT FUEL SYSTEM FOR LEAKS OR DAMAGE / INSPECT THROTTLE LINKAGE
10.REPLACE FUEL FILTER(EXTERNAL ONLY) / INSTALL BG FUEL INJECTION CLEANER
11.REPLACE PVC VALVE (IF EQUIPPED) / REPLACE AIR FILTER ELEMENT
12.LUBE DOOR HINGES AND DOOR LOCK CYLINDERS
13.APPLY SILICONE TO DOOR WEATHERSTRIPS
14.VISUALLY INSPECT ENGINE HOSES & COOLANT / INSPECT THROTTLE LINKAGE
15.ADD BG WINDSHIELD WASHER SOLVENT
16.REPLACE PCV VALVE
17.INSPECT AND ADJUST TIRE PRESSURES
18.PERFORM BG FUEL INDUCTION CLEAN-UP SERVICE

COMMENT THANK YOU FOR SERVICING AT FITZPATRICK
PERFORMED MAJOR SERVICE, BREAK PAD FRONT 75% AND REAR 65%
APPROXIMATELY. FUEL INJECTION SERVICE WITH BG KIT.

	PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
000	003536966		AMG#57	SEAL	1	
000	000000IL7		GOG	OIL 7 QTS	1	

FITZCHEV-SJ (2-02)

CUSTOMER COPY

PRINTED FOR FITZPATRICK CHEVROLET - BUICK BY FORM SOURCE

Fitzpatrick CHEVROLET ✤ BUICK ✤ HUMMER
2121 DIAMOND BOULEVARD
CONCORD, CALIFORNIA 94520
TELEPHONE (925) 689-6500
B.A.R. #AB006725
E.P.A. #CAD982461907

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR SHOWN BELOW:

X

INVOICE TO

GAUSTAD, MARK S

DRIVER/OWNER INFORMATION -- INVOICE: [redacted]

GAUSTAD, MARK S

FOR OFFICE USE

TAG: 3040 ADV: 327 KIEHL, D INVOICED: 06/02/2007 10:28:08 DK

VEHICLE INFORMATION

04 TRAILBLAZR SILVER LICENSE NUMBER: CA APPLY

000	089017342	FILTER	1
000	015036141	ELEMENT	1
000	088983068	FILTER	1
000	000002902	PLENUM SERV-KIT	1
000	000011039	MINOR SERV-KIT	1

FACTORY TECH: 448 - CHAVEZ, KYLE

TYPE: C LINE FLAGS: MAZ

TOTAL CHARGE FOR CONCERN 401.50

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C75351

PARTS	172.04
GAS-OIL-GREASE	23.80
HAZARDOUS WASTE CHG	1.55
LAB-MECHANICAL	269.95
SERVICE SPECIAL ADJUSTMENT	65.84-
SUB-TOTAL	401.50
SALES TAX	16.16
TOTAL CHARGE	417.66

PAYMENT DISTRIBUTION FOR INVOICE C75351

TOTAL CHARGE	417.66
CASH DUE	417.66

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DEAN KIEHL
THANK YOU! WE APPRECIATE YOUR BUSINESS!!!

FITZCHEV-SI (2-02)

CUSTOMER COPY

I, the registered owner, authorize you to perform the below repairs and furnish the necessary materials and sublet repairs. I understand any costs quoted heretofore are estimates only. Your employees may operate vehicle for inspecting, testing, and delivery at my risk. You will not be responsible fo[redacted]it. I agree to pay reasonable storage on vehicles left more than 48 hours after notification th[redacted]dealer to sublet the needed repairs if necessary. I AGREE THAT YOU HAVE AN EXPRESS LI[redacted]R THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCL[redacted]DERS ON THE VEHICLE. IF I FAIL TO PAY SUCH CHARGES, I AGREE THAT THE VEHICLE MAY[redacted]ENT OF LEGAL ACTION TO COLLECT ANY SUMS DUE, I AGREE TO PAY COSTS OF COLLECT[redacted]TORNEY'S FEES. NOTICE TO CUSTOMER: READ IMPORTANT INFORMATION ON BACK.

TERMS: CASH OR APPROVED CREDIT CARDS

X [redacted]

CUSTO[redacted] HEREOF.

I ACKNOWLEDGE RECEIPT AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X

ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED

SAVE PARTS ☐

RECALL NUMBER:

TYPE OF RECALL:

CHECK HISTORY:

PRELIMINARY EST. $ 399.95	DATE
HAZARDOUS WASTE MNGMNT $ 2.50	TIME
REVISED ESTIMATE $	IN PERSON ☐ TEL.
AUTHORIZED BY	DATE
REVISED ESTIMATE $	TIME
AUTHORIZED BY	
IN PERSON ☐ TEL.	

Service Audio Response - The Fastest Way To Check On Your Vehicle Day or Night!

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.

PG 1 OF

INSTRUCTIONS ON WORK TO BE DONE

01* PAY TYPE: C FLG: HAZ

MAJOR SERVICE FOR 96 AND NEWER VEHICLES

FC	CC	LABOR OP	LHR	OLH	CT	AUTH

FC	CC	LABOR OP	LHR	OLH	CT	AUTH

FC	CC	LABOR OP	LHR	OLH	CT	AUTH

FC	CC	LABOR OP	LHR	OLH	CT	AUTH

Fitzpatrick CHEVROLET • BUICK • HUMMER

2121 DIAMOND BOULEVARD
CONCORD, CALIFORNIA 94520
TELEPHONE (925) 689-6500

SERVICE HOURS
Monday - Friday 7:30 am to 7:00 pm
Saturday 8:00 am to 4:30 pm

BAR # AB006725
EPA # CAD982461907

Our Goal is Completely Satisfied ☑

**RO [redacted]* *TAG 3040* LIC: CA APPLY SVC ADV: 327 DEAN KIEHL

[redacted]

MR 04 **VIN: 1GNET16S0 4[redacted]

CHEVROLET TRAILBLAZR COL CD: 670

EXT 4WD 4DR SPTUTY TRIM: 33H

LICENSE: CA APPLY SILVER TRUCK

SVC DLR: 06219 SLM: 5[illegible]

PLEASANT HILL
CA 94523
CONTRA COSTA

STOCK NUMBER: [redacted]

IN-SVC: [redacted] SOLD:092604

ODOMETER: LAST: 10960 CURRENT: 33951

AVG PER DAY: 38 PER MONTH: 1140

HOME: [redacted]
CELL:

Notified Done
6-2-07 10:25

DIST CODE: 1GC

MODEL# CT15806

EXTENDED SVC PLAN: TYPE: MAJOR NUMBER: [redacted] DEDUCTIBLE: 200.00

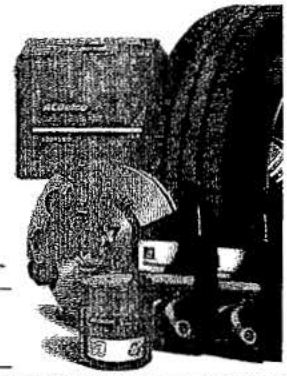
IN FORCE: Y MONTHS: 72 MILEAGE: 60000 EXPIRES: 092610

06/02/07 08:26:11

****PROMISED DATE: 06/02/07 TIME: 1230 ****

Tay #3040

Goodwrench
MULTI-POINT VEHICLE INSPECTION



Name: [redacted] Year/Model: 04 Trailblazer Date: 6.2.07

Repair Order [redacted] VIN (last 8 digits): 46[redacted] Odometer: 33451 MI: ____ MII: ____

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

INTERIOR

- ☐ ☐ OnStar by GM Subscription activated
- ☑ ☑ Remaining engine oil life: 100 % Reset: ✓ N/A: ____
- ☑ ☑ Air Conditioning Performance

WIPER BLADES

LF ☑ ☑ RF

☑ ☑ Rear (if applicable)

☑ ☑ Windshield condition

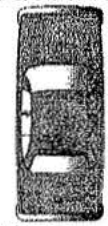
Cracks ____ Chips ____

CHECK TIRES AND TREAD DEPTH

(Check exterior condition)

LF: ☐ 8/32 or Greater; ☑ 7/32 to 4/32; ☐ 3/32 or Less — PSI@: 25 set to: 30 PSI

LR: ☐ 8/32 or Greater; ☑ 7/32 to 4/32; ☐ 3/32 or Less — PSI@: 28 set to: 35 PSI



(Check lamps)

RF: ☐ 8/32 or Greater; ☑ 7/32 to 4/32; ☐ 3/32 or Less — PSI@: 30 set to: 30 PSI

RR: ☐ 8/32 or Greater; ☑ 7/32 to 4/32; ☐ 3/32 or Less — PSI@: 28 set to: 35 PSI

Lowest Tread Depth: ____/32

☐ Rotation needed ☐ Alignment needed ☐ Balance needed

☐ Rotation performed ☐ Alignment performed ☐ Balance performed

LF ☐ LR ☐ Wear Pattern/Damage RF ☐ RR ☐

CHECK BATTERY

☑ ☑ Battery condition

☑ ☑ Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
☑	☑ Engine oil	☐
☑	☑ Brake fluid reservoir	☐
☑	☑ Transmission (if equipped w/dipstick)	☐
☑	☑ Coolant recovery reservoir	☐
☑	☑ Power steering	☐
☑	☑ Windshield washer	☐

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

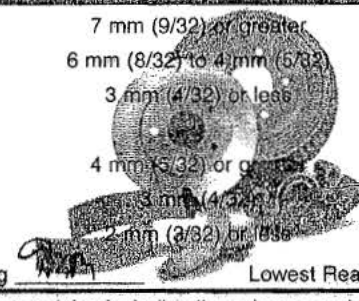
LF ☑ 75% RF ☑

LR ☑ 65% RR ☑

7 mm (9/32) or greater

6 mm (8/32) to 4 mm (5/32)

3 mm (4/32) or less



Lowest Front Lining ____ Lowest Rear Lining 7mm

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

ADDITIONAL CHECKS

Inspect for visible leaks:

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

Inspect visual condition:

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

COMMENTS

Consultant: ____

Technician: 448

MAINTENANCE VISIT RECOMMENDATION

Date: ____ Time: ____

Reason for Maintenance: ____

SIMPLIFIED MAINTENANCE

MI	☐ Required	☐ Performed	MII	☐ Required	☐ Performed

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1/12/07

TIMMONS AUTO & TRUCK REPAIR
2576 N. MAIN ST.
WALNUT CREEK, CA. 94597-3153
Phone - 925-938-9665 Fax - 925-938-8753
QUALITY & FRIENDLY SERVICE SINCE 1996

INVOICE
[redacted]
Org. Est. # 028449
EPA#CAL000144470
BAR#AK191388

INVOICE

Work Completed Date : 01/09/2009 Print Date : 01/09/2009

[redacted]
Pleasant Hill, CA [redacted]
Home [redacted] ---- Cellular [redacted] Ext Mark
Cust ID : [redacted] Ref # : [redacted]

2004 Chevrolet - TrailBlazer
4.2L, In-Line6, VIN (S)
Lic # : [redacted]
Unit # :
Vin # : 1GNET16S046[redacted]
Hat # :

Odometer In : 54310
Odometer Out : 54310

Part Description / Number	Qty	Sale	Extended
Stepper Motor			
28057917	2.00	11.00	22.00
Lamp Surf Mount			
9378936	2.00	6.60	13.20
Oil Filter			
21522MP	1.00	7.25	7.25
10W30 CHEVRON OIL			
10W30	5.00	4.25	21.25

Labor Description	Extended
SPEEDOMETER HEAD - Remove & Replace - [Serviced in Instrument Cluster. Includes: Programming.]	106.75
REBUILD INSTRUMANT CLUSTER Replace the stepper motors & the surf mounts.	150.00
DIAGNOSTIC Check speedo sensor. Check powers & grounds to speedo head all ok. Need to have speedo rebuilt.	106.75
AUTH AMOUNT 401.61	N/C
FAX# 877-221-4624	
AUTH [redacted]	
Discount	
Freinds & family	
10.00% off parts, 10.00% off labor	
LUBE OIL & FILTER & RESET OIL CHANGE LIGHT Lubricate and check chassis. Change oil and oil filter. Check air filter and breather filter. Check all fluids levels and tire pressure's. Perform basic safety inspection.	16.01

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1/10/09

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(across from Bill's Ace Hardware)
(800) 292-3966 **www.calstate9.com**

[Technicians : Hoffman, Steve; Timmons, David 3; Andrade, Luis]

Org. Estimate $5.00	Revisions $453.46	Current Estimate $ 458.46	Additional Cost	Revised Estimate
Gaustad, Mark Cellular:925-381-3358xMark 01/08/2009 - 3:54 <none> Parts: $35.20 Labor: $213.50 Sublet: $150.00 Taxes & Fees: $7.90			$406.60	$411.60
Gaustad, Mark Cellular:925-381-3358xMark 01/09/2009 - 2:15 Timmons, David Parts: $28.50 Labor: $16.01 Sublet: $0.00 Taxes & Fees: $2.35			$46.86	$458.46

[Payments -]

Labor:	229.51
Parts:	63.70
Sublet:	150.00
Discount:	-44.32
Sub:	398.89
Tax:	4.73
Total:	403.62
Bal Due:	$403.62

Signature Indicates Complete Satisfaction with all Repairs

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is 1 year or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair .

SIGNATURE..... Date..... Time.....

TIMMONS AUTO & TRUCK REPAIR
2576 N. MAIN ST.
WALNUT CREEK, CA. 94597-3153
Phone - 925-938-9665 Fax - 925-938-8753
QUALITY & FRIENDLY SERVICE SINCE 1996

INVOICE
[redacted]
Org. Est. # 028205
EPA#CAL000144470
BAR#AK191368

INVOICE

Work Completed Date : 12/08/2008 Print Date : 07/28/2009

[redacted]
Pleasant Hill, CA [redacted]
Home [redacted] --- Cellular [redacted] Ext Mark
Cust ID : [redacted] Ref # :

2004 Chevrolet - TrailBlazer
4.2L, In-Line6, VIN (S)
Lic # : 5KJG765 Odometer In : 53432
Unit # : Odometer Out : 53434
Vin # : 1GNET16S0462[redacted]
Hat # :

Part Description / Number	Qty	Sale	Extended
Thermostat			
426-190	1.00	45.34	45.34
Dex Cool			
10-101	1.00	28.95	28.95
COOLANT TEMPERATURE SENSOR - In-Line6			
12564512	1.00	54.66	54.66

Labor Description	Extended
COMPLETE SAFETY INSPECTION	N/C
THERMOSTAT - Remove & Replace - In-Line6	117.43
SCAN CHECK FOR CODES	53.38
Customer complaint of stalling at stop signs. Scan check for codes. Vehicle did not have any codes stored that have to do with stalling. The vehicle did stall one time during road test but could not duplicate it again. Need to take to a GM dealer for diagnostics.	
COOLANT TEMPERATURE SENSOR - Remove & Replace - In-Line6	138.78
Hazardous Materials	5.00

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12/8/08

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(across from Bill's Ace Hardware)
(800) 292-3966 www.calstate9.com

[Technicians : Timmons, Darren 1]

Org. Estimate $218.50	Revisions $459.18	Current Estimate $ 677.68	Additional Cost	Revised Estimate
Gaustad, Mark Cellular:925-381-3358xMark 12/08/2008 - 2:46 Timmons, David Parts: $128.95 Labor: $309.59 Sublet: $0.00 Taxes & Fees: $20.64			$459.18	$677.68

Labor:	314.59
Parts:	128.95
Sublet:	0.00
Sub:	443.54
Tax:	10.64
Total:	454.18
Bal Due:	$0.00

[Payments - MasterCard - $454.18]

Signature Indicates Complete Satisfaction with all Repairs

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is 1 year or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair .

SIGNATURE..... Date..... Time.....

Written By: Timmons, David

01.17.07 Copyright Mitchell 1 Invoice

I, the registered owner, authorize you to perform the below repairs and furnish the necessary materials and sublet repairs. I understand any costs quoted heretofore are estimates only. Your employees may operate vehicle for inspecting, testing, and delivery at my risk. You will not be responsible for loss of damage to vehicle or articles left in it. I agree to pay reasonable storage on vehicles left more than 48 hours after notification that repairs are completed. I also authorize the dealer to sublet the needed repairs if necessary. I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE ABOVE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THE VEHICLE. IF I FAIL TO PAY SUCH CHARGES, I AGREE THAT THE VEHICLE MAY BE HELD PENDING CIVIL ACTION. IN THE EVENT OF LEGAL ACTION TO COLLECT ANY SUMS DUE, I AGREE TO PAY COSTS OF COLLECTION AND FEES INCLUDING REASONABLE ATTORNEY'S FEES. NOTICE TO CUSTOMER: READ IMPORTANT INFORMATION ON BACK.

TERMS: CASH OR APPROVED CREDIT CARDS

X

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

I ACKNOWLEDGE RECEIPT AND ORAL APPROVAL OF AN INCREASE IN ALL PARTS ARE NEW UNLESS OTHERWISE DESIGNATED THE ORIGINAL ESTIMATED PRICE.

X

SAVE PARTS ☐

RECALL NUMBER:

TYPE OF RECALL:

CHECK HISTORY:

OK CHANGE PAY TYPE ON 3 LINES

11-26-07

PRELIMINARY	
HAZARDOUS WASTE MNGMNT $	TIME
REVISED ESTIMATE $	IN PERSON ☐ TEL.
AUTHORIZED BY	DATE
REVISED ES	
AUTHORIZED	
IN PERSON	

All p

By law, to perfor Check te

A Better Way to Bank...
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11/26/07

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1631 Contra Costa Blvd. Pleasant Hill, CA 94523
(across from Bill's Ace Hardware)
(800) 292-3966 www.calstate9.com

INSTRUCTIONS ON WORK TO BE DONE

51* PAY TYPE: CPP
CUSTOMER STATES CD PLAYER WILL NOT EJECT TAPES POSS CPP

FC	CC	LABOR OP	LHR	OLH	CT	AUTH

52 PAY TYPE: CPP
CK CAUSE OF BOTH FRONT LOW BEAM HEADLAMPS NOT OPERATING HIGH BEAMS OK POSS CPP

FC	CC	LABOR OP	LHR	OLH	CT	AUTH

53 PAY TYPE: C
CK FOR SHIMMY IN FRONT END OVER BUMPS AT 20 MPH. STEERING WHEEL SHAKES

FC	CC	LABOR OP	LHR	OLH	CT	AUTH

72
R0767
5

N2833
1-4
62

Fitzpatrick CHEVROLET • HUMMER

2121 DIAMOND BOULEVARD
CONCORD, CALIFORNIA 94520
TELEPHONE (925) 689-6500

SERVICE HOURS
Monday - Friday 7:30 am to 7:00 pm
Saturday 8:00 am to 4:30 pm

BAR # AB006725
EPA # CAD982461907

Our Goal is Completely Satisfied ☑

**RO [redacted] *TAG 8880* LIC: [redacted]
[redacted]
PLEASANT HILL
CA [redacted]
CONTRA COSTA

SVC ADV: 330 STEVE CHALK
MRS 04 **VIN: 1GNET16S0 462[redacted]
CHEVROLET TRAILBLAZR COL CD: 67U
EXT 4WD 4DR SPTUTY TRIM: 33H
LICENSE: [redacted] SILVER TRUC
MFG CODE: 686001 SVC DLR: 06219 SLM: 55
STOCK NUMBER: [redacted]
IN-SVC: [redacted] SOLD: 092604
ODOMETER: LAST: 33951 CURRENT: 3972
AVG PER DAY: 35 PER MONTH: 1050

WORK: [redacted]
HOME:

DIST CODE: 10

MODEL# CT15806
EXTENDED SVC PLAN: TYPE: MAJOR NUMBER: [redacted] DEDUCTIBLE: 200.
IN FORCE: Y MONTHS: 72 MILEAGE: 60000 EXPIRES: 09261
11/26/07 08:45:

****PROMISED DATE: 11/26/07 TIME: 1600 **

1GNET16S0 462[redacted]

Fitzpatrick CHEVROLET • HUMMER
2121 DIAMOND BOULEVARD
CONCORD, CALIFORNIA 94520
TELEPHONE (925) 689-6500
B.A.R. #AB006725
E.P.A. #CAD982461907

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR SHOWN BELOW:
X

INVOICE TO [redacted]
PLEASANT HILL CA [redacted]
WORK: [redacted] HOME: [redacted]

DRIVER/OWNER INFORMATION -- INVOICE: [redacted]
[redacted]
PLEASANT HILL CA [redacted]
WORK: [redacted] HOME: [redacted]

FOR OFFICE USE
TAG: 8880 ADV: 330 CHALK, ST INVOICE: PRELIM MFG C M SC
MFG: 636001 TAX RULES: YYNNN INVOICED: 11/26/2007 16:18:59
ODOMETER IN: 39729 DIST: 10C
DATES BEGIN: 11/26/07 DONE: 11/26/07

VEHICLE INFORMATION
VIN 1GNET16S046219823 LICENSE NUMBER: [redacted]
04 CHEVROLET TRAILBLAZR EXT 4WD 4DR SPTUTY SILVER
STOCK# [redacted]
DATES INSERVICE: 092604 SOLD: 092604

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 51	CUSTOMER STATES CD PLAYER WILL NOT EJECT TAPES POSS CPP	R0762	410	.5	54.43
CORRECTION	PULL UNIT FOR REPAIRS 1. VARIFY. FOLLOW DOC#1724898. CUT RADIO POWER AND THEN EJECT. 2. PROGRAM ADIOPO PER DOC#1724898801AA. SAME PROBLEM. REMOVED FO SUBLET. 4. REASSM CUST TO TAKE.				
FACTORY	TECH: 410 -- SCHWAB, VON LINE AUTH: SC 112607 16:15				

TYPE: CPP

SUBTOTAL
LAB-MECHANICAL 54.43
TOTAL CHARGE FOR CONCERN 54.43

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 52	CK CAUSE OF BOTH FRONT LOW BEAM HEADLAMPS NOT OPERATING HIGH BEAMS OK POSS CPP	N2033	410	.4	43.54
CORRECTION	RELAY - EXTERIOR LIGHTING - REPLACE 1. DIAG. REMOVE LEFT HEADLAMP HOUSING. CHECKED POWER AND GROUD AT BULB, NO POWER. BACK PROBE CIRCUIT. OPEN IN LOW BEAM RELAY. 2, REPLACE RELAY. 3. REASS. OPEN IN ELECTRONIC RELAY.				

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	
000 015016745			RELAY	1	34.67	34.67

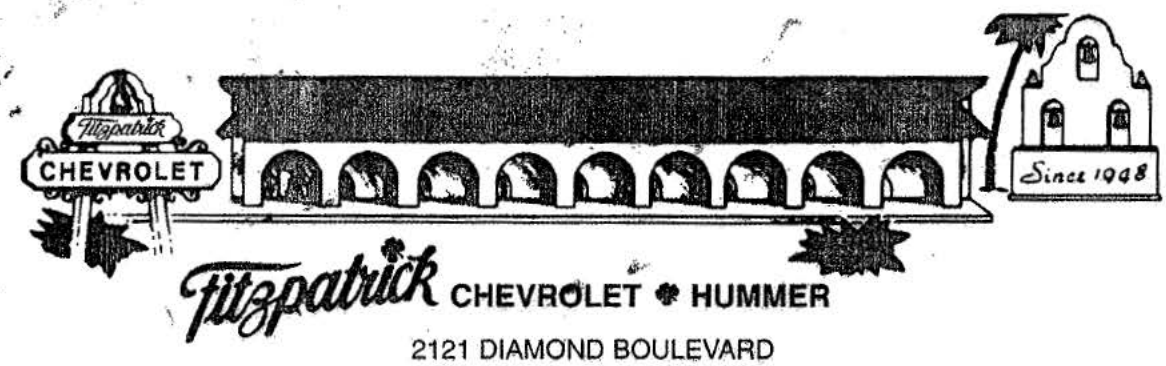
FACTORY TECH: 410 - SCHWAB, VON
FP-015016745 LINE AUTH: SC 112607 16:15

TYPE: CPP

SUBTOTAL
PARTS 34.67
LAB-MECHANICAL 43.54
TOTAL CHARGE FOR CONCERN 78.21

FITZCHEV-SI (2-02)

CUSTOMER COPY



Fitzpatrick CHEVROLET ✤ HUMMER

2121 DIAMOND BOULEVARD
CONCORD, CALIFORNIA 94520
TELEPHONE (925) 689-6500

B.A.R. #AB006725
E.P.A. #CAD982461907

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR SHOWN BELOW:

X

INVOICE TO [redacted]

DRIVER/OWNER INFORMATION [redacted] INVOICE: [redacted]

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 8880 ADV: 330 CHALK, S INVOICED: 11/26/2007 16:18:59 SC 04 TRAILBLAZR SILVER LICENSE NUMBER: [redacted]

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE [redacted]

PARTS	34.67
LAB-MECHANICAL	97.97
SUB-TOTAL	132.64
SALES TAX	2.86
TOTAL CHARGE	135.50

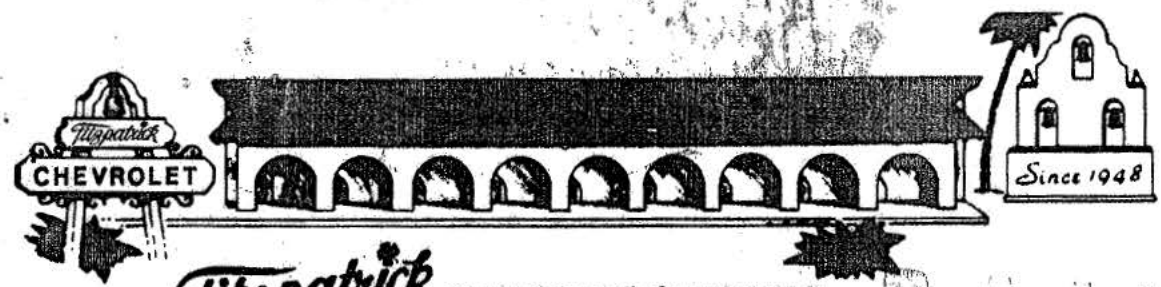
PAYMENT DISTRIBUTION FOR INVOICE [redacted]

TOTAL CHARGE	135.50
MFG EXT SVC	135.50
POLICY# 46219823	

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
CUS - CUSTOMERPAY
IF YOU HAVE ANY QUESTIONS - PLEASE SEE STEVE CHALK
THANK YOU! WE APPRECIATE YOUR BUSINESS!!!

FITZCHEV-SI (2-02)

CUSTOMER COPY



Fitzpatrick CHEVROLET ✿ HUMMER

2121 DIAMOND BOULEVARD
CONCORD, CALIFORNIA 94520
TELEPHONE (925) 689-6500

B.A.R. #AB006725
E.P.A. #CAD982461907

PAID
FITZPATRICK
[illegible] 3 2007

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR SHOWN BELOW:

X

INVOICE TO

[redacted]
PLEASANT HILL CA [redacted]
WORK: [redacted] HOME: [redacted]

DRIVER/OWNER INFORMATION -- INVOICE: [redacted]

[redacted]
PLEASANT HILL CA [redacted]
WORK: [redacted] HOME: [redacted]

FOR OFFICE USE

TAG: 8830 ADV: 330 CHALK, ST INVOICE: PRELIM CUS C M SC
MFG: 636001 TAX RULES: YYNNN INVOICED: 11/26/2007 16:18:59
ODOMETER IN: 39729 # DIST: IGC
DATES BEGIN: 11/26/07 DONE: 11/26/07

VEHICLE INFORMATION

VIN 1GNET16S046[redacted] LICENSE NUMBER: [redacted]
04 CHEVROLET TRAILBLAZR EXT 4WD 4DR SPTUTY SILVER
STOCK# [redacted]
DATES INSERVICE: 092604 SOLD: 092604

CONCERN 02* DEDUCTIBLE FOR EXTENDED WARRANTY REPAIRS	OPERATION	TECH	AMOUNT
CORRECTION DEDUCTIBLE COLLECTED FOR REFERENCE RO PLEASE TRANSFER	DED	500	$ 200.00
FACTORY TECH: 500 - SUBLET.			

SUBTOTAL

LAB-MECHANICAL	200.00
TOTAL CHARGE FOR CONCERN	200.00

TYPE: C

CONCERN 53 CK FOR SHIMMY IN FRONT END OVER BUMPS AT 20 MPH. STEERING WHEEL SHAKES	OPERATION	TECH	AMOUNT
CORRECTION ROAD TEST COULD NOT DUPLICATE	0	418	31.51
COULD NOT DUPLICATE SHIMMY IN STEERING WHEEL GOING OVER BUMPS/SPEED BUMPS AT 20 MPH... T.D. 39729 END 39732 REC T.D. WITH CUSTOMER TO DEMONSTRATE.			
FACTORY TECH: 418 - NAKAMURA, ED			

SUBTOTAL

LAB-MECHANICAL	31.51
TOTAL CHARGE FOR CONCERN	31.51

TYPE: C

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C32129

LAB-MECHANICAL	231.51
TOTAL CHARGE	231.51

PAYMENT DISTRIBUTION FOR INVOICE C32129

TOTAL CHARGE	231.51
CASH DUE	231.51

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
MFG - MANUFAC SVC
IF YOU HAVE ANY QUESTIONS - PLEASE SEE STEVE CHALK
THANK YOU! WE APPRECIATE YOUR BUSINESS!!!

PAGE 1

FITZCHEV-SA (2-02)

CUSTOMER COPY

August 10, 2009

To Whom It May Concern,

Until you brought to my attention that my complaint was not with-in the jurisdiction of the B.B.B. Auto line, I was really sorry to hear that. We had a warranty and an extended warranty which is not honored by the B.B.B.

I am asking you to reconsider my individual problem that has not been fixed.

Everyday I get into my car and worry is it going to stall today? I have six grandchildren that I transport eberyday and I pray to God were safe.

I believe this is a safety issue that need to be addressed as soon as possible. I hope you will make an exception to the rule. Please reconsider.

Sincerely,

Mrs. [redacted]

Privileged and Confidential Information

CASE ASSESSMENT

By: Abigail Blake State: California

Customer Name: [redacted] Service Request: 71-747507023 BBB Case No.: [redacted]
Only customer's last name to be recorded

Vehicle ID No.: 1GNET16S04621[redacted]

In Service Date: 9/26/2004

Vehicle is: New

BAC Code: 112125

Year, Make & Model: 2004 Chevrolet Trailblazer

Vehicle Purchased Used on: N/A at odometer N/A

Mileage at Time of BBB Filing 60,200 miles

Lien holder: GMAC☐ Other☐: N/A

Sale Type: Purchase ☒ Lease☐ Other☐ : N/A

DVM Name: Case Ineligible

CAM Name: Miklos Gonzalez

Phone/Cell Number: Case Ineligible

Phone Number: (805) 373-8417

Svc Mgr Name: Case Ineligible

VEHICLE REPAIR HISTORY

Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY Y OR N.? NO. IF **YES** PLEASE INCLUDE TAC # AND EXPLANATION TAC WAS INVOLVED. N/A

IF TAC **HAS NOT BEEN** CONTACTED WHY NOT? N/A

Service History Not Available

Service history not available as the customer's claim is ineligible based on the age and mileage of the customer's vehicle and the customer purchasing the vehicle outside of California.

Has the vehicle ever been involved in an accident Y or N? No.
Did you confirm your answer with the customer Y or N? Yes.
What type of damage was sustained (example front end collision)? N/A
Are the RO's attached if the vehicle was in an accident Y or N? No.

Has the customer filed any insurances claims on this Vehicle Y or N? No.
If yes obtain the following information below;
Insurance Company: N/A
Insurance Rep (First and Last Name): N/A
Phone #: N/A
Claim Made? No. **Claim Status:** N/A
Claim #: N/A
Did Insurance Company refer customer to GM? N/A

Are there any Aftermarket Modifications to the Vehicle Y or N? No.
Have you confirm this with the customer Y or N? Yes.
List: N/A

Was a Trade Repurchase offered to the customer Y or N? No.
(A Trade Repurchase is to be offered as a settlement before a Straight can be considered)
Date authorized by the DVM/CAM: N/A

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement:
N/A Customer's claim is ineligible based on the age and mileage of the customer's vehicle and the customer purchasing the vehicle outside of California.

Lemon Law Repurchase/Replacement:
N/A Customer's claim is ineligible based on the age and mileage of the customer's vehicle and the customer purchasing the vehicle outside of California.

GM Program Summary Repairs/Reimbursement for past repairs:
N/A Customer's claim is ineligible based on the age and mileage of the customer's vehicle and the customer purchasing the vehicle outside of California.

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs: 2 for serious, 4 for same nonconformity
Time period 18 months / 18,000 miles
Does Lemon Law state nonconformity must continue to exist? n/a
If applicable, safety-related repairs: 2
Safety-related time period: 18 months / 18,000 miles

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	0

Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: N/A
Date & Offer/Result: N/A

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust Sts: Customer wants the manufacturer to replace the vehicle.

DVM Sts: Contact not made as case is ineligible based on the age and mileage of the customers vehicle.

SVM Sts: Contact not made as case is ineligible based on the age and mileage of the customers vehicle.

CRS Rationale: Customer's claim is ineligible based on the age and mileage of the customer's vehicle and the customer purchasing the vehicle outside of California.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law
Customer's claim is with out merit. There are no apparent strengths in this case.

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law? Customer's claim is ineligible based on the age and mileage of the customer's vehicle and the customer purchasing the vehicle outside of California.

Decision reached by CRS: Customer's claim is ineligible based on the age and mileage of the customer's vehicle and the customer purchasing the vehicle outside of California.

CRS FINAL OFFER:	Customer's claim is ineligible based on the age and mileage of the customer's vehicle and the customer purchasing the vehicle outside of California.	**DATE:** 08/06/2009	**CUST N/A** Customer's claim is ineligible based on the age and mileage of the customer's vehicle and the customer purchasing the vehicle outside of California. No Goodwill offered.
Goodwill: N/A	**Attorney Fees (if applicable): N/A**		

TEAM LEAD APPROVING:	Michelle Mock	Date: 08/06/2009

BBB AUTO LINE

August 24, 2009

BRITTANY DELAMAR
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

Re:cam28 [redacted] [redacted] vs Chevrolet Motor Division
1GNET16S046[redacted]

Dear Madam/Sir:

This customer's written appeal was forwarded to a BBB AUTO LINE arbitrator with a copy of the *Out of Jurisdiction Notice* and any response you submitted. The arbitrator's determination can be found on the enclosed *Jurisdiction Determination* form.

If the arbitrator's review determined that the customer may proceed to arbitration, the claim will be heard by a different arbitrator in accordance with the BBB AUTO LINE *Rules of Arbitration*.

If the arbitrator determined the claim to be out of jurisdiction, the case will be closed.

Please note that the arbitrator ruling on the appeal has only decided whether or not the claim may be heard in arbitration. Even if the arbitrator decided the claim may proceed to arbitration, the arbitrator who presides over the hearing will examine the facts in the case and may decide that the evidence presented at the hearing does not establish the claim to be within jurisdiction or otherwise entitle the customer to an award.

If you have any questions, please contact me at 800.334.2406.

Sincerely,

Denise Soliz at Extension 203

JURISDICTION DETERMINATION

Customer: [redacted] Case Number: [redacted]

Manufacturer: General Motors Voluntary Program

I have received the customer's written appeal contesting BBB AUTO LINE'S out of jurisdiction determination, and have made the following determination (please check one):

____ The claim is within jurisdiction and may proceed to arbitration.

_X_ The claim is out of jurisdiction and will be closed.

This determination is based on the following:

This vehicle was originally placed into service on 9-26-04 with 46 miles recorded on the odometer. The applicable warranty was for a period of 3 years or 36046 miles, whichever occurs first. The manufacturer's written warranty expired on 9-26-07. A repair order dated 11-26-07 reported the mileage at that time to be 39729 miles. The claim was filed with the Better Business Bureau AutoLine on 8-6-09.

The jurisdiction of the AutoLine is defined in BBB Rule 2 A&B. Rule 2A states disputes must arise under a manufacturer's written warranty. Rule 2B states a claim must be received within 6 months of the expiration of the applicable warranty.

I have determined the applicable warranty expired by age on 9-26-07. Expiration by mileage expired within a month of the age expiration, 9-26-07. Expiration of the time allowed under Rule 2B was reached on about 3-26-08.

I find this claim is beyond the jurisdictional limitations of the AutoLine and the case will be closed.

This determination only resolves the question of whether this claim may be heard in arbitration. If the claim proceeds to arbitration, the arbitrator who presides over the hearing will examine the facts of the case and may decide that the evidence presented at the hearing does not establish the claim to be within jurisdiction or may continue for possible awards.

Arbitrator(s): E. W. Deckert Date: 8-21-09

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

Maxine Guy (C)

From: Maxine Guy (C)
Sent: Monday, January 12, 2015 9:42 AM
To: 'glenn.b.jacob@gm.com'
Subject: FYI ONLY NO ACTION REQUIRED / Exec CAC Case, Van Buren Buick GMC, VIN# 1GKET63M272[redacted], Casares, Headlights

Glenn,

Exec CAC will be working with the CEM at Van Buren Buick GMC to address the concerns of the above-referenced customer. It is not necessary that you become personally involved in the resolution at this time unless you feel it is necessary.

Here are the key data points for the case.

- Vehicle Info: 2007 GMC Envoy
- Mileage: 65,000
- VIN: 1GKET63M272[redacted]
- SR Number: SR# 7[redacted]
- Customer Last Name: [redacted]

Summary of Concern: Customer states headlights (both) have been out for approximately 1 month. Customer is seeking assistance to have headlights repaired. Customer also states the check engine light comes on.

Diagnostic Fee - waived up to 1 hour.

Sincerely,

Maxine Guy
General Motors
Executive Assistant
(855) 880-1400 ext 11606
(866) 215-6744 (fax)
maxine.guy@gm.com

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

Print Photos

000-09054084 12/13/2011 COPYRIGHT 2011 - INSURANCE AUTO AUCTIONS

000-09054084 12/13/2011 COPYRIGHT 2011 - INSURANCE AUTO AUCTIONS

000-09054084 12/13/2011 COPYRIGHT 2011 - INSURANCE AUTO AUCTIONS

000-09054084 12/13/2011 COPYRIGHT 2011 - INSURANCE AUTO AUCTIONS

000-09054084 12/13/2011 COPYRIGHT 2011 - INSURANCE AUTO AUCTIONS

P R N D 3 2 1
120
TER: 82667 MI
000-09054084 12/13/2011 COPYRIGHT 2011 - INSURANCE AUTO AUCTIONS

000-09054084 12/13/2011 COPYRIGHT 2011 - INSURANCE AUTO AUCTIONS

GM
MFD BY GENERAL MOTORS CORP.
10/06
GVWR
2608KG(5750LB)
GAWR FRT
1338KG(2950LB)
GAWR RR
1452KG(3200LB)
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
1GNDT13S972 [redacted] TYPE: M.P.V.
MODEL: T15506
TPNC TIRE SIZE SPEED RTG RIM COLD TIRE PRESSURE
FRT P245/65R17 S 17X7J 210KPA(30PSI)
RR P245/65R17 S 17X7J 240KPA(35PSI)
SPA P235/75R16 S 16X7J 240KPA(35PSI)
SEE OWNER'S MANUAL FOR MORE INFORMATION.
000-09054084 12/13/2011 COPYRIGHT 2011 - INSURANCE AUTO AUCTIONS

000-09054084 12/13/2011 COPYRIGHT 2011 - INSURANCE AUTO AUCTIONS

esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Eric Wilt
Claims Administrator

January 4, 2012

Nationwide
Attention: Brett Pollick
Columbia Gateway Drive Suite 350
Columbia, MD 21046

RE: Claimant: [redacted]
Our File No.: [redacted]
Our Client: General Motors LLC
Date/Event: 11/30/11
Subject vehicle: 2007 Chevrolet Trailblazer
VIN: 1GNDT13S9721[redacted]

Dear Mr. Pollick:

We are the third-party administrators on behalf of General Motors LLC (GM) for matters involving allegations of product liability. I am the Claims Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to GM concerning your insured. Your correspondence alleges that your insured sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

1. Please provide a **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.

2. A copy of the police and/or fire report.

3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.

4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.

5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

esis

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.

8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.

9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.

10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.

11. Advise of any injuries.

12. Advise if there is any property damage other then the subject vehicle.

13. Advise the mileage for the subject vehicle.

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. If you choose to dispose of the salvage, it will be to your own peril and spoliation may become an issue. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

Eric Wilt

Eric Wilt
Claims Administrator

Service Request Detail

SR No.	[redacted]	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name	[redacted]	First Name	[redacted]	Approval	Not Initialed	Area	PAR
Daytime #	[redacted]	Evening #		UCC	Electrical Lamps - Headlamp /	Sub-Area	Initiate PAR- Injury
Address	[redacted]	City	Middletown	Involved Dir		Safety	Yes
State	DE ZipCd 19709-9204	Con Acct		Source	Phone	Updated	12/29/2011 04:20:47 PM
Serial #/VIN	1GNDT13S[redacted]	Model Year	2007	Priority	Medium License #	Owner	[redacted]
Make	Chevrolet	Warr. Start	11/21/2006	Status	Open	Opened	12/29/2011 02:05:09 PM
Model	TrailBlazer	Mileage		Sub-Status	Satisfied	Closed	
Abstract	electrical concern lights						
Customer Description	***This is a BRC PAR Case. Please do not assume. Forward any inquiries to Rita Sanchez at ext.31227 ***						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Insurance Agent	11/30/2011 02:32:15 PM	Y	2	2	Asphalt	Dry		[redacted]

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]	[redacted]			na

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
Pollick	Brett	(410) 423-7705	nation wide

Incident Loc	South Dupont Parkway New Castle Delaware	Incident Desc	she was traveling and her lights turned off and the other vehicle turned in front of her unable to see her because the lights were off and mrs scalla t boned the other vehicle
Component	lights		
		Damage Desc	front end damage
Vehicle Loc	iaa Salvage yard 415 old airport rd new castle delaware		
		Add'l Info	
Emgcy Svc Names	delaware state police		
		Maint Loc	

PAR Detail

Collision	Y	Non Collision		Property Damage	Y	Thermal Evt	N	Spec Equip	na
Vehicle Speed	40			Weather Condition	clear			Prop Owner	
Last Service Date				Loc Last Service				Property Location	delaware
Veh Est Repair Cost	$0.00			Spec Equip Installer	na			Prop Damage Description	unknown
Primary Veh Use	Personal			Inspection Type	Other			Inspected By	Inspection Not Performed
Veh Damage Description	front end damage							Explain Other	light concern sent to esis

Property Type	honda civic			
Prop Est Repair Cost	$0.00			
Inspection Date/Time				

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
			Occupant of Owner's Vehicle		Driver	seatbelt
Injury Description			Medical Rpt#		Treatment Location	Treated By
soft tissue injuries			na		christiana hospital	er doctor
Street Address			City	State	Zip Code	
			Middletown	DE		

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
			Occupant of Owner's Vehicle		Front Passenger	seat belt
Injury Description			Medical Rpt#		Treatment Location	Treated By
soft tissue injuries			na		christiana hospital	er doctor
Street Address			City	State	Zip Code	

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/2/2012 09:24:14 AM	AMSTUTST	ESISBIQU	Escalation	ESIS - Injuries	In Progress		Injuries, Property Damage, Insurance Involvement
Contact Last Name		Contact First Name		Account		BAC Code	
Scallia		Gina					
Comments							
Insurance called in a subrogation claim on veh, claim the headlights went out causing another veh to be unable to see driver resulting in a collision with caused injuries requiring medical treatment							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2011 04:20:47 PM	SANCHERI	SANCHERI	Ownership Changed	Ownership Escalated to BRC	Done	12/29/2011 04:20:47 PM	Ownership Escalated to BRC
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2011 04:18:09 PM	SANCHERI	SANCHERI	Scheduled Follow-up		Scheduled Alarm		f/u esis pick up

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2011 04:17:40 PM	SANCHERI	AMSTUTST	Notify CRM		Done	1/2/2012 09:24:12 AM	esis - injury and insurance involvement

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2011 04:16:39 PM	SANCHERI	SANCHERI	BRC PAR	Business Case	Done	12/29/2011 04:17:38 PM	scallia

Contact Last Name	Contact First Name	Account	BAC Code

Comments

insurance adjuster called in seeking subrogation regarding a light concern with injury

* unable to provide customer info

sending to esis

rita sanchez/ATX./PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2011 03:52:53 PM	SANCHERI	SANCHERI	Outbound Email		Done	12/29/2011 04:16:04 PM	donald.gaskins@gm.com

Contact Last Name	Contact First Name	Account	BAC Code
S[redacted]			

Comments

Donald

A product allegation claim has been made in your region. The customer is alleging light concern. This case is being escalated to ESIS because of insurance seeking subrogation .

Customer Last Name[redacted]
2007 Chevrolet Trail Blazer
VIN 1GNDT13S97[redacted]
No involved dealer at this time.

This is only a notification. No action is required on your part at this time.

Best wishes,
Rita Sanchez | CRS

Aditya Birla Minacs | Inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone 866-790-5600 ext. 31227 | 866-857-3113 | www.minacs.adityabirla.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2011 02:58:20 PM	SANCHERI	SANCHERI	BRC PAR	Initial Contact - Field	Done	12/29/2011 03:52:47 PM	call donald.gaskins@gm.com

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

see out bound email

rita sanchez/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2011 02:58:16 PM	SANCHERI	SANCHERI	BRC PAR	Initial Contact- Dealer	Done	12/29/2011 03:42:27 PM	call

Contact Last Name	Contact First Name	Account	BAC Code

Comments

ANCHOR BUICK GMC
1 AUTOMOTIVE BLVD
ELKTON MD 21921-6375
4103980700

kevin

8/11 wiper blades, oil change

3/11 oil change tire rotation

6/10 non of the drivers window or locks would work but we repaired that

rita sanchez/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2011 02:58:02 PM	SANCHERI	SANCHERI	BRC PAR	Initial Contact- Phone	Done	12/29/2011 03:28:24 PM	call

Contact Last Name	Contact First Name	Account	BAC Code

Comments

spoke with insurance adjuster

provided esis statement

cust sts he will proceed

crs sts what happen

cust sts that she was traveling and her lights turned off and the other vehicle turned in front of her unable to see her because the lights were off and mrs scalia t boned the other vehicle

crs sts what will happen is that i will get this over to our central claims department and they will contct you within 7-10 business days

cust sts ok great

rita sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2011 02:57:54 PM	SANCHERI	SANCHERI	Research		Done	12/29/2011 03:19:11 PM	vin 1GNDT13S97

Contact Last Name	Contact First Name	Account	BAC Code

Comments

GMVIS:- Found No Open Recalls

VIN: – Found No Duplicate File

SVC History: No Service History Related to Allegation

Rita Sanchez/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2011 02:56:50 PM	SANCHERI	SANCHERI	BRC PAR	Acknowledgement	Done	12/29/2011 02:57:53 PM	call

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

see inital

rita sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2011 02:56:02 PM	SANCHERI	SANCHERI	BRC PAR	Case Assigned	Done	12/29/2011 02:56:22 PM	file received

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2011 02:43:39 PM	SANCHERI	SANCHERI	Ownership Changed		Done	12/29/2011 02:43:39 PM	Service Request Ownership has changed FROM: AUBERTLA TO: SANCHERI

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/29/2011 02:12:05 PM	AUBERTLA	AUBERTLA	Inbound Call Customer	Complex Request	In Progress		electrical defect

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Nationwide had the veh and sts had a posibble defect in veh and bodily injury exposre and has been to hospital

owner of veh Gina scalia
416 Hope dr. Middle town deleware 19709

Cust sks assitance

CRS tranfer over to par dept

Confidential Comments

UCC Information

UCC Code	Symptom	Description
N15	Inoperative	Electrical Lamps - Headlamp / Daytime RL / Switch

rita sanchez/Austin/GM1
12/29/2011 03:59 PM

To donald.gaskins@gm.com
cc
bcc
Subject [redacted] PAR Case Sent to ESIS - No Action Required

Donald

A product allegation claim has been made in your region. The customer is alleging light concern. This case is being escalated to ESIS because of insurance seeking subrogation .

Customer Last Name [redacted]
2007 Chevrolet Trail Blazer
VIN 1GNDT13S972 [redacted]
No involved dealer at this time.

This is only a notification. No action is required on your part at this time.

Best wishes,
Rita Sanchez | CRS

Aditya Birla Minacs | Inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone 866-790-5600 ext. 31227 | 866-857-3113 | www.minacs.adityabirla.com

Global Warranty

Logout

January 3, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

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

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 1GNDT13S972[redacted] Model CT15506-2007 TRAILBLAZER 4WD

Service Contract Yes Branded Title No Warranty Block No PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open [redacted]

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

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 OnStar Status Inactive

XM Equipped Y XM Radio ID W2KPN0R9 XM Status Inactive

OnStar Vehicle Diagnostics N DMN Enabled N

Applicable Warranties

Valid warrantes are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Powertrain Limited Warranty	02/21/2010	11/21/2006	15 MI	11/21/2011	100,015 MI
	Emission Select Component Ltd Wty	02/21/2010	11/21/2006	15 MI	11/21/2014	80,015 MI
	Bumper to Bumper Limited Warranty	02/21/2010	11/21/2006	15 MI	11/21/2009	36,015 MI
	Corrosion Limited Warranty	02/21/2010	11/21/2006	15 MI	11/21/2012	100,015 MI

Service Contract

Policy Number [redacted] Owner SCALIA

Description GMPP Major Guard Used
Effective Date 04/17/2010
Effective Odometer 52214 MI
Daily Rental Limit 35.00

Deductible Amount 100.00
Expiration Date 11/30/2011
Expiration Odometer 79000 MI

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
11/24/2010	170610	ZREG---Regular Vehicle Transaction		E2320 - Front Wheel Bearing and Hub Replacement	63,831 MI
11/24/2010	170610	ZSCT---Service Contracts		N2117 - Switch - Switch Module, Front Door - Left - Replace	63,831 MI
06/17/2010	166745	ZREG---Regular Vehicle Transaction		F2022 - Differential Drive Pinion Gear Seal Replacement	55,799 MI
02/03/2009	161634	ZREG---Regular Vehicle Transaction		J6085 - Secondary Air Injection Check Valve Replacement	33,782 MI
01/30/2009	161572	ZREG---Regular Vehicle Transaction		E0605 - Spare Wheel Hoist Replacement	33,648 MI
11/25/2008	160016	ZREG---Regular Vehicle Transaction		C0040 - Inside Rearview Mirror Replacement	30,551 MI
07/15/2008	156517	ZREG---Regular Vehicle Transaction		D1210 - Sensor, Outside Air Temperature - Replace	24,684 MI
07/15/2008	156517	ZREG---Regular Vehicle Transaction		Z7901 - 1-DAY COURTESY TRANSPORTATION	24,684 MI
06/30/2008	156124	ZREG---Regular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	23,690 MI
06/30/2008	156124	ZREG---Regular Vehicle Transaction		D0362 - Heater and Air Conditioning Control Replacement	23,690 MI
06/30/2008	156124	ZREG---Regular Vehicle Transaction		Z7901 - 1-DAY COURTESY TRANSPORTATION	23,690 MI
04/10/2008	153958	ZREG---Regular Vehicle Transaction		B4700 - Handle And Remote Control, Rear Door Lock - Right - R&R Or Replace	20,412 MI
04/10/2008	153958	ZREG---Regular Vehicle Transaction		B1790 - Hoses, Nozzles Or Stops, Wiper Front - Repair Or Replace	20,412 MI
01/15/2007	141575	ZREG---Regular Vehicle Transaction		B4000 - Front Side Door Adjustment - Right Side	2,319 MI
10/10/2006	A63859	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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GM GlobalWarranty January 3, 2012

Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Build

This screen allows IVH users to view the initial build information on the selected VIN including option codes with descriptions (where available)

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 1GNDT13S972[redacted] Model CT15506-2007 TRAILBLAZER 4WD
Service Contract Yes Branded Title No Warranty Block No PDI Status No
Order Type 70 - RETAIL - STOCK
Field Actions 0 Open [redacted]

Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD Order Number KKTD0B
Gross Vehicle Weight 2,611 Build Date 10/10/2006
Build Plant 2-

Option Codes

*IVH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker

1SD - LT PREFERRED EQUIPMENT GROUP 1	1SZ - PREFERRED EQUIPMENT SAVINGS
28H - LIGHT GRAY	28I - INT TRIM LT GRAY/DK GRAY
32U - MOONDUST METALLIC	6FB - COMP FRT LH COMPUTER SEL SUSP
7FB - COMP FRT RH COMPUTER SEL SUSP	8UZ - COMPONENT RR LH COMPUTER SEL
9UY - COMPONENT RR RH COMPUTER SEL	AJ1 - GLASS, DEEP TINTED
AK5 - DUAL STAGE FRONT AIR BAGS	AL0 - SENSOR INF RESTR, CHILD DETECT
AM9 - 65/35 FOLDING 2ND ROW SEAT	AR9 - FRT BUCKET SEAT, DELUXE
ASF - HEAD CURTAIN SIDE AIRBAGS FRONT/REAR	AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
AU0 - REMOTE KEYLESS ENTRY	AXP - MPV VIN IDENT POSITION
B30 - FULL CARPET-COLOR KEYED	B32 - FLOOR MATS, FRONT/REAR
B33 - REAR COLOR KEYED FLOOR MATS	B42 - REVERSIBLE CARGO MAT
B86 - MOLDING B/S COLOR	C49 - REAR WINDOW DEFROSTER
C5N - GVW RATING - 5750 LBS	CJ2 - AUTOMATIC CLIMATE CONTROL
DAY - ASSEMBLY PLANT MORAINE, OHIO	DD7 - INSIDE REARVIEW MIRROR, AUTO DIMMING, COMPASS
DH2 - LIGHTED LH & RH VISOR MIRRORS	DK7 - OVERHEAD CONSOLE
DP2 - POWER OSRV MIRRORS	EVA - EVAP EMISSION REQUIREMENT
FE9 - FEDERAL EMISSIONS	GU6 - REAR AXLE 3.42 RATIO
JF6 - BRAKE VAC POWER, 4 WHL DISC	JJB - PT DRESS SUBASSY NOT INSTALLED
K16 - ELECTRIC AIR INJECTION SYSTEM	K34 - CRUISE CONTROL
KG4 - GENERATOR 150 AMP	LL8 - ENGINE, VORTEC 4.2L SFI I6
M30 - TRANSMISSION, 4 SPD AUTOMATIC	N40 - POWER STEERING
N74 - 17" BRIGHT ALUMINUM WHEELS	NP8 - 2-SPEED ACTIVE TRANSFER CASE
NT7 - EMISSION SYS FED - TIER 2	NZ3 - 16" FULL SIZE SPARE WHEEL
PDC - PWR SEAT ADJUST-DRIVER, 8 WAY	QTR - WOL ON/OFF ROAD TIRES
R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL	R6P - SPECIAL PAINT

R6Q - OPTION PKG NOT DESIRED	R9N - LEATHER SEAT TRIM
SLM - STOCK ORDERS	STW - LEATHER WRAPPED STG WHL W/CONTR
T61 - DAYTIME RUNNING LIGHTS	T96 - FOG LAMPS
T98 - STAMPING VEHICLE IDENT NUMBER	TB4 - LIFTGATE
TGA LANGUAGE CONTROL ENG, FR, SPAN	U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL
U68 - DRIVER INFO CENTER DISPLAY	U73 - FIXED MAST ANTENNA
UA6 - THEFT DETERRENT ALARM SYSTEM	UB0 - AM/FM STEREO W/CD
UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)	UG1 - UNIVERSAL HOME REMOTE
UJ6 - TIRE PRESSURE MONITOR	UK6 - REAR SEAT RADIO & HVAC CONTROLS
UY7 - TRAILER WIRING HARNESS	V1K - LUGGAGE RACK CROSS-BARS
V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA	VK3 - FRONT LICENSE PLATE BRACKET
VXS - COMPLETE VEHICLE LABEL	X88 - CHEVROLET CONVERSION
YC5 - LT DECOR	YD3 - BASE AXLE
YD5 - BASE FRONT SPRING	YD6 - BASE REAR SPRING
ZNF - SPARE, ALL-SEASON TIRE	ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL W/CONTL
ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management Site Map

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Global Warranty

Logout

January 3, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

This screen allows IVH users to view the information on various major components added to the VIN selected during vehicle build

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 1GNDT13S97[redacted] Model CT15506-2007 TRAILBLAZER 4WD
Service Contract Yes Branded Title No Warranty Block No PDI Status No
Order Type 70 - RETAIL - STOCK
Field Actions 0 Open [redacted]

Vehicle Component

Component Code 10-ENGINE ASSEMBLY Traceability 609280494
Source Plant V-CPC FLINT, MICHIGAN Part / Number Broadcast NAX
Date Scanned 10/09/2006 Time Scanned 21:56:00 Scan Station 01

Component Code 35-STEERING COLUMN - SIR SYSTEM Traceability 001372726
Source Plant S-SAGINAW DIVISION SAGINAW,MI Part / Number Broadcast A2C
Date Scanned 10/09/2006 Time Scanned 23:28:00 Scan Station 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE) Traceability 0BL959807
Source Plant N- Part / Number Broadcast FK
Date Scanned 10/09/2006 Time Scanned 22:11:00 Scan Station 03

Component Code 61-TRANSMISSION Traceability 44839636
Source Plant Y-HYDRAMATIC TOLEDO, OHIO Part / Number Broadcast 7TDD
Date Scanned 10/09/2006 Time Scanned 22:06:00 Scan Station 02

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES Traceability DIN22395
Source Plant G- Part / Number Broadcast UK2
Date Scanned 10/09/2006 Time Scanned 22:51:00 Scan Station 12

Component Code 65-REAR AXLE ASSEMBLY Traceability 270075159
Source Plant C-SAGINAW BUFFALO, NEW YORK Part / Number Broadcast CN8
Date Scanned 10/09/2006 Time Scanned 22:59:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY Traceability 00025367
Source Plant K-KELSEY-HAYES JASPER, INDIANA Part / Number Broadcast 3172
Date Scanned 10/10/2006 Time Scanned 07:13:00 Scan Station 21

Component Code AB-IR-MODULE ASM-INFLATOR Traceability 1GYEEEG
Source Plant Q-RIMIR MATAMORS MEXICO Part / Number Broadcast 2395
Date Scanned 10/10/2006 Time Scanned 09:20:00 Scan Station 06

Component Code AL-IR-MODULE ASM-I/P Traceability 5ABIR50
Source Plant M-MORTON-THIOKOL Part / Number Broadcast 5521
Date Scanned 10/09/2006 Time Scanned 23:19:00 Scan Station 04

Component Code AP-RH SIDE IMPACT AIRBAG MODULE Traceability 5F0712H
Source Plant Q-RIMIR MATAMORS MEXICO Part / Number Broadcast 2261
Date Scanned 10/09/2006 Time Scanned 23:01:00 Scan Station 16

Component Code AQ-LH SIDE IMPACT AIRBAG MODULE Traceability 5F073PU

Source Plant: Q-RIMIR MATAMORS MEXICO
Date Scanned: 10/09/2006
Part / Number Broadcast: 2260
Time Scanned: 23:01:00 Scan Station: 15

Component Code: CC-SEQ NUM (FLEX) BODY ASM
Source Plant: -
Date Scanned: 09/30/2006
Traceability: 0700090
Part / Number Broadcast: 1ZZ
Time Scanned: 03:01:00 Scan Station:

Component Code: CD-SEQ NUM (FLEX) BODY ASM
Source Plant: -
Date Scanned: 10/06/2006
Traceability: 3066394
Part / Number Broadcast: 1WW
Time Scanned: 08:32:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS
Source Plant: -
Date Scanned: 10/09/2006
Traceability: 3066275
Part / Number Broadcast: 1PT
Time Scanned: 05:07:00 Scan Station:

Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS
Source Plant: -
Date Scanned: 10/09/2006
Traceability: 3066178
Part / Number Broadcast: 1PH
Time Scanned: 17:32:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Source Plant: -
Date Scanned: 10/09/2006
Traceability: 3066163
Part / Number Broadcast: 1GB
Time Scanned: 18:24:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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Global Warranty

Logout

January 3, 2012

Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

This screen allows IVH users to view the available information on individual transaction for the VIN selected

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 1GNDT13S972[redacted] Model CT15506-2007 TRAILBLAZER 4WD
Service Contract Yes Branded Title No Warranty Block No PDI Status No
Order Type 70 - RETAIL - STOCK
Field Actions 0 Open [redacted]

Job Card Date: 11/24/2010 Job Card Number: [redacted]

Repair Service Agent 115697
ANCHOR BUICK GMC
1 AUTOMOTIVE BLVD
ELKTON MD 21921-6375
4103980700

Odometer Reading 63,831 MI
Authorization Code E

Process Date
11/29/2010

Transaction Type
ZREG----Regular Vehicle Transaction

Transaction Expense Category
Warranty

Customer Complaint Code
0127-Drivability - Vibration

Job Card Line # 5 Transaction Adjustment Cause Code 3063-Rotating Part - Noise during operation

Labour Op E2320-Front Wheel Bearing and Hub Replacement
Causal Part Number 0000000000015130858-HUB,FRTWHL(W/WHLSPDSEN)
-See other Parts and/or Net Items

Job Card Date: 11/24/2010 Job Card Number: 170610

Repair Service Agent 115697
ANCHOR BUICK GMC
1 AUTOMOTIVE BLVD
ELKTON MD 21921-6375
4103980700

Odometer Reading 63,831 MI
Authorization Code

Process Date
11/29/2010

Transaction Type
ZSCT----Service Contracts

Transaction Expense Category
Service Contract

Customer Complaint Code
0590-Features/Controls/Displays - Other issues

Job Card Line # 4 Transaction Adjustment Cause Code 7079-Wiring/Electrical/Sensors - Shorted

Labour Op N2117-Switch - Switch Module, Front Door - Left - Replace
Causal Part Number 0000000000025867005-SWITCHASM-DRLK&SIWDO
-See other Parts and/or Net Items

Job Card Date: 06/17/2010 Job Card Number: 166745

Repair Service Agent 115697
ANCHOR BUICK GMC
1 AUTOMOTIVE BLVD
ELKTON MD 21921-6375
4103980700

Odometer Reading 55,799 MI
Authorization Code

Process Date
06/21/2010

Transaction Type
ZREG---Regular Vehicle Transaction

Transaction Expense Category
Warranty

Customer Complaint Code
0344-Transmission - Fluid Leaks

Job Card Line # 3 Transaction Adjustment: Cause Code 4061-Interface (Gasket, Seal, Hose, Weld..) - Leaks

Labour Op F2022-Differential Drive Pinion Gear Seal Replacement

Causal Part Number 0000000000124718l4-SEAL,FRTDIFFDRVP/GR

-See other Parts and/or Net Items

Job Card Date: 02/03/2009 Job Card Number: [redacted]

Repair Service Agent 113692
WILLIAMS CHEVROLET
2 AUTOMOTIVE BLVD
ELKTON MD 21921-6375
4103984500

Odometer Reading 33,782 MI
Authorization Code

Process Date
03/03/2009

Transaction Type
ZREG---Regular Vehicle Transaction

Transaction Expense Category
Warranty

Customer Complaint Code
0000-Converted Claim

Job Card Line # 1 Transaction Adjustment: Cause Code 0000-Converted Claims

Labour Op J6085-Secondary Air Injection Check Valve Replacement

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 01/30/2009 Job Card Number: [redacted]

Repair Service Agent 113692
WILLIAMS CHEVROLET
2 AUTOMOTIVE BLVD
ELKTON MD 21921-6375
4103984500

Odometer Reading 33,648 MI
Authorization Code.

Process Date
02/06/2009

Transaction Type
ZREG---Regular Vehicle Transaction

Transaction Expense Category
Warranty

Customer Complaint Code
0000-Converted Claim

Job Card Line # 1 Transaction Adjustment Cause Code 0000-Converted Claims

Labour Op E0605-Spare Wheel Hoist Replacement

Causal Part Number

Job Card Date: 11/25/2008 Job Card Number: [redacted]

Repair Service Agent 113692
WILLIAMS CHEVROLET
2 AUTOMOTIVE BLVD
ELKTON MD 21921-6375
4103984500

Odometer Reading: 30,551 MI
Authorization Code:

Process Date
11/28/2008
Transaction Type
ZREG—Regular Vehicle Transaction
Transaction Expense Category
Warranty
Customer Complaint Code
0000-Converted Claim
Job Card Line # 1 Transaction Adjustment Cause Code 0000-Converted Claims
Labour Op C0040-Inside Rearview Mirror Replacement
Causal Part Number
-See other Parts and/or Net Items

Job Card Date: 07/15/2008 Job Card Numbe[redacted]

Repair Service Agent 113692
WILLIAMS CHEVROLET
2 AUTOMOTIVE BLVD
ELKTON MD 21921-6375
4103984500

Odometer Reading: 24,684 MI
Authorization Code:

Process Date
07/18/2008
Transaction Type
ZREG—Regular Vehicle Transaction
Transaction Expense Category
Customer Complaint Code
0000-Converted Claim
Job Card Line # 1 Transaction Adjustment Cause Code 0000-Converted Claims
Labour Op D1210-Sensor, Outside Air Temperature - Replace
Causal Part Number
-See other Parts and/or Net Items

Job Card Date: 07/15/2008 Job Card Number: [redacted]

Repair Service Agent 113692
WILLIAMS CHEVROLET
2 AUTOMOTIVE BLVD
ELKTON MD 21921-6375
4103984500

Odometer Reading: 24,684 MI
Authorization Code:

Process Date
07/18/2008
Transaction Type
ZREG—Regular Vehicle Transaction
Transaction Expense Category
Customer Complaint Code
0000-Converted Claim
Job Card Line # 2 Transaction Adjustment Cause Code 0000-Converted Claims
Labour Op Z7901-1-DAY COURTESY TRANSPORTATION
Causal Part Number
-See other Parts and/or Net Items

Job Card Date: 06/30/2008 Job Card Number: [redacted]

Repair Service Agent 113692
WILLIAMS CHEVROLET
2 AUTOMOTIVE BLVD
ELKTON MD 21921-6375
4103984500

Odometer Reading 23,690 MI
Authorization Code

Process Date
07/04/2008
Transaction Type
ZREG----Regular Vehicle Transaction
Transaction Expense Category
Customer Complaint Code
0000-Converted Claim
Job Card Line # 1 Transaction Adjustment Cause Code 0000-Converted Claims
Labour Op L1197-Fuel Level Sensor Replacement
Causal Part Number
-See other Parts and/or Net Items

Job Card Date: 06/30/2008 Job Card Number: [redacted]

Repair Service Agent 113692
WILLIAMS CHEVROLET
2 AUTOMOTIVE BLVD
ELKTON MD 21921-6375
4103984500

Odometer Reading 23,690 MI
Authorization Code

Process Date
07/04/2008
Transaction Type
ZREG----Regular Vehicle Transaction
Transaction Expense Category
Customer Complaint Code
0000-Converted Claim
Job Card Line # 2 Transaction Adjustment Cause Code 0000-Converted Claims
Labour Op D0362-Heater and Air Conditioning Control Replacement
Causal Part Number
-See other Parts and/or Net Items

Job Card Date: 06/30/2008 Job Card Number: [redacted]

Repair Service Agent 113692
WILLIAMS CHEVROLET
2 AUTOMOTIVE BLVD
ELKTON MD 21921-6375
4103984500

Odometer Reading 23,690 MI
Authorization Code

Process Date
07/04/2008
Transaction Type
ZREG----Regular Vehicle Transaction
Transaction Expense Category
Customer Complaint Code
0000-Converted Claim
Job Card Line # 3 Transaction Adjustment Cause Code 0000-Converted Claims
Labour Op Z7901-1-DAY COURTESY TRANSPORTATION
Causal Part Number
-See other Parts and/or Net Items

Job Card Date: 04/10/2008 Job Card Number: [redacted]

Repair Service Agent 113692
WILLIAMS CHEVROLET
2 AUTOMOTIVE BLVD
ELKTON MD 21921-6375
4103984500

Odometer Reading 20,412 MI
Authorization Code E

Process Date
04/18/2008
Transaction Type
ZREG---Regular Vehicle Transaction
Transaction Expense Category
Customer Complaint Code
0000-Converted Claim
Job Card Line # 1 Transaction Adjustment Cause Code 0000-Converted Claims
Labour Op B4700-Handle And Remote Control, Rear Door Lock - Right - R&R Or Replace
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 04/10/2008 Job Card Number: [redacted]

Repair Service Agent 113692
WILLIAMS CHEVROLET
2 AUTOMOTIVE BLVD
ELKTON MD 21921-6375
4103984500

Odometer Reading 20,412 MI
Authorization Code

Process Date
04/18/2008
Transaction Type
ZREG---Regular Vehicle Transaction
Transaction Expense Category
Customer Complaint Code
0000-Converted Claim
Job Card Line # 2 Transaction Adjustment Cause Code 0000-Converted Claims
Labour Op B1790-Hoses, Nozzles Or Stops, Wiper Front - Repair Or Replace
Causal Part Number
·See other Parts and/or Net Items

Job Card Date: 01/15/2007 Job Card Number: 14[redacted]

Repair Service Agent 113692
WILLIAMS CHEVROLET
2 AUTOMOTIVE BLVD
ELKTON MD 21921-6375
4103984500

Odometer Reading 2,319 MI
Authorization Code

Process Date
01/19/2007
Transaction Type
ZREG---Regular Vehicle Transaction
Transaction Expense Category
Customer Complaint Code
0000-Converted Claim
Job Card Line # 1 Transaction Adjustment Cause Code 0000-Converted Claims
Labour Op B4000-Front Side Door Adjustment - Right Side
Causal Part Number

Job Card Date: 10/10/2006 Job Card Number: [redacted]

Repair Service Agent 113692 Odometer Reading 0 MI

WILLIAMS CHEVROLET
2 AUTOMOTIVE BLVD
ELKTON MD 21921-6375
4103984500

Authorization Code

Process Date
10/13/2006

Transaction Type
ZPDI---Pre-Delivery Inspection

Transaction Expense Category

Customer Complaint Code
0000-Converted Claim

Job Card Line # 1 Transaction Adjustment Cause Code 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management Site Map

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Global Warranty

Logout

January 3, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

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 1GNDT13S972[redacted] Model CT15506-2007 TRAILBLAZER 4WD

Service Contract Yes Branded Title No Warranty Block No PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open [redacted]

Invoice Information

Invoicing Service Agent 113692
WILLIAMS CHEVROLET
2 AUTOMOTIVE BLVD
ELKTON MD 21921-6375 4103984500

Invoice Date 10/10/2006

Ship to Information

Invoicing Service Agent 113692
WILLIAMS CHEVROLET
2 AUTOMOTIVE BLVD
ELKTON MD 21921-6375 4103984500

Ship to Date N/A

Delivery Information

Delivery Service Agent 113692
WILLIAMS CHEVROLET
2 AUTOMOTIVE BLVD
ELKTON MD 21921-6375 4103984500

Delivery Date 11/21/2006
Delivery Type 016---GMSUPPLIER
Delivery Odometer 15

In Service Information

Invoicing Service Agent

In Service Date N/A
In Service Type 0000
In Service Odometer 0

Global Warranty Management: Site Map

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esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Eric Wilt
Claims Administrator

March 6, 2012

Nationwide
Attention: Brett Pollick
Columbia Gateway Drive Suite 350
Columbia MD 21046

RE: Claimant: [redacted]
Our File No.: 7[redacted]
Our Client: General Motors LLC
Date/Event: 11/30/11
Subject vehicle: 2007 Chevrolet Trailblazer
VIN: 1GNDT13S9721[redacted]

Dear Mr. Pollick:

This will have reference to the above product liability subrogation claim that you filed with General Motors LLC (GM).

I have thoroughly reviewed the documentation provided to date in support of your subrogation claim. However, our file reflects that we have not been provided with your specific technical documentation, which supports your theory of liability as being that of GM.

Correspondence that was sent to you on 1/4/12 requested specific information, which would enable us to perform our evaluation. Unless we are provided with the requested supporting technical documentation within thirty (30) days from the date of this letter, we will be unable to take further action in this matter and I will have to close our file. Finally, if it is your intention to pursue this matter further, you will be responsible for preserving the subject vehicle and/or defective component in their immediate post loss condition.

Thank you for your time and attention in this regard.

Sincerely,

Eric Wilt

Eric Wilt
Claims Administrator

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

Service Request Detail

SR No.	[redacted]	**Ref No.**		**Goodwill**	No Goodwill Offered	**BRC Type**	PAR
Account		**Site**		**GW SubType**		**Bus. Unit**	BRC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	PAR
Daytime #	[redacted]	**Evening #**		**UCC**	Electrical - Fuse Block / Fuses /	**Sub-Area**	ESIS Escalation
Address	[redacted]	**City**	Winter Spring	**Involved Dlr**		**Safety**	Yes
State	FL **ZipCd** [redacted]	**Con Acct**		**Source**	Phone	**Updated**	12/5/2012 10:39:25 AM
Serial #/VIN	1GNES16S4[redacted]	**Model Year**	2002	**Priority**	Medium **License #** CHEVROL	**Owner**	GARCIAJR
Make	Chevrolet	**Warr. Start**	08/04/2002	**Status**	Open	**Opened**	12/5/2012 10:00:03 AM
Model	TrailBlazer	**Mileage**	169000	**Sub-Status**	Dissatisfied	**Closed**	
Abstract	Thermal event - 02 Chevrolet TrailBlazer						
Customer Description	This is a BRC PAR Case. Do not assume case. Forward any inquiries to Joe Garcia at ext 11291.						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	12/4/2012 07:00:00 PM	N	0	0	Asphalt	Dry	unk	n/a

Driver Last Name	Driver First Name	Height	DOB	Disabilities
not	occupied			n/a

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
n/a	n/a		did not file claim

Incident Loc	cust's res	Incident Desc	
Component	electrical		
Vehicle Loc	w/cust	Damage Desc	underhood burn dmg
Emgcy Svc Names	n/a	Add'l Info	n/a
		Maint Loc	mechanic

PAR Detail

Collision		**Non Collision**	Y	**Property Damage**	N	**Thermal Evt**	Y	**Spec Equip**	none
Vehicle Speed	0			**Weather Condition**	dry			**Prop Owner**	n/a
Last Service Date				**Loc Last Service**				**Property Location**	n/a
Veh Est Repair Cost	$0.00			**Spec Equip Installer**	n/a			**Prop Damage Description**	n/a
Primary Veh Use	Personal			**Inspection Type**	Thermal Event			**Inspected By**	Dealership
Veh Damage Description								**Explain Other**	being sent to ESIS

Property Type	n/a
Prop Est Repair Cost	$0.00
Inspection Date/Time	

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/5/2012 10:35:31 AM	GARCIAJR	GARCIAJR	Scheduled Follow-up		Scheduled Alarm		Waiting for ESIS to pick up

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/5/2012 10:35:12 AM	GARCIAJR	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal event - ESIS

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

02 Chevrolet TrailBlazer - thermal event

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/5/2012 10:35:03 AM	GARCIAJR	GARCIAJR	BRC PAR	Business Case	Done	12/5/2012 10:41:04 AM	Business case

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Veh experienced a thermal event, file being sent to ESIS

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/5/2012 10:34:46 AM	GARCIAJR	GARCIAJR	Outbound Email	DVM/CAM/Field	Done	12/5/2012 10:39:44 AM	FYI email sent to DDMA

Contact Last Name | Contact First Name | Account | BAC Code

Comments

A product allegation claim has been made in your region. The customer is alleging a thermal event. This case is being escalated to ESIS because of a thermal event.

2002 Chevrolet TrailBalzer
1GNES16S426
No involved dealer

This is only a notification. No action is required on your part at this time.

Best wishes,
Joe Garcia | CRS

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/5/2012 10:27:00 AM	GARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	12/5/2012 10:27:00 AM	Ownership Escalated to BRC

Contact Last Name | Contact First Name | Account | BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/5/2012 10:26:56 AM	GARCIAJR	GARCIAJR	Ownership Changed		Done	12/5/2012 10:26:56 AM	Service Request Ownership has changed FROM: LOPEZGR TO: GARCIAJR

Contact Last Name | Contact First Name | Account | BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/5/2012 10:26:43 AM	GARCIAJR	GARCIAJR	BRC PAR	Initial Contact - Field	Done	12/5/2012 10:31:36 AM	email attached to the file

Contact Last Name | Contact First Name | Account | BAC Code

Comments

FYI email sent to DDMA

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/5/2012 10:26:36 AM	GARCIAJR	GARCIAJR	BRC PAR	Initial Contact- Dealer	Done	12/5/2012 10:31:22 AM	no dlr ct needed

Contact Last Name | Contact First Name | Account | BAC Code

Comments

No Initial Contact required. Vehicle beyond warranty and has not been to dealer in two years

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/5/2012 10:26:26 AM	GARCIAJR	GARCIAJR	BRC PAR	Initial Contact- Phone	Done	12/5/2012 10:34:45 AM	made initial ct w/cust

Contact Last Name | Contact First Name | Account | BAC Code

Comments

Caller transferred from CAC:

Cust stated he was calling to f/u w/GM in regards to the allegation he filed on his veh.

Crm stated understand that veh was experienced a thermal event.

Cust stated that is correct, veh was parked at his residence when he noticed the lights were staying on, tried to re-start it to turn them off and smelled something burning. Cust stated he looked a the fusebox and saw smoke and flames - put them out w/fire extinguisher, no injuries.

Crm verfd pre-par & par detail screen info.

Crm also read ESIS scripting, advised will need to refer this file to our central claim dept,
they will f/u w/cust w/in 7-10 business days.

Cust stated that is fine.

Joe G/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/5/2012 10:15:06 AM	GARCIAJR	GARCIAJR	BRC PAR	Acknowledgement	Done	12/5/2012 10:30:49 AM	acknowledgement made

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

see initial ct activity

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/5/2012 10:14:56 AM	GARCIAJR	GARCIAJR	Research		Done	12/5/2012 10:30:36 AM	Research vin

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Summary:

Repairs - no related repairs

Recalls - N030012 03012 TRANSMISSION SHIFT LOCK AND IGNITION KEY REMOVAL OVERRIDE COMPLIANCE, not related to allegation

N020032 02032 DRIVER SIDE DUAL STAGE AIRBAG INFLATOR, not related to allegation

N040005 04005 WINDSHIELD WIPER MOTOR FAILURE, not related to allegation

N040087 04087 TAIL LAMPS/STOP LAMPS, not related to allegation

SR's - no other files for this veh

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/5/2012 10:14:44 AM	GARCIAJR	GARCIAJR	BRC PAR	Case Assigned	Done	12/5/2012 10:27:26 AM	File assigned to Joe Garcia x11291

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/5/2012 10:14:31 AM	GARCIAJR	LOPEZGR	SR Opened		Done	12/6/2012 10:14:32 AM	SR in Status of Closed has been Re-Opened by GARCIAJR

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/5/2012 10:14:29 AM	GARCIAJR	LOPEZGR	SR Closed - Dissatisfied		Done	12/5/2012 10:14:29 AM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/5/2012 10:00:07 AM	LOPEZGR	LOPEZGR	Inbound Call Customer	Complex Request	Done	12/5/2012 10:10:40 AM	Fire incident, fuse box

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Name [redacted]
Phone number [redacted]
Address: [redacted] Winter Springs F[redacted]
VIN: 1gnes16s426[redacted]
Make and model: 2002 Chevrolet traileblazer
Mileage: 169000mi

cust sts:
- cust owns a 2002 chev trailblazer bought used
- had electrical issue with headlights before
- noticed a plastic smell when he turned the veh on
- opened the hood and the fuse box burst into flames
- researched on it and it may be the relay 46 in the fuse box

- it happened 7 PM last night
- no one's injured
- fire department came to put out the fire

cust seeks:
- assistance

CRS adv:
- I will be forwarding case to a department that handles this kind of issues with the veh
-

resources: CAC PAR Procedures Document ID: d_108767

All CAC tier1/ MAN/ level 1 Empowered

Confidential Comments

UCC Information

UCC Code	Symptom	Description
N04	Thermal Event	Electrical - Fuse Block / Fuses / Relays

Logout

December 6, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

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

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: 1GNES16S4251 [redacted]
Model: CS15806-2002 TRAILBLAZER EXT 2WD
Service Contract: No
Branded Title: No
Warranty Block: No
PDI Status: No
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
Noncompliance Recall	N030012	03012	TRANSMISSION SHIFT LOCK AND IGNITION KEY REMOVAL OVERRIDE COMPLIANCE	05/21/2003	Closed
Product Safety Recall	N020032	02032	DRIVER SIDE DUAL STAGE AIRBAG INFLATOR	08/13/2002	Closed
Product Safety Recall	N040005	04005	WINDSHIELD WIPER MOTOR FAILURE	07/06/2004	Closed
Product Safety Recall	N040087	04087	TAIL LAMPS/STOP LAMPS	11/16/2004	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
OnStar Status: Inactive
XM Equipped: N
XM Radio ID:
XM Status: NA
OnStar Vehicle Diagnostics: N
DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	01/18/2012	08/04/2002	37 MI	08/04/2005	36,037 MI
	Special Coverage 05012	01/18/2012	08/04/2002	37 MI	08/04/2009	70,037 MI
	Special Coverage 07099	01/18/2012	08/04/2002	37 MI	08/04/2012	150,037 MI
	Corrosion Limited Warranty	01/18/2012	08/04/2002	37 MI	08/04/2008	100,037 MI
	Emission Select Component Ltd Wty	01/18/2012	08/04/2002	37 MI	08/04/2010	80,037 MI
	Special Coverage 04017	01/18/2012	08/04/2002	37 MI	08/04/2008	72,037 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
03/09/2005	133885	ZFAT—Field Action Recall		V1265 - 04087 - Inspect and Replace One or Both Tail Lamp Circuit Boards and Lamps	39,522 MI
10/19/2004	123572	ZREG—Regular Vehicle Transaction		R0760 - Radio, Remove and Replace	34,027 MI
09/29/2004	122055	ZREG—Regular Vehicle Transaction		R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	33,238 MI
09/24/2004	122055	ZREG—Regular Vehicle Transaction		N0912 - Exterior Lamp Bulb Socket Replacement	33,238 MI
07/23/2004	118077	ZFAT—Field Action Recall		V1115 - 04005 - Inspect WSW Module and Install Seal Assembly	31,191 MI
07/23/2004	118077	ZREG—Regular Vehicle Transaction		J3390 - Fan Clutch Replacement	31,191 MI
07/23/2004	118077	ZREG—Regular Vehicle Transaction		J6372 - Sensor, Oxygen (Engine Control) - Replace	31,191 MI
06/23/2004	116011	ZREG—Regular Vehicle Transaction		H0127 - Front Brake Rotor Replacement - Both Sides	30,074 MI
06/23/2004	118011	ZREG—Regular Vehicle Transaction		C7390 - Handle, Folding Second Seat Release - Replace	30,074 MI
08/13/2003	093173	ZFAT—Field Action Recall		V0994 - 03012-INSTALL PLUG AND REMOVE OVERRIDE LEVER	16,349 MI
08/13/2003	093173	ZREG—Regular Vehicle Transaction		C9040 - Belt, Seatbelt Retractor (Front) (Right) - Replace	16,349 MI
08/13/2003	093173	ZFAT—Field Action Recall		V0884 - 02032 - INSPECT DRIVERS AIRBAG - No Action Req'd	16,349 MI
08/13/2003	093173	ZREG—Regular Vehicle Transaction		N0912 - Exterior Lamp Bulb Socket Replacement	16,349 MI
06/17/2002	A32524	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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Logout

December 6, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

This screen allows IVH users to view the initial build information on the selected VIN including option codes with descriptions (where available).

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: 1GNES16S426[redacted] Model: CS15806-2002 TRAILBLAZER EXT 2WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

[redacted]

Vehicle Build

Model: CS15806-2002 TRAILBLAZER EXT 2WD

Gross Vehicle Weight: 2,815

Order Number: FCTH1N

Build Date: 06/17/2002

Build Plant: 6

Option Codes

*IVH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker

11U - LT PEWTER METALLIC	1SJ - EXT LT PREF EQUIPMENT GROUP
6SR - COMP FRT LH COMPUTER SEL SUSP	7SP - COMP FRT RH COMPUTER SEL SUSP
8HT - COMP RR RH COMPUTER SEL SUSP	952 - MED PEWTER/DK PEWTER ACCENTS
95I - MED PEWTER/DK PEWTER INT TRIM	9HT - COMP RR RH COMPUTER SEL SUSP
AAB - MEMORY DRIVER CONVENIENCE PKG	AJ1 - DEEP TINTED GLASS
AJ7 - DR/PASS FRT & SIDE AIRBAGS	AM7 - FOLDING REAR SEAT
AM9 - SPLIT FOLDING REAR SEAT BACK	AR9 - FRT BUCKET SEAT, DELUXE
AU0 - KEYLESS REMOTE DOOR LOCK AND TRUNK OPENER	AXP - MPV VIN IDENT POSITION
B30 - WHEELHOUSING & FLOOR CARPETING	B32 - FRONT COLOR-KEYED FLOOR MATS
B33 - REAR COLOR KEYED FLOOR MATS	C49 - ELECTRIC REAR WINDOW DEFOGGER
CE1 - RAIN SENSING WIPERS	CF5 - ELECTRIC SUNROOF
CJ2 - AUTOMATIC CLIMATE CONTROL	D25 - MIRROR O/S LH & RH, REMOTE CTL, ELECTRIC, HEATED W/TURN SIG IND
DD7 - ISRV MIRROR W/COMPASS	DK7 - INTERIOR CUSTOM ROOF CONSOLE
EVA - EVAP EMISSION REQUIREMENT	FE9 - FEDERAL/NY/MA/ME/VT EMISSIONS
G80 - LOCKING DIFFERENTIAL-REAR AXLE	GU6 - REAR AXLE 3.42 RATIO
JF8 - BRAKE VAC POWER, 4 WHL DISC	K34 - ELECTRONIC SPEED CONTROL WITH RESUME SPEED
KA1 - HEATED FRONT SEATS	KG4 - GENERATOR 150 AMP
LL8 - VORTEC 4200 SFI I6	M30 - 4 SPEED ELECTRONIC AUTOMATIC TRANSMISSION WITH OVERDRIVE
N40 - POWER STEERING	N74 - 17" ALUMINUM SPORT WHEEL
N79 - FULL SIZE SPARE	NF2 - FEDERAL EMISSION SYSTEM
NW7 - TRACTION ASSIST	OKL - PLANT - OKLAHOMA CITY
Q4B - 6,200 LB GVW RATING	QTR - P245/65R17 ALL-SEASON WOL ON-/ OFF ROAD TIRES
SLM - STOCK ORDERS	STW - LEATHER WRAPPED STEERING WHEEL W/CONTROLS

T61 - DAYTIME RUNNING LIGHTS	T96 - FRONT FOG LAMPS
T98 - STAMPING VEHICLE IDENT NUMBER	TB4 - LIFTGATE
U68 - DRIVER INFO CENTER DISPLAY	U73 - FIXED MAST ANTENNA
UA6 - THEFT DETERRENT ALARM SYSTEM	UC6 - AM/FM RADIO,RDS,6 DISC CHANGER, AUTO TONE CONTROL, AND ETR
UE1 - ONSTAR COMMUNICATIONS SYSTEM INCL 1 YR SAFE & SOUND PLAN	UG1 - HOMELINK
UK6 - RADIO CONTROLS RR ST & EARPHONE	UPC - TRAVEL NOTE
UQA - BOSE PREMIUM SOUND SYSTEM	V40 - POWER PASSENGER SEAT PROVISIONS
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	VXS - COMPLETE VEHICLE LABEL
X88 - CHEVROLET CONVERSION	YD3 - BASE EQUIP FOR SCH GVW PL-FT AX
YD5 - BASE FRONT SPRING	YD6 - BASE REAR SPRING
YE5 - LT EXT LEATHER PLUS PACKAGE	ZO3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL W/CONTL
ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT

Added Option Codes

~AT - SPECIAL COVERAGE APPLIED

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Logout

December 6, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

This screen allows IVH users to view the information on various major components added to the VIN selected during vehicle build.

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: 1GNES16S4261[redacted] Model: CS15806-2002 TRAILBLAZER EXT 2WD
Service Contract: No [redacted]Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open [redacted]

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Traceability: 205300942
Source Plant: V-CPC FLINT, MICHIGAN Part / Number Broadcast: MW2
Date Scanned: N/A Time Scanned: N/A Scan Station: 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM Traceability: 003351582
Source Plant: S-SAGINAW DIVISION SAGINAW,MI Part / Number Broadcast: XRB
Date Scanned: 06/17/2002 Time Scanned: 08:14:00 Scan Station: 05

Component Code: 50-INSTRUMENT CLUSTER Traceability: 021592YKD
Source Plant: F- Part / Number Broadcast: DPYA
Date Scanned: 06/17/2002 Time Scanned: 08:12:00 Scan Station: 11

Component Code: 61-TRANSMISSION Traceability: 33571281
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO Part / Number Broadcast: 2SDD
Date Scanned: 06/17/2002 Time Scanned: 12:59:00 Scan Station: 02

Component Code: 65-REAR AXLE ASSEMBLY Traceability: 161123215
Source Plant: C-SAGINAW BUFFALO, NEW YORK Part / Number Broadcast: DN3
Date Scanned: 06/17/2002 Time Scanned: 13:44:00 Scan Station: 12

Component Code: 66-ELECTRONIC CONTROL MODULE (ECM) Traceability: 021635MQG
Source Plant: K-DELCO ELECTRONICS KOKOMO,IN Part / Number Broadcast: YBZN
Date Scanned: 06/17/2002 Time Scanned: 19:47:00 Scan Station: 04

Component Code: 87-BODY CONTROL MODULE Traceability: 12161DYX6
Source Plant: M- Part / Number Broadcast: 2135
Date Scanned: 06/17/2002 Time Scanned: 19:47:00 Scan Station: 08

Component Code: AB-IR-MODULE ASM-INFLATOR Traceability: 6CB1BKN
Source Plant: Q-RIMIR MATAMORS MEXICO Part / Number Broadcast: 8511
Date Scanned: 06/17/2002 Time Scanned: 17:30:00 Scan Station: 06

Component Code: AD-IR-SENSOR-FORWARD Traceability: J1T41
Source Plant: X- DELCO ELECTRONICS SINGAPORE Part / Number Broadcast: 5679
Date Scanned: 06/17/2002 Time Scanned: 15:30:00 Scan Station: 14

Component Code: AL-IR-MODULE ASM-I/P Traceability: 9WBIP49
Source Plant: M-MORTON-THIOKOL Part / Number Broadcast: 7542
Date Scanned: 06/17/2002 Time Scanned: 08:10:00 Scan Station: 03

Component Code: AP-RH SIDE IMPACT AIRBAG MODULE Traceability: 6CAT2NW
Source Plant: Q-RIMIR MATAMORS MEXICO Part / Number Broadcast: 5991
Date Scanned: 06/17/2002 Time Scanned: 09:26:00 Scan Station: 09

Component Code: AQ-LH SIDE IMPACT AIRBAG MODULE
Traceability: 6CATLGH
Source Plant: Q-RIMIR MATAMORS MEXICO
Part / Number Broadcast: 5994
Date Scanned: 06/17/2002
Time Scanned: 09:26:00
Scan Station: 10

Component Code: AS-SENSING DIAGNOSTIC MODULE
Traceability: 12161C2ED
Source Plant: K-DELCO ELECTRONICS KOKOMO,IN
Part / Number Broadcast: 0860
Date Scanned: 06/17/2002
Time Scanned: 12:46:00
Scan Station: 07

Component Code: AU-LEFT SIDE IMPACT SENSING MODULE
Traceability: A8G4V
Source Plant: X- DELCO ELECTRONICS SINGAPORE
Part / Number Broadcast: 1750
Date Scanned: 06/17/2002
Time Scanned: 15:07:00
Scan Station: 15

Component Code: BN-LIFTGATE ELECTRONIC CONTROL MODULE
Traceability: 02146ABJB
Source Plant: Y-
Part / Number Broadcast: 5414
Date Scanned: 06/17/2002
Time Scanned: 19:47:00
Scan Station: 17

Component Code: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE
Traceability: 1212077LQ
Source Plant: Y-
Part / Number Broadcast: 2468
Date Scanned: 06/17/2002
Time Scanned: 19:47:00
Scan Station: 18

Component Code: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE
Traceability: 12156CFK8
Source Plant: Z-
Part / Number Broadcast: 2467
Date Scanned: 06/17/2002
Time Scanned: 19:47:00
Scan Station: 19

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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December 6, 2012

Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

This screen allows IVH users to view the available information on individual transaction for the VIN selected.

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: 1GNES16S4261[redacted] Model: CS15806-2002 TRAILBLAZER EXT 2WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

[redacted]

Job Card Date: 03/09/2005 **Job Card Number:** 133885

Repair Service Agent: 164761
TEAM CHEVROLET AT NORTHPOINT
2175 MANSELL RD
ALPHARETTA GA 30009-4767
6784617625

Odometer Reading: 39,522 MI
Authorization Code:

Process Date:
03/15/2005
Transaction Type:
ZFAT—Field Action Recall
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op V1265-04087 - Inspect and Replace One or Both Tail Lamp Circuit Boards and Lamps
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 10/19/2004 **Job Card Number:** 123572

Repair Service Agent: 164761
TEAM CHEVROLET AT NORTHPOINT
2175 MANSELL RD
ALPHARETTA GA 30009-4767
6784617625

Odometer Reading: 34,027 MI
Authorization Code:

Process Date:
10/22/2004
Transaction Type:
ZREG—Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op R0760-Radio, Remove and Replace
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 09/29/2004 **Job Card Number:** 122055

Repair Service Agent

Odometer Reading: 33,238 MI

192104 Authorization Code:

Process Date:
11/02/2004
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op R0754-RADIO RECEIVER-RETURN TO AC/DELCO ESC
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 09/24/2004 **Job Card Number: 122055**

Repair Service Agent: 164761 Odometer Reading: 33,238 MI
TEAM CHEVROLET AT NORTHPOINT Authorization Code: B
2175 MANSELL RD
ALPHARETTA GA 30009-4767
6784617625

Process Date:
10/01/2004
Transaction Type:
ZREG—Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op N0912-Exterior Lamp Bulb Socket Replacement
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 07/23/2004 **Job Card Number: 118077**

Repair Service Agent: 164761 Odometer Reading: 31,191 MI
TEAM CHEVROLET AT NORTHPOINT Authorization Code:
2175 MANSELL RD
ALPHARETTA GA 30009-4767
6784617625

Process Date:
07/30/2004
Transaction Type:
ZFAT----Field Action Recall
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op V1115-04005 - Inspect WSW Module and Install Seal Assembly
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 07/23/2004 **Job Card Number: 118077**

Repair Service Agent: 164761 Odometer Reading: 31,191 MI
TEAM CHEVROLET AT NORTHPOINT Authorization Code:
2175 MANSELL RD
ALPHARETTA GA 30009-4767

6784617625

Process Date:
07/30/2004
Transaction Type:
ZREG—Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 2 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op J3390-Fan Clutch Replacement
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 07/23/2004 **Job Card Number: 116077**

Repair Service Agent: 164761
TEAM CHEVROLET AT NORTHPOINT
2175 MANSELL RD
ALPHARETTA GA 30009-4767
6784617625
Odometer Reading: 31,191 MI
Authorization Code: EB

Process Date:
07/30/2004
Transaction Type:
ZREG—Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 3 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op J6372-Sensor, Oxygen (Engine Control) - Replace
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 06/23/2004 **Job Card Number: 116011**

Repair Service Agent: 164761
TEAM CHEVROLET AT NORTHPOINT
2175 MANSELL RD
ALPHARETTA GA 30009-4767
8784617625
Odometer Reading: 30,074 MI
Authorization Code:

Process Date:
07/23/2004
Transaction Type:
ZREG—Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op H0127-Front Brake Rotor Replacement - Both Sides
Causal Part Number

Job Card Date: 06/23/2004 **Job Card Number: 116011**

Repair Service Agent: 164761
TEAM CHEVROLET AT NORTHPOINT
2175 MANSELL RD
ALPHARETTA GA 30009-4767
6784617625
Odometer Reading: 30,074 MI
Authorization Code:

Process Date:
06/29/2004
Transaction Type:
ZREG---Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 2 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op C7390-Handle, Folding Second Seat Release - Replace
Causal Part Number

Job Card Date: 08/13/2003 Job Card Number: 093173

Repair Service Agent: 164761 Odometer Reading: 16,349 MI
TEAM CHEVROLET AT NORTHPOINT Authorization Code:
2175 MANSELL RD
ALPHARETTA GA 30009-4767
6784617625

Process Date:
08/19/2003
Transaction Type:
ZFAT---Field Action Recall
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op V0994-03012-INSTALL PLUG AND REMOVE OVERRIDE LEVER
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 08/13/2003 Job Card Number: 093173

Repair Service Agent: 164761 Odometer Reading: 16,349 MI
TEAM CHEVROLET AT NORTHPOINT Authorization Code:
2175 MANSELL RD
ALPHARETTA GA 30009-4767
6784617625

Process Date:
08/19/2003
Transaction Type:
ZREG---Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 2 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op C9040-Belt, Seatbelt Retractor (Front) (Right) - Replace
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 08/13/2003 Job Card Number: 093173

Repair Service Agent: 164761 Odometer Reading: 16,349 MI
TEAM CHEVROLET AT NORTHPOINT Authorization Code:
2175 MANSELL RD
ALPHARETTA GA 30009-4767
6784617625

Process Date:
08/19/2003
Transaction Type:
ZFAT----Field Action Recall
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 4 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op V0884-02032 - INSPECT DRIVERS AIRBAG - No Action Req'd
Causal Part Number

Job Card Date: 08/13/2003 **Job Card Number: 093173**

Repair Service Agent: 164761 Odometer Reading: 16,349 MI
TEAM CHEVROLET AT NORTHPOINT Authorization Code:
2175 MANSELL RD
ALPHARETTA GA 30009-4767
6784617625

Process Date:
08/19/2003
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 3 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op N0912-Exterior Lamp Bulb Socket Replacement
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 06/17/2002 **Job Card Number: A32524**

Repair Service Agent: 164761 Odometer Reading: 0 MI
TEAM CHEVROLET AT NORTHPOINT Authorization Code:
2175 MANSELL RD
ALPHARETTA GA 30009-4767
6784617625

Process Date:
06/21/2002
Transaction Type:
ZPDI---Pre-Delivery Inspection
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op Z7000-Pre-Delivery Inspection - Base Time
Causal Part Number

Global Warranty Management: Site Map
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December 6, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

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: 1GNES16S426[redacted] Model: CS15806-2002 TRAILBLAZER EXT 2WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open [redacted]

Invoice Information

Invoicing Service Agent: 164761
TEAM CHEVROLET AT NORTHPOINT
2175 MANSELL RD
ALPHARETTA GA 30009-4767 6784617625

Invoice Date: 06/17/2002

Ship to Information

Ship to Service Agent: 164761
TEAM CHEVROLET AT NORTHPOINT
2175 MANSELL RD
ALPHARETTA GA 30009-4767 6784617625

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 164761
TEAM CHEVROLET AT NORTHPOINT
2175 MANSELL RD
ALPHARETTA GA 30009-4767 6784617625

Delivery Date: 08/04/2002
Delivery Type: 010---INDIVIDUAL
Delivery Odometer: 37

In Service Information

Invoicing Service Agent:

In Service Date: N/A
In Service Type: 0000
In Service Odometer: 0

Registration Information

Registration Service Agent: N/A

Registration Date: N/A
Registration Number: N/A
Registration Odometer: 0

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esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Kelly Kufel
Claims Administrator

December 13, 2012

[redacted]
[redacted]
Winter Spring, FL 3[redacted]

RE: Claimant: [redacted]
Our File No.: [redacted]
Our Client: General Motors LLC
Date/Event: 12/4/12
Subject vehicle: 2002 Chevrolet Trailblazer
VIN: 1GNES16S4261[redacted]

Dear Mr. [redacted]

I am responding to your demand in which you requested compensation, as a result of damage to the subject vehicle. It is our understanding that the controlling theory of liability against General Motors LLC (GM) would be Breach of Warranty. The Breach of Warranty Statute of Limitations in Florida is seven years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on August 4, 2002, and this statute would have expired on August 4, 2009. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

Kelly Kufel

Kelly Kufel
Claims Administrator

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted] Wood

Warranty

Logout

September 12, 2013

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

Vehicle Information

VIN: 1GNDS13S582[redacted] Model: [redacted]TRAILBLAZER SUV 2WD

Service Contract: **No** Branded Title: **No** Warranty Block: **No** PDI Status: **No**

Order Type: **70 - RETAIL - STOCK**

Field Actions: 0 Open [redacted]

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

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: PKP611CQ — XM Status: Active

OnStar Vehicle Diagnostics: N — DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select Component Ltd Wty	07/26/2011	09/27/2008	8 MI	09/27/2016	80,008 MI
	Powertrain Limited Warranty	07/26/2011	09/27/2008	8 MI	09/27/2013	100,008 MI
	Bumper to Bumper Limited Warranty	07/26/2011	09/27/2008	8 MI	09/27/2011	36,008 MI
	Special Coverage 11150	07/26/2011	09/27/2008	8 MI	09/27/2018	120,008 MI
	Corrosion Limited Warranty	07/26/2011	09/27/2008	8 MI	09/27/2014	100,008 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
03/04/2011	323636	ZREG---Regular Vehicle Transaction		H1220 - Power Vacuum Brake Booster Replacement	36,057 MI
03/04/2011	323636	ZREG---Regular Vehicle Transaction		N0761 - Bulbs, Stop, Tail, And Turn Lamp (Left) - Replace	36,057 MI
01/13/2011	321364	ZREG---Regular Vehicle Transaction		C6001 - Front Seat Adjuster Replacement	34,623 MI
08/19/2008	A61341	ZPDI----Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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Warranty September 12, 2013

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

INTERFACE WITH CUSTOMER

View Vehicle Build

This screen allows IVH users to view the initial build information on the selected VIN including option codes with descriptions (where available).

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: 1GNDS13S58[redacted] Model: CS15506-2008 TRAILBLAZER SUV 2WD

Service Contract: **No** Branded Title: **No** Warranty Block: **No** PDI Status: **No**

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

[redacted]

Vehicle Build

Model: CS15506-2008 TRAILBLAZER SUV 2WD

Gross Vehicle Weight: 2,520

Order Number: MTJVMS

Build Date: 08/19/2008

Build Plant: 2

Option Codes

*IVH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

1SZ - PREFERRED EQUIPMENT SAVINGS

2LT - LT PREFERRED EQUIPMENT GROUP 2

482 - EBONY

48I - EBONY

50U - SUMMIT WHITE

6PH - SUSPENSION

7PH - SUSPENSION

8UY - SUSPENSION

9UY - SUSPENSION

AAB - MEMORY SEAT ADJUSTER

AJ1 - GLASS, DEEP TINTED

AK5 - AIRBAGS, DUAL FRONTAL PASSENGER SENSING SYSTEM

AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD

AM9 - 65/35 FOLDING 2ND ROW SEAT

AR9 - SEATS, FRONT BUCKET, POWER SEAT AJUST-DRIVER 8 WAY

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

AU0 - REMOTE KEYLESS ENTRY (INCL: THEFT DETERRENT SYS)

AXP - MPV VIN INDENT POSITION

B30 - COLOR KEYED CARPET

B32 - FLOOR MAT, FRONT/REAR

B33 - REAR COLOR KEYED FLOOR MATS

B42 - REVERSIBLE CARGO MAT

B86 - BODY SIDE MOLDINGS, BODY COLOR

C49 - REAR WINDOW DEFROSTER

C4D - GVW RATING - 5550 LBS

CJ2 - AUTO DUAL ZONE AIR CONDITIONING

DAY - ASSEMBLY PLANT MORAINE, OHIO

DD7 - INSIDE REARVIEW MIRROR, AUTO DIMMING, COMPASS

DH2 - VISOR MIRRORS, LIGHTED

DK7 - OVERHEAD CONSOLE

DS3 - POWER HEATED OUTSIDE MIRRORS W/ TURN SIGNALS

E20 - CHROME DOOR HANDLES

EVA - EVAP EMISSION REQUIREMENT

FE9 - FEDERAL EMISSIONS

GU6 - REAR AXLE 3.42 RATIO

JF4 - POWER ADJUSTABLE PEDALS

JF8 - ANTILOCK BRAKES, 4 WHEEL DISC

JJB - PT DRESS SUBASSY NOT INSTALLED

K18 - ELECTRIC AIR INJECTION SYSTEM

K34 - CRUISE CONTROL

KA1 - HEATED FRONT SEATS

KG4 - GENERATOR 150 AMP

LL8 - ENGINE, VORTEC 4.2L SFI I6

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N40 - POWER STEERING

N79 - WHEEL, 17" FULL SIZE SPARE

NT7 - EMISSION SYS FED - TIER 2

PD8 - 18" POLISHED ALUMINUM WHEELS

PDR - CHROME PACKAGE: * CHROME ROOF RAILS, DOOR HANDLES * POWER HEATED OUTSIDE MIRRORS W/ TURN SIGNALS * PWR SEAT ADJ-PASSENGER, 8 WAY POWER LUMBAR, FRONT PASSENGER * HEATED FRONT SEATS * MEMORY SEAT ADJUSTER * PERFORATED LEATHER SEATING SURFACES * 18" POLISHED ALUMINUM WHEELS

QZD - ALL SEASON TIRES

R13 - CHROME APPEARANCE PACKAGE

R6K - PROCESSING CODE

R9N - PROCESSING CODE - SEAT

SLM - STOCK ORDERS

STW - LEATHER WRAP STEERING WHEEL W/ RADIO CONTROLS

T61 - DAYTIME RUNNING LAMPS

T96 - FOG LAMPS

T98 - STAMPING VEHICLE IDENT NUMBER

TB4 - LIFTGATE

TGA - LANGUAGE CONTROL ENG, FR, SPAN

U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.

U68 - DRIVER INFORMATION CENTER

U73 - FIXED ANTENNA, RADIO

UA6 - THEFT DETERRENT ALARM SYSTEM

UB0 - AM/FM STEREO, CD PLAYER

UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN NAV UPGRADE)

UG1 - UNIVERSAL HOME REMOTE

UJ6 - TIRE PRESSURE MONITOR

UK6 - AUDIO CONTROLS, REAR SEAT

UY7 - WIRE HARNESS, TRAILER

V40 - PWR SEAT ADJ-PASSENGER, 8 WAY POWER LUMBAR, FRONT PASSENGER

V55 - CHROME ROOF RAILS

V73 - VEHICLE STATEMENT - USA/CANADA

VH9 - ENVELOPE OWNER INFO MANUAL

VK3 - FRONT LICENSE PLATE BRACKET

VT7 - OWNERS MANUAL, ENGLISH

VXS - COMPLETE VEHICLE LABEL

X88 - CHEVROLET CONVERSION

YC5 - LT CONVENIENCE PACKAGE, BASE

YD3 - AXLE (BASE EQUIP)

YD5 - BASE FRONT SPRING

YD6 - BASE REAR SPRING

ZQ3 - DRIVER CONVENIENCE PACKAGE: * INSIDE REARVIEW MIRROR, AUTO DIMMING, COMPASS * AUDIO CONTROLS, REAR SEAT * DRIVER INFORMATION SYSTEM * AUTO DUAL ZN AIR CONDITIONING * LEATHER WRAP STEERING WHEEL W/RADIO CONTROLS

ZTM - SPARE, ALL SEASON TIRE

ZW7 - PREMIUM RIDE SUSPENSION

ZY1 - SOLID PAINT

Added Option Codes

~BP -

Global Warranty Management: Site Map

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Warranty September 12, 2013

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

This screen allows IVH users to view the information on various major components added to the VIN selected during vehicle build.

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: 1GNDS13S58[redacted] Model: CS15506-2008 TRAILBLAZER SUV 2WD
Service Contract: **No** Branded Title: **No** Warranty Block: **No** PDI Status: **No**
Order Type: **70 - RETAIL - STOCK**
Field Actions: 0 Open

[redacted]

Vehicle Component

Component Code: **10-ENGINE ASSEMBLY** Traceability: **808110497**
Source Plant: **V-CPC FLINT, MICHIGAN** Part / Number Broadcast: **NNC**
Date Scanned: **08/18/2008** Time Scanned: **17:55:00** Scan Station: **01**

Component Code: **35-STEERING COLUMN - SIR SYSTEM** Traceability: **081502258**
Source Plant: **S-SAGINAW DIVISION SAGINAW,MI** Part / Number Broadcast: **F9L**
Date Scanned: **08/18/2008** Time Scanned: **19:06:00** Scan Station: **05**

Component Code: **61-TRANSMISSION** Traceability: **47542509**
Source Plant: **Y-HYDRAMATIC TOLEDO, OHIO** Part / Number Broadcast: **8SAD**
Date Scanned **08/18/2008** Time Scanned: **19:21:00** Scan Station: **02**

Component Code: **65-REAR AXLE ASSEMBLY** Traceability: **17681319**
Source Plant: **X-** Part / Number Broadcast: **JZ5**
Date Scanned: **08/18/2008** Time Scanned: **20:36:00** Scan Station: **11**

Component Code: **92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY** Traceability: **00341006**
Source Plant: **K-KELSEY-HAYES JASPER, INDIANA** Part / Number Broadcast: **3172**
Date Scanned: **08/18/2008** Time Scanned: **22:23:00** Scan Station: **21**

Component Code: **AB-IR-MODULE ASM-INFLATOR** Traceability: **1ICR5B0**
Source Plant: **Q-RIMIR MATAMORS MEXICO** Part / Number Broadcast: **2395**
Date Scanned: **08/19/2008** Time Scanned: **07:33:00** Scan Station: **06**

Component Code: **AL-IR-MODULE ASM-I/P** Traceability: **4CAHM31**
Source Plant: **M-MORTON-THIOKOL** Part / Number Broadcast: **8434**
Date Scanned: **08/18/2008** Time Scanned: **18:57:00** Scan Station: **04**

Component Code: **CC-SEQ NUM (FLEX) BODY ASM** Traceability: **2142348**
Source Plant: **-** Part / Number Broadcast: **1ZZ**
Date Scanned: **07/31/2008** Time Scanned: **03:02:00** Scan Station:

Component Code: **CD-SEQ NUM (FLEX) BODY ASM** Traceability: **4167652**
Source Plant: **-** Part / Number Broadcast: **1WW**

Date Scanned: 08/15/2008 Time Scanned: 11:35:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: 4167645
Source Plant: - Part / Number Broadcast: 1PT
Date Scanned: 08/18/2008 Time Scanned: 06:21:00 Scan Station:

Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS Traceability: 4166706
Source Plant: - Part / Number Broadcast: 1PH
Date Scanned: 08/18/2008 Time Scanned: 15:23:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM Traceability: 4167081
Source Plant: - Part / Number Broadcast: 1GB
Date Scanned: 08/18/2008 Time Scanned: 16:26:00 Scan Station:

Component Code: DF---- Traceability: 3H0VQ9F
Source Plant: Q- Part / Number Broadcast: 1502
Date Scanned: 08/18/2008 Time Scanned: 19:28:00 Scan Station: 15

Component Code: DG---- Traceability: 3H0VPAA
Source Plant: Q- Part / Number Broadcast: 1501
Date Scanned: 08/18/2008 Time Scanned: 19:28:00 Scan Station: 16

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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Warranty

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September 12, 2013

Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

This screen allows IVH users to view the available information on individual transaction for the VIN selected.

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: 1GNDS13S58[redacted] Model: CS15506-2008 TRAILBLAZER SUV 2WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open [redacted]

Job Card Date: 03/04/2011 **Job Card Number: 323636**

Repair Service Agent: 114893
BUCKALEW CHEVROLET, L.P.
1100 INTERSTATE 45 SOUTH
CONROE TX 77304-2933
9367565581

Odometer Reading: 36,057 MI
Authorization Code: A

Process Date:
03/09/2011

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Policy

Customer Complaint Code:
0124-Drivability - Brakes

Job Card Line #: 2 Transaction Adjustment: Cause Code: 6581-Module/Component - Registers Incorrectly

Labour Op H1220-Power Vacuum Brake Booster Replacement

Causal Part Number 0000000000015267004-BOOSTER,P/B

- See other Parts and/or Net Items

Job Card Date: 03/04/2011 **Job Card Number: 323636**

Repair Service Agent: 114893
BUCKALEW CHEVROLET, L.P.
1100 INTERSTATE 45 SOUTH
CONROE TX 77304-2933
9367565581

Odometer Reading: 36,057 MI
Authorization Code: A

Process Date:
03/09/2011

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Policy

Customer Complaint Code:

0523-Features/Controls/Displays - Lights

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6579-Module/Component - Shorted

Labour Op N0761-Bulbs, Stop, Tail, And Turn Lamp (Left) - Replace

Causal Part Number 000000000012450108-BULB,DAYTIMERUNNINGLP

See other Parts and/or Net Items

Job Card Date: 01/13/2011 **Job Card Number: 321364**

Repair Service Agent: 114893
BUCKALEW CHEVROLET, L.P.
1100 INTERSTATE 45 SOUTH
CONROE TX 77304-2933
9367565581

Odometer Reading: 34,823 MI
Authorization Code:

Process Date:
01/17/2011

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0921-Interior - Seats

Job Card Line #: 2 Transaction Adjustment: Cause Code: 6581-Module/Component - Registers Incorrectly

Labour Op C6001-Front Seat Adjuster Replacement

Causal Part Number 000000000089026671-ADJUSTER,D/SEAT

See other Parts and/or Net Items

Job Card Date: 08/19/2008 **Job Card Number: A61341**

Repair Service Agent: 114893
BUCKALEW CHEVROLET, L.P.
1100 INTERSTATE 45 SOUTH
CONROE TX 77304-2933
9367565581

Odometer Reading: 0 MI
Authorization Code:

Process Date:
08/22/2008

Transaction Type:
ZPDI----Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

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Logout

Warranty September 12, 2013

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

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: 1GNDS13S58[redacted] Model: CS15506-2008 TRAILBLAZER SUV 2WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

[redacted]

Invoice Information

Invoicing Service Agent: 114893
BUCKALEW CHEVROLET, L.P.
1100 INTERSTATE 45 SOUTH
CONROE TX 77304-2933 9367565581

Invoice Date: 08/19/2008

Ship to Information

Ship to Service Agent: 114893
BUCKALEW CHEVROLET, L.P.
1100 INTERSTATE 45 SOUTH
CONROE TX 77304-2933 9367565581

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 114893
BUCKALEW CHEVROLET, L.P.
1100 INTERSTATE 45 SOUTH
CONROE TX 77304-2933 9367565581

Delivery Date: 09/27/2008
Delivery Type: 010---INDIVIDUAL
Delivery Odometer: 8

In Service Information

Invoicing Service Agent:

In Service Date: N/A
In Service Type: 0000
In Service Odometer: 0

Registration Information

Registration Service Agent: N/A

Registration Date: N/A
Registration Number: N/A
Registration Odometer: 0

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Customer (10:07:19 PM): Hello melissa
Customer (10:08:50 PM): my chevy trailblazer fuse box just caught on fire. I am at home when this happened. I do have ext warranty and see what I can do to get this repaired.

Customer (10:12:18 PM): Hello jeniese
Customer (10:13:52 PM): no it smoked and smelled foul. No fire now but you can see where it melted most of the fuses. I have a picture if I can text it you from my phone.
Customer (10:14:54 PM): car is outside, not in the garage for safety.
Customer (10:16:37 PM): [redacted]nd vin number is 1GNDS13S58[redacted]
Customer (10:17:17 PM): title on car is [redacted]
Customer (10:18:37 PM): [redacted]and email is [redacted]

Customer (10:21:39 PM): yes the vehicle was smoking when I stopped the vehicle and could smell it burning. It was a black smoke and electrical smell.
Customer (10:22:17 PM): Yes I was driving when I noticed the smell and smoke and was about 2blocks from my house.

Customer (10:24:35 PM): scary with my two kids in the car at the time coming home from Cubscouts. Do I need to wait on the agent to call or can I take directly to a chevy dealer?

Customer (10:27:41 PM): ok thank you very much for your help. Awesome I can talk with someone on line even at 1030pm. I knew I liked chevy.

[redacted]

Service Request Detail

SR No.	[redacted]	**Ref No.**		**Goodwill**	No Goodwill Offered	**BRC Type**	PAR
Account		**Site**		**GW SubType**		**Bus. Unit**	BRC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	PAR
Daytime #	[redacted]	**Evening #**		**UCC**	Electrical - Fuse Block / Fuses /	**Sub-Area**	ESIS Escalation
Address	[redacted]	**City**	Hixson	**Involved Dlr**		**Safety**	Yes
State	TN **ZipCd**	[redacted]	**Con Acct**	**Source**	Phone	**Updated**	9/11/2013 08:44:36 AM
Serial #/VIN	1GNDS13S58[redacted]	**Model Year**	2008	**Priority**	Medium **License #** [redacted]	**Owner**	STEWARDE
Make	Chevrolet	**Warr. Start**	09/27/2008	**Status**	Open	**Opened**	9/10/2013 02:26:36 PM
Model	TrailBlazer	**Mileage**	73000	**Sub-Status**	Dissatisfied	**Closed**	

Abstract (ESIS)Cust alleges a thermal event in their vehicle.

Customer Description This is a BRC PAC File. Please do not Assume. Forward all inquiries to Debbie @ ext 31117

Pre-PAR

Owner	9/9/2013 08:30:00 PM	N	0	3	Asphalt		Dry	N/A	N/A
Wood		Caesar		5'8"	4/3/1971	None			
N/A		N/A				Nationwide Insurance			

Incident Loc	Hixson Pike and Windbrook in Hixson, TN	**Incident Desc**	He was driving and there was a burning smell. He popped the hood and there was smoke coming from the fuse box and a flame.
Component	fuse box	**Damage Desc**	fuse box burned
Vehicle Loc	driveway @ 1400 Windbrook Dr Hixson, TN 37343	**Add'l Info**	N/A
Emgcy Svc Names	N/A	**Maint Loc**	Goodyear

PAR Detail

Collision		**Non Collision**	Y	**Property Damage**	N	**Thermal Evt**	Y	**Spec Equip**	None
Vehicle Speed	45			**Weather Condition**	dusk and sunny			**Prop Owner**	N/A
Last Service Date				**Loc Last Service**				**Property Location**	N/A
Veh Est Repair Cost				**Spec Equip Installer**	N/A			**Prop Damage Description**	N/A
Primary Veh Use	Personal			**Inspection Type**	Thermal Event			**Inspected By**	Inspection Not Performed
Veh Damage Description	fuse box burned							**Explain Other**	Forwarding to ESIS

Property Type	N/A
Prop Est Repair Cost	
Inspection Date/Time	

Activities

9/11/2013 08:43:40 AM STEWARDE STEWARDE Scheduled Follow-up Scheduled Alarm ESIS

Contact Last Name Contact First Name Account BAC Code

[redacted]

Comments

Check to see if ESIS picked up file

Debbie/PAC/ATX

Confidential Comments

9/11/2013 08:43:08 AM STEWARDE ESISBIQU Escalation ESIS- Thermal Event In Progress ESIS- Thermal Event

Contact Last Name Contact First Name Account BAC Code

[redacted]

Comments

thermal event

Confidential Comments

9/11/2013 08:42:38 AM STEWARDE STEWARDE BRC PAR Business Case Done 9/11/2013 08:43:07 AM Business Case

Contact Last Name Contact First Name Account BAC Code

[redacted]

Comments

Cust alleges a thermal event in the fusebox.

Forwarding to ESIS

Debbie/PAC/ATX

Confidential Comments

9/11/2013 08:42:04 AM STEWARDE STEWARDE BRC PAR Inspection Not Required Done 9/11/2013 08:42:36 AM No inspection required

Contact Last Name Contact First Name Account BAC Code

[redacted]

Comments

Forwarding to ESIS

Debbie/PAC/ATX

Confidential Comments

Activities

9/11/2013 08:35:02 AM STEWARDE STEWARDE Outbound Email DVM/CAM/Field Done 9/11/2013 08:41:15 AM Emailed jeffery.b.sullivan@gm.com

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

Comments

09/11/2013 08:40 AM

A product allegation claim has been made in your region. The customer is alleging a thermal event in their vehicle. This case is being escalated to ESIS because there was a thermal event.

Customer [redacted]

2008 Chevrolet TrailBlazer

1GNDS13S58[redacted]

No involved dealer.

This is only a notification. No action is required on your part at this time.

Best wishes,
Debbie Stewart
Product Assistance Claims
Aditya Birla Minacs
deborah_stewart@gmexpert.com

Confidential Comments

9/11/2013 08:33:28 AM STEWARDE STEWARDE Outbound Call Dealer Dealer Initial Done 9/11/2013 08:35:01 AM No call made

Contact Last Name | Contact First Name | Account | BAC Code

[redacted]

Comments

No Initial Contact required. Vehicle has not been to dealer in two years.

Debbie/PAC/ATX

Confidential Comments

[redacted]

Activities

9/11/2013 08:31:44 AM STEWARDE STEWARDE Ownership Changed Ownership Escalated to BRC Done 9/11/2013 08:31:44 AM Ownership Escalated to BRC

[redacted] Contact First Name Account BAC Code

Comments

Confidential Comments

9/11/2013 08:19:01 AM STEWARDE STEWARDE Ownership Changed Done 9/11/2013 08:19:01 AM Service Request Ownership has changed FROM: APANDA TO: STEWARDE

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

9/11/2013 08:18:25 AM STEWARDE STEWARDE Inbound Call Customer Complex Request Done 9/11/2013 08:33:26 AM Cust transferred from CAC BRC PAR Customer Initial contact activity

[redacted] Account BAC Code

Comments

Cust sts: He was driving and there was a burning smell. He popped the hood and there was smoke coming from the fuse box and a flame. The fuse box was burned. He has pictures.
The headlights were not working as he was driving. He has called his insurance but they are waiting to see what GM is going to do. I'm down to one car so I need to take care of this quickly.

CRS advsd: Read required statement. I will be forwarding the file to our Central Claims office. gave ph# and confirmed SR#

Debbie/PAC/ATX

Confidential Comments

Service Request Detail

Activities

9/11/2013 08:17:56 AM STEWARDE STEWARDE BRC PAR Case Assigned Done 9/11/2013 08:18:15 AM STEWARDE x 31117

Contact Last Name Contact First Name Account BAC Code

[redacted]

Comments

Confidential Comments

9/10/2013 06:17:08 PM WAGNERCI WAGNERCI Inbound Call Customer Voice Mail Received Done 9/10/2013 06:18:06 PM CAC to PAC Voice Mail

Contact Last Name Contact First Name Account BAC Code

[redacted]

Comments

[redacted]

Fuse box caught on fire.

Cindy/BRC/WF/ATX/21255

Confidential Comments

9/10/2013 03:22:31 PM VARGASME APANDA Notify CRM Done 9/11/2013 08:45:10 AM see comments

Contact Last Name Contact First Name Account BAC Code

[redacted]

Comments

Please review document id # d_108767 for Determining Eligibility. Please verify with customer if there was actual open flames. Resubmit if veh had open flames

Melissa/BRC/WF/ATX/31124

Confidential Comments

Activities

9/10/2013 02:39:54 PM	PHIPPSJE	BRCPARQ	Escalation	CAC to PAC	Done	9/10/2013 03:22:18 PM	Thermal Event

Contact Last Name [redacted] Contact First Name Account BAC Code

Comments

Cust chatted in with Thermal Event

*Fuse box smoking

Cust Seeks:
...To have issue resolved

CRS Advises:
...Do not drive or start the vehicle
...An agent will be following up with you within the next 24 business hours

ASSISTING ONLY

JeniesePhipps/CAC/UniversalAgent/Sag/GW2

Confidential Comments

9/10/2013 02:37:40 PM	APANDA	BRCPARQ	Escalation	CAC to PAC	Done	9/10/2013 03:22:14 PM	Fusebox caught on fire

Contact Last Name [redacted] Contact First Name Account BAC Code

Comments

Confidential Comments

9/10/2013 02:35:06 PM	PHIPPSJE	APANDA	Notify CRM	Customer Called	Done	9/11/2013 08:44:50 AM	*ASSISTING ONLY* via Chat

Contact Last Name [redacted] Contact First Name Account BAC Code

Comments

Please see chat transcript and attachment

JeniesePhipps/CAC/UniversalAgent/Sag/GW2

Confidential Comments

Service Request Detail

Activities

9/10/2013 02:32:45 PM	APANDA	APANDA	Inbound Call Customer	Complex Request	Done	9/10/2013 02:37:38 PM	Fusebox caught on fire

Contact Last Name	Contact First Name	Account	BAC Order #
Wood	Caesar		

Comments

Cust states:
2008 Chevrolet Trailblazer
Follow up
Website
Chatted with someone
Fusebox caught on fire
Shut the car off
Chatted with Jelese(?) online
10:00-10:30

Cust seeks:
Get veh fixed

Crs: Resolution:
CRS endorsed case to PAC, advised customer that they will get in touch with him within one business day. Gave SR# for reference. Gave direct number and extension for follow up.

Daryl/Redesign/CAC T1/Man

Confidential Comments

Activities

9/10/2013 02:32:27 PM	PHIPPSJE	PHIPPSJE	Chat Transcript	Issue pending	Done	9/10/2013 02:35:02 PM	See Attachment *ASSISTING ONLY*

[redacted]

Cust chatted in with Thermal Event

*Fuse box smoking

Cust Seeks:
...To have issue resolved

CRS Advises:
...Do not drive or start the vehicle
...An agent will be following up with you within the next 24 business hours

ASSISTING ONLY

JeniesePhipps/CAC/UniversalAgent/Sag/GW2

Confidential Comments

UCC Information

N04	Thermal Event	Electrical - Fuse Block / Fuses / Relays

Neatrice Jackson

From: [redacted]
Sent: Sunday, September 15, 2013 9:58 PM
To: Neatrice Jackson
Cc: [redacted]
Subject: [redacted]
Attachments: 20130909_204729.jpg

Hello mrs Jackson:

I am following up on my case that was first reported on September 9 at 930pm on-line and I have spoken with jesilee and Deborah with gm online chat service. I spoke with dale at 866-790-5600 x1035 also. I finally spoke with Deborah at 866-790-5600x31117 on 9/11 at 2pm edt.
This is when I learned case number [redacted] was now transferred to you with case number [redacted]

I have been trying to get in contact with you since last Wednesday and have had no response even though I have left messages.

I would like to get an update on Monday sept. 16 and can be reached [redacted] anytime.
I am going to explain what has happened with my vehicle so you are clear since it has been told to 3 different people. I have to be direct that I am frustrated on the lack of response since this occurred one week ago and feel this a safety and manufacturer defect that occurred on my 2008 chevy trailblazer that seems to be similar to the 2010 recalls on line with the electrical system.

Incident reported on sept. 9 at 9:30pm which occurred as I was driving home from a Cubscouts meeting, with my 2 sons in the vehicle.

As I was driving home around 845pm home from burkes Methodist church,which is located about .3 mile from my house off Hixson pike. The lights on the dashboard and the headlights were not working all of a sudden and I could smell something burning as I a driving. The time of the day was dusk and starting to get dark but a clear sunny day before this occurred.
[redacted] my oldest son, who is 9, said what is that smell and then my other son [redacted], who is 4 years old also said the same thing. I drove slowly down the hill as this occurred off Hixson pike and the red light near the wind brook subdivision entrance. I live at 1400 wind brook drive.

I also noticed there was black smoke coming from under the hood area near the fuse box area on the drivers side vehicle.
I got home within 5 minutes of this happening and immediately pulled my car into my drive way and told both my boys to get out of the car.
I pulled the hood release under the steering wheel and went to lift the hood and could see black smoke was coming from the fuse box area. I popped the end clips that keeps the fuse box in place and opened the fuse box. When I did this, there was a spark of flame and smoke that put itself out when I lifted the lid off the fuse box and you can see what happened(photo attached for you to see). You can see there is significant damage to many fuses that control the electronics in the vehicle.

I have not driven this vehicle since this occurred as the person I talked to instructed me not to move the vehicle. I would hate to get legal counsel involved and the national safety and transportation commission involved and would hope chevy would like to get this resolved.

I hope this communicates the damage that occurred to my 2008 chevy trailblazer that is owned by my wife and me and fully paid.
We are happy and repeat customers who would like chevy and gm to resolve this matter as this has been a week now without this vehicle.

Sincerely,

[redacted]

Sent from my iPad

Begin forwarded message:

From: "[redacted]**>**
To: "[redacted]**>**
Subject: Fwd:

Sent from my Galaxy S®III

-------- Original message --------
From: ccjwood <ccjwood@sbcglobal.net>
Date: 09/09/2013 10:14 PM (GMT-05:00)
To: [redacted]
Subject:

Sent from my Galaxy S®III

This CARFAX Vehicle History Report provided free of charge by:

ESIS GM
300 Renaissance Center Mc 482 C19 B61
Detroit, MI 48265
586-212-2141

SHOW ME THE CARFAX

CARFAX® Vehicle History Report™

US $39.99

An independent company established in 1986

Vehicle Information:
2008 CHEVROLET TRAILBLAZER LS/LT
VIN: 1GNDS13S58[redacted]
4 DOOR WAGON/SPORT UTILITY
4.2L V6 MPI
REAR WHEEL DRIVE
Standard Equipment | Safety Options

CARFAX Report Provided By:
ESIS GM
300 Renaissance Center Mc 482 C19 B61
Detroit, MI 48265
586-212-2141

- No accident / damage reported to CARFAX
- **2** Previous owners
- **4** Service records available
- Personal vehicle
- Last owned in Tennessee
- **$10** Above retail book value

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 9/16/13 at 9:39:24 AM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Price Calculator™

Adjust the value of this **2008 Chevrolet Trailblazer LS/LT** based on the information available in this report

1) Retail Book Value	2) CARFAX Price Adjustment™	3) Adjusted Retail Value
$ 0	+ $10	Begin by entering the retail book value
Enter retail book value here	Above retail book value	

Start by entering the retail book value from a pricing guide website.

This vehicle is worth more than average, based on information in this report.

Compare adjusted retail value to seller's asking price when making your decision.

CARFAX Ownership History

The number of owners is estimated

	Owner 1	Owner 2
Year purchased	2008	2011
Type of owner	Personal	Personal

Estimated length of ownership	2 yrs. 9 mo.	2 yrs. 1 mo.
Owned in the following states/provinces	Texas	Texas, Tennessee
Estimated miles driven per year	---	---
Last reported odometer reading	---	---

CARFAX Title History

CARFAX guarantees the information in this section

	Owner 1	Owner 2
Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	**Guaranteed** No Problem	**Guaranteed** No Problem
Not Actual Mileage | Exceeds Mechanical Limits	**Guaranteed** No Problem	**Guaranteed** No Problem

GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. **Register** | **View Terms** | **View Certificate**

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1	Owner 2
Total Loss No total loss reported to CARFAX.	✓ No Issues Reported	✓ No Issues Reported
Structural Damage No structural damage reported to CARFAX.	✓ No Issues Reported	✓ No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	✓ No Issues Reported	✓ No Issues Reported
Odometer Check Inconsistent mileage indicated.	**Mileage Inconsistency**	No New Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	✓ No Issues Reported	✓ No Issues Reported
Manufacturer Recall Check with an authorized General Motors dealer for any open recalls.	✓ No Recalls Reported	✓ No Recalls Reported
Basic Warranty Original warranty estimated to have expired.	**Warranty Expired**	**Warranty Expired**

CARFAX Detailed History

Glossary

Owner 1

Purchased:	2008
Type:	Personal
Where:	Texas
Est. length owned:	10/10/08 - 8/3/11 (2 yrs. 9 mo.)

Date:	Mileage:	Source:	Comments:
Original Equipment		OnStar	Vehicle equipped with OnStar & Personal Calling Press the Blue OnStar button in this vehicle, or click here for activation and membership information
09/27/2008	8	Service Plan Co. Willis, TX	Service contract issued
10/10/2008		Texas Motor Vehicle Dept. Willis, TX Title [redacted]	Title issued or updated First owner reported Titled or registered as personal vehicle Loan or lien reported

10/01/2009		Texas Motor Vehicle Dept. Willis, TX Title [redacted]	Title issued or updated Registration issued or renewed Loan or lien reported Passed safety inspection Registration updated when owner moved the vehicle to a new location
10/01/2009		Texas Motor Vehicle Dept. Spring, TX Title [redacted]	Registration issued or renewed Loan or lien reported Passed safety inspection
09/23/2010	52,270	Texas Inspection Station Conroe, TX	Passed emissions inspection MILEAGE INCONSISTENCY
			The mileage reported here conflicts with this vehicle's odometer history. Ask a mechanic or the seller to confirm the actual mileage - this entry may just be a clerical error.
10/01/2010		Texas Motor Vehicle Dept. Spring, TX Title [redacted]	Registration issued or renewed Loan or lien reported Passed safety inspection Registration updated when owner moved the vehicle to a new location

Owner 2

Purchased:	2011
Type:	Personal
Where:	Texas, Tennessee
Est. length owned:	8/3/11 - present (2 yrs. 1 mo.)

Date:	Mileage:	Source:	Comments:
08/03/2011		Tennessee Motor Vehicle Dept. Hixson, TN	Vehicle purchase reported
08/03/2011	41,283	Texas Motor Vehicle Dept. Little Elm, TX Title #06110440747134147	Title issued or updated New owner reported Vehicle color noted as White
09/27/2011	44,363	Texas Inspection Station Little Elm, TX	Passed emissions inspection
02/15/2012	55,727	TAS of Denton Denton, TX 940-387-5521	Four wheel alignment performed Oil and filter changed
04/17/2012	60,234	TAS of Denton Denton, TX 940-387-5521	Oil and filter changed
05/01/2012		Texas Motor Vehicle Dept. Little Elm, TX Title #06110440747134147	Registration issued or renewed Passed safety inspection Vehicle color noted as White
07/20/2012	64,090	TAS of Denton Denton, TX 940-387-5521	Oil and filter changed Air filter checked
10/09/2012	67,979	TAS of Denton Denton, TX 940-387-5521	Oil and filter changed Tires rotated

11/14/2012	Tennessee Motor Vehicle Dept. Hixson, TN Title [redacted]	Title or registration issued Registration updated when owner moved the vehicle to a new location Vehicle color noted as White

I'm here to help! Print and bring my SmartBuyer Checklist when you go to test drive this 2008 Chevrolet Trailblazer LS/LT.

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

CARFAX Glossary

View Full Glossary

CARFAX Price Adjustment™
Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

First Owner
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Mileage Inconsistency
If an odometer reading is less than a previous reading but CARFAX is uncertain whether the discrepancy is a rollback or a clerical error, then CARFAX calls it a "Mileage Inconsistency". In this case, you should verify the mileage with your dealer or a qualified mechanic.

New Owner Reported
When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1994 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued
A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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© 2013 CARFAX, Inc., an R.L. Polk & Co. company. All rights reserved.
Covered by United States Patents Nos. 7,113,853; 7,505,838 and 7,596,512.
9/16/13 9:39:24 AM (EDT)

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

Service Request Detail

SR No.	[redacted]	**Ref No.**		**Goodwill**	No Goodwill Offered	**BRC Type**	PAR
Account		**Site**		**GW SubType**		**Bus. Unit**	BRC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	PAR
Daytime #	[redacted]	**Evening #**	[redacted]	**UCC**	Electrical - Fuse Block / Fuses /	**Sub-Area**	ESIS Escalation
Address	[redacted]	**City**	New Oxford	**Involved Dir**		**Safety**	Yes
State	PA **ZipCd** [redacted]	**Con Acct**		**Source**	Phone	**Updated**	10/18/2013 05:29:39 PM
Serial #/VIN	2G4WD582781[redacted]	**Model Year**	2008	**Priority**	Medium **License #** [redacted]	**Owner**	[redacted]
Make	Buick	**Warr. Start**	08/13/2008	**Status**	Open	**Opened**	10/18/2013 04:46:34 PM
Model	LeCrosse	**Mileage**	39000	**Sub-Status**		**Closed**	
Abstract	Electrical Fuse Box fire						
Customer Description	This is a BRC PAR Case.Do not assume case.Forward any inquiries to HALLORKA 11090						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	10/2/2013 11:00:59 AM	N	0	0	Concrete	Dry	n/a	n/a

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]	[redacted]	5'5"	[redacted]	None

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
n/a	n/a		Donegal Ins

Incident Loc	garage 2330 Storms Store Rd New Oxford PA	**Incident Desc**	pulled into garage, 5 minutes later, smelled something burning, smoke, disconnected battery, melted relay box
Component	fuse box	**Damage Desc**	melted fuse and relays wiring harness
Vehicle Loc	Kyner's Auto Sales Inc2040 Lincoln E Way Chambersburg, PA	**Add'l Info**	
Emgcy Svc Names	n/a	**Maint Loc**	Just purchased in July

PAR Detail

Collision		**Non Collision**	Y	**Property Damage**	N	**Thermal Evt**	Y
Spec Equip	None						
Vehicle Speed	0	**Weather Condition**	Clear	**Prop Owner**	n/a	**Property Type**	n/a
Last Service Date		**Loc Last Service**		**Property Location**	n/a	**Prop Est Repair Cost**	
Veh Est Repair Cost	$1,400.00	**Spec Equip Installer**	n/a	**Prop Damage Description**	n/a		
Primary Veh Use	Personal	**Inspection Type**	Thermal Event	**Inspected By**	Inspection Not Performed	**Inspection Date/Time**	
Veh Damage Description	melted fuse and relays wiring harness			**Explain Other**			

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/21/2013 12:43:30 PM	BURCHAM	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Forwarding fro handling.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/18/2013 05:29:38 PM	HALLORKA	HALLORKA	Ownership Changed	Ownership Escalated to BRC	Done	10/18/2013 05:29:39 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/18/2013 05:28:41 PM	HALLORKA	HALLORKA	Scheduled Follow-up		Scheduled Alarm		Check for ESIS pu of file

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/18/2013 05:28:19 PM	HALLORKA	KINZERTH	Notify CRM		Done	10/21/2013 12:43:03 PM	Forwarding to ESIS for thermal event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/18/2013 05:19:47 PM	HALLORKA	HALLORKA	BRC PAR	Business Case	Done	10/18/2013 05:28:17 PM	Business Case

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Forwarding to ESIS for thermal event

KathyHalloran/ATX/BRC-PAR/11090

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/18/2013 05:19:21 PM	HALLORKA	HALLORKA	Research		Done	10/18/2013 05:28:09 PM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code

Comments

SRs: No other SRs for this VIN

Recalls: None

Branded Title: No

Warranty Block: No

Related Repair Hist: None

KathyHalloran/ATX/BRC-PAR/11090

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/18/2013 05:18:49 PM	HALLORKA	HALLORKA	BRC PAR	Inspection Not Required	Done	10/18/2013 05:19:20 PM	Inspection not required

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Inspection not required - forwarding to ESIS

KathyHalloran/ATX/BRC-PAR/11090

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/18/2013 05:18:14 PM	HALLORKA	HALLORKA	Outbound Email	DVM/CAM/Field	Done	10/18/2013 05:26:03 PM	Emailed DMA michael.j.cordell@gm.com For BRC Use Only

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

A product allegation claim has been made in your region. The customer is alleging a thermal event. This case is being escalated to ESIS because of the thermal event.

Customer Last Name Only [redacted]

Year, Make, Model:2008 Buick LaCrosse

VIN: 2G4WD58278[redacted]

No Dealership Involvement

This is only a notification. No action is required on your part at this time.

Thanks,

Kathy | PAC

Aditya Birla Minacs | Inspired Every Day
PAC Agent ATX
Phone (866) 790- 5600 x 11090 | Fax (866) 311 2784 www.kathleen_halloran@gmexpert.com

If you have further questions, please contact me between 9:00 a.m. and 5:30 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/18/2013 05:17:10 PM	HALLORKA	HALLORKA	Outbound Call Dealer	Dealer Initial	Done	10/18/2013 05:18:12 PM	No Initial Contact required.

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

No Initial Contact required. Customer has just purchased veh in July, 2013.

KathyHalloran/ATX/BRC-PAR/11090

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/18/2013 05:14:57 PM	HALLORKA	HALLORKA	Transfer	Customer Initial	Done	10/18/2013 05:17:09 PM	Patricia Zelanko

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Cust Sts: she had parked veh in garage, husband smelled electrical, saw smoke, popped hood,disconnected battery; melted fuse box, relays, wire harness. She is working with ins but wants to know why GM hasn't addressed this known issue.

CRS Sts: I read Required Statements for PAC Cases Document ID: d_1075834
and Reviewed the Pre-Par form questions with customer.I Gave the Cust my phone number and SR#.

KathyHalloran/ATX/BRC-PAR/11090

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/18/2013 05:14:21 PM	HALLORKA	HALLORKA	BRC PAR	Case Assigned	Done	10/18/2013 05:14:52 PM	Assigning file to PAC KathyHalloran/ATX/BRC-PAR/11090

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/18/2013 04:53:11 PM	HALLORKA	HALLORKA	Ownership Changed		Done	10/18/2013 04:53:11 PM	Service Request Ownership has changed FROM: VINLUAM1 TO: HALLORKA

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/18/2013 04:47:56 PM	VINLUAM1	VINLUAM1	Inbound Call Customer	Complex Request	Done	10/18/2013 04:52:18 PM	Underhood Fire

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Cust Sts:
I bought a used 2008 Buick LaCrosse from a used car dealer the end of July 2013
I had a concern with the headlamps, the low beam went out, and last October 2, 2013, as I was turning the low beam headlamps on, the relay switch under the hood caught on fire while the vehicle was parked
The relay switch was melted and the wiring harness was damaged
The vehicle is currently at the used car dealer in Chambersburg, PA where I bought it

Cust Sks:
Cost Assistance

CRS Adv:
That's not good and we would not want any customer to experience what you have described
we'll look into this further and see what options are available to us

' Michael Vinluan/CAC/Tier 1/Manila/Emp Lvl 1

Confidential Comments

UCC Information

UCC Code	Symptom	Description
N04	Thermal Event	Electrical - Fuse Block / Fuses / Relays

GM GlobalWarranty [redacted] Logout

October 22, 2013

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

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

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: 2G4WD58278[redacted] Model: 4WD19-2008 LACROSSE CXL

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open [redacted]

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

"The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

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: UHKN014Q XM Status: Inactive

OnStar Vehicle Diagnostics: N DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	02/25/2010	08/13/2008	175 MI	08/13/2014	Unlimited
	Bumper to Bumper Limited Warranty	02/25/2010	08/13/2008	175 MI	08/13/2012	50,175 MI
	Emission Select Component Ltd Wty	02/25/2010	08/13/2008	175 MI	08/13/2016	80,175 MI
	Powertrain Limited Warranty	02/25/2010	08/13/2008	175 MI	08/13/2013	100,175 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
05/21/2013	265906	ZREG---Regular Vehicle Transaction		8464430 - Front Wheel Drive Shaft Seal Replacement - Right Side	36,692 MI
10/24/2012	44048	ZREG—Regular Vehicle Transaction		E9740 - Gear Assembly, Power Steering - Replace	32,689 MI
06/11/2012	41056	ZREG—Regular Vehicle Transaction		B4261 - Front Side Door Lock Replacement - Left Side	30,530 MI
05/10/2011	33491	ZSSP—Special Sales Programs		Z2241 - Free Agent Retained and Discontinued 1 Yr Complimentary Service	21,509 MI
06/13/2008	A47919	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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Logout

October 22, 2013

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

INTERFACE WITH CUSTOMER

View Vehicle Build

This screen allows IVH users to view the initial build information on the selected VIN including option codes with descriptions (where available).

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: 2G4WD582781[redacted] Model: 4WD19-2008 LACROSSE CXL

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

[redacted]

Vehicle Build

Model: 4WD19-2008 LACROSSE CXL

Gross Vehicle Weight: 2,129

Order Number: MSZCVR

Build Date: 06/13/2008

Build Plant: 1

Option Codes

*IVH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

1SZ - OPTION PACKAGE DISCOUNT	51U - GOLD MIST METALLIC
532 - NEUTRAL	53i - NEUTRAL
6HN - SUSPENSION	7HN - SUSPENSION
8JC - SUSPENSION	9JC - SUSPENSION
AG1 - PWR SEAT ADJUST-DRIVER, 6 WAY	AG2 - PWR SEAT ADJUST-FRONT PASSENGER, 6 WAY
AL0 - SENSOR INF RESTR, CHILD DETECT	AL9 - POWER LUMBAR, DRIVER SEAT
AM9 - SEAT, REAR SPLIT FOLDING	AP3 - REMOTE VEHICLE START
AP9 - CONVENIENCE NET, CARGO	AR9 - SEATS, FRONT BUCKET WITH POWER ADJUST-DRIVER, 6 WAY
AT8 - RR CHILD SEAT RESTRAINT	AV6 - 6 PASSENGER SEATING
AY1 - AIR BAGS, DUAL FRONTAL, PASSENGER SENSING SYSTEM	B34 - FLOOR MATS, FRONT
B35 - FLOOR MATS, REAR	CJ2 - AUTO DUAL ZN AIR CONDITIONING
DCP - ONSTAR DIRECTIONS AND CONNECTIONS 1 YEAR FACTORY PACKAGE	DD8 - INSIDE REARVIEW MIRROR, AUTO DIMMING
DH6 - VISOR MIRRORS, LIGHTED	DK2 - POWER HEATED OUTSIDE MIRRORS
DK6 - OVERHEAD CONSOLE	F83 - AXLE, 3.05 RATIO
FE1 - SUSPENSION SYS, PREMIUM RIDE	FE9 - FEDERAL EMISSIONS
FFW - FUEL SYSTEM, SIEMENS	IP2 - INTERIOR TRIM DESIGN
JJD - I/P SUBASSEMBLY NOT INSTALLED	JL9 - ANTILOCK BRAKE SYSTEM, 4 WHEEL DISC
KA1 - DRIVER & FRONT PASSENGER HEATED SEATS	KG7 - GENERATOR - 125 AMP
L26 - ENGINE, 3.8L V6	M15 - 4 SPD AUTOMATIC TRANSMISSION
MX0 - TRANSMISSION, 4 SPD AUTOMATIC	N37 - TILT & TELESCOPIC STEERING WHL
NP5 - LEATHER WRAP	NT7 - EMISSION SYSTEM FEDERAL TIER 2

STEERING WHEEL	
NW7 - TRACTION CONTROL ASSIST	OST - PLANT CODE, OSHAWA 2
P04 - WHEELS, 17" CHROME TECH	PCI - DRIVER CONFIDENCE PACKAGE: *UNIVERSAL HOME REMOTE *INSIDE REARVIEW MIRROR, AUTO DIMMING *POWER HEATED OUTSIDE MIRRORS *PWR SEAT ADJUST-FRONT PASSENGER, 6 WAY *ULTRASONIC REAR PARKING ASSIST *REAR READING LIGHTS
QVS - TIRES, 17" ALL SEASON	R13 - CHROME APPEARANCE PACKAGE
R9N - PROCESSING CODE - SEAT	R9U - GM ACCESS/AUTOBOOK IDENTIFIER
SLM - SALES STOCK ORDERS	TR0 - REAR READING LIGHTS
U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.	U68 - DRIVER INFORMATION CENTER
U77 - ANTENNA - REAR WINDOW	UA6 - THEFT DETERRENT SYSTEM
UD7 - REAR PARKING ASSIST	UE1 - 1 YR ONSTAR DIRECTIONS W/TURN- BY-TURN NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC COVERAGE)
UG1 - UNIVERSAL HOME REMOTE	UH8 - INSTRUMENT CLUSTER - TRIP ODOM TACH & GAUGES
UJ2 - INDICATOR ENGINE OIL	UK3 - STEERING WHEEL RADIO CONTROLS
UN0 - AM/FM STEREO, CD PLAYER, AUTOTONE CONTROL, 6 SPEAKERS	UW6 - AUDIO SYSTEM, 6 SPEAKERS
V73 - STATEMENT-US/CANADA PRODUCED	VA5 - LABEL ENGLISH
VH9 - ENVELOPE, OWNERS MANUAL	VK3 - FRONT LICENSE PLATE BRACKET
VT7 - OWNER'S MANUAL, ENGLISH	ZFH - SPARE TIRE, COMPACT

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management: Site Map

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October 22, 2013

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

This screen allows IVH users to view the information on various major components added to the VIN selected during vehicle build.

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: 2G4WD58278[redacted] Model: 4WD19-2008 LACROSSE CXL
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open [redacted]

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Traceability: 0403961
Source Plant: B-BOC FLINT, MICHIGAN Part / Number Broadcast: BST
Date Scanned: 06/12/2008 Time Scanned: 17:28:00 Scan Station: 03

Component Code: 35-STEERING COLUMN - SIR SYSTEM Traceability: NN0401378
Source Plant: S-SAGINAW DIVISION SAGINAW,MI Part / Number Broadcast: D2D
Date Scanned: 06/12/2008 Time Scanned: 13:04:00 Scan Station: 03

Component Code: 61-TRANSMISSION Traceability: 4HT4
Source Plant: W-HYDRAMATIC WARREN, MICHIGAN Part / Number Broadcast: 8LBB
Date Scanned: 06/12/2008 Time Scanned: 17:28:00 Scan Station: 03

Component Code: 86-ELECTRONIC CONTROL MODULE (ECM) Traceability: 18157LBLX
Source Plant: M-DELCO ELECTRONICS MILWAUKEE, WISCONSIN Part / Number Broadcast: YSCX
Date Scanned: 06/12/2008 Time Scanned: 23:14:00 Scan Station: 03

Component Code: 87-BODY CONTROL MODULE Traceability: 0HHAMPM8Q
Source Plant: V- Part / Number Broadcast: VBCM
Date Scanned: 06/12/2008 Time Scanned: 23:14:00 Scan Station: 03

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY Traceability: 808710030
Source Plant: B-BOSCH BAILCHACH, GERMANY Part / Number Broadcast: 2925
Date Scanned: 06/12/2008 Time Scanned: 20:02:00 Scan Station: 03

Component Code: AB-IR-MODULE ASM-INFLATOR Traceability: 000022017
Source Plant: N-NIPPONDENSO Part / Number Broadcast: 4768
Date Scanned: 06/12/2008 Time Scanned: 13:04:00 Scan Station: 03

Component Code: AL-IR-MODULE ASM-I/P Traceability: 0155E0455
Source Plant: M-MORTON-THIOKOL Part / Number Broadcast: 9177
Date Scanned: 06/12/2008 Time Scanned: 13:04:00 Scan Station: 03

Component Code: AS-SENSING DIAGNOSTIC MODULE Traceability: 181586A42
Source Plant: K-DELCO ELECTRONICS KOKOMO,IN Part / Number Broadcast: 1499
Date Scanned: 06/12/2008 Time Scanned: 23:14:00 Scan Station: 03

Component Code: CA-SEQ NUM (FLEX) BODY ASM Traceability: 2190903
Source Plant: O- Part / Number Broadcast: ZZ
Date Scanned: 06/12/2008 Time Scanned: 01:09:00 Scan Station: 03

Component Code: CB-SEQ NUM (FLEX) BODY ASM Traceability: 2190903

Source Plant: -
Date Scanned: 06/06/2008
Part / Number Broadcast: 2ZZ
Time Scanned: 10:02:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS
Source Plant: -
Date Scanned: 06/12/2008
Traceability: 3206015
Part / Number Broadcast: 2PP
Time Scanned: 02:54:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Source Plant: -
Date Scanned: 06/12/2008
Traceability: 3214365
Part / Number Broadcast: 2GA
Time Scanned: 13:01:00 Scan Station:

Component Code: CZ-SEQ NUM (FLEX) GEN ASM
Source Plant: -
Date Scanned: 06/12/2008
Traceability: 239736
Part / Number Broadcast:
Time Scanned: 23:25:00 Scan Station: 03

Component Code: DF—
Source Plant: M-
Date Scanned: 06/12/2008
Traceability: 8158E0566
Part / Number Broadcast: 7007
Time Scanned: 17:37:00 Scan Station: 03

Component Code: DG—
Source Plant: M-
Date Scanned: 06/12/2008
Traceability: 8157E0708
Part / Number Broadcast: 7006
Time Scanned: 17:37:00 Scan Station: 03

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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Global Warranty

Logout

October 22, 2013

Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

This screen allows IVH users to view the available information on individual transaction for the VIN selected.

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: 2G4WD58278[redacted] Model: 4WD19-2008 LACROSSE CXL

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open [redacted]

Job Card Date: 05/21/2013 **Job Card Number: 265906**

Repair Service Agent: 113775
JENNINGS CHEVROLET, BUICK, GMC
916 NORLAND AVE
CHAMBERSBURG PA 17201-4203
7172644161

Odometer Reading: 36,692 MI
Authorization Code:

Process Date:
05/29/2013

Transaction Type:
ZREG—Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0344-Transmission - Fluid Leaks

Job Card Line #: 1 Transaction Adjustment: Cause Code: 4061-Interface (Gasket, Seal, Hose, Weld..) - Leaks

Labour Op 8464430-Front Wheel Drive Shaft Seal Replacement - Right Side
Causal Part Number 000000000024202835-SEAL KIT,FRT WHL DRV SHF
→See other Parts and/or Net Items

Job Card Date: 10/24/2012 **Job Card Number: 44048**

Repair Service Agent: 115675
KERN MOTOR COMPANY, INC.
2110 VALLEY AVE
WINCHESTER VA 22601-2792
5405671500

Odometer Reading: 32,689 MI
Authorization Code: A

Process Date:
11/08/2012

Transaction Type:
ZREG—Regular Vehicle Transaction

Transaction Expense Category:
Policy

Customer Complaint Code:
0327-Engine/Fuel/Exhaust - Fluid Leaks

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6061-Module/Component - Leaks

Labour Op E9740-Gear Assembly, Power Steering - Replace
Causal Part Number 000000000019207778-GEAR KIT,STRG (REMAN)
→See other Parts and/or Net Items

Job Card Date: 06/11/2012 Job Card Number: 41056

Repair Service Agent: 115675
KERN MOTOR COMPANY, INC.
2110 VALLEY AVE
WINCHESTER VA 22601-2792
5406671500

Odometer Reading: 30,530 MI
Authorization Code:

Process Date:
06/15/2012
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0524-Features/Controls/Displays - Locks/Keys/Keyless Remote
Job Card Line #: 1 Transaction Adjustment: Cause Code: 6017-Module/Component - Broken
Labour Op B4261-Front Side Door Lock Replacement - Left Side
Causal Part Number 000000000025878437-LOCK ASM-FRT S/D
→See other Parts and/or Net Items

Job Card Date: 05/10/2011 Job Card Number: 33491

Repair Service Agent: 115675
KERN MOTOR COMPANY, INC.
2110 VALLEY AVE
WINCHESTER VA 22601-2792
5406671500

Odometer Reading: 21,509 MI
Authorization Code:

Process Date:
05/19/2011
Transaction Type:
ZSSP----Special Sales Programs
Transaction Expense Category:
Special Sales Program
Customer Complaint Code:
-
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op Z2241-Free Agent Retained and Discontinued 1 Yr Complimentary Service
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 06/13/2008 Job Card Number: A47919

Repair Service Agent: 113773
DOMINION CHEVROLET-BUICK-GMC
12050 W BROAD ST
RICHMOND VA 23233-1001
8043644500

Odometer Reading: 0 MI
Authorization Code:

Process Date:
06/17/2008
Transaction Type:
ZPDI----Pre-Delivery Inspection
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op Z7000-Pre-Delivery Inspection - Base Time
Causal Part Number

Global Warranty Management: Site Map

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Logout

October 22, 2013

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

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: 2G4WD58278[redacted] Model: 4WD19-2008 LACROSSE CXL

Service Contract: **No** Branded Title: **No** Warranty Block: **No** PDI Status: **No**

Order Type: **70 - RETAIL - STOCK**

Field Actions: 0 Open

[redacted]

Invoice Information

Invoicing Service Agent: [redacted]
DOMINION CHEVROLET-BUICK-GMC
12050 W BROAD ST
RICHMOND VA 23233-1001 8043644500

Invoice Date: **06/13/2008**

Ship to Information

Ship to Service Agent: [redacted]
DOMINION CHEVROLET-BUICK-GMC
12050 W BROAD ST
RICHMOND VA 23233-1001 8043644500

Ship to Date: **N/A**

Delivery Information

Delivery Service Agent: **113641**
JIM STUTZMAN CHEVROLET-CADILLAC
2700 VALLEY AVE
WINCHESTER VA 22601-2628 5406671000

. Delivery Date: **08/13/2008**
Delivery Type: **010—INDIVIDUAL**
Delivery Odometer: **175**

In Service Information

Invoicing Service Agent:

In Service Date: **N/A**
In Service Type: **0000**
In Service Odometer: **0**

Registration Information

Registration Service Agent: **N/A**

Registration Date: **N/A**
Registration Number: **N/A**
Registration Odometer: **0**

Global Warranty Management: Site Map

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
248.778.1796 *fax*

Jemeia Price
Claims Administrator

November 4, 2013

[redacted]
New Oxford, PA [redacted]

RE: Claimant: [redacted]
Our File No.: [redacted]9
Our Client: General Motors LLC
Date/Event: 10/2/13
Subject vehicle: 2008 Buick LaCrosse
VIN: 2F4WD582781[redacted]

Dear Mrs. [redacted]:

I am responding to your demand in which you requested compensation, as a result of damage to the subject vehicle. It is our understanding that the controlling theory of liability against General Motors LLC (GM) would be Breach of Warranty. The Breach of Warranty Statute of Limitations in Pennsylvania is four years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on August 13, 2008, and this statute would have expired on Auguat 13, 2012. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

Jemeia Price

Jemeia Price
Claims Administrator

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

[redacted]

Logout

GM Global Warranty

July 10, 2014

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

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

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: 2G4WC58217[redacted] Model: 4WC19-2007 LACROSSE CX

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Customer Satisfaction Program	N070003	07003	MODIFICATION TO INCREASE SIDE IMPACT PROTECTION	03/08/2007	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
SB	G0000083901	Buick and GMC May/June Exclusive Service Offer	05/20/2011

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: N XM Radio ID: XM Status: NA

OnStar Vehicle Diagnostics: N DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	02/21/2010	01/02/2007	13 MI	01/02/2013	Unlimited
	Bumper to Bumper Limited Warranty	02/21/2010	01/02/2007	13 MI	01/02/2011	50,013 MI

Powertrain Limited Warranty	02/21/2010	01/02/2007	13 MI	01/02/2012	100,013 MI
Emission Select Component Ltd Wty	02/21/2010	01/02/2007	13 MI	01/02/2015	80,013 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
11/23/2010	275720	ZREG----Regular Vehicle Transaction		L1166 - Straps, Fuel Tank Retaining - One - Replace	45,495 MI
08/27/2007	097384	ZFAT----Field Action Recall		V1555 - 07003 - Modify Doors, Install Energy-Absorbing Material & Perform Door Wire Harness Update	8,147 MI
12/22/2006	094501	ZPDI----Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	2 MI
12/11/2006	A92592	ZPDI----Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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Warranty

Logout

July 10, 2014

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

INTERFACE WITH CUSTOMER

View Vehicle Build

This screen allows IVH users to view the initial build information on the selected VIN including option codes with descriptions (where available).

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: 2G4WC582171[redacted] Model: 4WC19-2007 LACROSSE CX

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Vehicle Build

Model: 4WC19-2007 LACROSSE CX

Gross Vehicle Weight: 2,112

Order Number[redacted]

Build Date: 12/11/2006

Build Plant: 1

Option Codes

*IVH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

1SZ - OPTION PACKAGE DISCOUNT	52B - NEUTRAL
52I - NEUTRAL	53U - SANDSTONE METALLIC
6HN - FRT LH COMPUTER SEL SUSP	7HN - FRT RH COMPUTER SEL SUSP
8JC - COMPONENT RR LH COMPUTER SEL	9JC - COMPONENT RR RH COMPUTER
AG1 - PWR SEAT ADJUST-DRIVER, 6 WAY	AL9 - POWER LUMBAR, DRIVER SEAT
AR9 - BUCKET SEATS & CONSOLE	AV8 - 6 PASSENGER SEATING
AY1 - AIR BAGS, DUAL FRONTAL, PASSENGER SENSING SYSTEM	B34 - FLOOR MATS, FRONT
B35 - FLOOR MATS, REAR	C67 - AIR CONDITIONING
DG7 - POWER OUTSIDE MIRRORS	DK6 - OVERHEAD CONSOLE
F83 - AXLE, 3.05 RATIO	FE1 - SUSPENSION SYS, PREMIUM RIDE
FE9 - FEDERAL EMISSIONS	IPB - INTERIOR TRIM DESIGN
JJD - I/P SUBASSEMBLY NOT INSTALLED	JL9 - ANTILOCK BRAKE SYSTEM, 4 WHEEL DISC
KG7 - GENERATOR - 125 AMP	L26 - ENGINE - 3.8L V6
M15 - TRANSMISSION, 4 SPD AUTOMATIC	MX0 - TRANSMISSION, 4 SPD AUTOMATIC
NK5 - STEERING WHEEL - STANDARD	NT7 - EMISSION SYSTEM FEDERAL TIER 2
NW7 - TRACTION CONTROL ASSIST	OST - OSHAWA ASSEMBLY
QB5 - WHEELS, 16" STEEL W/COVERS	QPX - TIRES, 16" ALL SEASON
R6J - CUSTOMER DIALOG NETWORK	R6K - ONSTAR TURN-BY-TURN NAVIGATION
R6P - PREMIUM PAINT	R9N - SEATS, LEATHER APPOINTED
SLM - SALES STOCK ORDERS	U2E - INSTRUMENT CLUSTER - TRIP ODOM TACH & GAUGES
U77 - ANTENNA - REAR WINDOW	UE1 - 1 YR ONSTAR DIRECTIONS W/TURN- BY-TURN NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC COVERAGE)
UN0 - AM/FM STEREO, CD PLAYER, AUTOTONE CONTROL, 6 SPEAKERS	UW6 - AUDIO SYSTEM, CONCERT SOUND II
V73 - STATEMENT- US/CANADA PRODUCED	VA5 - LABEL ENGLISH
VH9 - LEATHERETTE OWNERS MANUAL COVER	VK3 - FRONT LICENSE PLATE BRACKET
VT7 - OWNER'S MANUAL, ENGLISH	

Added Option Codes

Vehicle has no current record of SAIO codes.

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Global Warranty

Logout

July 10, 2014

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

This screen allows IVH users to view the information on various major components added to the VIN selected during vehicle build

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: 2G4WC5821[redacted] Model: 4WC19-2007 LACROSSE CX
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

REQUEST ANOTHER VIN

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Traceability: 0126340
Source Plant: B-BOC FLINT, MICHIGAN Part / Number Broadcast: BLC
Date Scanned: 12/08/2006 Time Scanned: 20:04:00 Scan Station: 03

Component Code: 35-STEERING COLUMN - SIR SYSTEM Traceability: 8P0353336
Source Plant: S-SAGINAW DIVISION SAGINAW,MI Part / Number Broadcast: ZYN
Date Scanned: 12/08/2006 Time Scanned: 17:46:00 Scan Station: 03

Component Code: 61-TRANSMISSION Traceability: 3F40
Source Plant: W-HYDRAMATIC WARREN, MICHIGAN Part / Number Broadcast: 7LBB
Date Scanned: 12/08/2006 Time Scanned: 20:04:00 Scan Station: 03

Component Code: 86-ELECTRONIC CONTROL MODULE (ECM) Traceability: 16332DLZ9
Source Plant: M-DELCO ELECTRONICS MILWAUKEE, WISCONSIN Part / Number Broadcast: YPRR
Date Scanned: 12/11/2006 Time Scanned: 11:20:00 Scan Station: 03

Component Code: AB-IR-MODULE ASM-INFLATOR Traceability: 000002235
Source Plant: N-NIPPONDENSO Part / Number Broadcast: 4766
Date Scanned: 12/08/2006 Time Scanned: 17:46:00 Scan Station: 03

Component Code: AL-IR-MODULE ASM-I/P Traceability: 0331C0102
Source Plant: M-MORTON-THIOKOL Part / Number Broadcast: 9177
Date Scanned: 12/08/2006 Time Scanned: 17:46:00 Scan Station: 03

Component Code: AS-SENSING DIAGNOSTIC MODULE Traceability: 363364AZQ
Source Plant: K-DELCO ELECTRONICS KOKOMO,IN Part / Number Broadcast: 4102
Date Scanned: 12/11/2006 Time Scanned: 11:20:00 Scan Station: 03

Component Code: CA-SEQ NUM (FLEX) BODY ASM Traceability: 1070088
Source Plant: O- Part / Number Broadcast: ZZ
Date Scanned: 12/06/2006 Time Scanned: 19:54:00 Scan Station: 03

Component Code: CB-SEQ NUM (FLEX) BODY ASM Traceability: 1070088
Source Plant: - Part / Number Broadcast: 2ZZ
Date Scanned: 12/02/2006 Time Scanned: 00:17:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: 2900444
Source Plant: - Part / Number Broadcast: 2PP
Date Scanned: 12/06/2006 Time Scanned: 22:17:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM Traceability: 2908843
Source Plant: - Part / Number Broadcast: 2GA
Date Scanned: 12/08/2006 Time Scanned: 15:01:00 Scan Station:

Component Code: CZ-SEQ NUM (FLEX) GEN ASM	Traceability: 592098	
Source Plant: -	Part / Number Broadcast:	
Date Scanned: 12/11/2006	Time Scanned: 11:29:00	Scan Station: 03
Component Code: DF----	Traceability: 7334C0693	
Source Plant: M-	Part / Number Broadcast: 5035	
Date Scanned: 12/08/2006	Time Scanned: 20:06:00	Scan Station: 03
Component Code: DG----	Traceability: 7335C0258	
Source Plant: M-	Part / Number Broadcast: 5034	
Date Scanned: 12/08/2006	Time Scanned: 20:06:00	Scan Station: 03

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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Warranty

Logout

July 10, 2014

Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

This screen allows IVH users to view the available information on individual transaction for the VIN selected.

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: 2G4WC58217[redacted] Model: 4WC19-2007 LACROSSE CX

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Job Card Date: 11/23/2010 Job Card Number: 275720

Repair Service Agent: 111340 Odometer Reading: 45,495 MI

MODERN AUTO COMPANY, INC. Authorization Code:
6224 HWY 100
WASHINGTON MO 63090-2545
6362396777

Process Date:
11/29/2010

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0323-Engine/Fuel/Exhaust - Engine Noise

Job Card Line #: 2 Transaction Adjustment: Cause Code: 1011-Surface (exterior) - Alignment/Adjustment

Labour Op L1166-Straps, Fuel Tank Retaining - One - Replace

Causal Part Number

Job Card Date: 08/27/2007 Job Card Number: 097384

Repair Service Agent: 111305 Odometer Reading: 8,147 MI

MEIER CHEVROLET-BUICK Authorization Code:
355 W SPRINGFIELD AVE
SULLIVAN MO 63080-1543
5734684161

Process Date:
09/14/2007

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims

Labour Op V1555-07003 - Modify Doors, Install Energy-Absorbing Material & Perform Door Wire Harness Update

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 12/22/2006 Job Card Number: 094501

Repair Service Agent: 111305 Odometer Reading: 2 MI

MEIER CHEVROLET-BUICK
355 W SPRINGFIELD AVE
SULLIVAN MO 63080-1543
5734684161

Authorization Code:

Process Date:
01/02/2007

Transaction Type:
ZPDI----Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims

Labour Op Z6999-PDI Related Fluid Adds

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 12/11/2006 Job Card Number: A92592

Repair Service Agent: 111305 Odometer Reading: 0 MI

MEIER CHEVROLET-BUICK
355 W SPRINGFIELD AVE
SULLIVAN MO 63080-1543
5734684161

Authorization Code:

Process Date:
12/15/2006

Transaction Type:
ZPDI----Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

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Logout

Global Warranty

July 10, 2014

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

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: 2G4WC58217[redacted] Model: 4WC19-2007 LACROSSE CX

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Invoice Information

Invoicing Service Agent: 111305
MEIER CHEVROLET-BUICK
355 W SPRINGFIELD AVE
SULLIVAN MO 63080-1543 5734684161

Invoice Date: 12/11/2006

Ship to Information

Ship to Service Agent: 111305
MEIER CHEVROLET-BUICK
355 W SPRINGFIELD AVE
SULLIVAN MO 63080-1543 5734684161

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 111305
MEIER CHEVROLET-BUICK
355 W SPRINGFIELD AVE
SULLIVAN MO 63080-1543 5734684161

Delivery Date: 01/02/2007
Delivery Type: 010---INDIVIDUAL
Delivery Odometer: 13

In Service Information

Invoicing Service Agent:

In Service Date: N/A
In Service Type: 0000
In Service Odometer: 0

Registration Information

Registration Service Agent: N/A

Registration Date: N/A
Registration Number: N/A
Registration Odometer: 0

Global Warranty Management: Site Map

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[redacted]

Service Request Detail

SR No.	[redacted]	**Ref No.**		**Goodwill**	No Goodwill Offered	**BRC Type**	N/A
Account		**Site**		**GW SubType**		**Bus. Unit**	BRC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	PAR
Daytime #	[redacted]	**Evening #**		**UCC**	Steering - Column / Ignition Lock /	**Sub-Area**	ESIS Escalation
Address	[redacted]	**City**	Potosi	**Involved Dlr**	Turner Chevrolet-Cadillac CO Inc	**Safety**	Yes
State	MI MO **ZipCd**	**Con Acct**		**Source**	Phone	**Updated**	7/9/2014 05:20:50 PM
Serial #/VIN	2G4WC582171[redacted]	**Model Year**	2007	**Priority**	Medium **License #**	**Owner**	[redacted]
Make	Buick	**Warr. Start**	01/02/2007	**Status**	Open	**Opened**	7/7/2014 03:24:54 PM
Model	LaCrosse	**Mileage**	100400	**Sub-Status**		**Closed**	
Abstract	RFI: Recall 14299 - Customer claims neck injury						
Customer Description	Not a PAC case - no accident or collision.Customer claims neck injury. Customer seeks assistance in getting the vehicle repaired.						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People In Veh	Road Surface	Road Cond.	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Incident Loc		Incident Desc	
Component		Damage Desc	
Vehicle Loc		Add'l Info	
Emgcy Svc Names		Maint Loc	

PAR Detail

Collision	**Non Collision**	**Property Damage**	**Thermal Evt**	**Spec Equip**			
Vehicle Speed		**Weather Condition**		**Prop Owner**		**Property Type**	
Last Service Date		**Loc Last Service**		**Property Location**		**Prop Est Repair Cost**	
Veh Est Repair Cost		**Spec Equip Installer**		**Prop Damage Description**			
Primary Veh Use		**Inspection Type**		**Inspected By**		**Inspection Date/Time**	
Veh Damage Description				**Explain Other**			

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/2014 05:20:52 PM	NZ44TQ	NZ44TQ	Scheduled Follow-up		Scheduled Alarm		Rose, Bridgette

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

follow up on ESIS escalation

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/2014 05:17:27 PM	NZ44TQ	ESISBIQU	Escalation	ESIS - Injuries	In Progress		CRS alerting ESIS

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Customer alleges the vehicle's ignition switch was defective, and caused the vehicle to stall suddenly, injuring her neck.

The customer was advised to seek medical attention.

Terry Schalk/WMI/PAC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/2014 01:15:19 PM	NZ44TQ	NZ44TQ	Inbound Call Customer		In Progress		customer

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

customer driving up a ramp in the parking garage, headlights went off, tapped on the side of ignition where the key was at. When customer taps on the ignitiopn, the car shut off. started rolling backwards, hit the brakes, and put it into park, turned key again, car started, got off the off ramp, parked, and still no headlights Tried to move the shifter knob vehicle stalled again. headlights off, restarted the car feels like

last octbour headlights go off. Turner Chev to help with headlights 3 choices / but no cash to repair. has been happening ignition stopped 7 ntimes. has brights headlights.

Customer states that she has neck pain and claims that what happened on July 4th. Cusotmer has not seen a doctor yet.

Customer seeks for GM to cover her medical expenses and vehicle repair.

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/9/2014 01:00:53 PM	DZR6J9	DZR6J9	Inbound Call Customer		Done	7/9/2014 01:16:10 PM	**Assisting Only***

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Cust sts: She needs to talk to claims, they were supposed to call her first thing this morning but they have not called her yet.

Cust sks: She needs medical attention due to this issue and does not have medical insurance.

CRS warm transferred customer to owning agent - Terry.

IdowuAdams/CAC/WMI/T2/EXT11702/LVL1 (Assisting T1)

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/2014 08:22:43 PM	CZPC9C	NZ44TQ	Scheduled Follow-up		Done	7/9/2014 01:13:26 PM	Cust Initial - Rose, Bridgette

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/2014 08:22:36 PM	CZPC9C	NZ44TQ	Notify CRM		In Progress		New case

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/2014 08:22:27 PM	CZPC9C	NZ44TQ	Research		In Progress		VIN scan

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/2014 08:21:39 PM	CZPC9C	NZ44TQ	BRC PAR	Case Assigned	In Progress		Assigned NZ44TQ/ext 21564

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/2014 08:21:37 PM	CZPC9C	NZ44TQ	SR Opened		Done	7/8/2014 08:21:37 PM	SR in Status of Closed has been Re-Opened by CZPC9C

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/2014 08:21:35 PM	CZPC9C	NZ44TQ	SR Closed - Dissatisfied		Done	7/8/2014 08:21:35 PM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/2014 08:21:08 PM	CZPC9C	NZ44TQ	Ownership Changed		Done	7/8/2014 08:21:08 PM	Service Request Ownership has changed FROM: WILLIAAY TO: NZ44TQ

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/8/2014 06:48:05 PM	ZZWLB0	BRCPARQ	Escalation	CAC to PAC	Done	7/8/2014 08:21:13 PM	Neck injury

[redacted]	Name	Account	BAC Code

Comments

Customer states that her vehicle came to a sudden stop on a ramp and she is now experiencing some pain. She has not went to see a doctor yet. She will be visiting a doctor but seeks assistance with medical costs. Customer says she has no insurance.

Customer advised that callback turntime is 24hrs. The best time to contact customer is in the morning from 8am to 10am Cental Time

Tameka Johnson/CAC/WMI/T/LVL0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/7/2014 04:14:13 PM	WILLIAAY	OLMOSIS	Manager Review	Case Closure	Done	7/8/2014 08:21:18 PM	Review to close.

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/7/2014 04:10:57 PM	WILLIAAY	WILLIAAY	SR Summary	SR Closure Review	Done	7/7/2014 04:14:44 PM	Cust called regarding recall.

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Cust sks: Issues with vehicle and wondering why vehicle is not involved with recall with all these problems arising with vehicle.

Resolution: Found recall in kana looking up make and model of vehicle in recall matrix. contacted ce manager about recall. ce manager said no active recalls on vehicle. cust got disconnected with agent, called cust back and left voicemail saying i would speak out to ce manager. ce manager said he would call customer back.

Resources: GWM, Kana.

aylawilliams/atx/tier1/lvl0

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/7/2014 03:42:38 PM	WILLIAAY	WILLIAAY	Inbound Call Customer	Escalation	Done	7/7/2014 04:14:40 PM	RFI for recall on vehicle.

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Cust sts: 2007 buick lacrosse. went to dealership with vin no recall on it having issues. headligts would just go off couldn't get headlights back on. sometimes would have to risk driving with brights lost complete power of vehicle. dealership says no recall on vehicle. went to dealership last october. Ignition switch is messing up wires coming out.

Cust sks: Recall information on vehicle and problems with taking it into dealership for waving diagnostic fee due to recall.

crs advs: Spoke with customer about active recall found in recall matrix with kana and not on gwm, spoke with cust about getting diagnostic fee waved since vehicle was invloved in recall. will contact CE mgr to get her an appointment with dealership. Cust insisted on speaking to mngr got PC on the line with cust. Cust hung up on accident left cust voicemail.

aylawilliams/atx/tier1/lvl0

aylawilliams/atx/tier1/lvl0

Confidential Comments

UCC Information

UCC Code	Symptom	Description
M41	No Symptom Indicated	Steering - Column / Ignition Lock / Parts

This CARFAX Vehicle History Report provided free of charge by:

ESIS GM
300 Renaissance Ctr
Detroit, MI 48243
586-212-2141

SHOW ME THE CARFAX

CARFAX® Vehicle History Report™

US $39.99

An independent company established in 1986

Vehicle Information:
2007 BUICK LACROSSE CX
VIN: 2G4WC58217[redacted]
SEDAN 4 DR
3.8L V6 SFI
FRONT WHEEL DRIVE
Standard Equipment | Safety Options

CARFAX Report Provided By:
ESIS GM
300 Renaissance Ctr
Detroit, MI 48243
586-212-2141

- No accident / damage reported to CARFAX
- **2** Previous owners
- **1** Service record available
- Personal vehicle
- **99,852** Last reported odometer reading
- **$390** Above retail book value

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 7/11/14 at 11:53:01 AM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Price Calculator™

Adjust the value of this **2007 Buick Lacrosse CX** based on the information available in this report

1) Retail Book Value	2) CARFAX Price Adjustment™	3) Adjusted Retail Value
$ 0	+ $390	Begin by entering the retail book value
Enter retail book value here	Above retail book value	

Start by entering the retail book value from a pricing guide website.

This vehicle is worth more than average, based on information in this report.

Compare adjusted retail value to seller's asking price when making your decision.

Ownership History

The number of owners is estimated

	Owner 1	Owner 2
Year purchased	2007	2012
Type of owner	Personal	Personal
Estimated length of ownership	4 yrs. 11 mo.	2 yrs. 6 mo.
Owned in the following states/provinces	Missouri	Missouri
Estimated miles driven per year	11,673/yr	17,133/yr

Last reported odometer reading	57,423	99,852

CARFAX Title History

CARFAX guarantees the information in this section

	Owner 1	Owner 2
Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage | Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem

GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register | View Terms | View Certificate

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1	Owner 2
Total Loss No total loss reported to CARFAX.	No Issues Reported	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	No Issues Reported	No Issues Reported
Manufacturer Recall Check with an authorized General Motors dealer for any open recalls.	No Recalls Reported	No Recalls Reported
Basic Warranty Original warranty estimated to have expired.	**Warranty Expired**	**Warranty Expired**

Tell us what you know about this vehicle

CARFAX Detailed History

Glossary

Owner 1

Purchased:	2007
Type:	Personal
Where:	Missouri
Est. miles/year:	11,673/yr
Est. length owned:	1/2/07 - 12/3/11 (4 yrs. 11 mo.)

Low mileage!
This owner drove less than the industry average of 15,000 miles per year.

Date:	Mileage:	Source:	Comments:
Original Equipment		OnStar	Vehicle equipped with OnStar & Personal Calling Press the Blue OnStar button in this vehicle, or click here for activation and membership information
01/02/2007	13	Missouri Motor Vehicle Dept.	Vehicle purchase reported Titled or registered as personal vehicle
01/05/2007		Missouri Motor Vehicle Dept. Owensville, MO Title #TCA96506	Title issued or updated Title or registration issued First owner reported
05/21/2008		Missouri Motor Vehicle Dept. Owensville, MO Title #[redacted]	Title or registration issued
			Title or registration issued

05/13/2009		Missouri Motor Vehicle Dept. Owensville, MO Title #TCA96506	
06/07/2011		Missouri Motor Vehicle Dept. Owensville, MO Title #TCA96506	Registration issued or renewed
12/02/2011	57,423	Missouri Inspection Station Sullivan, MO	Passed emissions inspection
12/03/2011		Dealer Inventory Sullivan, MO	Vehicle offered for sale

Owner 2

Purchased:	2012
Type:	Personal
Where:	Missouri
Est. miles/year:	17,133/yr
Est. length owned:	1/7/12 - present (2 yrs. 6 mo.)

Date:	Mileage:	Source:	Comments:
01/07/2012	57,606	Missouri Motor Vehicle Dept.	Vehicle purchase reported
01/31/2012		Missouri Motor Vehicle Dept. Potosi, MO Title #TLG76266	Title issued or updated Registration issued or renewed New owner reported Loan or lien reported
06/06/2012		Missouri Motor Vehicle Dept. Potosi, MO Title #TLG76266	Registration issued or renewed Loan or lien reported
05/28/2013		Missouri Motor Vehicle Dept. Potosi, MO Title #TLG76266	Registration issued or renewed Loan or lien reported
06/25/2014	99,852	Plaza Tire Service Potosi, MO 573-436-2777 plazatireservice.com	Tire condition and pressure checked One tire mounted and balanced

Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.

I'm here to help! Print and bring my SmartBuyer Checklist when you go to test drive this 2007 Buick Lacrosse CX.

Tell us what you know about this vehicle

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

CARFAX Glossary

View Full Glossary

CARFAX Price Adjustment™
Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

First Owner
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

New Owner Reported

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1994 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued
A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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© 2014 CARFAX, Inc., an R.L. Polk & Co. company. All rights reserved.
Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
7/11/14 11:53:01 AM (EDT)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2007 BUICK LACROSSE vehicle (VIN: 2G4WC58217[redacted] which is based on information supplied to CARFAX and available as of 7/11/14 at 11:53 AM (EDT).

Customer Signature Date Dealer Signature Date

CARFAX

VEHICLE HIGHLIGHTS

2007 BUICK LACROSSE CX
VIN: 2G4WC582171[redacted]
Body Style: SEDAN 4 DR
Engine Size: 3.8L V6 SFI
Drivetrain: FRONT WHEEL DRIVE

Original Manufacturer's Warranty:
Basic Warranty Expired
Please confirm remaining factory warranty and extended warranty options with your dealer!
The original manufacturer's warranty includes:
48 months or 50,000 miles

OWNERSHIP HISTORY:

Number of Owners:	2
Last owned in the following state/province:	Missouri
Annual average mileage:	13,345 LOW MILEAGE*

*Below industry annual average of 15,000 miles

STATE DMV-REPORTED TITLE PROBLEMS:

None of these major title problems were reported by a state Department of Motor Vehicles:

Salvage, Junk, Rebuilt, Fire, Flood, Hail, Lemon	**Guaranteed** No Problem
Not Actual Mileage, Exceeds Mechanical Limits	**Guaranteed** No Problem

ACCIDENTS AND OTHER ISSUES:

No issues reported to CARFAX on the following:

Total Loss	✓ No Issues Reported
Structural Damage	✓ No Issues Reported

Courtesy of

ESIS GM

300 Renaissance Ctr

Detroit, MI 48243

586-212-2141

Information excerpted from the CARFAX Vehicle History Report and/or Safety & Reliability Ratings; see full reports for additional information, glossary of terms, source attributions,disclaimers & limitations. Go to carfax.com for complete Buyback Guarantee terms and conditions.

Airbag Deployment	✅ No Issues Reported
Odometer Rollback	✅ No Issues Reported
Other Accidents / Damage	✅ No Issues Reported

Ask your dealer for the full CARFAX® Vehicle History Report™

Sean Z Kelly

From:	Chris Roffey
Sent:	Friday, June 20, 2014 9:02 PM
To:	John Pew; Jon W Ball; Deborah Roche; Vicki R Williams; Cheryl Ashton; Lisa Cudworth; Joshua Preister; Annette Rigdon; Christine Ballas; Christine Zappone; Jemeia Price; Kelly Kufel; Megan Bassett; Neatrice Jackson; Paul F Olle; Sasha Henson; Sean Z Kelly; Susan Braun; Yvette Young
Subject:	FW: Internal notification for: G_0000194515 Stop Delivery Order – Upcoming Safety Recall 14299
Attachments:	GM Style Sheet.css; 14299 Impala Limited US BAC List.xlsx

Chris C. Roffey
ESIS/GM Central Claims Unit
Renaissance Center
Mail Code 482 C19 B61
P O Box 300
Detroit, MI 48265
313.665.3376
Fax: 248.778.1817

From: gm_gmssg_q01 [mailto:nobody@gm.com]
Sent: Friday, June 20, 2014 8:12 PM
To: Chris Roffey
Subject: Internal notification for: G_0000194515 Stop Delivery Order – Upcoming Safety Recall 14299

Date: 6/20/2014 Ref. number: Service / Field Action / G_0000194515
Subject: **Stop Delivery Order – Upcoming Safety Recall 14299**

GM CUSTOMER CARE AND AFTERSALES
DCS3178
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 20, 2014

Subject: Stop Delivery Order – Upcoming Safety Recall 14299

Models: 2005-2009 Buick Allure (Canada)
2005-2009 Buick LaCrosse
2006-2011 Buick Lucerne
2000-2005 Cadillac DeVille
2006-2011 Cadillac DTS
2006-2007 Chevrolet Monte Carlo
2006-2014 Chevrolet Impala Limited (Fleet Only)

To: All General Motors Dealers

Attention: Dealer, Dealer Principal, General Manager, General Sales Manager, New Vehicle Sales Manager, Used Vehicle Sales Manager, Parts and Service Director and Service Manager

STOP DELIVERY ORDER

Effective immediately, stop the delivery of all 2005-2009 Buick Allure (Canada), 2005-2009 Buick LaCrosse, 2006-2011 Buick Lucerne, 2000-2005 Cadillac DeVille, 2006-2011 Cadillac DTS, 2006-2007 Chevrolet Monte Carlo, 2006-2014 Chevrolet Impala Limited (Fleet Only) vehicles in new or used vehicle inventory.

The ignition switch on these vehicles may inadvertently move out of the “run” position if the key is carrying added weight and the vehicle goes off road or experiences some other jarring event.

If any of these vehicles are in dealer inventory (new or used), they must be held and not delivered to customers, dealer traded, or used for demonstration purposes until further instructions are received.

Only one of the models included in this safety recall is still in production – the previous generation Chevrolet Impala, which is sold to daily rental fleets as the Impala Limited. The attached file provides the Vehicle Identification Number (VIN) of each involved vehicle that our records indicate is currently in new vehicle inventory. It is sorted by dealer Business Associate Code (BAC) for easy reference. According to GM records, the total number of involved U.S. vehicles currently in new vehicle inventory is 2,504.

Instructions for removing the involved vehicles from this stop delivery will be provided in the near future when recall 14299 is released.

Please do not call GM Technical Assistance.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Message Attachment(s):

14299 Impala Limited US BAC List.xlsx MS Excel Workbook 2007 (63.40KB)
14299 Impala Lim ted US BAC List

Contact name: Loren Rusk
E-Mail: loren.rusk@gm.com
Department: Service - Brand Quality
Phone:

Intended roles: Dealer, Dealer Principal, General Manager, General Sales Manager, New Veh cle Sales Manager, Parts & Serv ce Director, Serv ce Manager, Used Vehicle Sales Manager
Archives: 12/20/2014
Expires: 6/20/2015

ESIS/General Motors LLC
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000
Sean.z.kelly@gm.com

313.665.3500 *tel*
248.778.1748 *fax*

Sean Kelly
Claims Administrator

5

July 17, 2014

[redacted]

Potosi MO [redacted]

RE: Claimant: [redacted]
Our File No.:
Our Client: General Motors, LLC
Date/Event: 7-4-14
Subject vehicle: 2007 Buick Lacrosse

Dear Ms. [redacted]

ESIS provides administrative claims handling services to General Motors LLC (GM) for all product liability claims. Thank you for discussing this matter with me on July 17, 2014.

I understand you are pursuing a bodily injury and property damage claim stemming from the July 4, 2014 incident.

I will assign an investigator to inspect your vehicle at Turner Chevrolet. As part of that inspection we will conduct a download of the SDM, which you agreed to today.

I'm also attaching a Medical Authorization for you to complete, sign and return to me.

After our investigation is complete I will be in touch with you.

Finally, you agreed to allow us to inspect your 2007 Buick Lacrosse and retrieve data from the air bag system.

As part of the inspection, we will likely take photographs and measurements. Also, your vehicle is equipped with an air bag Sensing and Diagnostic Module (SDM). As explained in the Owner's Manual, in addition to its other functions, the SDM records information about the air bag system and other crash related data in an air bag deployment event and some near-deployment crashes. The SDM in your vehicle also records the following pre-crash data: vehicle speed, throttle position, brake application and engine RPM for 5 seconds prior to the deployment or near deployment event. As part of our investigation, we will download the SDM data using the Vetronix Crash Data Retrieval software. We will provide you with a copy of that data at the time we retrieve it or as soon after as is practical.

Please note the potential GM uses of this crash data once GM has a copy in its files. Once collected, the SDM crash data is available for GM's research needs. Also, in summary form, this information may be provided to non-GM organizations (i) which have a reasonable need for it, (ii) which have a demonstrated ability to utilize such data, and (iii) which are expected to use it for studies aimed at improving safety to the benefit of the public at large, the auto industry, or GM. However, information which ties SDM crash

5

data to a particular vehicle, such as VIN, owner name, or date and location, will generally not be disclosed by GM other than (a) to the involved owner/lessee or his/her designated agent, (b) in response to an official request of police or similar government office, (c) for research where appropriate confidentiality is maintained and need is shown, (d) as part of GM's defense of litigation involving the subject vehicle or other GM products, or (e) as otherwise required by law.

Sincerely,

Sean Kelly

Sean Kelly

Attachment: Med Auth

IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are access ble using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

CDR File Information

User Entered VIN	2G4WC58217119[redacted]
User	Robert Beck
Case Number	[redacted]
EDR Data Imaging Date	07/21/2014
Crash Date	01/01/2014 (no accident)
Filename	[redacted] - 2G4WC582171[redacted] ACM.CDRX
Saved on	Monday, July 21 2014 at 11:14:50
Collected with CDR version	Crash Data Retrieval Tool 13.0
Reported with CDR version	Crash Data Retrieval Tool 13.0
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

Vehicle powered by its own battery source.
CDR download connection was made with the DLC.
SIR/air bag lamp illuminated and flashed when the ignition switch was turned to the ON position. Lamp went OFF and remained OFF.
Mileage - 100,659
Location of download was conducted at Turner Chevrolet at 1005 E. Main Street in Park Hills, Missouir 63601.

Data Limitations

Recorded Crash Events:
There are two types of Recorded Crash Events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). It contains Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event may be overwritten by another Non-Deployment Event. This event will be cleared by the SDM, after approximately 250 ignition cycles. This event can be overwritten by a second Deployment Event, referred to as a Deployment Level Event, if the Non-Deployment Event is not locked. The data in the Non-Deployment Event file will be locked, if the Non-Deployment Event occurred within five seconds before a Deployment Event. A locked Non Deployment Event cannot be overwritten or cleared by the SDM.
The second type of SDM recorded crash event is the Deployment Event. It also contains Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. If a Deployment Level Event occurs within five seconds after the Deployment Event, the Deployment Level Event will overwrite any non-locked Non-Deployment Event. Deployment Events cannot be overwritten or cleared by the SDM. Once the SDM has deployed an air bag, the SDM must be replaced.

Data:
-SDM Recorded Vehicle Longitudinal Velocity Change reflects the change in longitudinal velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Longitudinal Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. For Deployment Events, the SDM will record 100 milliseconds of data after Deployment criteria is met and up to 50 milliseconds before Deployment criteria is met. For Non-Deployment Events, the SDM can record up to the first 150 milliseconds of data after algorithm enable. Velocity Change data is displayed in SAE sign convention.
-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
-SDM Recorded Vehicle Speed accuracy can be affected by various factors, including but not limited to the following:
- -Significant changes in the tire's rolling radius
- -Final drive axle ratio changes
- -Wheel lockup and wheel slip

-Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.
-Pre-Crash data is recorded asynchronously. The 1.0 second Pre-crash data value (most recent recorded data point) is the data point last sampled before AE. That is to say, the last data point may have been captured just before AE but no more than 1.0 second before AE. All subsequent Pre-crash data values are referenced from this data point.
-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:
- -The SDM receives a message with an "invalid" flag from the module sending the pre-crash data
- -No data is received from the module sending the pre-crash data
- -No module present to send the pre-crash data

-Driver's Belt Switch Circuit Status indicates the status of the driver's seat belt switch circuit. If the vehicle's electrical system is compromised during a crash, the state of the Driver's Belt Switch Circuit may be reported other than the actual state.
-The Time between Non-Deployment to Deployment Events is displayed in seconds. If the time between the two events is greater than five seconds, "N/A" is displayed in place of the time.
-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
-All data should be examined in conjunction with other available physical evidence from the vehicle and scene.

Data Source:
All SDM recorded data is measured, calculated, and stored internally, except for the following:
-Vehicle Speed, Engine Speed, and Percent Throttle data are transmitted by the Powertrain Control Module (PCM), via the vehicle's communication network, to the SDM.
-Brake Switch Circuit Status data is transmitted by either the ABS module or the PCM, via the vehicle's communication network, to the SDM. Depending on vehicle option content, the Brake Switch Circuit Status data may not be available.
-The SDM may obtain Belt Switch Circuit Status data a number of different ways, depending on the vehicle architecture. Some switches are wired directly to the SDM, while others may obtain the data from various vehicle control modules, via the vehicle's communication network.

Hexadecimal Data:
Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR tool.

01014_SDMDW_r004

Hexadecimal Data

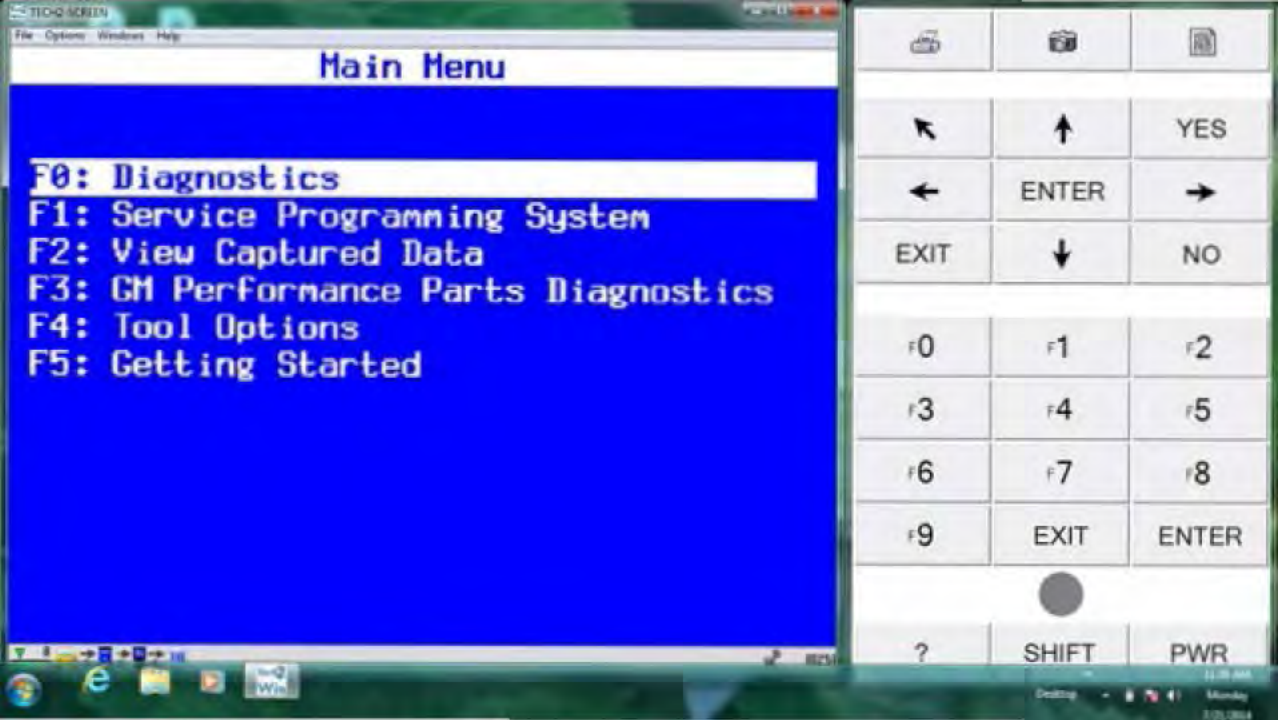
Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

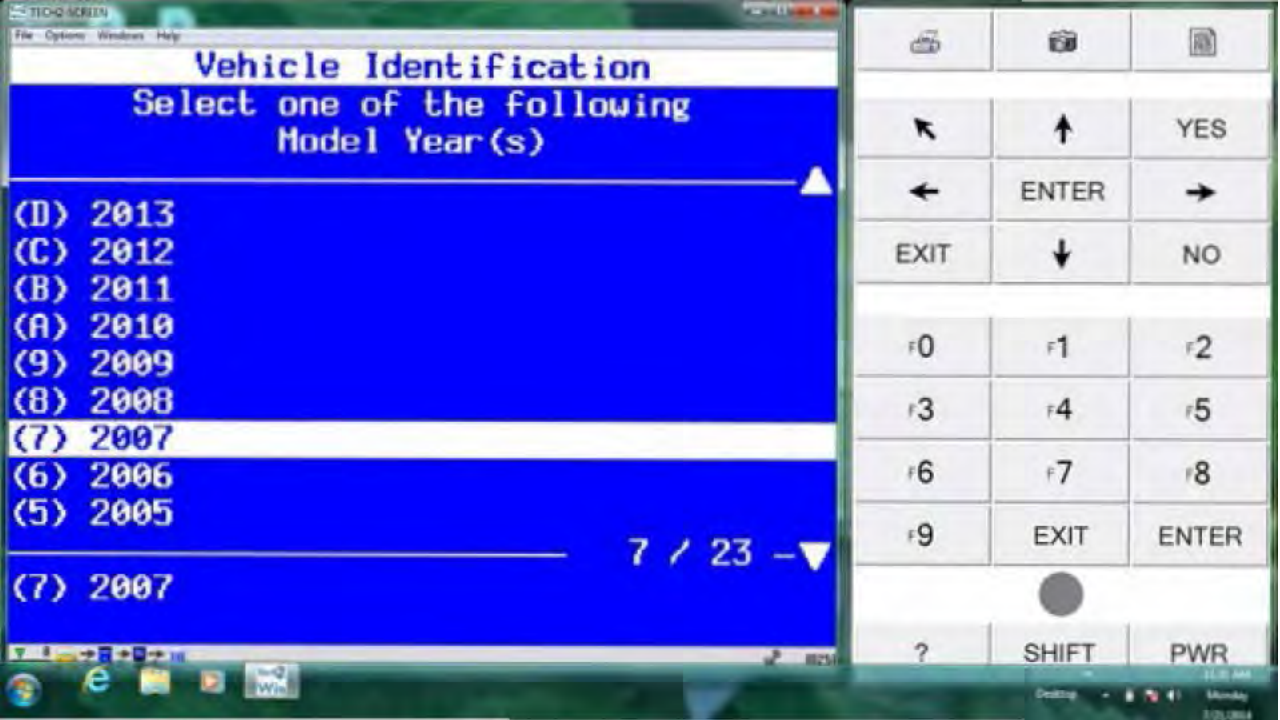
```
$01  A1 52 2F 2F 00 00
$02  C2 10 00 00 00 00
$03  41 53 36 33 33 36
$04  4B 34 41 5A 51 33
$05  02 41 3C 3C C5 00
$06  15 91 41 02 00 00
$10  F8 84 F8 00 00 00
$11  98 00 00 00 00 80
$12  60 40 FF FF 00 00
$13  0A 00 00 00 00 00
$14  FF 55 ED A5 55 00
$18  80 80 80 7D 7D 7E
$1C  34 FA 57 FA FA FA
$1D  FA 34 FA 57 FA FA
$1E  FA FA 00 00 00 00
$1F  00 7D 00 00 00 00
$20  FF FF FF FF FF 00
$21  FF FF FF FF FF FF
$22  FF FF FF FF 00 00
$23  FF FF FF FF FF FF
$24  FF FF FF FF FF FF
$25  FF FF FF FF 00 00
$26  FF FF FF FF FF FF
$27  FF FF FF FF FF 00
$28  FF FF FF FF FF FF
$29  FF FF FF FF FF 00
$2A  FF FF FF FF 00 00
$2B  FF FF FF FF FF FF
$2C  FF FF FF FF FF FF
$2D  FF FF FF FF 00 00
$2E  FF FF FF 00 00 00
$30  FF FF FF FF FF 00
$31  FF FF FF FF FF FF
$32  FF FF FF FF 00 00
$33  FF FF FF FF FF FF
$34  FF FF FF FF FF FF
$35  FF FF FF FF FF FF
$36  FF FF FF FF FF FF
$37  FF FF FF FF FF FF
$38  FF FF FF FF FF 00
$39  FF FF FF FF FF FF
$3A  FF FF FF FF FF 00
$3B  FF FF FF FF 00 00
$3C  FF FF FF FF FF FF
$3D  FF FF FF FF 00 00
$3E  FF FF FF 00 00 00
$40  FF FF FF FF FF 00
$41  FF FF FF FF FF FF
$42  FF FF FF FF 00 00
$43  FF FF FF 00 00 00
$44  FF 00 00 00 00 00
$50  FF FF FF FF FF FF
$51  FF FF 00 00 00 00
$60  FF FF FF FF FF FF
$61  FF 00 00 00 00 00
```

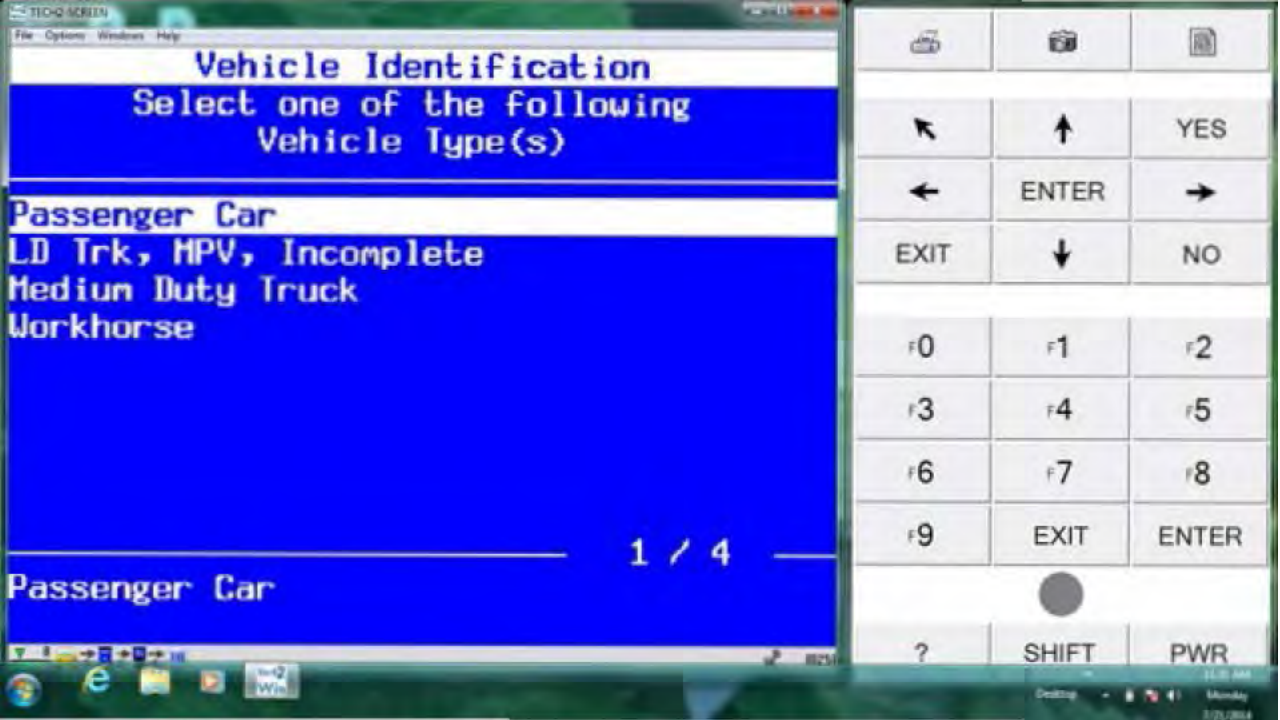
Disclaimer of Liability

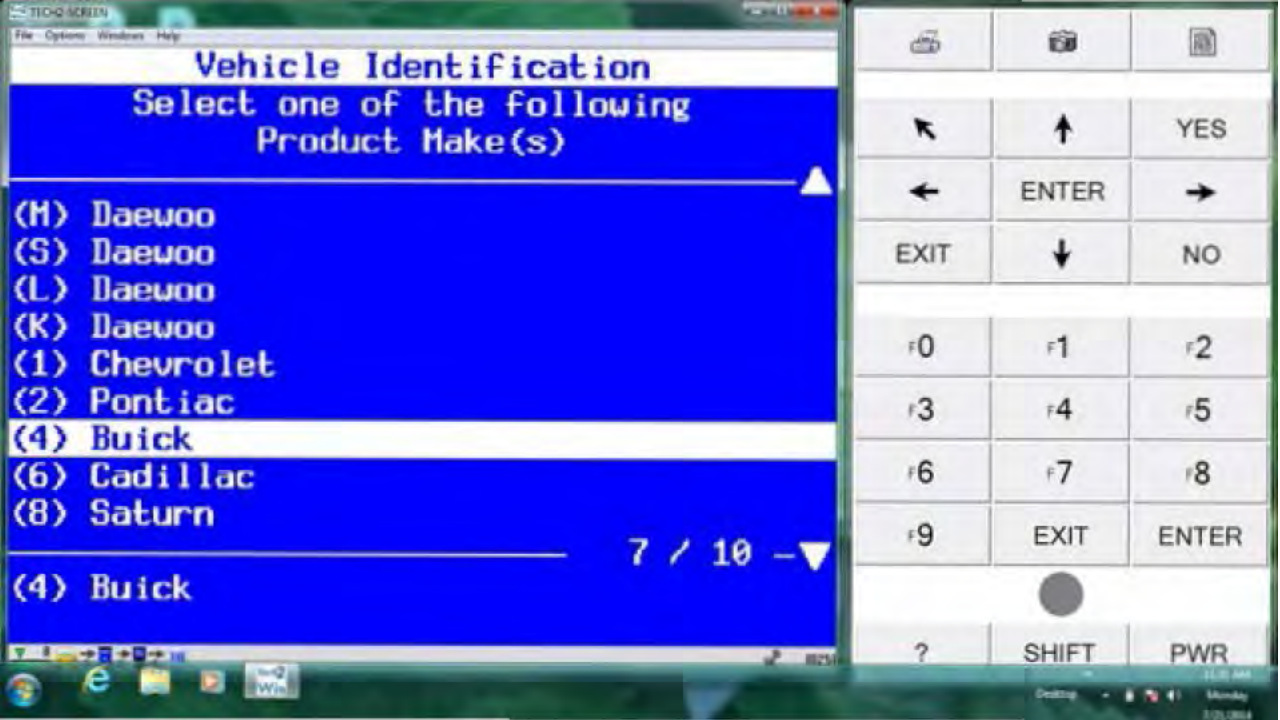
The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.

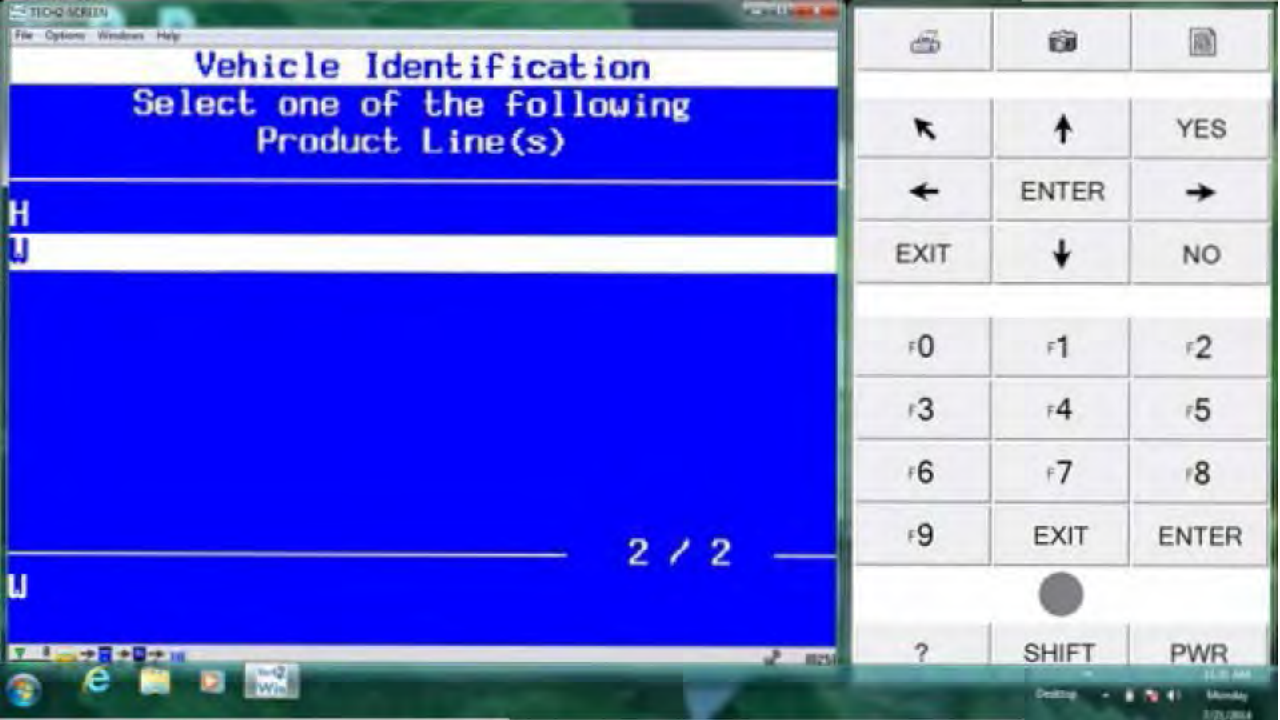
TECH2 SCREEN
File Options Windows Help
Tech2
32 Megabyte
CANdi Module Attached
Press [ENTER] to continue.
Software Version: 33.004
North American Operations
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

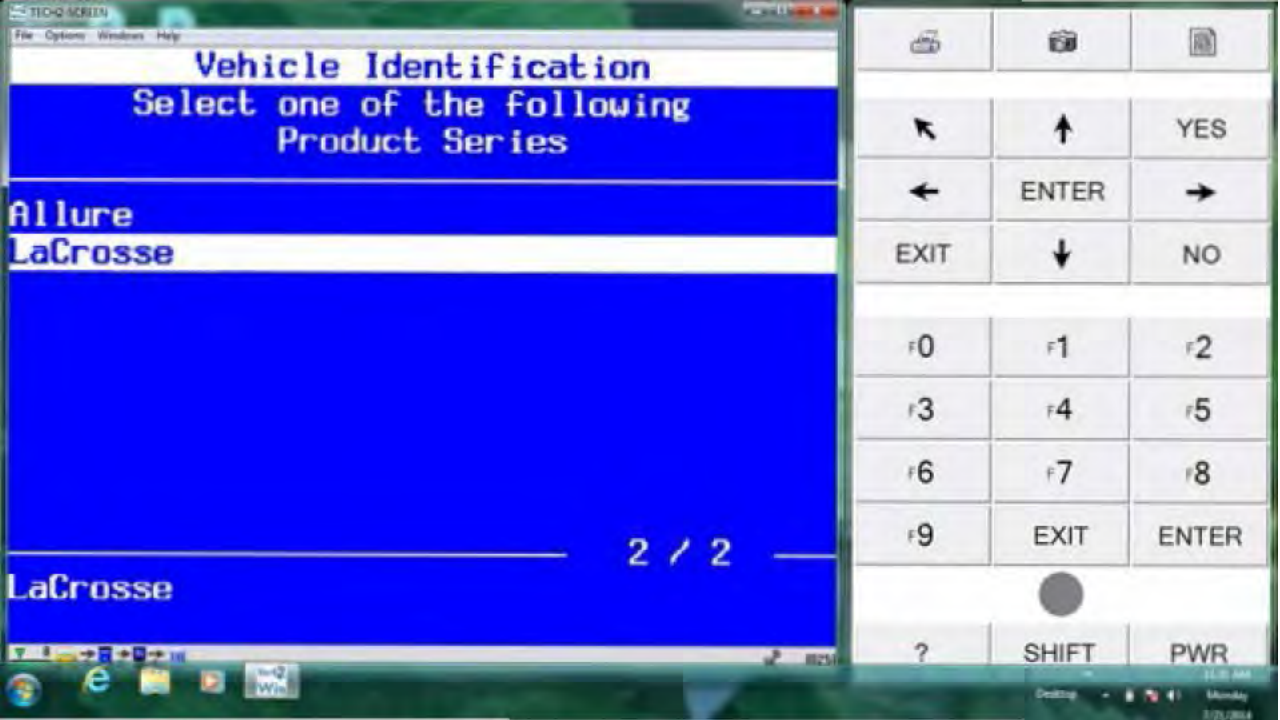

TECH2SCREEN
File Options Windows Help
Main Menu
F0: Diagnostics
F1: Service Programming System
F2: View Captured Data
F3: GM Performance Parts Diagnostics
F4: Tool Options
F5: Getting Started
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR


TECH2 SCREEN
File Options Windows Help
Vehicle Identification
Select one of the following
Model Year(s)
(D) 2013
(C) 2012
(B) 2011
(A) 2010
(9) 2009
(8) 2008
(7) 2007
(6) 2006
(5) 2005
7 / 23
(7) 2007
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

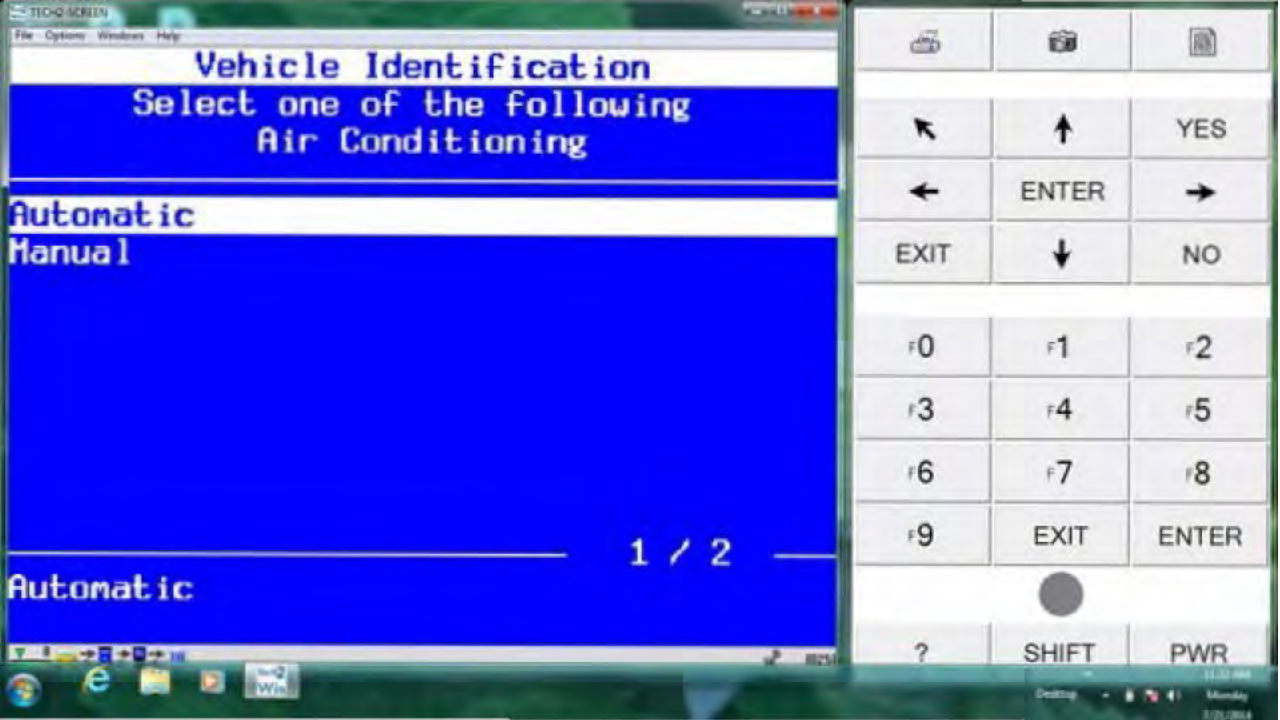

File Options Windows Help
Vehicle Identification
Select one of the following
Vehicle Type(s)
Passenger Car
LD Trk, MPV, Incomplete
Medium Duty Truck
Workhorse
1 / 4
Passenger Car
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

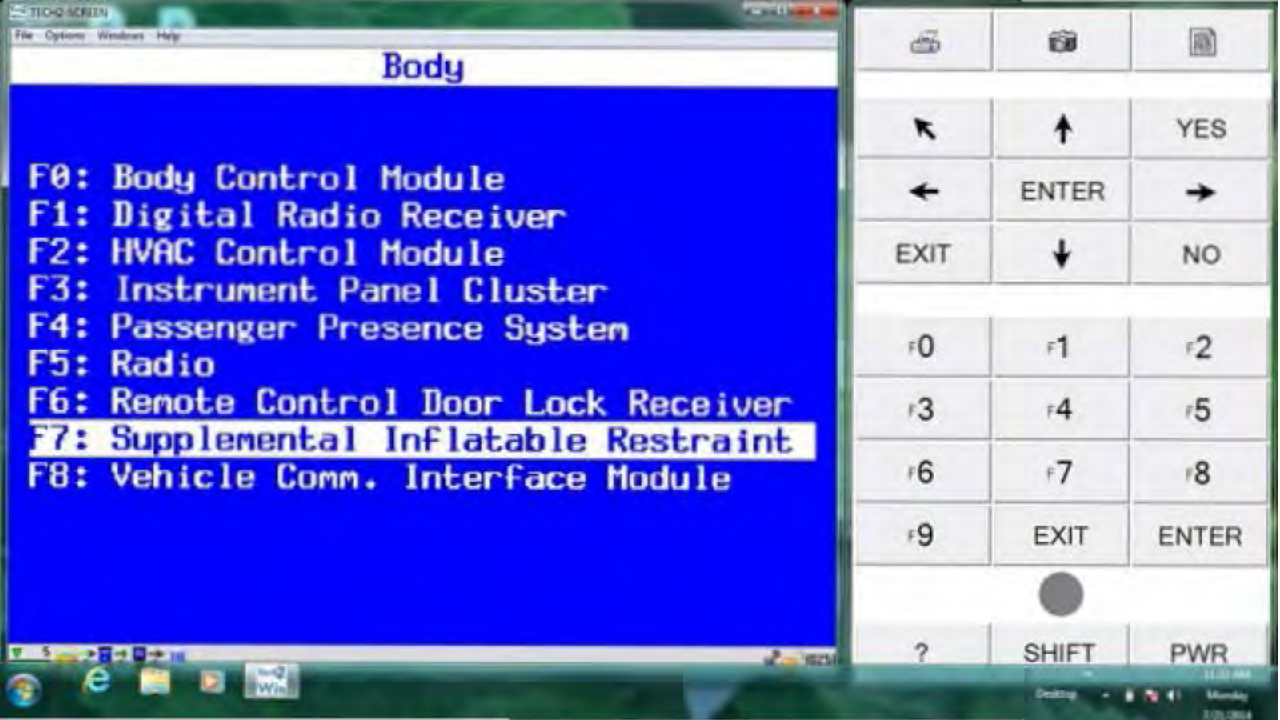

Vehicle Identification
Select one of the following
Product Make(s)
(M) Daewoo
(S) Daewoo
(L) Daewoo
(K) Daewoo
(1) Chevrolet
(2) Pontiac
(4) Buick
(6) Cadillac
(8) Saturn
7 / 10
(4) Buick
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

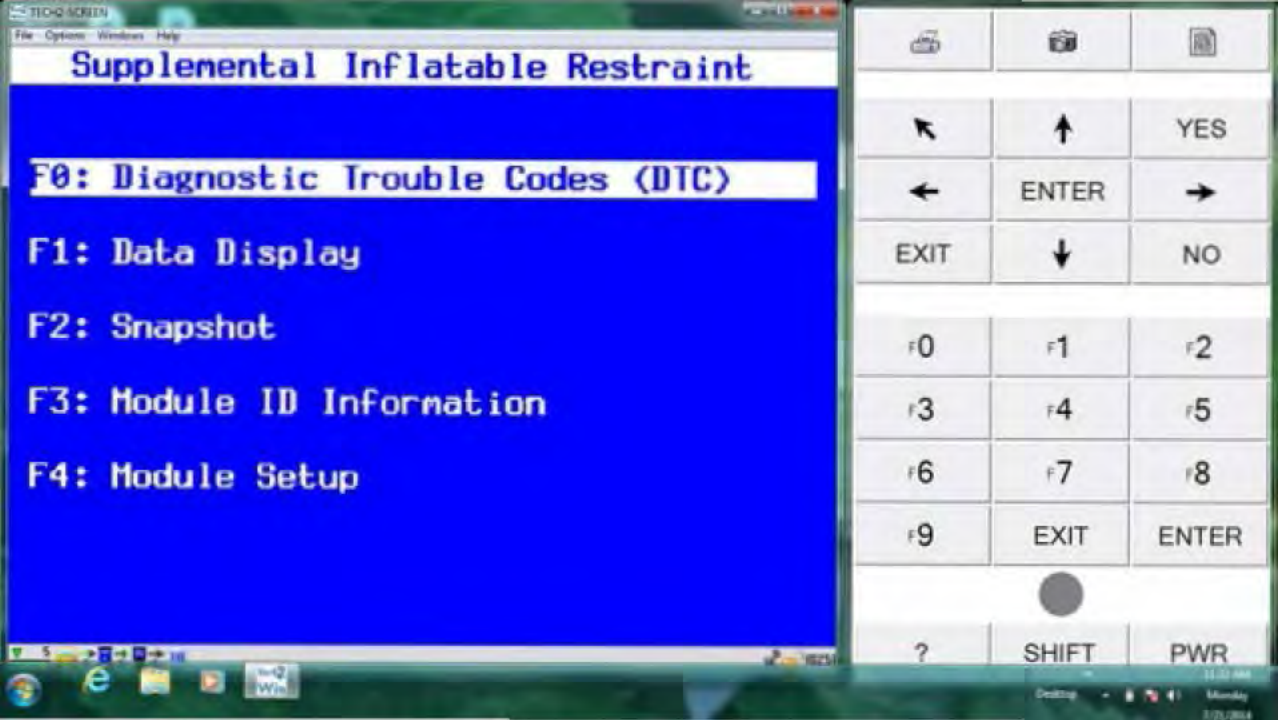

TECH2 SCREEN
File Options Windows Help
Vehicle Identification
Select one of the following
Product Line(s)
H
U
2 / 2
U
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

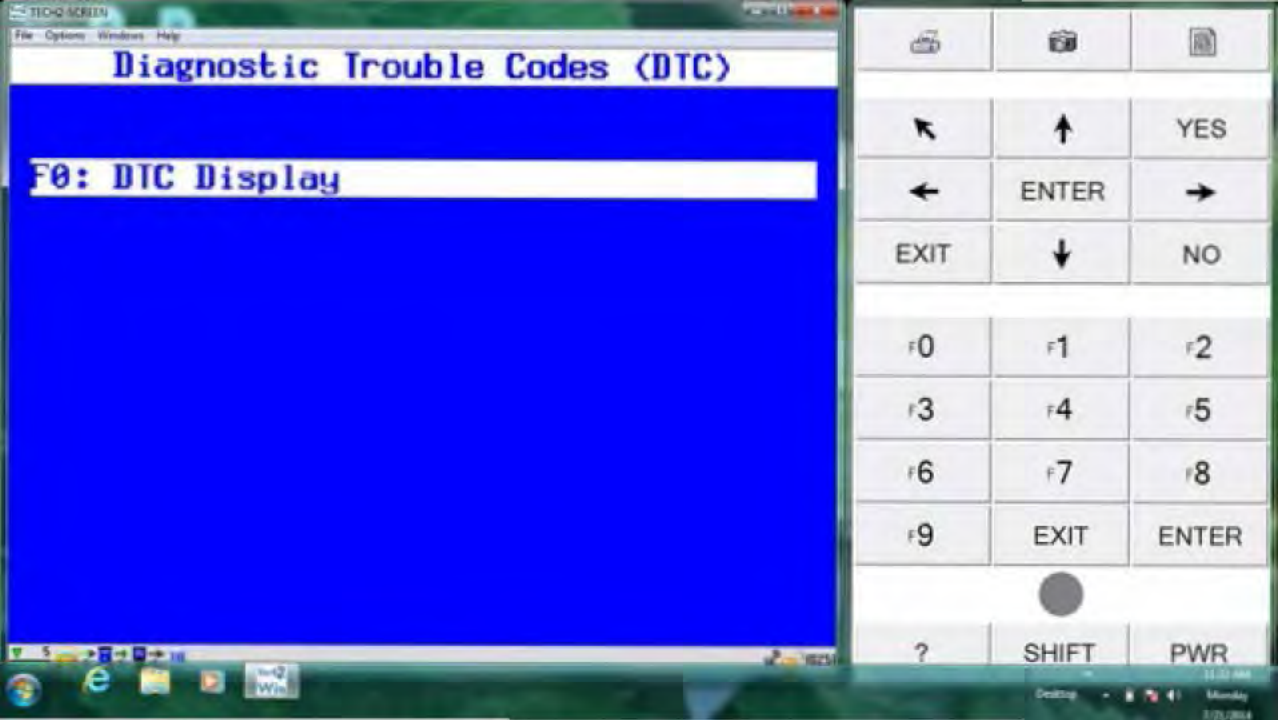

TECH2 SCREEN
File Options Windows Help
Vehicle Identification
Select one of the following
Product Series
Allure
LaCrosse
2 / 2
LaCrosse
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

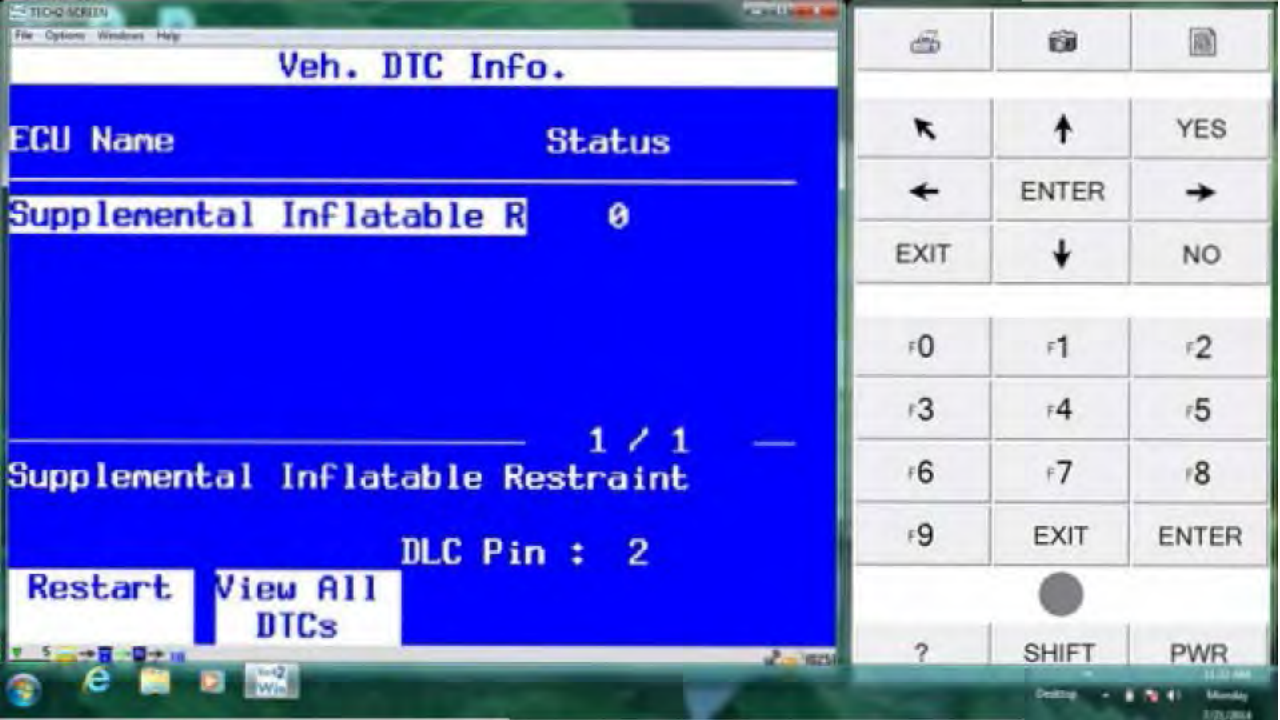
TECH2 SCREEN
File Options Windows Help
Diagnostics
(7) 2007 Passenger Car
(4) Buick
F0: Powertrain
F1: Body
F2: Chassis
F3: Vehicle Control Systems
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR


TECH2 SCREEN
File Options Windows Help
Vehicle Identification
Select one of the following
Air Conditioning
Automatic
Manual
1 / 2
Automatic
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

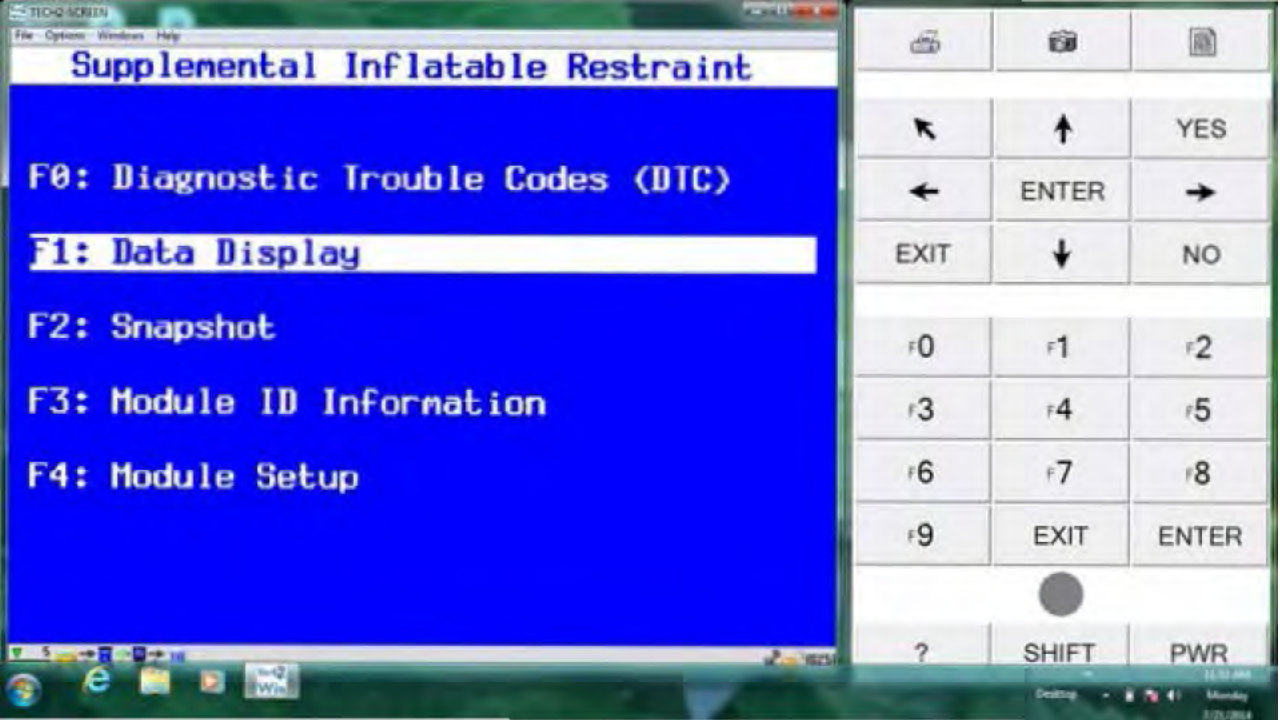

TECH2 SCREEN
File Options Windows Help
Body
F0: Body Control Module
F1: Digital Radio Receiver
F2: HVAC Control Module
F3: Instrument Panel Cluster
F4: Passenger Presence System
F5: Radio
F6: Remote Control Door Lock Receiver
F7: Supplemental Inflatable Restraint
F8: Vehicle Comm. Interface Module
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

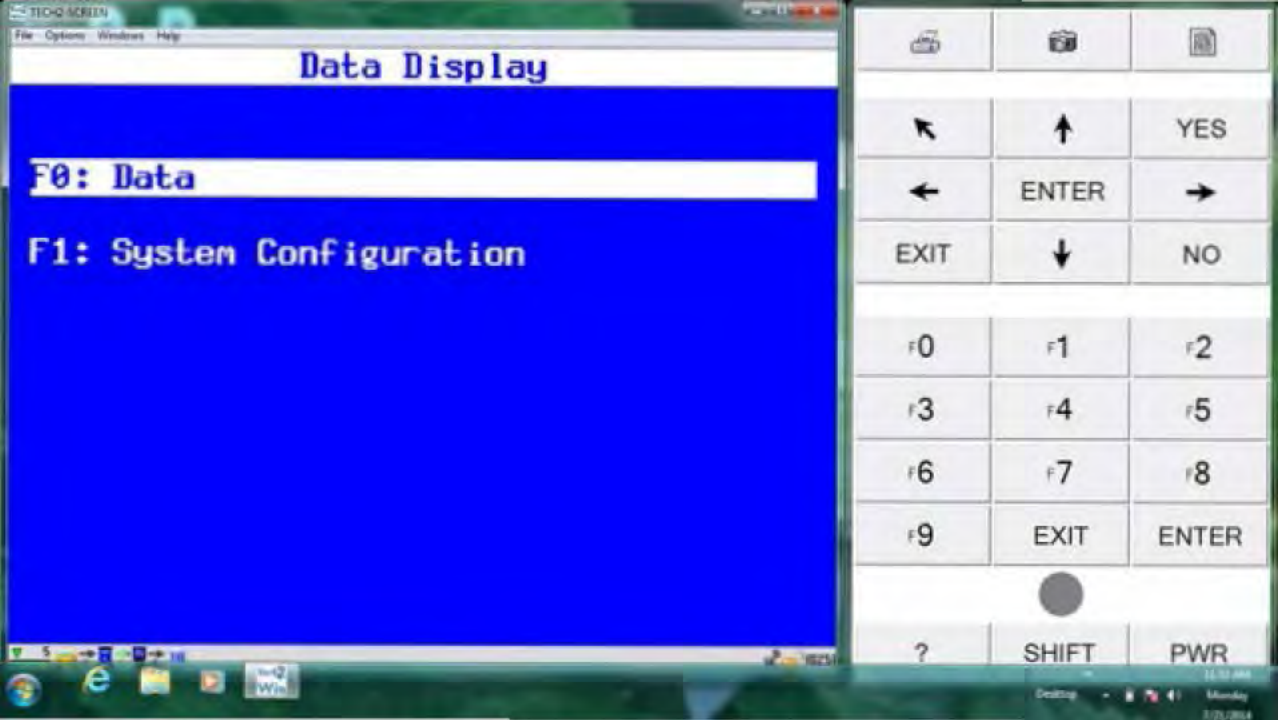

Supplemental Inflatable Restraint
F0: Diagnostic Trouble Codes (DTC)
F1: Data Display
F2: Snapshot
F3: Module ID Information
F4: Module Setup
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR


TECHQ SCREEN
File Options Windows Help
Diagnostic Trouble Codes (DTC)
F0: DTC Display
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR


TECH2 SCREEN
File Options Windows Help
Veh. DTC Info.
ECU Name
Status
Supplemental Inflatable R
0
1 / 1
Supplemental Inflatable Restraint
DLC Pin : 2
Restart
View All DTCs
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

TECH2 SCREEN
File Options Windows Help
Diagnostic Trouble Codes
No Diagnostic Trouble Codes.
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR


Supplemental Inflatable Restraint
F0: Diagnostic Trouble Codes (DTC)
F1: Data Display
F2: Snapshot
F3: Module ID Information
F4: Module Setup
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

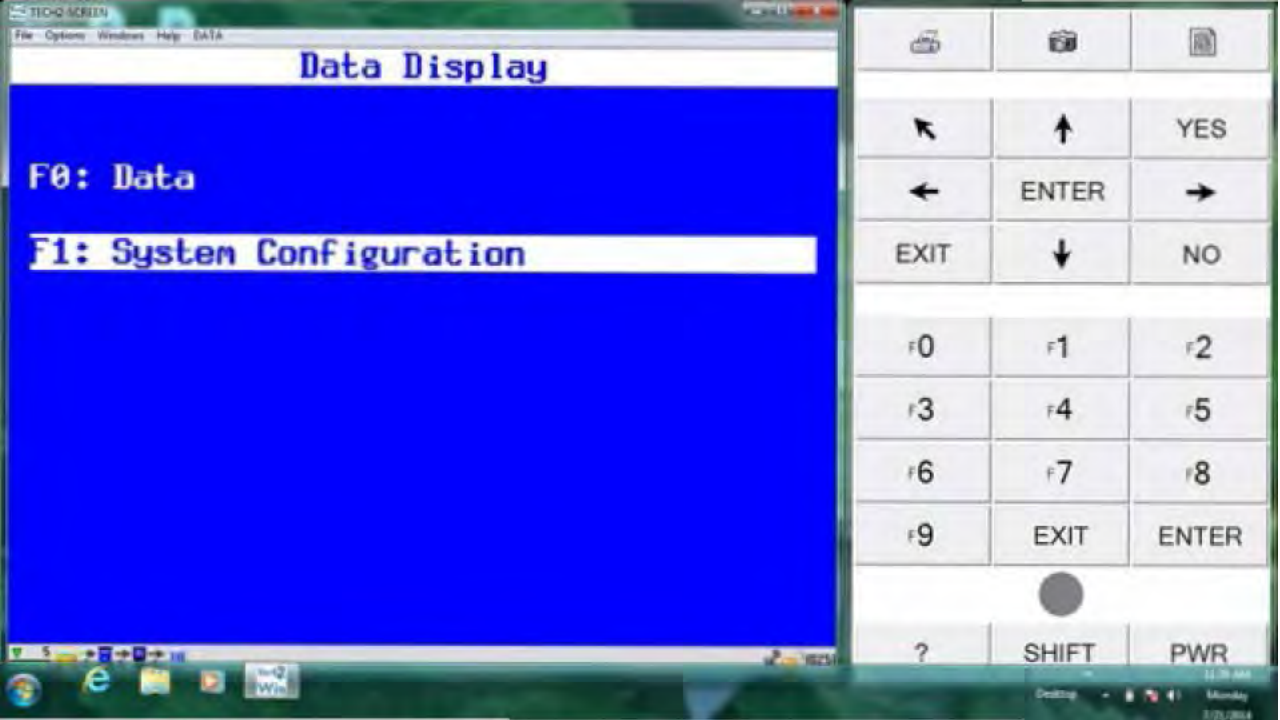

Data Display
F0: Data
F1: System Configuration
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

TECH2 SCREEN
File Options Windows Help DATA
Data
Battery Voltage Signal 12.08 Volts
ADS A/D 10.06 Volts
Driver Seat Belt Switch Unbuckled
1 / 3
Battery Voltage Signal
Select Items
Quick Snapshot
More
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

File Options Windows Help DATA
Data
Battery Voltage Signal 12.16 Volts
ADS A/D 10.06 Volts
Driver Seat Belt Switch Unbuckled
3 / 3
Driver Seat Belt Switch
Select Items
Quick Snapshot
More
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

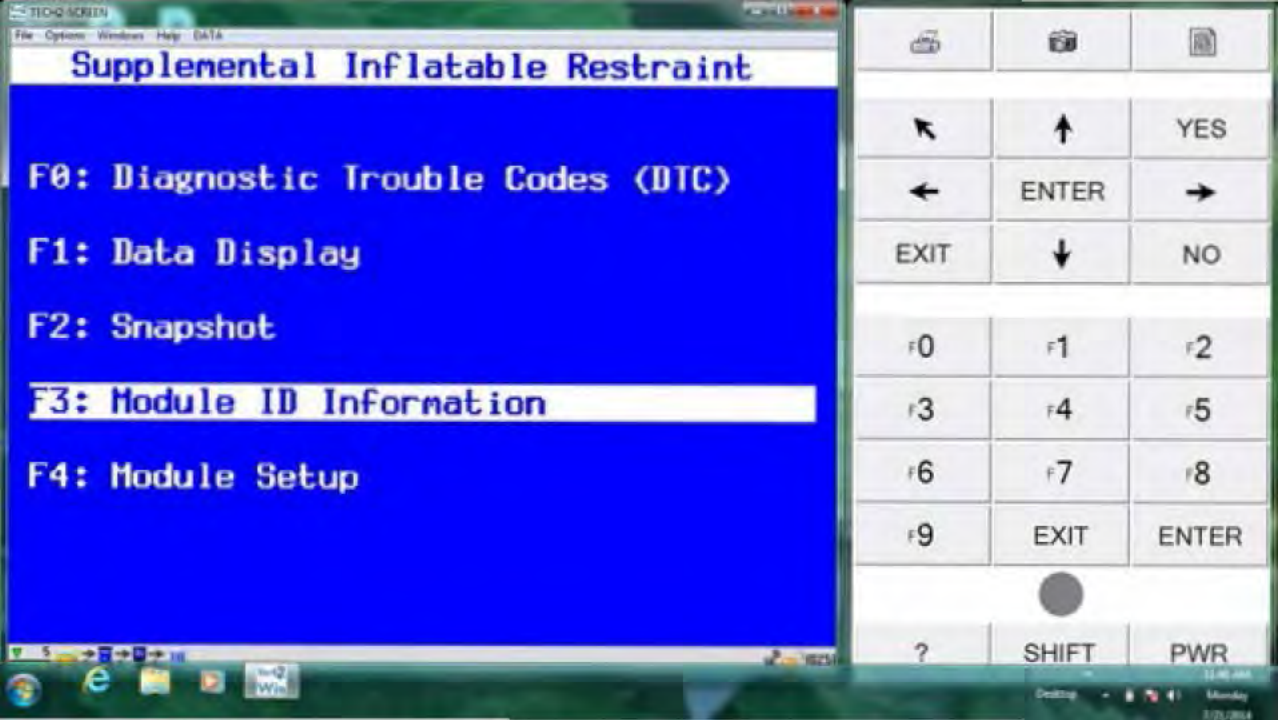
Data
Battery Voltage Signal 12.16 Volts
ADS A/D 10.06 Volts
Driver Seat Belt Switch Unbuckled
3 / 3
Driver Seat Belt Switch
Select Items
Quick Snapshot
More
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

Data
Battery Voltage Signal 12.16 Volts
ADS A/D 10.06 Volts
Driver Seat Belt Switch Buckled
3 / 3
Driver Seat Belt Switch
Select Items
Quick Snapshot
More
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

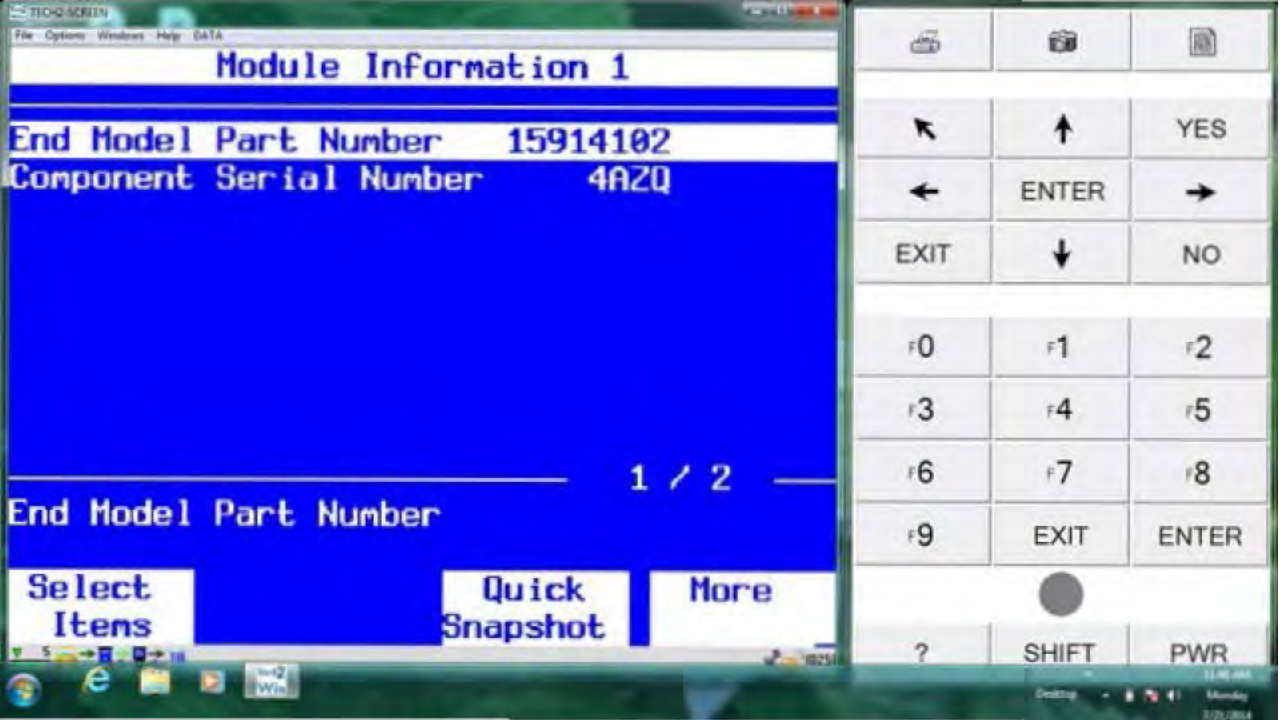

Data Display
F0: Data
F1: System Configuration
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

System Configuration
Driver Frontal Stage 1 Present
Driver Frontal Stage 2 Present
Driver Side Loop Present
Driver Pretensioner Loo Present
Passenger Presence Syst Present
Psgr. Frontal Stage 1 L Present
Psgr. Frontal Stage 2 L Present
Passenger Side Loop Present
Passenger Pretensioner Present
1 / 10
Driver Frontal Stage 1 Loop
Select Items
Quick Snapshot
More
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

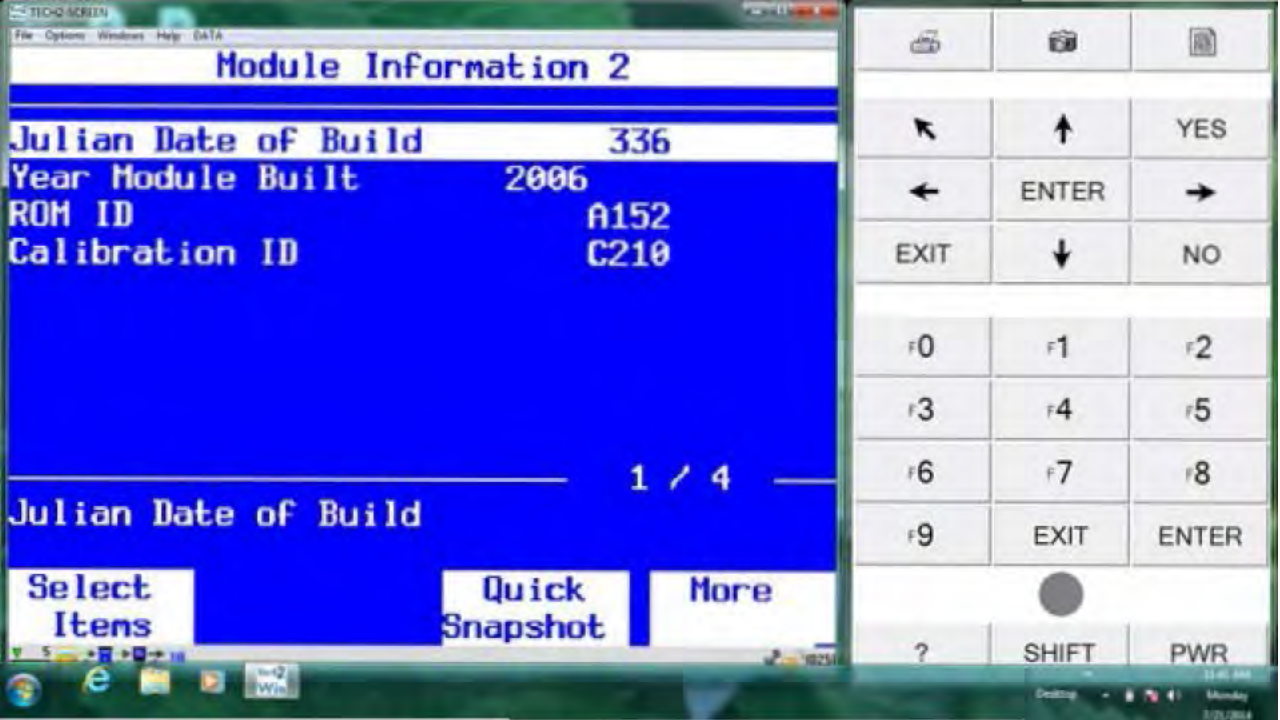
System Configuration
Driver Frontal Stage 2 Present
Driver Side Loop Present
Driver Pretensioner Loo Present
Passenger Presence Syst Present
Psgr. Frontal Stage 1 L Present
Psgr. Frontal Stage 2 L Present
Passenger Side Loop Present
Passenger Pretensioner Present
ADS Monitoring Not Present
10 / 10
ADS Monitoring
Select Items
Quick Snapshot
More
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR


Supplemental Inflatable Restraint
F0: Diagnostic Trouble Codes (DTC)
F1: Data Display
F2: Snapshot
F3: Module ID Information
F4: Module Setup
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

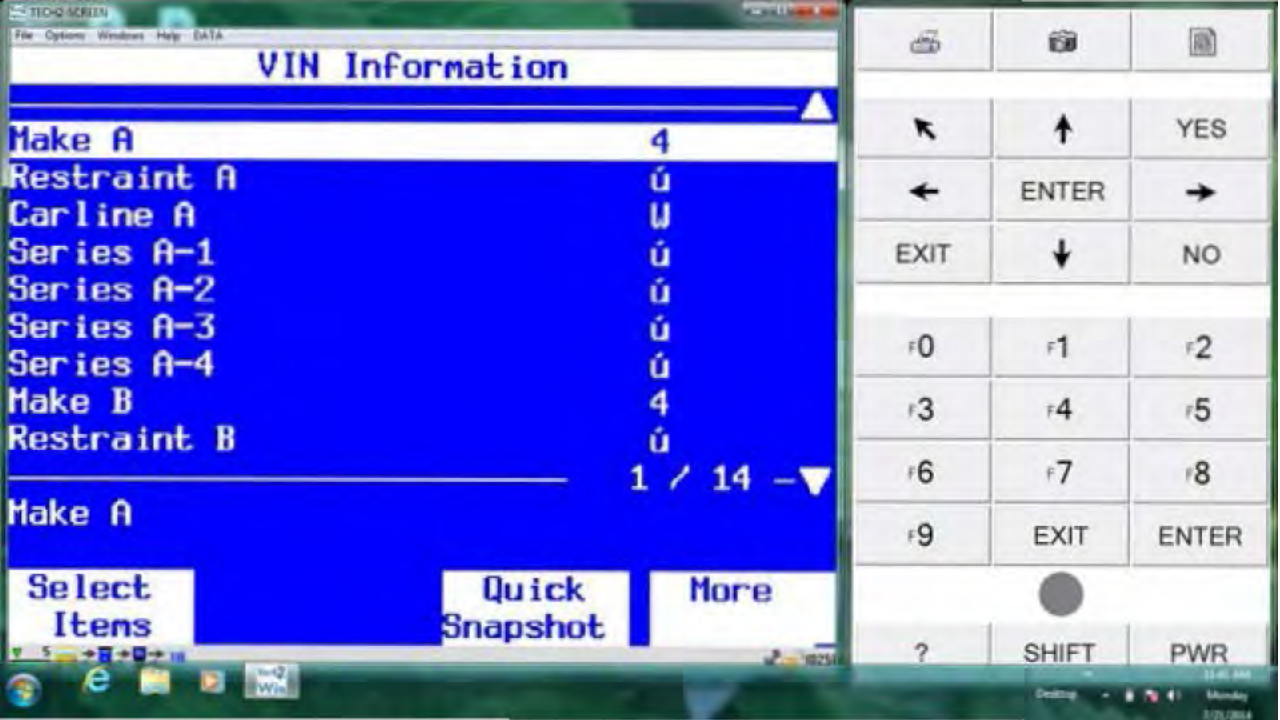
TECH2 SCREEN
File Options Windows Help DATA
Data Display
F0: Module Information 1
F1: Module Information 2
F2: VIN Information
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

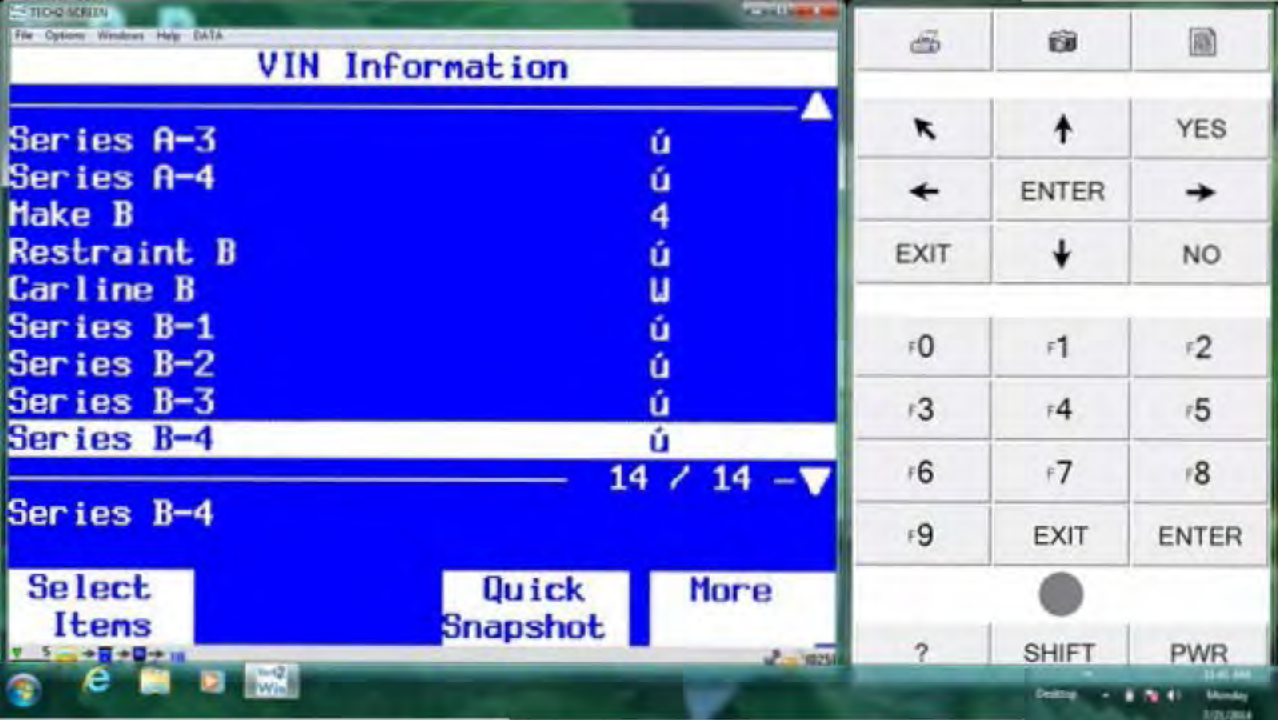

File Options Windows Help DATA
Module Information 1
End Model Part Number 15914102
Component Serial Number 4AZQ
1 / 2
End Model Part Number
Select Items
Quick Snapshot
More
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

File Options Windows Help DATA
Data Display
F0: Module Information 1
F1: Module Information 2
F2: VIN Information
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR


Module Information 2
Julian Date of Build 336
Year Module Built 2006
ROM ID A152
Calibration ID C210
1 / 4
Julian Date of Build
Select Items
Quick Snapshot
More
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

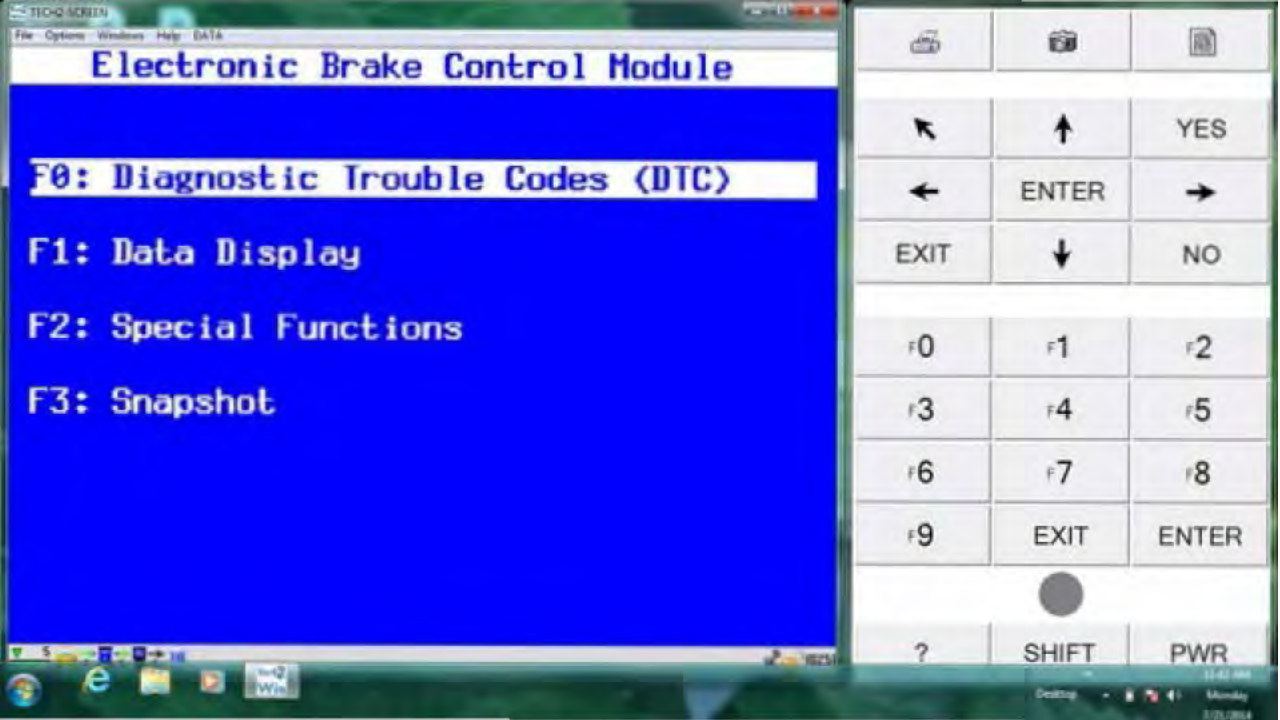
File Options Windows Help DATA
Data Display
F0: Module Information 1
F1: Module Information 2
F2: VIN Information
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

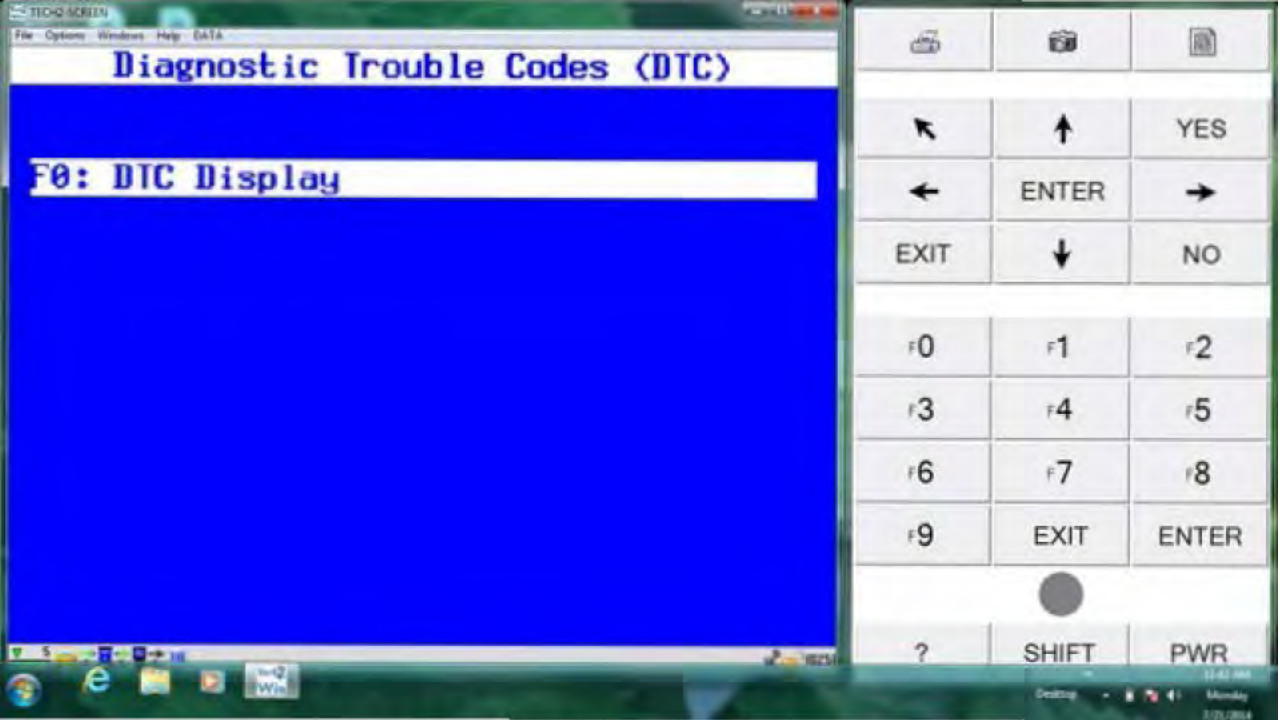

TECH2 SCREEN
File Options Windows Help DATA
VIN Information
Make A 4
Restraint A ú
Carline A W
Series A-1 ú
Series A-2 ú
Series A-3 ú
Series A-4 ú
Make B 4
Restraint B ú
1 / 14
Make A
Select Items
Quick Snapshot
More
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

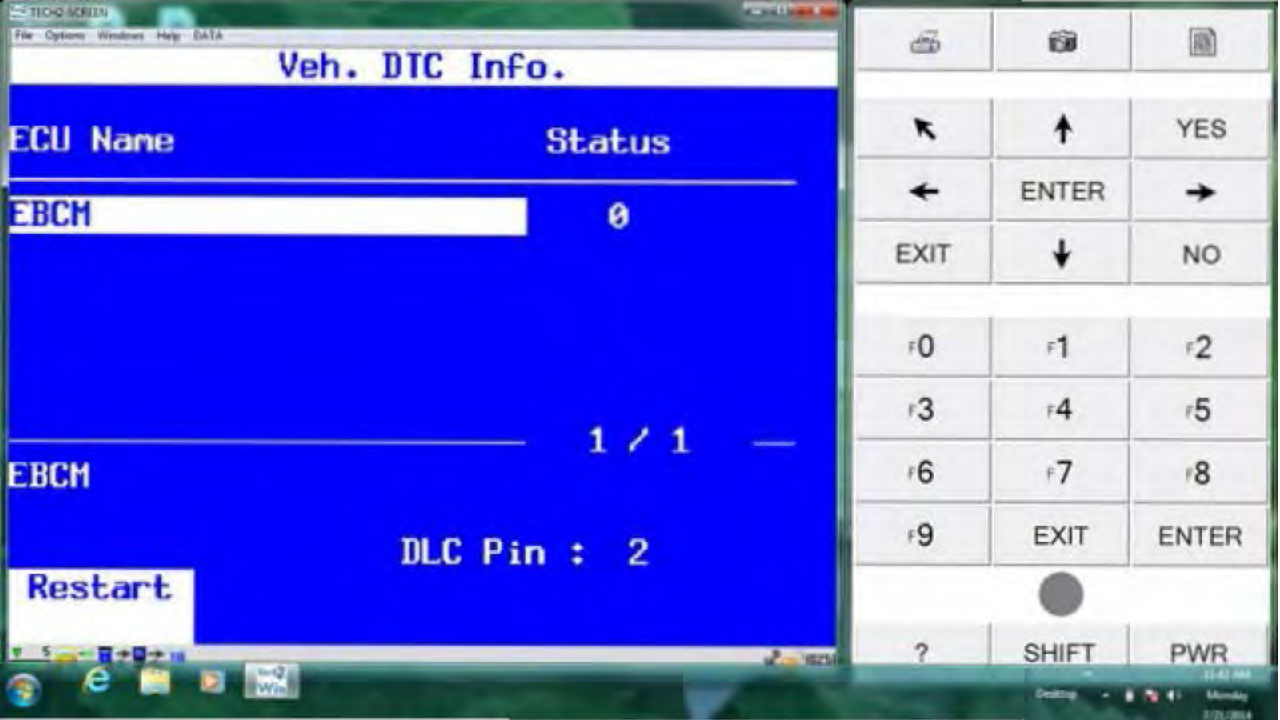

VIN Information
Series A-3 ú
Series A-4 ú
Make B 4
Restraint B ú
Carline B W
Series B-1 ú
Series B-2 ú
Series B-3 ú
Series B-4 ú
14 / 14
Series B-4
Select Items
Quick Snapshot
More
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

TECH2 SCREEN
File Options Windows Help DATA
Diagnostics
(7) 2007 Passenger Car
(4) Buick
F0: Powertrain
F1: Body
F2: Chassis
F3: Vehicle Control Systems
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

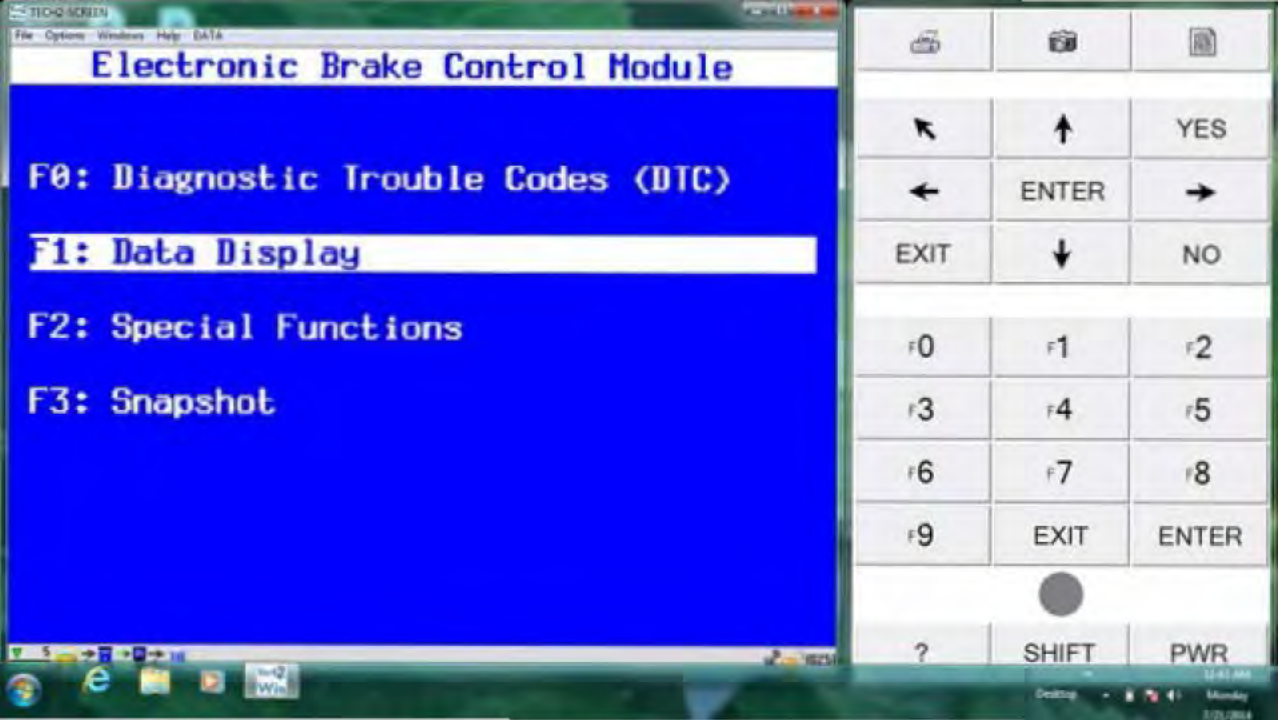
TECH2 SCREEN
File Options Windows Help DATA
Chassis
F0: Electronic Brake Control Module
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

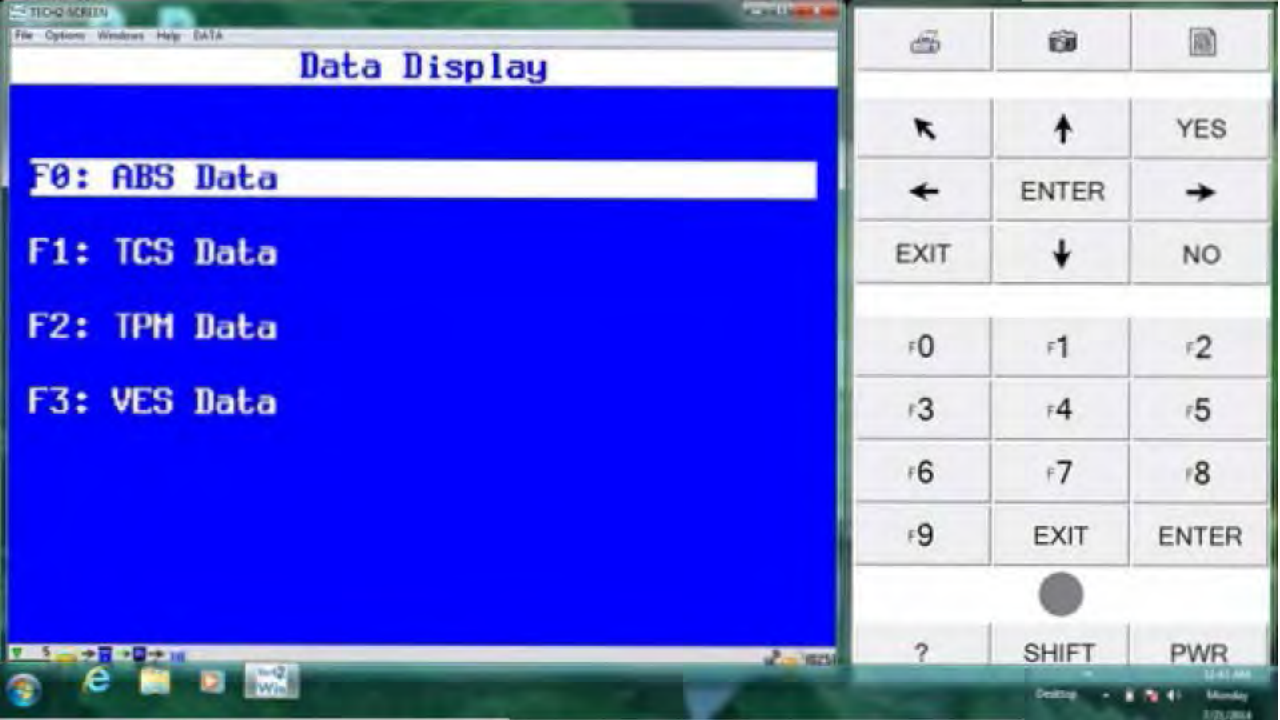

Electronic Brake Control Module
F0: Diagnostic Trouble Codes (DTC)
F1: Data Display
F2: Special Functions
F3: Snapshot
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR


Diagnostic Trouble Codes (DTC)
F0: DTC Display
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR


Veh. DTC Info.
ECU Name
Status
EBCM
0
1 / 1
EBCM
DLC Pin : 2
Restart
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

TECH2 SCREEN
File Options Windows Help DATA
Diagnostic Trouble Codes
No Diagnostic Trouble Codes.
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR


Electronic Brake Control Module
F0: Diagnostic Trouble Codes (DTC)
F1: Data Display
F2: Special Functions
F3: Snapshot
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR


TECH2 SCREEN
File Options Windows Help DATA
Data Display
F0: ABS Data
F1: TCS Data
F2: TPM Data
F3: VES Data
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

ABS Data
Left Front Wheel Speed 0 km/h
Right Front Wheel Speed 0 km/h
Left Rear Wheel Speed 0 km/h
Right Rear Wheel Speed 0 km/h
Engine Speed 0 RPM
ABS Warning Lamp Off
TCS Warning Lamp Off
Low Traction Lamp Off
ABS Active No
1 / 24
Left Front Wheel Speed
Select Items
DTC
Quick Snapshot
More
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

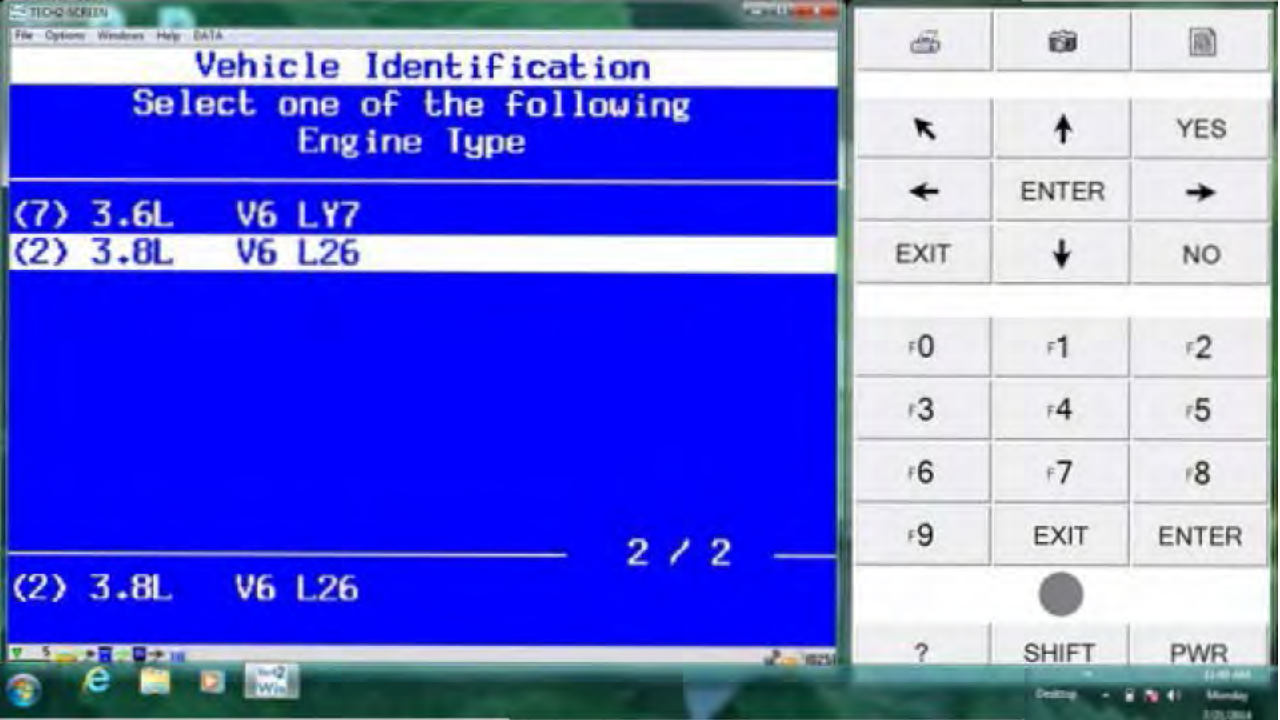
TECH2 SCREEN
File Options Windows Help DATA
ABS Data
DRP Disabled No
DRP Active No
Brake Switch Released
Ignition Voltage 12.21 Volts
Valve Relay State On
Motor Relay State Off
LF Inlet Valve Solenoid Inactive
LF Outlet Valve Solenoi Inactive
RF Inlet Valve Solenoid Inactive
19 / 24
RF Inlet Valve Solenoid
Select Items
DTC
Quick Snapshot
More
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

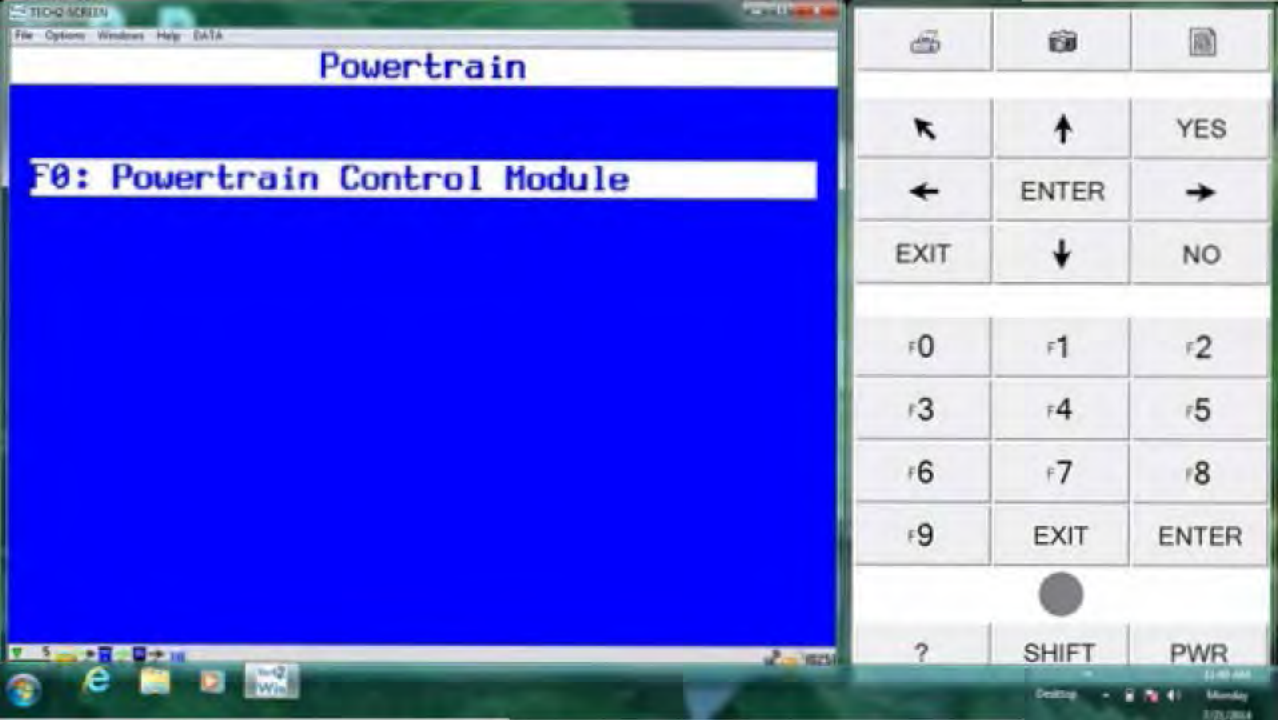
TECH2 SCREEN
File Options Windows Help DATA
ABS Data
Motor Relay State Off
LF Inlet Valve Solenoid Inactive
LF Outlet Valve Solenoi Inactive
RF Inlet Valve Solenoid Inactive
RF Outlet Valve Solenoi Inactive
LR Inlet Valve Solenoid Inactive
LR Outlet Valve Solenoi Inactive
RR Inlet Valve Solenoid Inactive
RR Outlet Valve Solenoi Inactive
24 / 24
RR Outlet Valve Solenoid
Select Items
DTC
Quick Snapshot
More
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

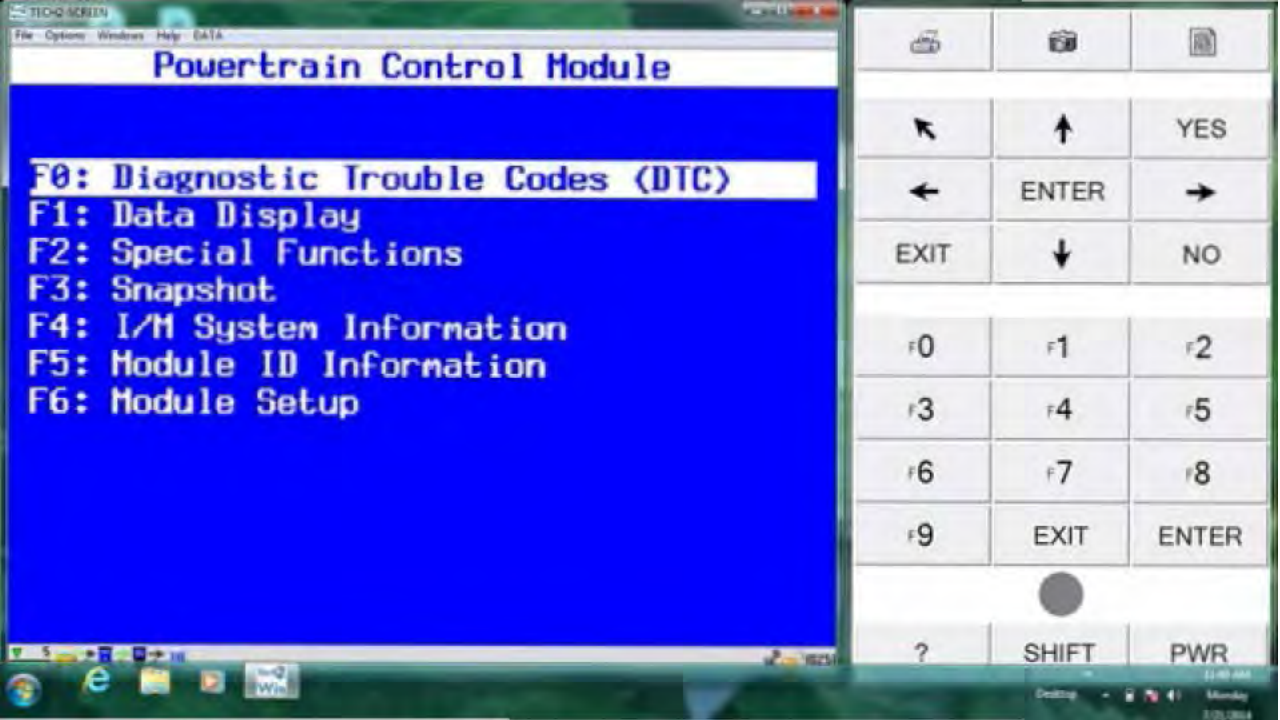
ABS Data
Brake Switch Released
Ignition Voltage 12.21 Volts
Valve Relay State On
Motor Relay State Off
LF Inlet Valve Solenoid Inactive
LF Outlet Valve Solenoi Inactive
RF Inlet Valve Solenoid Inactive
RF Outlet Valve Solenoi Inactive
LR Inlet Valve Solenoid Inactive
13 / 24
Brake Switch
Select Items
DTC
Quick Snapshot
More
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

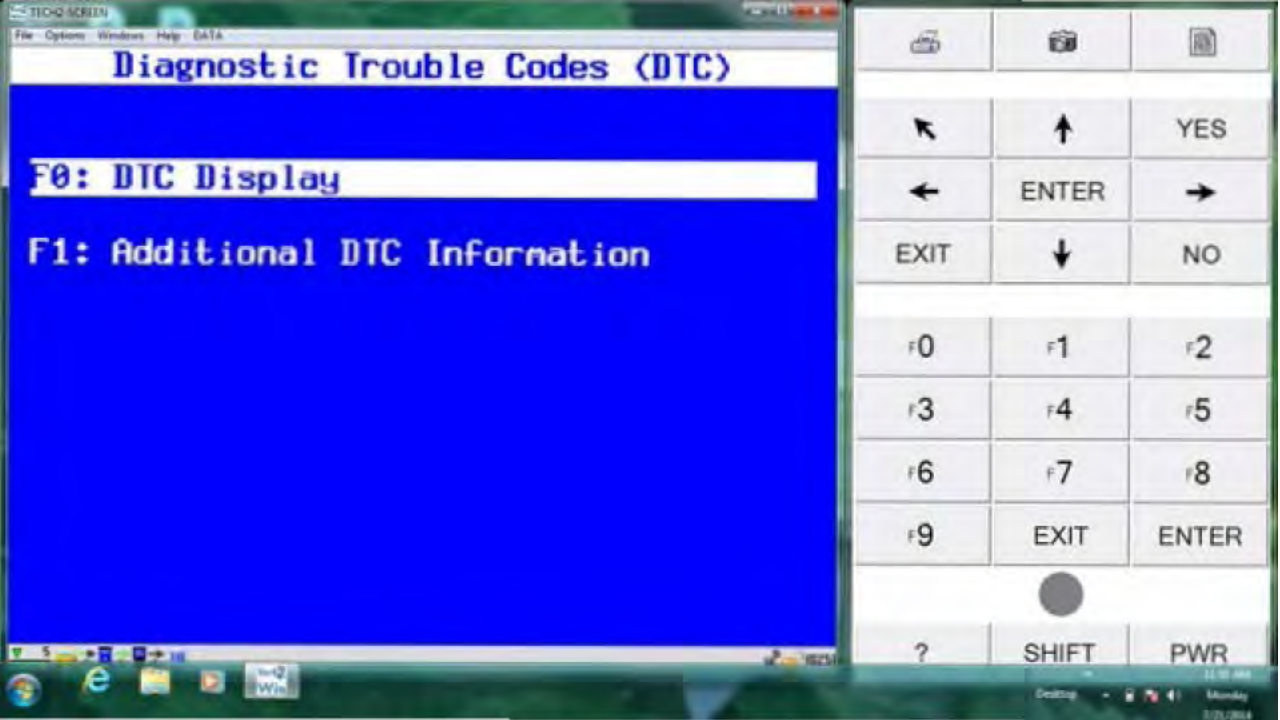
ABS Data
Brake Switch Applied
Ignition Voltage 12.14 Volts
Valve Relay State On
Motor Relay State Off
LF Inlet Valve Solenoid Inactive
LF Outlet Valve Solenoi Inactive
RF Inlet Valve Solenoid Inactive
RF Outlet Valve Solenoi Inactive
LR Inlet Valve Solenoid Inactive
13 / 24
Brake Switch
Select Items
DTC
Quick Snapshot
More
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

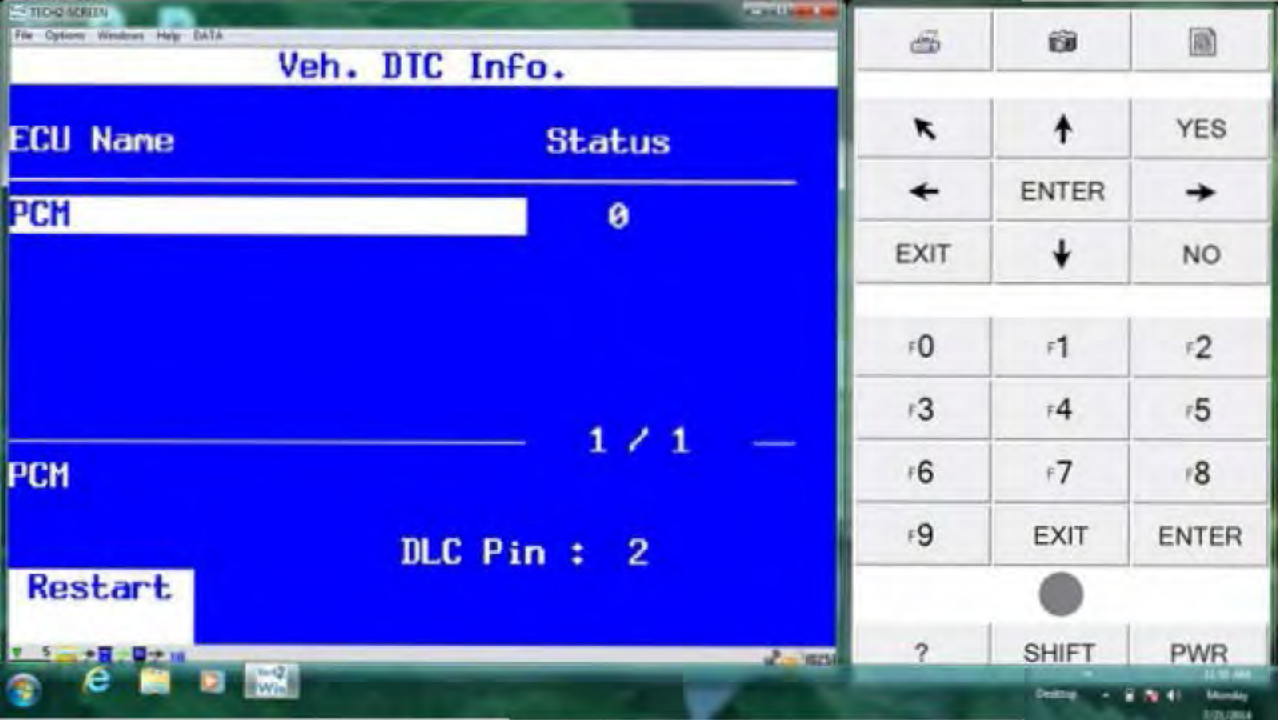
TECH2 SCREEN
File Options Windows Help DATA
Diagnostics
(7) 2007 Passenger Car
(4) Buick
F0: Powertrain
F1: Body
F2: Chassis
F3: Vehicle Control Systems
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR


File Options Windows Help DATA
Vehicle Identification
Select one of the following
Engine Type
(7) 3.6L V6 LY7
(2) 3.8L V6 L26
2 / 2
(2) 3.8L V6 L26
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

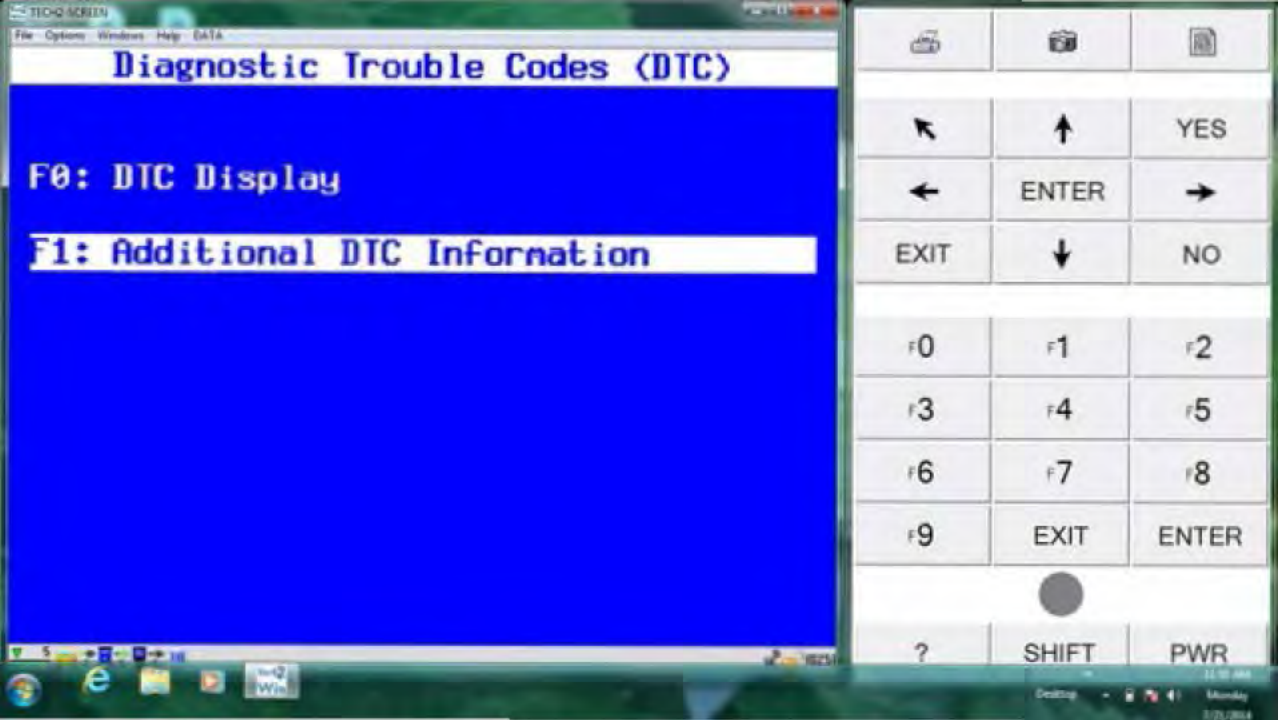

TECH2 SCREEN
File Options Windows Help DATA
Powertrain
F0: Powertrain Control Module
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR


TECH2 SCREEN
File Options Windows Help DATA
Powertrain Control Module
F0: Diagnostic Trouble Codes (DTC)
F1: Data Display
F2: Special Functions
F3: Snapshot
F4: I/M System Information
F5: Module ID Information
F6: Module Setup
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR


Diagnostic Trouble Codes (DTC)
F0: DTC Display
F1: Additional DTC Information
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

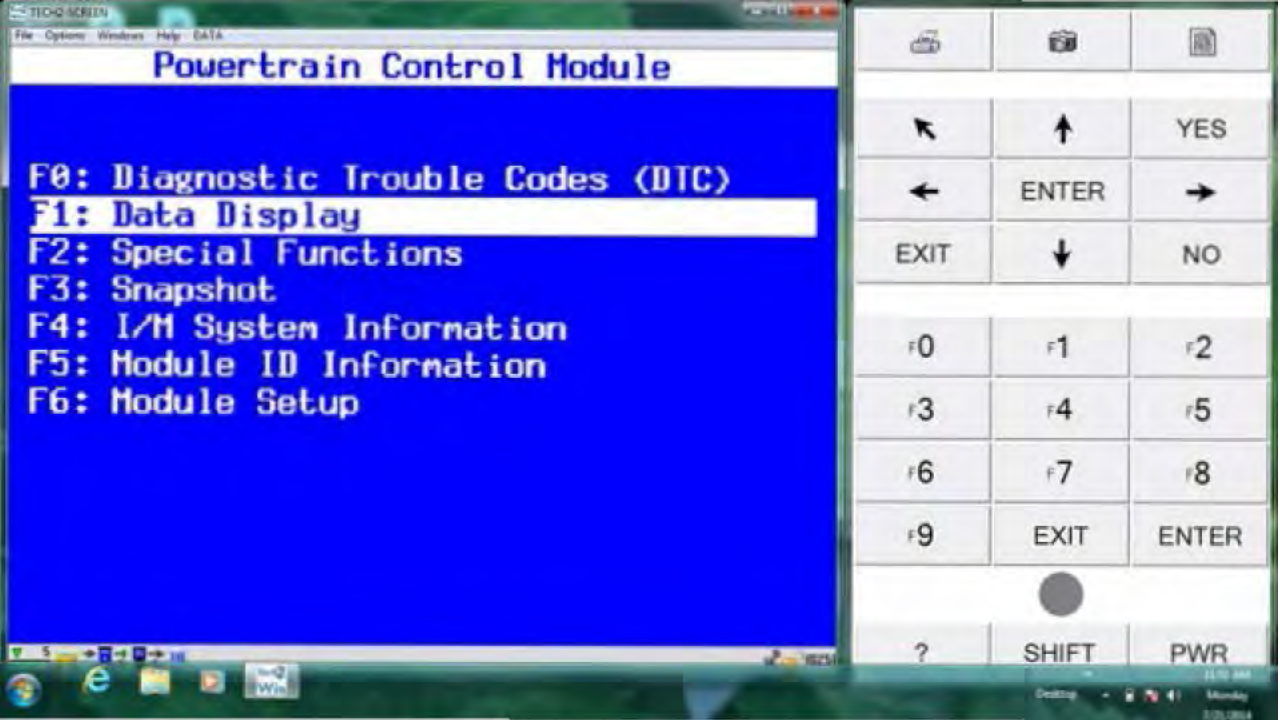

Veh. DTC Info.
ECU Name
Status
PCM
0
1 / 1
PCM
DLC Pin : 2
Restart
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

TECH2 SCREEN
File Options Windows Help DATA
Diagnostic Trouble Codes
No Diagnostic Trouble Codes.
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR


Diagnostic Trouble Codes (DTC)
F0: DTC Display
F1: Additional DTC Information
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

Additional DTC Information
F0: Specific DTC
F1: Not Ran Since Code Cleared
F2: Diagnostic Test Status
F3: Freeze Frame/Failure Records
F4: Capture Info.
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

TECH2 SCREEN
File Options Windows Help DATA
Freeze Frame/Failure Records
No Freeze Frame/Failure Records Stored
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR


Powertrain Control Module
F0: Diagnostic Trouble Codes (DTC)
F1: Data Display
F2: Special Functions
F3: Snapshot
F4: I/M System Information
F5: Module ID Information
F6: Module Setup
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

TECH2 SCREEN
File Options Windows Help DATA
Data Display
F0: Engine Data Display
F1: Transmission Data Display
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

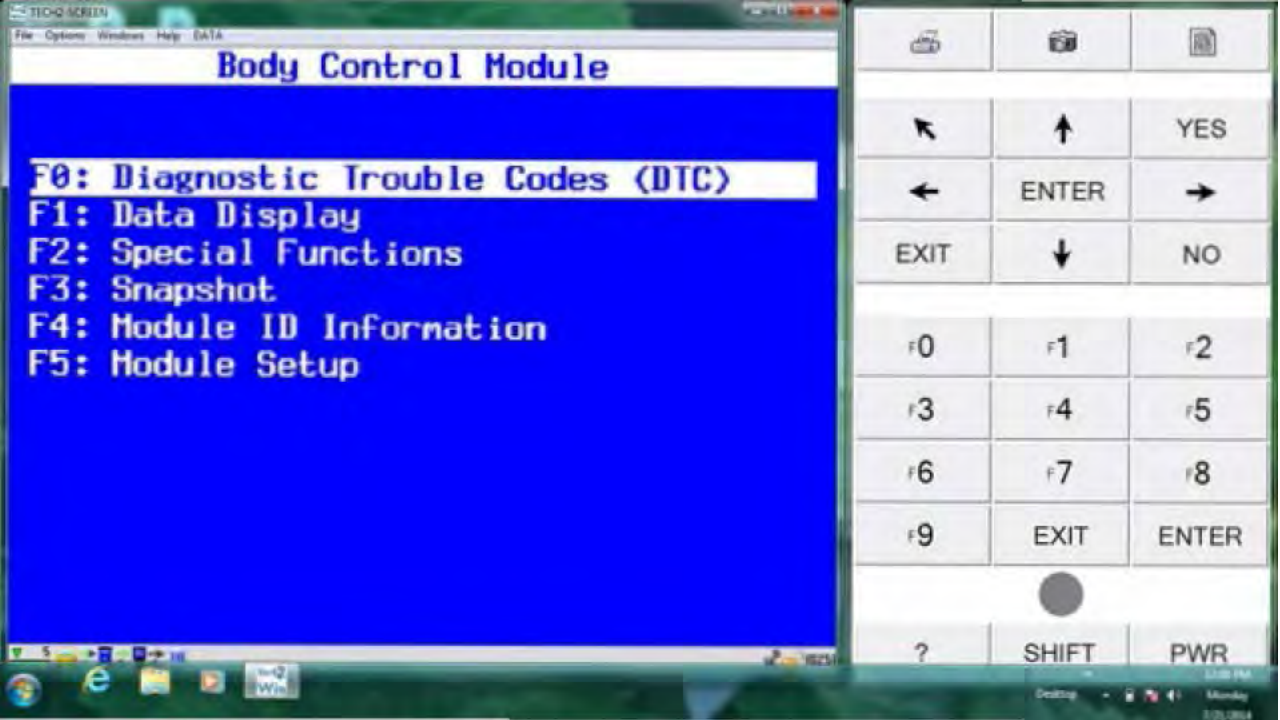
Data Display
Engine Data
EGR Data
EVAP Data
Fuel Trim Data
HO2S Data
Ignition Data
Misfire Data
TAC Data
Output Driver Data
1 / 14
Engine Data
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

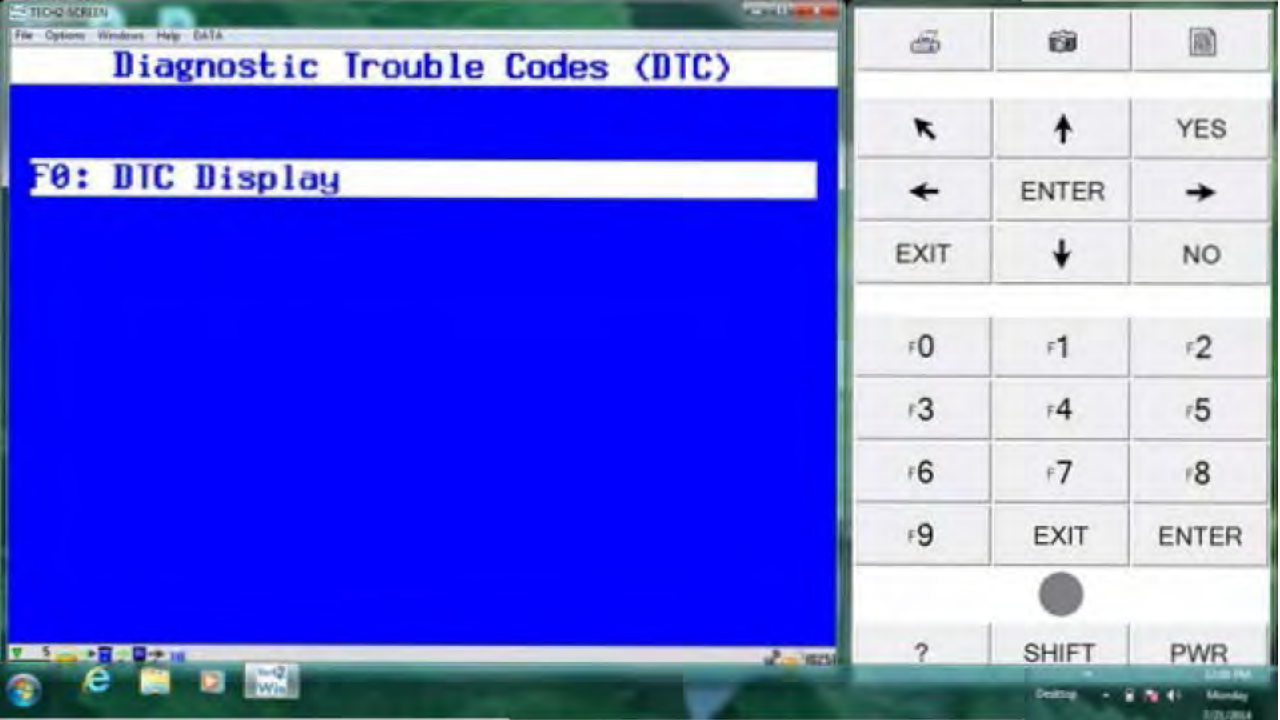
TECH2 SCREEN
File Options Windows Help DATA
Data Display
Ignition Data
Misfire Data
TAC Data
Output Driver Data
Cooling/HVAC Data
Cruise/Traction Data
Electrical/Theft Data
IPC Data
I/M Data
14 / 14
I/M Data
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

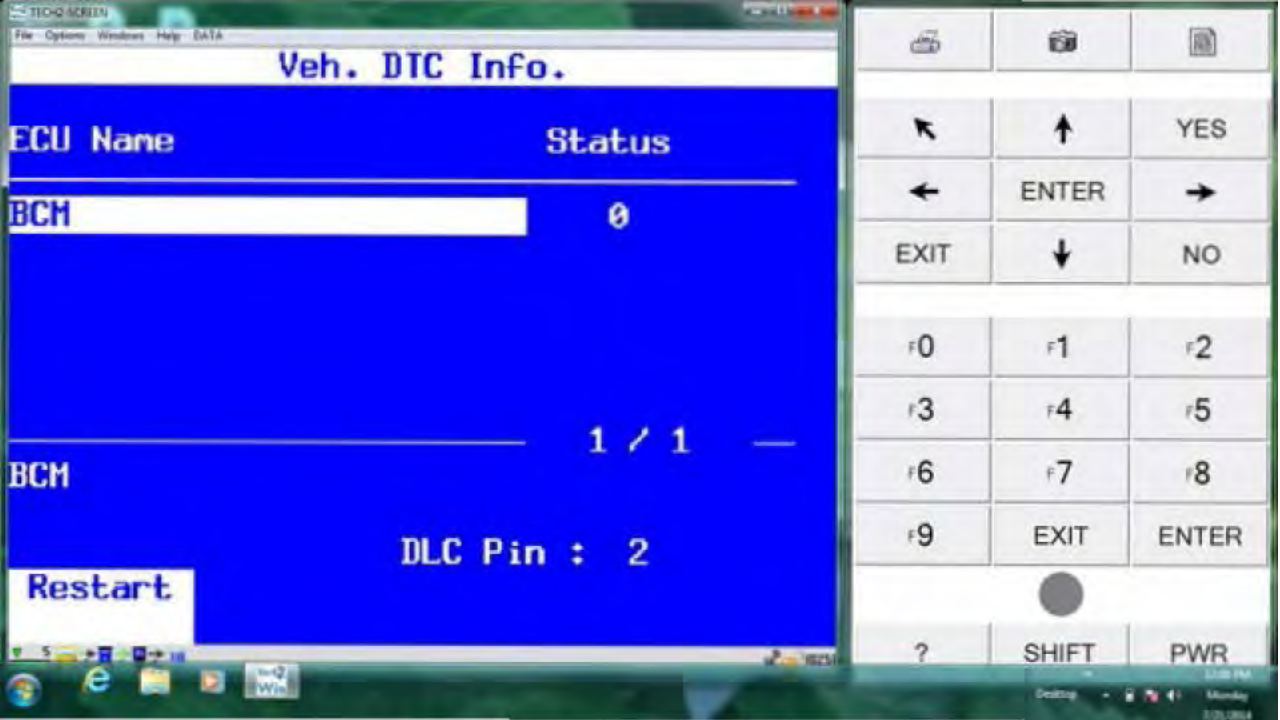
TECH2 SCREEN
File Options Windows Help DATA
Data Display
Ignition Data
Misfire Data
TAC Data
Output Driver Data
Cooling/HVAC Data
Cruise/Traction Data
Electrical/Theft Data
IPC Data
I/M Data
8 / 14
TAC Data
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

TECHQ SCREEN
File Options Windows Help DATA
TAC Data
TAC/PCM Communication S OK
APP Indicated Angle 0 %
TP Desired Angle 16 %
TP Indicated Angle 16 %
APP Sensor 1 and 2 Agree
TP Sensors 1 and 2 Agree
APP Sensor 1 0.94 Volts
APP Sensor 2 0.92 Volts
APP Sensor 1 0 %
2 / 33
APP Indicated Angle
Select Items
DTC
Quick Snapshot
More
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

TAC Data
TAC/PCM Communication S OK
APP Indicated Angle 100 %
TP Desired Angle 100 %
TP Indicated Angle 100 %
APP Sensor 1 and 2 Agree
TP Sensors 1 and 2 Agree
APP Sensor 1 3.78 Volts
APP Sensor 2 3.88 Volts
APP Sensor 1 255 %
2 / 33
APP Indicated Angle
Select Items
DTC
Quick Snapshot
More
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

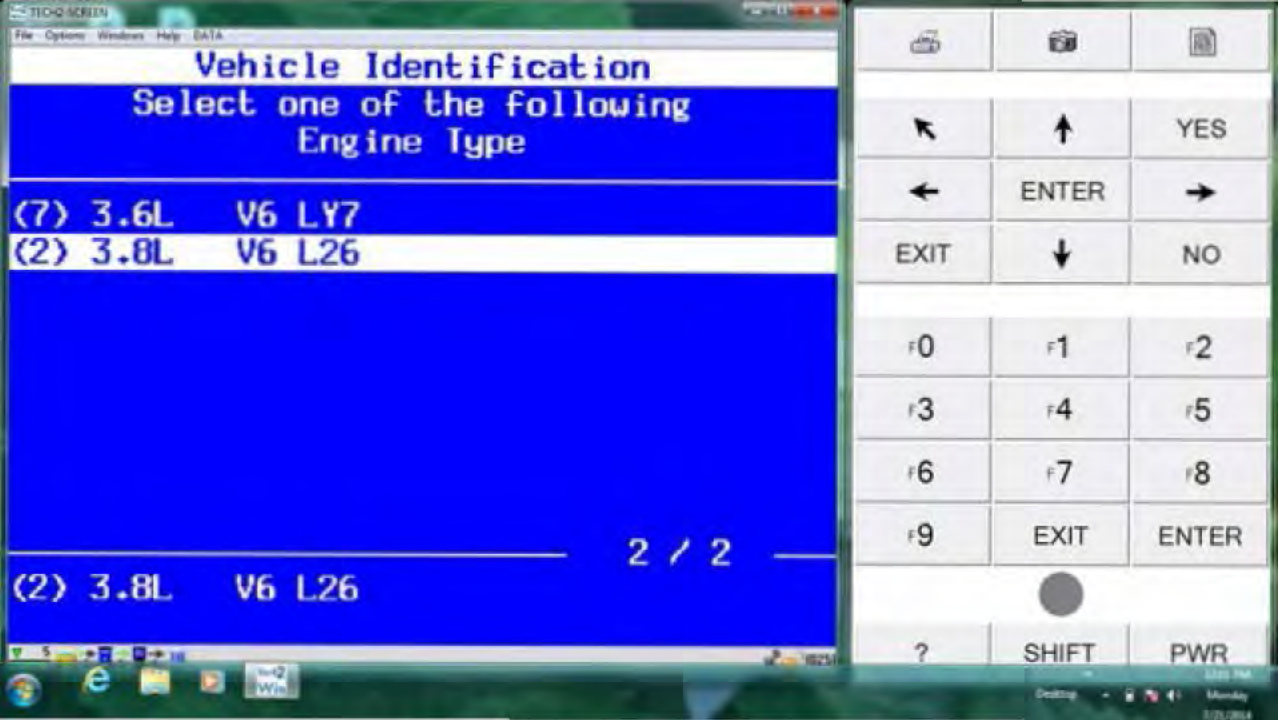

TECH2 SCREEN
File Options Windows Help DATA
Body Control Module
F0: Diagnostic Trouble Codes (DTC)
F1: Data Display
F2: Special Functions
F3: Snapshot
F4: Module ID Information
F5: Module Setup
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

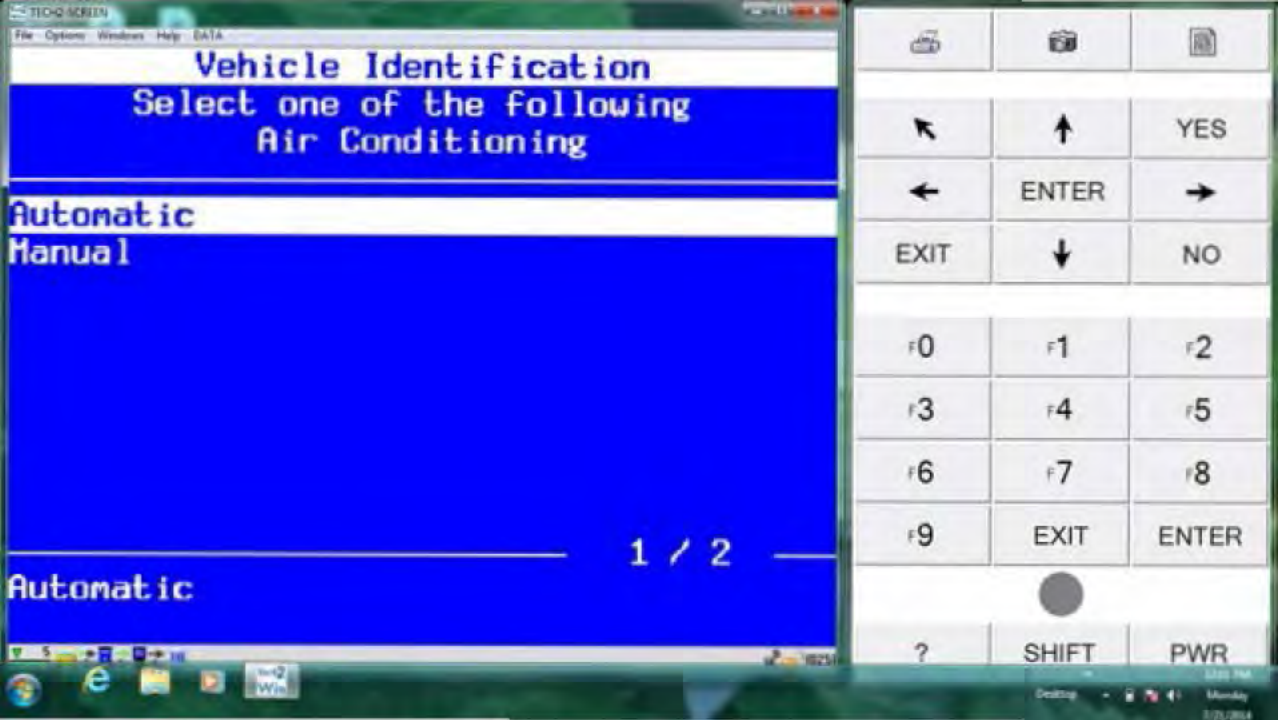

TECH2 SCREEN
File Options Windows Help DATA
Diagnostic Trouble Codes (DTC)
F0: DTC Display
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

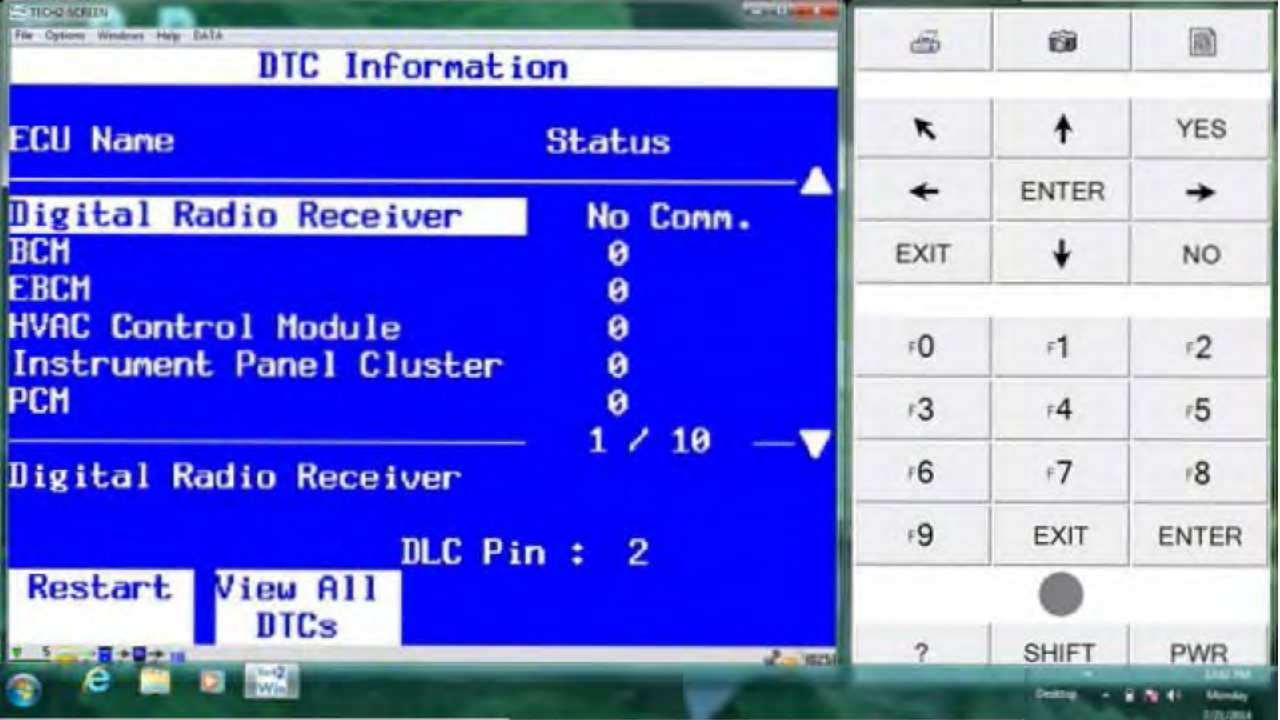

File Options Windows Help DATA
Veh. DTC Info.
ECU Name
Status
BCM
0
1 / 1
BCM
DLC Pin : 2
Restart
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

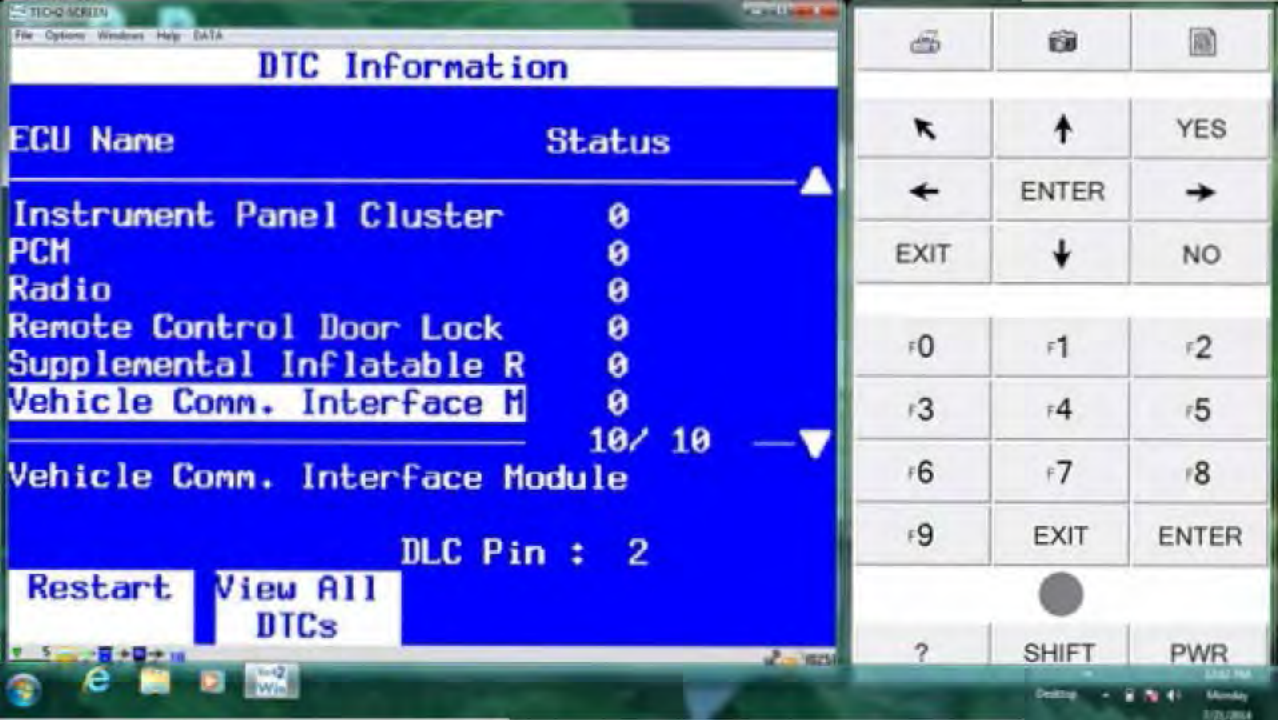
TECH2 SCREEN
File Options Windows Help DATA
Diagnostic Trouble Codes
No Diagnostic Trouble Codes.
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

TECH2 SCREEN
File Options Windows Help DATA
Diagnostics
(7) 2007 Passenger Car
(4) Buick
F0: Powertrain
F1: Body
F2: Chassis
F3: Vehicle Control Systems
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR


File Options Windows Help DATA
Vehicle Identification
Select one of the following
Engine Type
(7) 3.6L V6 LY7
(2) 3.8L V6 L26
2 / 2
(2) 3.8L V6 L26
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR


File Options Windows Help DATA
Vehicle Identification
Select one of the following
Air Conditioning
Automatic
Manual
1 / 2
Automatic
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR


DTC Information
ECU Name
Status
Digital Radio Receiver
No Comm.
BCM
0
EBCM
0
HVAC Control Module
0
Instrument Panel Cluster
0
PCM
0
1 / 10
Digital Radio Receiver
DLC Pin : 2
Restart
View All DTCs
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR


DTC Information
ECU Name
Status
Instrument Panel Cluster 0
PCM 0
Radio 0
Remote Control Door Lock 0
Supplemental Inflatable R 0
Vehicle Comm. Interface M 0
10/ 10
Vehicle Comm. Interface Module
DLC Pin : 2
Restart
View All DTCs
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

Class 2 Message Monitor
Module(s)
Status
PCM/VCM
Active
1
ABS/TCS
Active
1
BCM/BFC/DIM/SBM/TBC
Active
1
IPC
Active
1
Radio
Active
1
SIR
Active
1
OnStar VS-3B
Active
1
00:00:11
1 / 9
PCM/VCM
Sleep Mode
Ping Module
Ping All Modules
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

Class 2 Message Monitor
Module(s)
Status
BCM/BFC/DIM/SBM/TBC
Active
IPC
Active
Radio
Active
SIR
Active
1
OnStar VS-3B
Active
1
CCP/HVAC
Active
1
RFA
Active
1
00:00:22
9 / 9
RFA
Sleep Mode
Ping Module
Ping All Modules
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

Vehicle Control Systems
F0: Vehicle DTC Information
F1: Module ID Information
F2: Module Setup
F3: Class 2 Message Monitor
F4: Class 2 Power Mode
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

File Options Windows Help DATA
Data
System Power Mode Off Awake
1 / 1
System Power Mode
Select Items
Quick Snapshot
More
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

Data
System Power Mode
Accessory
1 / 1
System Power Mode
Select Items
Quick Snapshot
More
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

Data
System Power Mode
Run
1 / 1
System Power Mode
Select Items
Quick Snapshot
More
YES
ENTER
EXIT
NO
F0
F1
F2
F3
F4
F5
F6
F7
F8
F9
EXIT
ENTER
?
SHIFT
PWR

5

ESIS/General Motors LLC
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000
Sean.z.kelly@gm.com

313.665.3500 *tel*
248.778.1748 *fax*

Sean Kelly
Claims Administrator

July 28, 2014

[redacted]

Potosi MO [redacted]

RE: Claimant: [redacted]
Our File No.:
Our Client: General Motors, LLC
Date/Event: 7-4-14
Subject vehicle: 2007 Buick Lacrosse

Dear Ms. [redacted]

Attached is the data from the download performed on your 2007 LaCrosse on July 21, 2014.

The download did not record an event.

As we discussed, I'm not an expert and cannot help interpret any of the data on this summary but it will be used as part of the evaluation of your claim.

Thank you.

Sincerely,

Sean Kelly

Sean Kelly

Attachment: CDR Summary

K. BUCKLEY TOWING & RECOVERY, INC.

24 HOUR TOWING & RECOVERY

INVOICE

P. O. BOX 918
10 MAPLE - PARK HILLS, MO 63601

[redacted]

(573) 431-2117 (573)756-4563 FAX (573) 431-2175

DATE	TIME	CALLED IN BY:	REASON FOR TOW:
7/17/14	2:00 ☐AM ☒PM	Paul	Recall

LOCATION: Residence

DESTINATION: Turner Chevrolet

YEAR	MAKE	MODEL	COLOR	LICENSE #	STATE	MILEAGE
07	Buick	La Crosse	Gold	[redacted]	MO	

PICKED UP BY ☒ FRONT ☐ REAR | UNIT # | VIN #

KEYS ☒ YES ___ NO | DRIVER TRUCK Buck | CHARGE ☒ | PO#

PAID BY | CASH ☐ | CHECK # ☐ | CREDIT CARD ☐ AUTH. #

CUSTOMER ACCOUNT: Turner Chevrolet REF. #

OWNER PHONE ( )

ADDRESS: 10017 Linen Rd.

CITY: Potosi STATE: MO ZIP

SERVICES	AUTO	HEAVY DUTY	ACTUAL CHARGE	AMOUNT
TOWING		$125.00 Hour /Min.		125.00
MILEAGE/ per mile	$2.50 Min.	$3.50 Min.	miles X	
WINCHING	$2.00 Foot Per Cable Min.			
DOLLYS FLAT BED HOOK UP	$35.00 Min.	$75.00 Min.		
DRIVELINE	$25.00 Min.	$30.00 Min.		
STORAGE/PER DAY	$25.00 MIN.	$50.00 Per Unit		
CHARGES PAID OUT	CHECK # INVOICE #			
OTHER				
				125.00

TOTAL CHARGES

PLEASE & AUTHORIZATION: (must be signed)
Unlawful to charge a sum in excess of this schedule. I have examined the price schedule above and hereby authorize the ...ce of my vehicle. I accept full financial responsibility for this invoice. I hereby acknowledge that due to the conditions as ...ained by the Service man, there is a possibility that damage may occur in servicing my vehicle. I agree to assume full ...onsibility for any resulting damage to the vehicle not caused by the sole negligence on the part of the Service man. After ...g, I have checked my vehicle for damage, etc. before signing this invoice and hereby release Buckley Towing from any ...

Field Engineer / Sam Robert Beck /

CUSTOMER # [redacted]

[redacted]

POTOSI, MO [redacted]

WORKORDER

PAGE 1

HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 5 EARHART, PAUL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT
RED	07	BUICK LACROSSE	2G4WC582171[redacted]		100659/

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN07 DD			17:30 17JUL14		82.00	CASH	

R.O. OPENED	READY	OPTIONS:
17JUL2014 17:08		ENG:3.8_Liter_SFI

VEHICLE SERVICE HISTORY
CLSD DTE
RO# S/A MILEAGE OP CODE TECH. TYPE DESCRIPTION

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
A C TOW FROM RESIDENCE , OWNER CONCERN IS VEH STALLS,
LIGHTS GO OUT, CONTACT INFO IS SHAWN KELLY AT GM.

Buckley Towing 573-431-2117

TURNER CHEVROLET-CADILLAC CO., I...
1005 E. Main * P.O. Box 605
Park Hills, MO 63601
FAX (573) 431-5340
(573) 431-2414

TURNER
PARK HILLS MO

1005 E Main • PO Box 605 • Park Hills, MO 63601 • 573-431-2414
www.turnergm.com

Date: 8-12-14

To: Sean Kelly

From: Paul Earhart

Cust Bridgett Rose -

Tow-Bill —

07 Buick Lacrosse

Total number of pages: 2

Dealer Code Chevrolet 03-812
Cadillac 37-411

BAC: 111376

Fax # 573-431-5340

K. BUCKLEY TOWING & RECOVERY, INC.

24 HOUR TOWING & RECOVERY

INVOICE

P.O. BOX 918
510 MAPLE - PARK HILLS, MO 63601
(573) 431-2117 (573)756-4563 FAX (573) 431-2175

[redacted]

DATE	TIME	CALLED IN BY:	REASON FOR TOW:
7/17/14	2 W ☐AM ☑PM	Paul	Recall

LOCATION: Residence

DESTINATION: Turner Chevrolet

YEAR	MAKE	MODEL	COLOR	LICENSE #	STATE	MILEAGE
07	Buick	LaCrosse	Gold	[redacted]	MO	

PICKED UP BY	UNIT #	VIN #
☑ FRONT ☐ REAR	Buick	

KEYS	DRIVER / TRUCK	CHARGE	PO#
✓ YES ___ NO	Buick	☑	

PAID BY	CASH	CHECK #	CREDIT CARD	AUTH. #
	☐	☐	☐	

CUSTOMER ACCOUNT: Turner Chevrolet REF. #

OWNER: PHONE ( )

ADDRESS: 10017 Linen Rd.

CITY: Potosi STATE: MO ZIP:

SERVICES	AUTO	HEAVY DUTY	ACTUAL CHARGE	AMOUNT
TOWING		$125.00 Hour /Min.		125.00
MILEAGE/ per mile	$2.50 Min.	$3.50 Min.	miles X	
WINCHING	$2.00 Foot Per Cable Min.			
DOLLYS FLAT BED HOOK UP	$35.00 Min.	$75.00 Min.		
DRIVELINE	$25.00 Min.	$30.00 Min.		
STORAGE/PER DAY	$25.00 MIN.	$50.00 Per Unit		
CHARGES PAID OUT	CHECK # INVOICE #			
OTHER				
Sem Kelly - 248-778 1748				
				125.00

TOTAL CHARGES

RELEASE & AUTHORIZATION: (must be signed)
It is unlawful to charge a sum in excess of this schedule. I have examined the price schedule above and hereby authorize the service of my vehicle. I accept full financial responsibility for this invoice. I hereby acknowledge that due to the conditions as explained by the Se[redacted]n servicing my vehicle. I agree to assume full responsibility for any [redacted]gligence on the part of the Service man. After towing, I have chec[redacted] and hereby release Buckley Towing from any damag liability. Furt[redacted]ncurred in connection with the collection of this invoice.

Customer Signature [redacted] Date

A $30.00 Service Charge Will Be Charged For Returned Checks.

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.

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WASHINGTON COUNTY MEMORIAL HOS
300 HEALTHWAY DRIVE
POTOSI MO 63664-1499

PATIENT NAME [redacted]

ACCOUNT NUMBER [redacted]

RESPONSIBLE PARTY [redacted]

DATES OF SERVICE
07/09/14 - 07/09/14

INSURANCE

July 15, 2014

BRIDGET I ROSE
10017 LINEN RD
POTOSI MO [redacted]

For Questions or Information, please call
(573) 438-5451 or visit www.wcmhosp.org

DATES OF SERVICE	DESCRIPTION	AMOUNT
07/09/14 - 07/09/14	CURRENT HOSPITAL CHARGES	$1852.30
	Patient Payment	$.00
	Amount Paid by Insurance	$.00
	DUE FROM PATIENT: Please Pay This Amount	$1852.30

BALANCE IS NOW DUE. PLEASE CONTACT OUR OFFICE WITHIN 30 DAYS TO BE ELIGIBLE FOR OUR PROMPT PAY DISCOUNT.
573-438-5451 EXT 313 OR 278

Please return this portion with your payment (Allow 7-10 days for postal delivery)

DUE DATE
August 14, 2014

ACCOUNT NUMBER [redacted]

Please Pay This Amount
$1852.30

Fill out below for credit card payments

☐ MASTERCARD ☐ VISA ☐ DISCOVER

PRINT NAME ON CARD _____ EXPIRATION DATE _____

CARD NUMBER _____ AUTHORIZATION CODE _____

SIGNATURE _____ CARD HOLDER'S ZIP CODE _____

Please write your account number on your check. Make check payable to:

WASHINGTON COUNTY MEMORIAL HOS
300 HEALTHWAY DRIVE
POTOSI MO 63664-1499

005057

ACCOUNT NUMBER	DATE OF STATEMENT		BALANCE	AMOUNT DUE
[redacted]	07/15/2014	PAYMENTS AFTER THIS DATE WILL APPEAR ON YOUR NEXT STATEMENT		$200.00

PATIENT NAME

[redacted]

PLEASE SEND PAYMENT FOR THE AMOUNT DUE INDICATED. IF YOU HAVE AN QUESTIONS, PLEASE CALL OUR OFFICE. THANK YOU.

Place of Service: WASHINGTON CNTY MEMORIAL
Referring Doctor: AZIZ S DOUMIT MD

MAKE CHECKS PAYABLE TO:

SMITH IMAGING, INC
PO BOX 798266
SAINT LOUIS MO 63179-8002
800/326-2579

SEE REVERSE SIDE FOR IMPORTANT BILLING INFORMATION

Date	Doctor	Qty	Code	Description	Amount
07/09/2014	ALAN E HARRIS,MD	1	72125	CT CERVICAL SPINE W/OUT CONTRA	200.00

Pay or Access account at http://www.PerYourHealth.com ID: 4970-818718 Access Key: G3X1RZ

For questions call, 800/326-2579 and when prompted enter your identification number as follows [redacted]

PLEASE DETACH AND RETURN THE BOTTOM PORTION WITH PAYMENT

SMITH IMAGING, INC
PO BOX 798266
ST LOUIS MO 63179-8002

Temp-Return Service Requested

PIL*9965*818718.1

4970

MED127.A4LR71000016.J0H5IB.005057 005047

[redacted] POTOSI MO [redacted]

ACCOUNT NUMBER	PATIENT NAME
[redacted]	BRIDGET I ROSE

STATEMENT DATE	AMOUNT DUE	AMOUNT ENCLOSED
07/15/2014	$200.00	

MasterCard VISA DISCOVER [redacted]

To make credit card payments:
www.peryourhealth.com (see statement detail for account number and password) or call 1-877-247-2143

MAKE CHECKS PAYABLE AND REMIT TO:

SMITH IMAGING, INC
PO BOX 798266
SAINT LOUIS MO 63179-8002

[redacted]

D5 MDIV

Austin Plaza Pharmacy
410 E. High St.
Potosi, MO 63664

Clerk: BK CD #: 3 8/4/2014 2:00:57 PM

Item	Qty:	Price	Extended
♥ RX22757401 RX_Q:60 HYDROCO/APAP TAB 5-325MG :-)	1	$21.00	$21.00

1 Items Scanned

Sub Total	$21.00
Discount	$0.00
Tax	$0.00
Total Due	**$21.00**

Ticket # [redacted]
Cust: [redacted]
Tendered (1) Cash $21.00
Change Due $0.00

Current Account Balance: $23.28
*
We Appreciate Your Business!
Thank You!
Please come again.

Items denoted with a♥ indicates an eligible medical expense under IRS code Section 213(d)
♥ Item Total: $21.00 (RX: $21.00 OTC: $0.00)

Austin Plaza Pharmacy
410 E. High St.
Potosi, MO 63664

Clerk: DS CD #: 1 7/21/2014 4:10:37 PM

Item	Qty:	Price	Extended
♥ RX22757400 RX_Q:60 HYDROCO/APAP TAB 5-325MG :-)	1	$21.00	$21.00
♥ RX102440600 RX_Q:30 METHOCARBAM TAB 750MG	1	$10.28	$10.28
♥ RX102440700 RX_Q:30 MELOXICAM 15MG TAB :-)	1	$4.00	$4.00

3 Items Scanned

Sub Total	$35.28
Discount	$0.00
Tax	$0.00
Total Due	**$35.28**

Ticket # [redacted]
Cust: [redacted]
Tendered (3) Charge $35.28
Change Due $0.00

Current Account Balance: $48.28
*
We Appreciate Your Business!
Thank You!
Please come again.

Items denoted with a♥ indicates an eligible medical expense under IRS code Section 213(d)
♥ Item Total: $35.28 (RX: $35.28 OTC: $0.00)

Austin Plaza Pharmacy
410 E. High St.
Potosi, MO 63664

Clerk: DS CD #: 1 7/9/2014 3:36:05 PM

Item	Qty:	Price	Extended
♥ RX22729000 RX_Q:10 HYDROCO/APAP 10-325MG TAB;-))	1	$5.00	$5.00
♥ RX102293400 RX_Q:20 IBUPROFEN 600MG TAB:)	1	$4.00	$4.00
♥ RX102293700 RX_Q:30 CYCLOBENZAPR TAB 10MG:)	1	$4.00	$4.00

3 Items Scanned

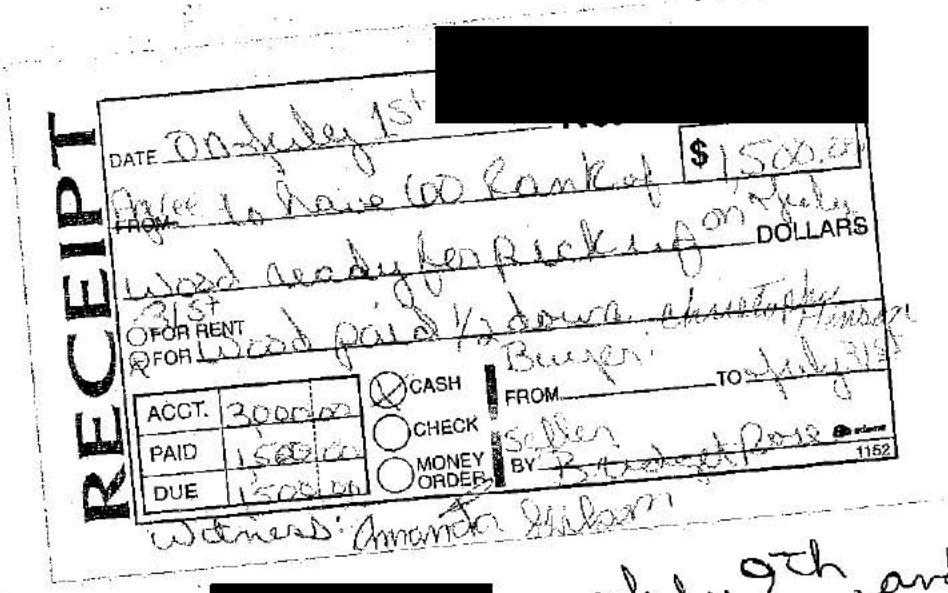
Sub Total	$13.00
Discount	$0.00
Tax	$0.00
Total Due	**$13.00**

Ticket [redacted]
Cust [redacted]
Tendered (3) Charge $13.00
Change Due $0.00

Current Account Balance: $13.00
*
We Appreciate Your Business!
Thank You!
Please come again.

Items denoted with a♥ indicates an eligible medical expense under IRS code Section 213(d)
♥ Item Total: $13.00 (RX: $13.00 OTC: $0.00)

Loss of work



RECEIPT

[redacted]

DATE On July 1st

$ 1,500.00

Agree to have 60 Rank of

FROM

Wood ready for pick up on July

DOLLARS

31st

FOR RENT

FOR Wood paid 1/2 down. Christopher Hinson

Buyer:

ACCT.	3000.00	
PAID	1500.00	
DUE	1500.00	

CASH

CHECK

MONEY ORDER

FROM _____ TO July 31st

Seller

BY Bridget Rose

1152

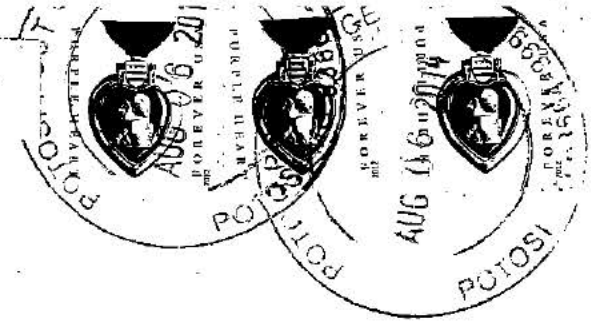
Witness: Amanda Wilson

I contacted [redacted] on July 9th, and Had to cancel his order Because I was unable to finsh the work by date. I had Eight Rank cut and Ready which he took, at $50.00 a Rank = $400.00 of order. I had to pay Back the remaining $1,100.00 that I was unable to finesh due to my neck strain.

[redacted]

X [redacted]

From [redacted]
Potosi, MO
[redacted]



[redacted]

DO NOT BEND

ReadyPost®
Document Mailer

Att: Sean Kelly
To: ESIS/General Motors LLC
P.O. Box 300
Mail Code 482C19B61
Detroit, MI 48265300

5

ESIS/General Motors LLC
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000
Sean.z.kelly@gm.com

313.665.3500 *tel*
248.778.1748 *fax*

Sean Kelly
Claims Administrator

September 29, 2014

[redacted]

Potosi MO [redacted]

RE: Claimant: [redacted]
Our File No.: [redacted]2
Our Client: General Motors, LLC
Date/Event: 7-4-14
Subject vehicle: 2007 Buick Lacrosse

Dear Ms. [redacted]

We have completed our investigation into your July 4, 2014 accident.

Based on all documentation received and reviewed, ESIS, on behalf of General Motors LLC, will not be in a position to honor your request for damages. If you have any additional evidence that supports your claim of a product defect, please forward it to my attention for further review.

Thank you.

Sincerely,

Sean Kelly

Sean Kelly

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

[redacted]

Service Request Detail

SR No.	[redacted]	**Ref No.**		**Goodwill**	No Goodwill Offered	**BRC Type**	N/A
Account		**Site**		**GW SubType**		**Bus. Unit**	CCC - CAC Tier 1
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	Complaint Vehicle - Operable
Daytime #	[redacted]	**Evening #**		**UCC**	Electrical Lamps - Interior Lighting	**Sub-Area**	Initial Failure/Repair
Address	116 Rogers Dr	**City**	Waynesboro	**Involved Dlr**	G.L. Stewart, L.L.C.	**Safety**	No
State	GA **ZipCd**	[redacted]	**Con Acct**	**Source**	Phone	**Updated**	12/2/2014 09:47:12 AM
Serial #/VIN	1GNDS13S65[redacted]	**Model Year**	2005	**Priority**	Medium **License #** CHEVROL	**Owner**	[redacted]
Make	Chevrolet	**Warr. Start**	01/03/2005	**Status**	Open	**Opened**	12/2/2014 09:41:31 AM
Model	TrailBlazer	**Mileage**	140000	**Sub-Status**	Dissatisfied	**Closed**	
Abstract	vehicle involved in accident - interior lights and seats issue						
Customer Description							

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Incident Loc	Incident Desc
Component	Damage Desc
Vehicle Loc	Add'l Info
Emgcy Svc Names	Maint Loc

PAR Detail

Collision	**Non Collision**	**Property Damage**	**Thermal Evt**	**Spec Equip**	
Vehicle Speed		**Weather Condition**		**Prop Owner**	**Property Type**
Last Service Date		**Loc Last Service**		**Property Location**	**Prop Est Repair Cost**
Veh Est Repair Cost		**Spec Equip Installer**		**Prop Damage Description**	
Primary Veh Use		**Inspection Type**		**Inspected By**	**Inspection Date/Time**
Veh Damage Description				**Explain Other**	

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/3/2014 09:55:56 AM	TABANAJO	ESISBIQU	Escalation	ESiS - CAC Injury	In Progress		Central Claims Escalation

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Customer states that he was involve in an accident in 08/08/2014.
Customer states that the accident happened because of the head/tail lights are flickering along with the interior lights.
It keeps blinking on and off and the seats reclines by itself back and forth. Customer states that the vehicle cuts off and the door panel gets hot and he got hurt due to reclining seat and had injuries with his neck and chest. He went to his doctor and took xray and everything. They gave him medicine because he is having hard time to breath. Customer got rid of it and got scared
Customer doesnt wanna get trap on the vehicle and took it back to fletcher auto sales. Customer states he lost all of his money
and the dealership declined to fix it and they said it will cost him $7,000 for the repair. He paid over $3000 and he got his receipt.Customer is seeking assistance to get compensated for all the money he lost from the multiple issues he had with the vehicle and for the accident that almost cost his life.

Joem | 1-866-790-5600 | CAC T1 Redesign | Manila

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/2/2014 05:49:17 PM	BAUTISNO	TABANAJO	Notify CRM		Done	12/3/2014 09:55:14 AM	ESIS escalation

Contact Last Name	Contact First Name	Account	BAC Code

Please follow ESIS Escalation. (there were injuries)

*make sure to use the template

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/2/2014 09:53:12 AM	TABANAJO	BAUTISNO	Manager Review	Case Assessment	Done	12/2/2014 05:49:12 PM	vehicle involved in accident

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Customer states that he was involve in an accident in 08/08/2014.
Customer states that the accident happened because of the head/tail lights are flickering along with the interior lights.
It keeps blinking on and off and the seats reclines by itself back and forth. Customer states that the vehicle cuts off and the door panel gets hot and he got hurt due to reclining seat and had injuries with his neck and chest. He went to his doctor and took xray and everything. They gave him medicine because he is having hard time to breath. Customer got rid of it and got scared
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Joem | 1-866-790-5600 | CAC T1 Redesign | Manila

==========
Approved:
Noemi/SME/CAC/T1/Manila

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/2/2014 09:47:13 AM	TABANAJO	TABANAJO	Inbound Call Customer	Complex Request	Done	12/2/2014 09:53:10 AM	Vehicle involved in an accident

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Cst Sts:
-Im calling for my 05 chevrolet trailblazer
-i got hurt
-had injuries with my neck and my chest
-i was involved in an accident
-it happened in 08/08/2014
-went to my doctor i took xray and everything
-they gave me medicine
-having hard time to breath
-i no longer have the car
-i got rid of it
-i got scared
-i dont wanna get trap on that thing
-i took it back where i bought it from
-before the accident the light is flickering
-it keeps blinking on and off
-seats reclines by itself back and forth
-the vehicle cuts off
-heads and tail lights are flickering along with the interior lights
-Door panel gets hot
-Got hurt due to reclining seat
-i gave it back to fletcher auto sales
-i lost all of my money
-they declined to fix it for me
-they said it will cost me $7,000 for the repair
-paid over $3000
-i got my receipt
-i dont think its fair
-they didnt do any repairs
-that's why i contacted GM and see what they can do for the money i lost

Cst Expectation:
-assistance to get compensated

Crs Resolution:
-provided SR #
-escalate to PAC
-advised customer to receive a call in 2 business days

Joem | 1-866-790-5600 | CAC T1 Redesign | Manila

Confidential Comments

Service Request Detail

UCC Information

UCC Code	Symptom	Description
N11	Inoperative	Electrical Lamps - Interior Lighting

Warranty

Logout

December 4, 2014

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

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

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: 1GNDS13S6522[redacted] Model: CS15506-2005 TRAILBLAZER SUV 2WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Noncompliance Recall	N050002	05002	WINDSHIELD URETHANE ADHESION	03/03/2005	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:800-556-3000.

OnStar Equipped: Y OnStar Status: Inactive

XM Equipped: Y XM Radio ID: AKM680MG XM Status: Active

OnStar Vehicle Diagnostics: N OMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Special Coverage 10054	10/30/2011	01/03/2005	395 MI	01/03/2015	120,395 MI
	Certified Used Limited Warranty	10/30/2011	11/07/2007	40,018 MI	02/07/2008	43,018 MI
	Bumper to Bumper Limited Warranty	10/30/2011	01/03/2005	395 MI	01/03/2008	36,395 MI

Certified Used Powertrain Limited Wty	10/30/2011	01/03/2005	395 MI	01/03/2010	100,395 MI
Emission Select Component Ltd Wty	10/30/2011	01/03/2005	395 MI	01/03/2013	80,395 MI
Corrosion Limited Warranty	10/30/2011	01/03/2005	395 MI	01/03/2011	100,395 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
05/22/2007	088474	ZREG----Regular Vehicle Transaction		E8642 - Hoses, Power Steering Hydraulic - Pump To Gear - Pressure - Replace	35,230 MI
04/17/2007	087634	ZFAT---Field Action Recall		V1317 - 05002 - Windshield Urethane Adhesion - Replace Windshield - Sublet	33,800 MI
01/22/2007	085510	ZREG----Regular Vehicle Transaction		N2328 - Switch - Ignition/Key Warning - Replace	29,510 MI
01/22/2007	085510	ZREG----Regular Vehicle Transaction		L2300 - Catalytic Converter Replacement	29,510 MI
01/22/2007	085510	ZREG----Regular Vehicle Transaction		Z7903 - 3-DAY COURTESY TRANSPORTATION	29,510 MI
01/12/2007	085313	ZREG----Regular Vehicle Transaction		F2003 - Cover And/Or Gasket, Differential - Rear Differential - Replace	29,156 MI
04/17/2006	078504	ZREG----Regular Vehicle Transaction		N0110 - Battery Replacement	18,283 MI
02/27/2006	077248	ZREG----Regular Vehicle Transaction		N4800 - Body Control Module Replacement	15,890 MI
02/10/2006	076831	ZREG----Regular Vehicle Transaction		N4800 - Body Control Module Replacement	15,520 MI
02/07/2006	076727	ZREG----Regular Vehicle Transaction		B5910 - Liftgate Outside Handle Replacement	15,430 MI
11/15/2004	A17036	ZPDI----Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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GM Warranty

Logout

December 4, 2014

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

INTERFACE WITH CUSTOMER

View Vehicle Build

This screen allows IVH users to view the initial build information on the selected VIN including option codes with descriptions (where available).

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: 1GNDS13S652[redacted] Model: CS15506-2005 TRAILBLAZER SUV 2WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Vehicle Build

Model: CS15506-2005 TRAILBLAZER SUV 2WD

Gross Vehicle Weight: 2,520

Order Number: HRJP3K

Build Date: 11/15/2004

Build Plant: 2

Option Codes

*IVH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

1SE - LT PREFERRED EQUIPMENT GROUP 2 * LEATHER APPOINTED SEATING ON 1ST AND 2ND ROW, 8-WAY PWR PSGR & PWR LUMBAR ***UNIT BUILT WITHOUT*** * LEATHER WRAPPED STEERING WHL	1SZ - PREFERRED EQUIPMENT SAVINGS
282 - LIGHT GRAY	28I - INT TRIM LT GRAY/DK GRAY
62U - DK GRAY MET/SILVERSTONE MET	67L - SILVERSTONE METALLIC
6HN - SPRING	7HN - SPRING
8NT - SUSPENSION	9NS - SUSPENSION
AAB - MEMORY DRIVER CONVENIENCE PKG	AJ1 - DEEP TINTED GLASS
AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG	AL9 - SENSOR INF RESTR, CHILD DETECT
AM9 - SPLIT FOLDING REAR SEAT BACK	AP9 - CARGO CONVENIENCE NET
AR9 - FRT BUCKET SEAT, DELUXE	AU0 - KEYLESS REMOTE DOOR LOCK
AXP - MPV VIN IDENT POSITION	B30 - CARPETING, COLOR-KEYED
B32 - FLOOR MATS, FRONT AND REAR	B33 - REAR COLOR KEYED FLOOR MATS
B42 - REVERSIBLE CARPET/VINYL CARGO UTILITY MAT	C49 - REAR WINDOW DEFOGGER
C4D - GVW RATING - 5550 LBS	CE1 - RAIN SENSING WIPERS
CJ2 - AUTOMATIC CLIMATE CONTROL	DAY - ASSEMBLY PLANT MORAINE, OHIO
DD4 - ISRV MIRROR W/COMPASS	DH2 - LIGHTED LH & RH VISOR MIRRORS
DK7 - OVERHEAD CONSOLE	DNR - DEALER INSTALLED EQUIPMENT
DS3 - MIRROR LH/RH REMOTE	DT4 - ASHTRAY AND LIGHTER
EVA - EVAP EMISSION REQUIREMENT	FE9 - 50-STATE EMISSIONS
G80 - LOCKING DIFFERENTIAL	GU6 - REAR AXLE 3.42 RATIO
JF4 - ELECTRIC ADJUSTABLE PEDALS	JF8 - BRAKE VAC POWER, 4 WHL DISC
JJ8 - PT DRESS SUBASSY NOT INSTALLED	K18 - ELECTRIC AIR INJECTION SYSTEM
K34 - CRUISE CONTROL	KA1 - HEATED FRONT SEATS
KG4 - GENERATOR 150 AMP	LL8 - VORTEC 4200 SFI I6
M30 - 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	N40 - POWER STEERING
N75 - 17" SPORT ALUMINUM WHEELS	N79 - FULL SIZE SPARE
NT7 - EMISSION SYS FED - TIER 2	NW7 - TRACTION ASSIST
PCK - ONSTAR PLUS PACKAGE * ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND * CRUISE CONTROL	PCR - SUN, SOUND, AND ENTERTAINMENT PACKAGE * POWER SUNROOF * BOSE PREMIUM SOUND SYSTEM * XM SATELLITE RADIO - OVER

	130 CHNLS OF DIGITAL ENTERTAINMENT. SERVICE FEE EXTRA 1ST 3MO INC * AM/FM STEREO W/6 DISC CHANGER (REPLACES CD/CASSETTE RADIO)
PDB - LUXURY PACKAGE * LEATHER APPOINTED SEATING ON 1ST AND 2ND ROW, 8-WAY PWR PSGR & PWR LUMBAR * LEATHER WRAPPED STEERING WHL W/AUDIO CONTROLS * DRIVER INFORMATION CENTER * AUTO CLIMATE CONTROL * RR SEAT RADIO & HVAC CONTROLS * REVERSABLE CARGO UTILITY MAT	PDF - LT PACKAGE 1 * LEATHER WRAPPED STEERING WHL W/AUDIO CONTROLS * RR SEAT RADIO & HVAC CONTROLS * DRIVER INFORMATION CENTER * AUTO CLIMATE CONTROL * REVERSIBLE CARGO UTILITY MAT
QTR - P245/65R17 FOUR ON/OFF ROAD WOL TIRES	RAE - CARGO MANAGEMENT SYSTEM *** DEALER INSTALLED ***
RYJ - CARGO SHADE	SLM - STOCK ORDERS
STW - LEATHER WRAPPED STEERING WHEEL	T61 - DAYTIME RUNNING LIGHTS
T96 - FRONT FOG LAMPS	T98 - STAMPING VEHICLE IDENT NUMBER
TB4 - LIFTGATE	TGA - LANGUAGE CONTROL ENG, FR, SPAN
U2K - XM SATELLITE RADIO - OVER 130 CHNLS OF DIGITAL ENTERTAINMENT. SERVICE FEE EXTRA.1ST 3MOS.INCL	U42 - REAR SEAT ENTERTAINMENT SYSTEM (REPLACES OPT PKG SUNROOF)
U68 - DRIVER INFO CENTER DISPLAY	U73 - FIXED MAST ANTENNA
UA6 - THEFT DETERRENT ALARM SYSTEM	UC6 - AM/FM RADIO,RDS,6 DISC CHANGER, (REPLACES STD/OPT PKG RADIO)
UE1 - ONSTAR SYSTEM INCLUDES 1 YR SAFE & SOUND	UG1 - HOMELINK
UK6 - REAR SEAT RADIO & HVAC CONTROLS	UQA - BOSE PREMIUM SOUND SYSTEM
UY7 - TRAILER WIRING HARNESS	V1K - LUGGAGE RACK CROSS-BARS
V40 - POWER PASSENGER SEAT PROVISIONS	V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA
VFF - VIDEO FORMAT REGION 1 NTSC	VHS - TRAILER HITCH RECEIVER COVER ***DEALER INSTALLED***
VK3 - LICENSE PLATE FRAME, FRONT	VXS - COMPLETE VEHICLE LABEL
X88 - CHEVROLET CONVERSION	YC6 - LT PACKAGE 2 * MEMORY: DRV SEAT,OSRV MIRROR * OSRV MIRRORS W/TURN SIGNAL * HEATED FRONT SEATS * ELECTRIC ADJUSTABLE PEDALS * ETR AM/FM STEREO W/CASSETTE, CD, RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)
YD3 - BASE EQUIP FOR SCH GVW PL-FT AX	YD5 - BASE FRONT SPRING
YD6 - BASE REAR SPRING	ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL W/CONTL
ZW7 - PREMIUM RIDE SUSPENSION	ZY7 - TWO-TONE EXTERIOR APPEARANCE

Added Option Codes

~BQ -

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Warranty

Logout

December 4, 2014

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

This screen allows IVH users to view the information on various major components added to the VIN selected during vehicle build.

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: 1GNDS13S652[redacted] Model: CS15506-2005 TRAILBLAZER SUV 2WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Traceability: 411110010
Source Plant: V-CPC FLINT, MICHIGAN Part / Number Broadcast: NBP
Date Scanned: 11/15/2004 Time Scanned: 20:40:00 Scan Station: 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM Traceability: 002113154
Source Plant: S-SAGINAW DIVISION SAGINAW,MI Part / Number Broadcast: U4Z
Date Scanned: 11/15/2004 Time Scanned: 21:04:00 Scan Station: 05

Component Code: 61-TRANSMISSION Traceability: 40441744
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO Part / Number Broadcast: 5SDD
Date Scanned: 11/15/2004 Time Scanned: 20:45:00 Scan Station: 02

Component Code: 65-REAR AXLE ASSEMBLY Traceability: 310212257
Source Plant: C-SAGINAW BUFFALO, NEW YORK Part / Number Broadcast: AD4
Date Scanned: 11/15/2004 Time Scanned: 20:56:00 Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY Traceability: 00110009
Source Plant: K-KELSEY-HAYES JASPER, INDIANA Part / Number Broadcast: 7383
Date Scanned: 11/15/2004 Time Scanned: 22:27:00 Scan Station: 21

Component Code: AB-IR-MODULE ASM-INFLATOR Traceability: 1E9KFA3
Source Plant: Q-RIMIR MATAMORS MEXICO Part / Number Broadcast: 2395
Date Scanned: 11/16/2004 Time Scanned: 01:16:00 Scan Station: 06

Component Code: AL-IR-MODULE ASM-I/P Traceability: 9YBSW13
Source Plant: M-MORTON-THIOKOL Part / Number Broadcast: 1178
Date Scanned: 11/15/2004 Time Scanned: 20:57:00 Scan Station: 04

Component Code: CB-SEQ NUM (FLEX) BODY ASM Traceability: 0940938
Source Plant: - Part / Number Broadcast: 1ZZ
Date Scanned: 11/10/2004 Time Scanned: 04:32:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: 1119374
Source Plant: - Part / Number Broadcast: 1WW
Date Scanned: 11/13/2004 Time Scanned: 08:25:00 Scan Station:

Component Code: CK-SEQ NUM (FLEX) GEN ASM Traceability: 1119013
Source Plant: - Part / Number Broadcast: 1PT
Date Scanned: 11/14/2004 Time Scanned: 00:55:00 Scan Station:

Component Code: CM-SEQ NUM (FLEX) GEN ASM Traceability: 1117764
Source Plant: - Part / Number Broadcast: 1PH
Date Scanned: 11/15/2004 Time Scanned: 13:56:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Source Plant: -
Date Scanned: 11/15/2004

Traceability: 1118187
Part / Number Broadcast: 1GB
Time Scanned: 15:27:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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Warranty

Logout

December 4, 2014

Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

This screen allows IVH users to view the available information on individual transaction for the VIN selected.

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: 1GNDS13S65[redacted] Model: CS15506-2005 TRAILBLAZER SUV 2WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Job Card Date: 05/22/2007 **Job Card Number: 088474**

Repair Service Agent: 114107 Odometer Reading: 35,230 MI

KEVIN WHITAKER CHEVROLET CADILLAC Authorization Code:
2320 LAURENS RD
GREENVILLE SC 29607-3247
8642970011

Process Date:
06/22/2007

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims

Labour Op E8842-Hoses, Power Steering Hydraulic - Pump To Gear - Pressure - Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 04/17/2007 **Job Card Number: 087634**

Repair Service Agent: 114107 Odometer Reading: 33,800 MI

KEVIN WHITAKER CHEVROLET CADILLAC Authorization Code:
2320 LAURENS RD
GREENVILLE SC 29607-3247
8642970011

Process Date:
04/27/2007

Transaction Type:
ZFAT---Field Action Recall

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims

Labour Op V1317-05002 - Windshield Urethane Adhesion - Replace Windshield - Sublet

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 01/22/2007 **Job Card Number: 085510**

Repair Service Agent: 114107 Odometer Reading: 29,510 MI

KEVIN WHITAKER CHEVROLET CADILLAC
2320 LAURENS RD
GREENVILLE SC 29607-3247
8642970011

Authorization Code:

Process Date:
02/02/2007
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op N2328-Switch - Ignition/Key Warning - Replace
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 01/22/2007 Job Card Number: 085510

Repair Service Agent: 114107 Odometer Reading: 29,510 MI

KEVIN WHITAKER CHEVROLET CADILLAC
2320 LAURENS RD
GREENVILLE SC 29607-3247
8642970011

Authorization Code:

Process Date:
02/02/2007
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 2 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op L2300-Catalytic Converter Replacement
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 01/22/2007 Job Card Number: 085510

Repair Service Agent: 114107 Odometer Reading: 29,510 MI

KEVIN WHITAKER CHEVROLET CADILLAC
2320 LAURENS RD
GREENVILLE SC 29607-3247
8642970011

Authorization Code:

Process Date:
02/02/2007
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 3 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op Z7903-3-DAY COURTESY TRANSPORTATION
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 01/12/2007 Job Card Number: 085313

Repair Service Agent: 114107 Odometer Reading: 29,156 MI

KEVIN WHITAKER CHEVROLET CADILLAC
2320 LAURENS RD
GREENVILLE SC 29607-3247
8642970011

Authorization Code:

Process Date:
01/19/2007
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op F2003-Cover And/Or Gasket, Differential - Rear Differential - Replace
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 04/17/2006 Job Card Number: 078504

Repair Service Agent: 114107 Odometer Reading: 18,283 MI
KEVIN WHITAKER CHEVROLET CADILLAC Authorization Code: E
2320 LAURENS RD
GREENVILLE SC 29607-3247
8642970011

Process Date:
05/16/2006
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op N0110-Battery Replacement
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 02/27/2006 Job Card Number: 077248

Repair Service Agent: 114107 Odometer Reading: 15,890 MI
KEVIN WHITAKER CHEVROLET CADILLAC Authorization Code: B
2320 LAURENS RD
GREENVILLE SC 29607-3247
8642970011

Process Date:
03/10/2006
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op N4800-Body Control Module Replacement
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 02/10/2006 Job Card Number: 076831

Repair Service Agent: 114107 Odometer Reading: 15,520 MI

KEVIN WHITAKER CHEVROLET CADILLAC
2320 LAURENS RD
GREENVILLE SC 29607-3247
8642970011

Authorization Code:

Process Date:
03/03/2006
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op N4800-Body Control Module Replacement
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 02/07/2006 Job Card Number: 076727

Repair Service Agent: 114107 Odometer Reading: 15,430 MI
KEVIN WHITAKER CHEVROLET CADILLAC
2320 LAURENS RD
GREENVILLE SC 29607-3247
8642970011

Authorization Code:

Process Date:
03/03/2006
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op B5910-Liftgate Outside Handle Replacement
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 11/15/2004 Job Card Number: A17036

Repair Service Agent: 114107 Odometer Reading: 0 MI
KEVIN WHITAKER CHEVROLET CADILLAC
2320 LAURENS RD
GREENVILLE SC 29607-3247
8642970011

Authorization Code:

Process Date:
11/19/2004
Transaction Type:
ZPDI----Pre-Delivery Inspection
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op Z7000-Pre-Delivery Inspection - Base Time
Causal Part Number

Global Warranty Management: Site Map
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Warranty

Logout

December 4, 2014

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

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: 1GNDS13S65[redacted] Model: CS15506-2005 TRAILBLAZER SUV 2WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Invoice Information

Invoicing Service Agent: 114107
KEVIN WHITAKER CHEVROLET CADILLAC
2320 LAURENS RD
GREENVILLE SC 29607-3247 8642970011

Invoice Date: 11/15/2004

Ship to Information

Ship to Service Agent: 114107
KEVIN WHITAKER CHEVROLET CADILLAC
2320 LAURENS RD
GREENVILLE SC 29607-3247 8642970011

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 114107
KEVIN WHITAKER CHEVROLET CADILLAC
2320 LAURENS RD
GREENVILLE SC 29607-3247 8642970011

Delivery Date: 01/03/2005
Delivery Type: 034—RETAIL LEASE* - GM DEALERSHIP
Delivery Odometer: 395

In Service Information

Invoicing Service Agent:

In Service Date: N/A
In Service Type: 0000
In Service Odometer: 0

Registration Information

Registration Service Agent: N/A

Registration Date: N/A
Registration Number: N/A
Registration Odometer: 0

Global Warranty Management: Site Map

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CARFAX® Vehicle History Report™

An independent company established in 1986

US $39.99

Vehicle Information:
2005 CHEVROLET TRAILBLAZER LS/LT
VIN: 1GNDS13S652[redacted]
4 DOOR WAGON/SPORT UTILITY
4.2L L6 MPI
REAR WHEEL DRIVE
Standard Equipment | Safety Options

CARFAX Report Provided By:
ESIS GM
300 Renaissance Ctr
Detroit, MI 48243
586-212-2141

- **Branded Title: Not Actual Mileage**
- Accident / Damage reported
- **4** Previous owners
- **21** Service records available
- Types of owners: Personal lease, Personal
- **$2,100** Below retail book value

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 12/10/14 at 1:17:52 PM (EST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Price Calculator™

Adjust the value of this **2005 Chevrolet Trailblazer LS/LT** based on the information available in this report

1) Retail Book Value	2) CARFAX Price Adjustment™	3) Adjusted Retail Value
$ 0	- $2,100	Begin by entering the retail book value
Enter retail book value here	Below retail book value	

Start by entering the retail book value from a pricing guide website.

This vehicle is worth less than average, based on information in this report.

Compare adjusted retail value to seller's asking price when making your decision.

CARFAX Ownership History

The number of owners is estimated

	Owners 1-2	Owner 3	Owner 4
Year purchased	2005	2013	2013
Type of owner	See Details	Personal	Personal
Estimated length of ownership	8 yrs. 4 mo.	3 months	11 months
Owned in the following states/provinces	South Carolina, North Carolina	Georgia	Georgia
Estimated miles driven per year	See Details	---	---
Last reported odometer reading	165,058	165,423	---

CARFAX Title History

CARFAX guarantees the information in this section

	Owners 1-2	Owner 3	Owner 4
Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	No Problem	No Problem	No Problem
Not Actual Mileage | Exceeds Mechanical Limits	No Problem	No Problem	**Alert!** Problem Found

Alert! Severe problems were reported by a state Department of Motor Vehicles (DMV). This vehicle does not qualify for the CARFAX Buyback Guarantee.

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

	Owners 1-2	Owner 3	Owner 4
Total Loss No total loss reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Odometer Check DMV title problems reported.	No Issues Indicated	No Issues Indicated	Odometer Problem
Accident / Damage Accident reported on 05/01/2011.	Accident Reported	No New Issues Reported	No New Issues Reported
Manufacturer Recall Check with an authorized General Motors dealer for any open recalls.	No Recalls Reported	No Recalls Reported	No Recalls Reported
Basic Warranty Original warranty estimated to have expired.	**Warranty Expired**	**Warranty Expired**	**Warranty Expired**

CARFAX Detailed History

Glossary

Owner 1

Purchased: 2005
Type: Personal lease
Where: South Carolina
Est. miles/year: 15,372/yr
Est. length owned: 2/1/05 - 8/23/07 (2 yrs. 6 mo.)

Date:	Mileage:	Source:	Comments:
12/09/2004	6	Kevin Whitaker Chevrolet Greenville, SC 864-297-0011 kevinwhitaker.net	Pre-delivery inspection completed
02/01/2005	395	South Carolina Motor Vehicle Dept. Easley, SC Title [redacted]	Title issued or updated Registration issued or renewed First owner reported Titled or registered as personal lease vehicle
03/24/2005		Kevin Whitaker Chevrolet Greenville, SC 864-297-0011 kevinwhitaker.net	Oil and filter changed
05/26/2005		South Carolina Motor Vehicle Dept. Easley, SC Title [redacted]	Registration issued or renewed
06/27/2005			

		Kevin Whitaker Chevrolet Greenville, SC 864-297-0011 kevinwhitaker.net	Tires rotated Oil and filter changed
08/02/2005	9,182	Kevin Whitaker Chevrolet Greenville, SC 864-297-0011 kevinwhitaker.net	Drivability/performance checked Body electrical system checked Oil and filter changed Tires rotated
11/29/2005	12,026	Kevin Whitaker Chevrolet Greenville, SC 864-297-0011 kevinwhitaker.net	Oil and filter changed
02/27/2006	15,520	Kevin Whitaker Chevrolet Greenville, SC 864-297-0011 kevinwhitaker.net	Body computer/module replaced Oil and filter changed Tailgate handle replaced
04/28/2006	18,283	Kevin Whitaker Chevrolet Greenville, SC 864-297-0011 kevinwhitaker.net	Tires rotated Oil and filter changed Battery replaced
07/26/2006	21,328	Kevin Whitaker Chevrolet Greenville, SC 864-297-0011 kevinwhitaker.net	Oil and filter changed
09/28/2006	24,298	Kevin Whitaker Chevrolet Greenville, SC 864-297-0011 kevinwhitaker.net	Tires rotated Oil and filter changed
12/27/2006	27,642	Kevin Whitaker Chevrolet Greenville, SC 864-297-0011 kevinwhitaker.net	Oil and filter changed Rear differential fluid flushed/changed
01/30/2007	29,510	Kevin Whitaker Chevrolet Greenville, SC 864-297-0011 kevinwhitaker.net	Catalytic converter replaced Ignition switch replaced
04/06/2007	30,885	Kevin Whitaker Chevrolet Greenville, SC 864-297-0011 kevinwhitaker.net	Oil and filter changed Tires rotated Windshield replaced
06/14/2007	35,216	Kevin Whitaker Chevrolet Greenville, SC 864-297-0011 kevinwhitaker.net	Oil and filter changed Tires rotated Power steering hose(s)/line(s) replaced
08/23/2007	39,901	Auto Auction	Sold at auction
08/24/2007		Liberty Pontiac GMC Truck Matthews, NC 704-708-8000 clickliberty.com	Pre-delivery inspection completed Oil and filter changed
08/25/2007	40,011		Passed emissions inspection

		North Carolina Inspection Station Matthews, NC	
08/27/2007		Online Listing	Vehicle offered for sale
08/29/2007		Kevin Whitaker Chevrolet Greenville, SC 864-297-0011 kevinwhitaker.net	Tires rotated Oil and filter changed
10/26/2007		Liberty Pontiac GMC Truck Matthews, NC 704-708-8000 clickliberty.com	Vehicle sold
10/27/2007	40,018	Liberty Pontiac GMC Truck Matthews, NC 704-708-8000 clickliberty.com	No-start/hard start condition checked Battery replaced
11/07/2007		GM Certified Dealer Matthews, NC	Sold as a GM Certified Used Vehicle

Owner 2

Purchased:	2007
Type:	Personal
Where:	North Carolina
Est. miles/year:	22,403/yr
Est. length owned:	11/27/07 - 6/24/13 (5 yrs. 6 mo.)

Date:	Mileage:	Source:	Comments:
11/27/2007	40,089	North Carolina Motor Vehicle Dept. Charlotte, NC Title [redacted]	Registration issued or renewed Title or registration issued New owner reported Loan or lien reported Passed safety inspection
09/29/2008	57,078	North Carolina Inspection Station Charlotte, NC	Passed emissions inspection
12/03/2008		North Carolina Motor Vehicle Dept. Charlotte, NC Title [redacted]	Registration issued or renewed Passed safety inspection
01/10/2009		North Carolina Motor Vehicle Dept. Olympia, WA	Registration updated when owner moved the vehicle to a new location
11/09/2009	72,033	North Carolina Inspection Station Charlotte, NC	Passed emissions inspection
12/03/2009		North Carolina Motor Vehicle Dept. Charlotte, NC Title [redacted]	Registration issued or renewed Passed safety inspection
01/04/2010		North Carolina Motor Vehicle Dept. Charlotte, NC	Registration updated when owner moved the vehicle to a new location
06/02/2010	92,346	Precision Tune Auto Care Charlotte, NC 704-510-1588 precisiontune.com	Maintenance inspection completed Steering/suspension lubricated Oil and filter changed Power steering fluid flushed/changed Brakes checked Brake fluid flushed/changed Fluids checked Cooling system checked Tire condition and pressure checked Power steering checked
09/23/2010	107,179		

		Precision Tune Auto Care Charlotte, NC 704-510-1588 precisiontune.com	Maintenance inspection completed Oil and filter changed Brakes checked
12/21/2010	113,123	North Carolina Inspection Station Charlotte, NC	Emissions inspection performed
12/22/2010	113,288	North Carolina Inspection Station Charlotte, NC	Failed emissions inspection
12/23/2010	113,739	North Carolina Inspection Station Charlotte, NC	Failed emissions inspection
12/23/2010	113,832	North Carolina Inspection Station Charlotte, NC	Failed emissions inspection
12/23/2010		North Carolina Motor Vehicle Dept. Charlotte, NC Title [redacted]	Registration issued or renewed Passed safety inspection
01/25/2011	116,106	Precision Tune Auto Care Charlotte, NC 704-510-1588 precisiontune.com	Maintenance inspection completed Brakes checked Oil and filter changed
05/01/2011		North Carolina Damage Report	Accident reported
07/27/2011	125,653	Precision Tune Auto Care Charlotte, NC 704-510-1588 precisiontune.com	Maintenance inspection completed Brakes checked Oil and filter changed
12/04/2011	134,114	North Carolina Inspection Station Charlotte, NC	Passed emissions inspection
12/06/2011		North Carolina Motor Vehicle Dept. Charlotte, NC Title # [redacted]	Registration issued or renewed Loan or lien reported
04/03/2012	139,977	Precision Tune Auto Care Charlotte, NC 704-510-1588 precisiontune.com	Maintenance inspection completed Oil and filter changed Antifreeze/coolant flushed/changed Brakes checked Transmission fluid changed Tire condition and pressure checked Cooling system checked Fluids checked Power steering fluid flushed/changed
12/31/2012		North Carolina Motor Vehicle Dept. Charlotte, NC Title [redacted]	Registration issued or renewed Loan or lien reported
06/24/2013	165,058	Auto Auction Southeast Region	Sold at auction

Owner 3
Purchased: 2013
Type: Personal

Date:	Mileage:	Source:	Comments:
09/09/2013			Vehicle purchase reported

Where:	Georgia
Est. length owned:	9/9/13 - 12/12/13 (3 months)

Date:	Mileage:	Source:	Comments:
		Georgia Motor Vehicle Dept.	
10/09/2013	165,423	Georgia Motor Vehicle Dept. Appling, GA	Odometer reading reported
10/11/2013		Georgia Motor Vehicle Dept. Appling, GA Title #[redacted]	Registration issued or renewed Title or registration issued New owner reported Loan or lien reported Vehicle color noted as Black

Owner

Purchased:	2013
Type:	Personal
Where:	Georgia
Est. length owned:	12/12/13 - present (11 months)

Date:	Mileage:	Source:	Comments:
12/12/2013		Georgia Motor Vehicle Dept.	Vehicle purchase reported
01/13/2014		Georgia Motor Vehicle Dept. Waynesboro, GA Title #[redacted]	New owner reported **NOT ACT AL MILEA E TITLE ISS ED** Loan or lien reported Vehicle color noted as Black

CARFAX Advisor™
A NAM title is issued when the owner discloses to a DMV mileage fraud, a broken odometer or that the actual mileage of this vehicle is unknown.

Mileage reported after this reading is potentially unreliable

Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscr bers, please visit our Help Center at www.carfaxonline.com.

CARFAX lossary

View Full Glossary

Accident / Damage Indicator
CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada. Different information in a vehicle's history can indicate an accident or damage, such as: salvage auction, fire damage, police-reported accident, crash test vehicle, damage disclosure, collision repair facility and automotive recycler records. Not every accident or damage event is reported and not all reported are provided to CARFAX. Details about the accident or damage event when reported to CARFAX (e.g. severity, impact location, airbag deployment) are included on the Vehicle History Report. CARFAX recommends you obtain a vehicle inspection from your dealer or an independent mechanic.

- According to the National Safety Council, Injury Facts, 2007 edition, 7% of the 245 million registered vehicles in the U.S. were involved in an accident in 2005. Over 75% of these were considered minor or moderate.
- CARFAX depends on many sources for its accident / damage data. CARFAX can only report what is in our database on 12/10/14 at 1:17:52 PM (EST). New data will result in a change to this report.

North Carolina Damage Reports:

- Provide an estimate of the extent of damage in its accident reports for the following:
  - SEVERE/TOTALED: The vehicle cannot be driven from the accident scene due to severe damage or an injury. This level of damage often results in a Salvage or Junk title.
  - MODERATE: The accident damage affects the operation of the vehicle and/or its parts. Examples include broken windows, trunk lids, doors, bumpers and tires.

- MINOR: The accident damage does not affect the operation of the vehicle. Examples include dented bumpers, fenders, grills and body panels. This level of accident should not compromise vehicle safety.
- NO DAMAGE: The vehicle was not damaged.

- Are required if the estimated damage exceeds $1000

CARFAX Price Adjustment™
Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Failed Emissions Inspection
The emissions check performed during a vehicle inspection indicated the vehicle was emitting more than allowable emissions standards and/or had missing or modified parts. Repeated failed emissions records can indicate engine problems and CARFAX recommends you have the vehicle inspected.

Federal Odometer Act
The Federal Odometer Act requires a seller to disclose the vehicle's mileage on the title when ownership is transferred. Congress enacted this Act to prohibit odometer tampering and to protect consumers from mileage fraud. Under this act, sellers must disclose any issues with the vehicle's odometer. These disclosures translate into the Exceed Mechanical Limits and Not Actual Mileage titles.

First Owner
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

New Owner Reported
When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Not Actual Mileage Title
When the seller certifies, under the Federal Odometer Act, that the odometer reading does not reflect the vehicle's actual mileage. This may occur because the odometer was tampered with, broken, or replaced.

Ownership History
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued
A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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© 2014 CARFAX, Inc., a unit of IHS Inc. All rights reserved.
Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
12/10/14 1:17:52 PM (EST)

5

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
313-665-0911 *fax*

Kelly Kufel
Claim Administrator

December 12, 2014

[redacted]
Waynesboro, GA [redacted]

RE: Claimant: [redacted]
Our File No.: [redacted]
Our Client: General Motors LLC
Date/Event: 8/8/14
Subject vehicle: 2005 Chevrolet Trailblazer
VIN: 1G1NDS13S65[redacted]

Dear Mr. [redacted]

ESIS provides administrative claims handling services to General Motors LLC in connection with product liability claims against GM. They have referred your claim to our office for further handling.

To further investigate your claim we will need all medical records concerning the injuries suffered as a result of this accident. A medical release is enclosed to assist our office in obtaining these records. **I would also request that you include the names, addresses and/or telephone numbers of all treating physicians.**

Should you have any questions with regards to this letter or your claim, please do not hesitate to contact me directly at (800) 888-0164, Monday through Friday, 7:00 AM to 3:30 PM, EST.

Sincerely,

Kelly Kufel

Kelly Kufel
Claim Administrator

Enclosure

AUTHORIZATION FOR USE AND/OR DISCLOSURE OF CONFIDENTIAL MEDICAL INFORMATION

I, the undersigned, hereby authorize the following Authorized Health Care Providers to make the authorized use and/or disclosure of confidential information contained in my medical records to ESIS at the address below:

Name, address, telephone number of medical provider:
Name, address, telephone number of medical provider:
Name, address, telephone number of medical provider:
Name, address, telephone number of medical provider:
Name, address, telephone number of medical provider:
Name, address, telephone number of medical provider:

I understand that the purpose(s) for which this information is to be used and/or disclosed is for a product liability claim against General Motors LLC for an incident which occurred on or about 8/8/14.

The confidential information from my medical records and/or x-rays to be disclosed has no limitations as to the dates of visits or injuries to be disclosed. I understand that full disclosure is authorized. This includes interviews of doctors, EMTs, and other attendants regarding all matters relating to my examination, diagnosis, care, and treatment.

I understand that:

- I have a right to inspect or copy my confidential information that is to be used or disclosed.
- If my confidential health information is disclosed to someone who is not required to comply with the federal privacy protection regulations, then such information may be re-disclosed by the recipient and would no longer be protected.
- I may revoke this authorization at any time with respect to any Authorized Health Care Provider by notifying such Authorized Health Care Provider in writing of my revocation of this authorization and delivering to such Authorized Health Care Provider my revocation by mail or personal delivery. ESIS requests a copy of such revocation.
- The above-listed medical providers may not condition (withhold or refuse) treating me on whether I sign this Authorization.

A photocopy of this Authorization can be accepted with the same authority as the original.

Printed Name of Patient* Terry McClemen	**Date of Birth**	**Social Security Number**
Address, City, State and Zip		**Medicare Health Insurance Claim Number (HICN)**
Signature of Patient or Personal Representative*		**Date Signed**
Relationship to individual*	**Authority to act for individual***	

*If you are a personal representative signing this Authorization, please provide a description of your relationship to the individual and a description of your authority to act for the individual below.

EXPIRATION OF AUTHORIZATION: THIS AUTHORIZATION FOR USE AND/OR DISCLOSURE OF CONFIDENTIAL MEDICAL INFORMATION WILL REMAIN IN EFFECT FOR AS LONG AS MY CLAIM AGAINST GENERAL MOTORS LLC IS PENDING UNLESS IT IS EXPRESSLY REVOKED IN WRITING BY ME AS NOTED ABOVE.

ESIS–General Motors Claims
PO Box 300
M/C 482-C19-B61
Detroit, MI 48265-3000

Claim Number: [redacted]
Claims Administrator: Kelly Kufel

ESIS is the third-party administrator for General Motors LLC.

AUTHORIZATION FOR USE AND/OR DISCLOSURE OF CONFIDENTIAL MEDICAL INFORMATION

I, the undersigned, hereby authorize the following Authorized Health Care Providers to make the authorized use and/or disclosure of confidential information contained in my medical records to ESIS at the address below:

Name, address, telephone number of medical provider: ~~Terry McClemen Sr., 116 Roger's Dr, W'Boro, Ga. 30830~~
Name, address, telephone number of medical provider: Burke Medical Center, Waynesboro, Ga. 30830, 706-554-4435
Name, address, telephone number of medical provider: C. Norwood VA Uptown, Augusta, GA. 30904 800-828-8668 operator 2754
Name, address, telephone number of medical provider: Went to VA after Burke Medical - still seeing the VA
Name, address, telephone number of medical provider:
Name, address, telephone number of medical provider:

I understand that the purpose(s) for which this information is to be used and/or disclosed is for a product liability claim against General Motors LLC for an incident which occurred on or about 8/8/14.

The confidential information from my medical records and/or x-rays to be disclosed has no limitations as to the dates of visits or injuries to be disclosed. I understand that full disclosure is authorized. This includes interviews of doctors, EMTs, and other attendants regarding all matters relating to my examination, diagnosis, care, and treatment.

I understand that:

- I have a right to inspect or copy my confidential information that is to be used or disclosed.
- If my confidential health information is disclosed to someone who is not required to comply with the federal privacy protection regulations, then such information may be re-disclosed by the recipient and would no longer be protected.
- I may revoke this authorization at any time with respect to any Authorized Health Care Provider by notifying such Authorized Health Care Provider in writing of my revocation of this authorization and delivering to such Authorized Health Care Provider my revocation by mail or personal delivery. ESIS requests a copy of such revocation.
- The above-listed medical providers may not condition (withhold or refuse) treating me on whether I sign this Authorization.

A photocopy of this Authorization can be accepted with the same authority as the original.

Printed Name of Patient* [redacted]	Date of Birth [redacted]	Social Security Number [redacted]
Address, City, State and Zip [redacted] Waynesboro, Ga. [redacted]		Medicare Health Insurance Claim Number (HICN) [redacted]
Signature of Patient or Personal Representative*		Date Signed 1-2-15
Relationship to individual*	Authority to act for individual*	

*If you are a personal representative signing this Authorization, please provide a description of your relationship to the individual and a description of your authority to act for the individual below.

EXPIRATION OF AUTHORIZATION: THIS AUTHORIZATION FOR USE AND/OR DISCLOSURE OF CONFIDENTIAL MEDICAL INFORMATION WILL REMAIN IN EFFECT FOR AS LONG AS MY CLAIM AGAINST GENERAL MOTORS LLC IS PENDING UNLESS IT IS EXPRESSLY REVOKED IN WRITING BY ME AS NOTED ABOVE.

ESIS–General Motors Claims
PO Box 300
M/C 482-C19-B61
Detroit, MI 48265-3000

Claim Number: [redacted]
Claims Administrator: Kelly Kufel

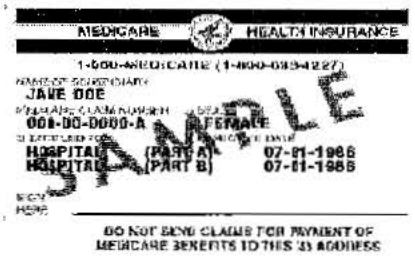
ESIS is the third-party administrator for General Motors LLC.

The Centers for Medicare & Medicaid Services (CMS) is the federal agency that oversees the Medicare program. Many Medicare beneficiaries have other insurance in addition to their Medicare benefits. Sometimes, Medicare is supposed to pay after the other insurance. However, if certain other insurance delays payment, Medicare may make a "conditional payment" so as not to inconvenience the beneficiary, and recover after the other insurance pays.

Section 111 of the Medicare, Medicaid and SCHIP Extension Act of 2007 (MMSEA), a new federal law that became effective January 1, 2009, requires that liability insurers (including self-insurers), no-fault insurers, and workers' compensation plans report specific information about Medicare beneficiaries who have other insurance coverage. This reporting is to assist CMS and other insurance plans to properly coordinate payment of benefits among plans so that your claims are paid promptly and correctly.

We are asking you to the answer the questions below so that we may comply with this law.

Please review this picture of the Medicare card to determine if you have, or have ever had, a similar Medicare card.



Section I

Are you presently, or have you ever been, enrolled in Medicare Part A or Part B?	☒Yes	☐No
If yes, please complete the following. If no, proceed to Section II.		
Full Name: *(Please print the name exactly as it appears on your SSN or Medicare card if available.)* [redacted]		
Medicare Claim Number: [redacted]	**Date of Birth (Mo/Day/Year)** [redacted]	
Social Security Number: *(If Medicare Claim Number is Unavailable)* [redacted]	**Sex**	☐Female ☑Male

Section II

I understand that the information requested is to assist the requesting insurance arrangement to accurately coordinate benefits with Medicare and to meet its mandatory reporting obligations under Medicare law.

[redacted] [redacted]

Claimant Name (Please Print) **Claim Number**

[redacted]m If Claimant is Unable (Please Print)

[redacted] 1-2-15

Signature of Person Completing This Form **Date**

If you have completed Sections I and II above, stop here. If you are refusing to provide the information requested in Sections I and II, proceed to Section III.

Claim # [redacted]

Section III

[redacted] [redacted]

Claimant Name (Please Print) Claim Number

For the reason(s) listed below, I have not provided the information requested. I understand that if I am a Medicare beneficiary and I do not provide the requested information, I may be violating obligations as a beneficiary to assist Medicare in coordinating benefits to pay my claims correctly and promptly.

Reason(s) for Refusal to Provide Requested Information:

[redacted] 1-2-15

Date

[redacted]

WAYNESBORO, Ga.
[redacted]

AUGUSTA GA 309
05 JAN 2015 PM 1 T

ESIS - GEN. MOTORS CLAIMS
P.O. Box 300
M/C 482-C19-B61
DETROIT, MI 48265-3000

IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

CDR File Information

User Entered VIN	1GNDS13S652[redacted]
User	[redacted]y
Case Number	[redacted]
EDR Data Imaging Date	01/13/2015
Crash Date	08/08/2014
Filename	1GNDS13S6522[redacted] ACM.CDRX
Saved on	Tuesday, January 13 2015 at 13:02:21
Collected with CDR version	Crash Data Retrieval Tool 15.0
Reported with CDR version	Crash Data Retrieval Tool 15.0
EDR Device Type	Airbag Control Module
Event(s) recovered	None

Comments

Location: Fletchers Auto Sales, 3321 Peach Orchard Road, Augusta, GA
Connected: DLC used
Mileage: 198577
Power: External power source used to power all vehicle systems
SIR: Flashed and went off during key on power up

Data Limitations

Recorded Crash Events:

There are two types of recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). The minimum SDM Recorded Vehicle Velocity Change, that is needed to record a Non-Deployment Event, is five MPH. A Non-Deployment Event may contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle velocity change. This event will be cleared by the SDM, after approximately 250 ignition cycles. This event can be overwritten by a second Deployment Event, referred to as Deployment Event #2, if the Non-Deployment Event is not locked. The data in the Non-Deployment Event file will be locked, if the Non-Deployment Event occurred within five seconds of a Deployment Event. A locked Non Deployment Event cannot be overwritten or cleared by the SDM.
The second type of SDM recorded crash event is the Deployment Event. It also may contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events. If a second Deployment Event occurs any time after the Deployment Event, the Deployment Event #2 will overwrite any non-locked Non-Deployment Event. Deployment Events cannot be overwritten or cleared by the SDM. Once the SDM has deployed an air bag, the SDM must be replaced.

Data:

-SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. For Deployment Events, the SDM will record 220 milliseconds of data after Deployment criteria is met and up to 70 milliseconds before Deployment criteria is met. For Non-Deployment Events, the SDM can record up to the first 300 milliseconds of data after algorithm enable. Velocity Change data is displayed in SAE sign convention.
-The CDR tool displays time from Algorithm Enable (AE) to time of Deployment command in a Deployment event and AE to time of maximum SDM recorded vehicle velocity change in a Non-Deployment event. Time from AE begins when the first air bag system enable threshold is met and ends when Deployment command criteria is met or at maximum SDM recorded vehicle velocity change. Air bag systems such as frontal, side, or rollover, may be a source of an enable. The time represented in a CDR report can be that of the enable of one air bag system to the Deployment time of another air bag system.
-Maximum Recorded Vehicle Velocity Change is the maximum square root value of the sum of the squares for the vehicle's combined "X" and "Y" axis change in velocity.
-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
-SDM Recorded Vehicle Speed accuracy can be affected by various factors, including but not limited to the following:
- -Significant changes in the tire's rolling radius
- -Final drive axle ratio changes
- -Wheel lockup and wheel slip

-Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.

-Pre-Crash data is recorded asynchronously. The 0.5 second Pre-crash data value (most recent recorded data point) is the data point last sampled before AE. That is to say, the last data point may have been captured just before AE but no more than 0.5 second before AE. All subsequent Precrash data values are referenced from this data point.
-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:
    -The SDM receives a message from the module sending the pre-crash data
    -No data is received from the module with an "invalid" flag sending the pre-crash data
    -No module present to send the pre-crash data
-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit.
-The Time Between Non-Deployment to Deployment Events is displayed in seconds. If the time between the two events is greater than five seconds, "N/A" is displayed in place of the time If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.
-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
-All data should be examined in conjunction with other available physical evidence from the vehicle and scene.

Data Source:
All SDM recorded data is measured, calculated, and stored internally, except for the following:
-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.
-The Belt Switch Circuit is wired directly to the SDM.

Hexadecimal Data:
Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR tool.

01013_SDMDS_r004

Hexadecimal Data

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR system.

```
$01  B2 3C 00 E6 64 69
$02  00 00 00 E0 18 00
$03  00 00 00 00 00 00
$04  F0 08 80 00 00 00
$05  3F 00 00 06 C0 E2
$06  3F 00 00 06 C0 E2
$07  00 00 C0 00 22 00
$08  00 08 08 50 50 00
$09  04 64 04 64 7F 00
$0A  00 00 00 00 00 00
$0B  08 F6 00 00 FE 00
$12  FF 7F 00 84 40 00
$17  03 03 03 02 00 00
$18  03 03 00 00 00 00
$19  00 00 00 00 00 00
$1A  00 00 00 00 00 00
$1B  00 00 00 00 00 00
$1C  4F 4F 00 4F 00 01
$1D  33 C1 00 00 00 00
$1E  00 00 00 00 00 00
$1F  0D 0D 33 6D 5C 7C
$20  20 99 03 00 00 00
$21  7E 7F 7E 82 83 82
$22  41 00 00 00 00 00
$23  00 FF FF 5E F0 00
$24  40 FF 66 DC 00 00
$25  82 C0 00 00 00 00
$26  FF FF FF FF FF FF
$27  FF FF FF FF FF FF
$29  FF FF FF FF FF FF
$2A  FF FF FF FF FF FF
$2B  FF FF FF FF FF FF
$2C  FF FF FF FF FF FF
$2F  FF FF FF FF FF FF
$30  FF FF FF FF FF FF
$36  00 00 00 00 00 00
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$3B  00 00 00 00 00 00
$3C  00 00 00 00 00 00
$3D  00 00 00 00 00 00
$3E  FF FF FF FF FF FF
$3F  FF FF FF FF FF FF
$40  FF FF FF FF FF FF
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$44  FF FF FF FF FF FF
$45  FF FF FF FF FF FF
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$4E  FF FF FF FF FF FF
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$73  00 00 00 00 00 00
$74  00 00 00 00 00 00
$75  00 00 00 00 00 00
$76  00 00 00 00 00 00
$77  00 00 00 00 00 00
$78  00 00 00 00 00 00
$79  00 FF 00 00 00 00
$80  00 00
$81  3F 00 00 06 C0 E2
$82  48 08 EC 58
```

Disclaimer of Liability

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.

5

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
248-778-1712 *fax*

Kelly Kufel
Claims Administrator

12/12/2017

[redacted]

RE: Claimant: [redacted]
Our File No.: [redacted]
Our Client: General Motors LLC
Date/Event: 8/8/14
VIN: 1G1NDS13S652[redacted]

Dear Mr [redacted]:

Please find enclosed a copy of the air bag data retrieved from the above vehicle. This copy is for your records.

We are still in the process of evaluating your claim and will contact you once it has been completed.

Sincerely,

Kelly Kufel

Kelly Kufel

Enclosure

5

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000

800.888.0164 *tel*
248-778-1712 *fax*

Kelly Kufel
Claim Administrator

December 12, 2017

[redacted]
Waynesboro, GA[redacted]

RE: Claimant: [redacted]
Our File No.: [redacted]
Our Client: General Motors LLC
Date/Event: 8/8/2015
Vehicle: 2005 Chevrolet Trailblazer
VIN: 1G1NDS13S652[redacted]

Dear Mr. [redacted]:

This will confirm that we have completed our review of your claim regarding alleged defects to the 2005 Chevrolet Trailblazer. At this time, based on all documentation received and reviewed, ESIS, on behalf of General Motors LLC, will not be in a position to honor your request for damages. If you have any additional evidence that supports your claim of a product defect, please forward it to my attention for further review.

Please note that you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as there is intent to pursue a claim and/or cause of action.

Sincerely,

Kelly Kufel

Kelly Kufel

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.		Cost Ast.		BRC Type	N/A
Account	Kevin Whitaker Chevrolet Cadillac	Site/BAC	114107	GW SubType		Business Unit	TAC US
Address				Approval		Area	Body and Accessories
City		Zip	State	UCC		Sub-Area	Lighting Systems
Last Name	[redacted]	First Name	[redacted]	Involved Dlr		Safety	N
Daytime #		Evening #		Source	Phone	Updated	12/04/2014 07:54:14
Serial/VIN #	1GNDS13S6522[redacted]	Mileage	15520	Priority	1 - SELF License # CHEVROLET	Owner	EVENT
Model	TrailBlazer	Model Year	2005	Status	Closed	Opened	Feb 10, 2006 12:29 AM
Make	Chevrolet	Warranty Start	01/03/2005 00:00:00	Sub Status	Vantive Auto Close	Closed	Dec 31, 2010 12:00 AM
Cust Concern	DD:0,TI:0,FTD:,FCD:,FCTR:						
Customer Description	HIGH BEAMS COME ON BY THEMSELVES						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Service Request Activities – UCC PAR

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**		**Spec Equip**	
Vehicle Speed				**Weather Condition**				**Prop Owner**	**Property Type**
Last Service Date				**Loc Last Service**				**Property Location**	**Prop Est Repair Cost**
Veh Est Repair Cost				**Spec Equip Installer**				**Prop Damage Description**	

Service Request Activities – UCC PAR

Primary Veh Use		**Inspection Type**		**Inspected By**		**Inspection Date/Time**	
Veh Damage Description				**Explain Other**			

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 17, 2006 11:17 AM	LZZYK1		Vantive Data Conversion		Done	04/17/2006 11:17:00	04/17/2006 11:17:00 PHILLIPS - Caller's name (First, Last, and Position) Bo

Last Name	First Name	Account	BAC Code

Comments

04/17/2006 11:17:00 PHILLIPS -
Caller's name (First, Last, and Position)
Bob Hill Tech, took over case.

2__ Number of times in for the same condition
2__ Number of days vehicle in dealership for same condition
Intermittent headlights flicker.

Results of the Previous Suggestions Made by TAC (Include Additional Details of the Concern)
No DTCs.
Cannot duplicate concern.
Replaced BCM on last visit.
Does PIT3170E apply to this truck?
Tech seeking any info.

New Recommendations
Advise that PIT3170E does not apply to this truck, it is only for 4.3l V6 S and T trucks.
Advise of bulletin 05-08-42-001, for this concern.
Advise load test battery.

Advise test charging system.
Advise use Tech2 and activate AIR pump and note headlight operation.
Advise if headlights dim show customer what happens when AIR pump comes on.
Advise if this is what customer is seeing attempt no repairs, it is a normal vehicle characteristic.
Dealer to advise.....DP

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 10, 2006 12:30 AM	NZNJ4B		Vantive Data Conversion		Done	02/10/2006 12:30:04	02/10/2006 12:30:05 SBD Template - BUSH STRATEGY BASED DIAGNOSTICS _1

Last Name	First Name	Account	BAC Code

Comments

02/10/2006 12:30:05 SBD Template - BUSH
STRATEGY BASED DIAGNOSTICS

_1_ Number of times in for the same condition
_1_ Number of days vehicle in dealership for same condition
_N_ Y / N Is the vehicle modified/non-production accessories (List below)
_N_ SI Document ID Number supplied by Dealer _____

Caller's name (First, Last, and Position)
Ron Caudill-tech
Customer concern -
High beams come on by themselves
Dealer comments/diagnosis -(DTC'S, Parts, Repairs, Duplicated, SI Search, Compare to like Vehicle?)
Dealer stated they have not duplicated the concern at this time. Dealer stated there are no DTC's in vehicle. Dealer stated their customer said that this condition has occurred several times while driving at night. Dealer calling to see if there are any similar cases, and their resolutions.
TAC recommendation -
Advised dealer that there were no similar cases, PI's, or bulletins for this condition on this model vehicle. Advised dealer that a STG on circuit 1969, 307, or 11, could cause this condition, or an internal concern with the BCM.

Confidential Comments

Service Request Activities – UCC PAR

02/10/2006 12:30:05 History - BUSH

UCC Information

UCC Code	Description	Symptom

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	71-1342356705	Ref No.			Cost Ast.	No Goodwill Offered		BRC Type	N/A
Account		Site/BAC			GW SubType			Business Unit	CCC - CAC Tier 2
Address	[redacted]				Approval	Not Initiated		Area	Complaint Vehicle - Operable
City	Waynesboro	Zip	[redacted]	State GA	UCC	Steering - Power Steering Pump / Brackets		Sub-Area	Initial Failure/Repair
Last Name	[redacted]	First Name	[redacted]		Involved Dlr	Gordon Chevrolet		Safety	No
Daytime #	[redacted]	Evening #			Source	Phone		Updated	08/14/2014 09:56:10
Serial/VIN #	1GNDS13S652[redacted]	Mileage	140000		Priority	Dealer CCS Action Required	License # CHEVROLET	Owner	NZ34YL
Model	TrailBlazer	Model Year	2005		Status	Closed		Opened	Aug 8, 2014 3:18 PM
Make	Chevrolet	Warranty Start	01/03/2005 00:00:00		Sub Status	Dissatisfied		Closed	Aug 14, 2014 9:56 AM
Cust Concern	Switch issues								
Customer Description	loaner/rental veh will be repaired								

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Service Request Activities – UCC PAR

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**		**Spec Equip**	
Vehicle Speed				**Weather Condition**				**Prop Owner**	**Property Type**
Last Service Date				**Loc Last Service**				**Property Location**	**Prop Est Repair Cost**
Veh Est Repair Cost				**Spec Equip Installer**				**Prop Damage Description**	

Service Request Activities – UCC PAR

Primary Veh Use		**Inspection Type**		**Inspected By**	**Inspection Date/Time**
Veh Damage Description				**Explain Other**	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 14, 2014 9:56 AM	RZJLQB	NZ34YL	SR Closed - Dissatisfied		Done	08/14/2014 09:56:07	Service Request has been Closed Dissatisfied.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 14, 2014 9:55 AM	RZJLQB	NZ34YL	Dealer Notification	Action Required	Done	08/14/2014 09:55:52	SR sent to dealership for action

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Customer has been referred to your dealership for assistance. If you haven't already done so, please reach out to the customer within four business hours to attempt to resolve and update the case with the current status.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 13, 2014 3:28 PM	NZ34YL	RZJLQB	Manager Review	Case Closure	Done	08/14/2014 09:56:03	Please Review Case

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 13, 2014 3:27 PM	NZ34YL	NZ34YL	SR Summary	SR Closure Review	Done	08/13/2014 15:28:34	OTS to close pending file

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Request to close for the following reasons:

Cust Sts: Vehicle is listed under the recall (Ignition Switch). GM advisor Vern contacted Roadside Service to have the vehicle towed to Gordon Chevrolet. Customer feels the vehicle is not safe to drive. Customer requested tow services. Customer had an accident on Friday causing the driver seat to slam into the steering wheel. Customer went to the hospital for X-rays. Customer is feeling sore, but is ok.

CRS Adv: The customer that his vehicle is not listed under the ignition switch recall. The only recall his vehicle is listed under is the Driver Door Short Circuit, but those are only certain vehicles. All vehicles listed under the recall are VIN specific. CRS informed the customer they will be contacting CEM to further discuss his case.

Service Rep. Robert stated the customer called roadside service stating his vehicle was under the recall; this is why his vehicle was towed. The vehicle is not listed under the recall. The dealer will not work on the vehicle due to extremely poor maintenance.

The total repair cost is more than the vehicle's worth. Customer does not want to pay for anything. The customer will have to tow the vehicle back to his house.

Customer is not happy with the outcome, and he will be driving his vehicle back home. Customer will be in contact with his attorney for further assistance.

Nicole Walker/CAC/WMI/T2/LVL0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 12, 2014 5:13 PM	RZJLQB	NZ34YL	Notify CRM	Case Review Complete	Done	08/12/2014 17:40:21	Priority, Proofread

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]y		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 11, 2014 2:35 PM	NZ34YL	RZJLQB	Manager Review	Case Closure	Done	08/12/2014 17:13:47	Please Review Case

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 11, 2014 2:23 PM	NZ34YL	NZ34YL	SR Summary	SR Closure Review	Done	08/11/2014 14:34:56	OTS to close pending file

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Request to close for the following reasons:

Cust Sts: Vehicle is under a recall (Ignition Switch). Advisor Vern contacted Roadside Service and had the customer vehicle towed to Gordon Chevrolet. Customer wants the vehicle towed back to his house, because the dealership will not work on it. Customer refuse to drive the vehicle, because he is afraid. Customer had a accident Friday, driver seat slammed into the steering wheel. Customer had to go to the hospital for X-rays. Customer is experiencing soreness, but is ok.

CRS Adv: The customer that his vehicle is not listed under the ignition switch recall. The only recall his vehicle is listed under is the Driver Door Short Circuit, but those are certain vehicles. All vehicles listed under the recall are VIN specific. CRS informed the customer they will be contacting CEM to further discuss his case.

Robert at Gordon Chevrolet stated the customer called Roadside stating his vehicle was under the recall; this is why his vehicle was towed.

The vehicle is not listed under the recall. The dealer will not work on the vehicle due to extremely poor maintenance. The repairs will cost more than the vehicle's worth. Customer does not want to pay for anything. Customer will have to get the vehicle towed back to his house.

Customer is not happy with the outcome, and he will be driving his vehicle back home. Customer will be contacting his lawyer for further assistance.

Nicole Walker/CAC/WMI/T2/LVL0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 11, 2014 10:52 AM	NZ34YL	NZ34YL	Outbound Call Customer	Made Contact	Done	08/11/2014 14:32:58	Resolution

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Customer is not happy with the outcome, and he will be driving his vehicle back home. Customer will be contacting his lawyer for further assistance. Cutomer feels the dealership did not look at his vehicle. Customer feels it is a GM defect. CRS informed the customer he will have to pay for an diagnosis. Customer refused to pay.

Nicole Walker/CAC/WMI/T2/LVL0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 11, 2014 10:51 AM	NZ34YL	NZ34YL	Ownership Changed		Done	08/11/2014 10:51:49	Service Request Ownership has changed FROM: FERMINIA TO: NZ34YL

Last Name	First Name	Account	BAC Code
[redacted]	T[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 11, 2014 10:31 AM	NZ34YL	NZ34YL	Outbound Call Dealer	Made Contact	Done	08/11/2014 14:33:55	Vehicle Issue

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Robert at Gordon Chevrolet stated the customer called Roadside stating his vehicle was under the recall; this is why the vehicle was towed. The dealer will not work on the vehicle due to extremely poor maintanence. The repairs will cost more than the vehicle's worth. Customer does not want to pay for anything. Customer will have to get the vehicle towed back to his house.

Nicole Walker/CAC/WMI/T2/LVL0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 11, 2014 9:51 AM	NZ34YL	NZ34YL	Inbound Call Customer	Product Inquiry	Done	08/11/2014 14:34:00	Vehicle Issue

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Cust Sts: Vehicle is under a recall (Ignition Switch). Advisor Vern contacted Roadside Service and had the customer vehicle towed to Gordon Chevrolet. Customer wants the vehicle towed back to his house, because the dealership will not work on it. Customer refuse to dirve the vehicle, because he is scared. Customer had a accident Friday, driver seat slammed into the steering wheel. Customer had to go to the hospital for X-rays. Customer is a little sore.

Cust Sks: Towing

CRS Adv: The customer that his vehicle is not listed under the ignition switch recall. The only recall his vehicle is listed under is the Driver Door Short Circuit, but those are certain vehicles. All vehicles listed under the recall are VIN specific. CRS informed the customer that they will be contacting CEM to further discuss his case.

Nicole Walker/T2/WMI/LVL0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 11, 2014 9:35 AM	AQUINOAL	VZMF46	Inbound Call	Complex Request	Done	08/11/2014 10:31:26	Assisting only

Service Request Activities – UCC PAR

Customer			
Last Name	**First Name**	**Account**	**BAC Code**
[redacted]	[redacted]		

Comments

Name: [redacted]
Phone#: [redacted]
VIN: 1GNDS13S6522[redacted]
YMM: 2005 Chevrolet Traverse
Mileage: Not aware
New/Used: Used
Issue: Cost Assistance

CUST STS
Multiple issues:
seats reclines by itself back and forth
ignition switch - sometimes, it cuts off
heads and tail lights are flickering along with the interior lights
Door panel gets hot
Got hurt due to reclining seat - even had to go to the doctor
vehicle is still with Gordon Chevrolet
Been there since friday

CUST SKS
Needs cost assistance
Still needs a loaner vehicle

CRS ADV
Customer was informed that his case is not to be handled by a specialist who would coordinate matters with your dealership.

CUST STS
I want to speak to them now.

Customer was transferred to T2 - Nicole.
OTS hand-off permitted by Arnold/SME/T1/MLA

Albert/CAC T1/Redesign/Manila

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Aug 9, 2014 1:13 PM	LIMJO1	ZZJZ33	Notify CRM		Done	08/11/2014 10:23:08	

Last Name	First Name	Account	BAC Code	
[redacted]	[redacted]			See IBCC

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 9, 2014 1:09 PM	LIMJO1	LIMJO1	Inbound Call Customer	Complex Request	Done	08/09/2014 13:13:09	***Assisting Only***

Last Name	First Name	Account	BAC Code
[redacted]n	[redacted]		

Comments

customer called to request to be called back ASAP, best number to be called bac is 7068717616

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 9, 2014 11:47 AM	MANALAJE	ZZJZ33	Notify CRM	Customer Called	Done	08/11/2014 10:22:56	please see IBCC

Last Name	First Name	Account	BAC Code
[redacted]n	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 9, 2014 11:47 AM	MANALAJE	MANALAJE	Inbound Call Customer	Complex Request	Done	08/09/2014 11:47:51	assisting only

Last Name	First Name	Account	BAC Code
[redacted]	T[redacted]		

Comments

Name : [redacted]

Telephone# : [redacted]
Case#: 7[redacted]

Customer states : Customer called in about on going case and is calling to get an update.

Customer seeks : wants an update on case.

CRS advised : Transferred to ext : 10049 vm as per cust request. Informed that will advised case owner that he called for an update. cust ok.

JEN/CAC Tier 1/Manila

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 9, 2014 11:35 AM	PZD2QS	ZZJZ33	Notify CRM		Done	08/11/2014 10:23:00	see IBC

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 9, 2014 11:20 AM	PZD2QS	PZD2QS	Inbound Call Customer	Customer	Done	08/09/2014 11:36:10	**assisting only**

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]y		

Comments

Customer states that he requested loaner vehice from dealer but was denied because they said that they had no record of his vehicle being in the dealership. Robert at dealer said that he'll update him on when a loaner would be available but never did. Was really nasty to him when they spoke in dealer. Then after seeing his currently vehicle he said he wouldn't be eligible for a loaner vehicle.

Customer seeks to have a loaner vehicle because he feels that he's in harm's way by driving the vehicle.

CRS advised to reach out to dealership regarding possible loaner but reminded him that it's Saturday so we may not make any progress until the next business day which will be Monday.

CieraWarren/CAC/WMI/T2/LVL0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 9, 2014 11:17 AM	SZJZ7X	SZJZ7X	Inbound Call Customer	Customer	Done	08/09/2014 11:24:25	**ASSISTING TIER 1 ONLY** RFI Rental/Repair Aassistance.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

****ASSISTING TIER 1 ONLY****
Customer states: I took my vehicle to the dealership for electrical issues and seat issues, they are repairing it currently but im out of town my home is 47 miles away and i need a loaner or rental, the dealership was very rude and said they could not offer a rental, but i need a vehicle to drive until its repaired, its not safe to drive and it needs to be fixed, but i need transportation, if i have to i will get legal involvement.

CRS attempted to put customer in T2 que, customer insisted on speaking with someone today.

CRS advised customer: I will transfer your case to a district specialist for further assistance, I cannot guarantee you will get a rental vehicle or that you can get immediate assistance.

CRS transfered call to Tier 2 agent.

Mark Saffell/BRC/WMI/ER/LVL2 ASSISTING TIER 1 ONLY

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 9, 2014 11:17 AM	SZJZ7X	ZZJZ33	SR Opened		Done	08/09/2014 11:17:16	SR in Status of Closed has been Re-Opened by SZJZ7X

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2014 7:20 PM	LARSONME	LARSONME	Inbound Call Customer	Complex Request	Done	08/08/2014 19:23:06	rental vehicle

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

[redacted]6
7[redacted]

Customer called to gather information about the rental
EVA explained that we would reference him back to the dealership to get na update, and advised that the dealership is close.
Customer understood and he said that he would call them tomorrow
Melissa Larson/Sag/EV Advisor/GW2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2014 6:03 PM	PALADHA1	ZZJZ33	SR Closed - Dissatisfied		Done	08/08/2014 18:03:56	Service Request has been Closed Dissatisfied.

Last Name	First Name	Account	BAC Code
Mcclemen	Terry		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2014 4:30 PM	CONCEPBE	NZ2GJF-TERMINATED	Manager Review	Case Assessment	Done	08/08/2014 18:03:52	Closing DSAT

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

==========

Approved:

Harold*CAC T1 Redesign*Manila*TL*L2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2014 4:30 PM	CONCEPBE	HZ5KC7	SR Summary	Status/Action Plan	Done	08/08/2014 16:30:56	for review

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Switch issue, veh to use while waiting for repair

Promoted CEM

Bern/CAC/T1/MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2014 4:28 PM	CONCEPBE	HZ5KC7	Email - Outbound		Done	08/08/2014 16:30:11	Customer Referral: M[redacted], 1GNDS13S652[redacted]

Last Name	First Name	Account	BAC Code
Logemann	Adam		

Comments

-- ID# A01CACT1ET (Do not delete or change this line in any way) --

Billy Whittington

Service Request Activities – UCC PAR

I have referred Carry Mcclemen to your dealership, BAC 235109, for your help in investigating their question or concern. It is my understanding that this customer has not contacted you previously, or made you aware of their concern.

We may have already had a phone conversation regarding this customer. I am sending this email so you have a summary of the case information.

Below are details for the customer and their case.

- Customer Name: [redacted]
- Vehicle Information: 2005 Chevrolet TrailBlazer
- VIN: 1GNDS13S65[redacted]6
- Service Request #[redacted]5
- Brief Description of Concern: Customer having multiple issues on vehicle. Want to have option on having a vehicle to use while waiting for it to be repaired.
- Customer Daytime Phone: [redacted]
- Customer's Preferred Time of Contact: Anytime

Please contact this customer within 4 hours of receipt of this message to begin addressing their question or concern. There will be no additional follow-up with the customer on this case from CAC at this time.
There is no need for you to respond back to me.

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

Sincerely,
Bern
1-866-790-5700, extension 20465
Chevrolet Customer Assistance

If you do respond to this message, please use the 'Reply with History' option to ensure that I h...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2014 4:14 PM	CONCEPBE	HZ5KC7	Inbound Call Customer	Complex Request	Done	08/08/2014 16:27:51	rental vehicle

Last Name	First Name	Account	BAC Code
Mcclemen	Terry		

Comments
CUSTOMER STATES:

-already called earlier
-she put me in the roadside assistance
-i don't know what was done
-i need a vehicle to use
-issue is with the switch,key switch stays in even if its off
-headlight blinking at night
-seat goes back to reclining position

CUSTOMER SEEKS:
-loaner/rental

CRS ADV:
-veh should be checked at the dealer to determine what needs to be done
-CEM will be able to provide options, or if you are eligible of loaner/rental but i can't assure that
-as seen dealer was already emailed just wait for a call

Bern/CAC/T1/MNL/

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2014 4:13 PM	CONCEPBE	ZZJZ33	SR Opened		Done	08/08/2014 16:13:53	SR in Status of Closed has been Re-Opened by CONCEPBE

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2014 3:57 PM	FERMINIA	ZZJZ33	SR Closed - Satisfied		Done	08/08/2014 15:57:03	Service Request has been Closed Satisfied.

Last Name	First Name	Account	BAC Code
Mcclemen	Terry		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2014 3:52 PM	FERMINIA	ZZJZ33	Email - Outbound		Done	08/08/2014 15:56:50	Customer Referral [redacted], 1GNDS13S6522[redacted]

Last Name	First Name	Account	BAC Code
L[redacted]	[redacted]		

Comments

-- ID# A01CACT1ET (Do not delete or change this line in any way) --

Billy Whittington

I have referred [redacted] to your dealership, BAC 235109, for your help in investigating their question or concern. It is my understanding that this customer has not contacted you previously, or made you aware of their concern.

We may have already had a phone conversation regarding this customer. I am sending this email so you have a summary of the case information.

Below are details for the customer and their case.

- Customer Name: [redacted]
- Vehicle Information: 2005 Chevrolet TrailBlazer
- VIN: 1GNDS13S652[redacted]6
- Service Request #[redacted]
- Brief Description of Concern: Customer has electrical issue with the vehicle.key switch stays on even if its off,seats go back to reclining position while driving. Have appointment there on Wednesday 8:30 am. We assisted the customer for towing service. If in need of further assistance and information,I have here the SR number attached. Feel free to contact us. Thank you and good day!
-from off position,going on,headlight blinking at night
- Customer Daytime Phone: [redacted]

Please contact this customer within 4 hours of receipt of this message to begin addressing their question or concern. There will be no additional follow-up with the customer on this case from CAC at this time.
There is no need for you to respond back to me.

Thank you for your crucial role in resolving this customer's iss...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Aug 8, 2014 3:50 PM	FERMINIA	ZZJZ33	SR Summary	SR Closure Review	Done	08/08/2014 15:56:54	SAT

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

cust called:
electrical issue
afraid to drive the veh

resolution:
coordinate with CEM
partner with RA
gave case number
email CEM
set expectation

Closing the case:
SAT

Yahn/ CAC Tier 1 Redesign/ IBM Manila

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2014 3:45 PM	FERMINIA	ZZJZ33	Outbound Call Third Party	Made Contact/Engineering Own	Done	08/08/2014 15:50:41	RA

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

*conferenced call with RA

Veh is at:
[redacted] Waynesboro GA 3[redacted]

going to:
GORDON CHEVROLET
2031 GORDON HWY AUGUSTA GA

spoke with: Terry

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2014 3:44 PM	FERMINIA	ZZJZ33	SR Summary	CAC Towing	Done	08/08/2014 15:45:27	waive towing

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

*veh out of warranty
*customer is afraid to drive the vehicle to the dealership
*insisting

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2014 3:43 PM	FERMINIA	ZZJZ33	Dealer Notification	Information Only	Done	08/08/2014 15:43:14	Initial Referral to Dealership from CAC

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Customer has been referred to your dealership for assistance. If you haven't already been in contact with the customer, please reach out to them to attempt to resolve.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2014 3:31 PM	FERMINIA	ZZJZ33	Outbound Call Dealer	Made Contact	Done	08/08/2014 15:43:21	appointment

Last Name	First Name	Account	BAC Code
[redacted]	T[redacted]		

Comments

CRS provided the info and concern of the customer to the CEM

CEM would have Mr, Philman to make appointment

Mr. Philman:the customer already have appointment Wednesday 8:30 am

Cust:okay,asked towing assistance

CEM:can assist towing but if it turns out that its not about any recall,he will pay

Cust:dont want to pay
-wants towing
-safety issue

Yahn/ CAC Tier 1 Redesign/ IBM Manila

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2014 3:19 PM	FERMINIA	ZZJZ33	Inbound Call Customer	Complex Request	Done	08/08/2014 15:43:25	veh issues

Last Name	First Name	Account	BAC Code
Mcclemen	Terry		

Comments

CUST States:
-questions about the veh
2005 TRAILBLAZER SUV
-roadside call-cant answer cust question
Cust:key switch stays on even if its off
-from off position,going on
-headlight blinking at night
-seats go back to reclining position
-might drain the battery
-called the dealer
-cant see the mileage because of the veh problem

CUST Seeks:
-veh to be fixed
-under recall
-afraid to drive the veh

CRS Adv:

-partner with a dealership for proper diagnosis **-no open recall on veh** **-recalls are VIN specific and cant rely on web** **-CEM is on the best position to give us option** **-give case number** **Yahn/ CAC Tier 1 Redesign/ IBM Manila**
Confidential Comments

UCC Information

UCC Code	Description	Symptom
M30	**Steering - Power Steering Pump / Brackets**	**Plugged / Restricted**

End of Report

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

CORPORATION SERVICE COMPANY®

Notice of Service of Process

null / ALL
Transmittal Number: [redacted]
Date Processed: 03/28/2016

Primary Contact:
Rosemarie Williams
General Motors LLC
Mail Code 48482-038-210
400 Renaissance Center
Detroit, MI 48265

Entity:	General Motors LLC Entity ID Numbe[redacted]
Entity Served:	General Motors LLC
Title of Action:	[redacted] vs. General Motors LLC; Huerta, Jorge, Luis
Document(s) Type:	Citation/Petition
Nature of Action:	Personal Injury
Court/Agency:	Tarrant County District Court, Texas
Case/Reference No:	[redacted]
Jurisdiction Served:	Texas
Date Served on CSC:	03/28/2016
Answer or Appearance Due:	10:00 am Monday next following the expiration of 20 days after service
Originally Served On:	CSC
How Served:	Certified Mail
Sender Information:	Law Offices of Douglas A. Allison (Corpus Christi, Texas) 361-888-6002
Client Requested Information:	Year: 2007 Make: Model: Trailblazer VIN:

Notes: Law offices of Douglas A. Allison 403 N. TancahuaCorpus Christi, Texas 78401
CSC Location document was served: Corporation Service Company d/b/a CSC-Lawyers Incorporating Service 211 E. 7th Street Suite 620 Austin, TX 78701-3218

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

THE STATE OF TEXAS
DISTRICT COURT, TARRANT COUNTY

CITATION *Cause No* [redacted]

[redacted]

VS.
GENERAL MOTORS LLC, ET AL

TO: GENERAL MOTORS LLC

B/S REG AGT/CSC-LAWYERS INCORPORATING SERVICE CO 211 E 7TH ST STE 620 AUSTIN TX 78701-4234

You said DEFENDANTS are hereby commanded to appear by filing a written answer to the PLAINTIFF'S FIRST AMENDED ORIGINAL PETITION at or before 10 o'clock A.M. of the Monday next after the expiration of 20 days after the date of service hereof before the 342nd District Court in and for Tarrant County, Texas, at the Courthouse in the City of Fort Worth, Tarrant County, Texas said PLAINTIFF being

[redacted]

Filed in said Court on March 22nd, 2016 Against
GENERAL MOTORS LLC, JOSE LUIS HUERTA

For suit, said suit being numbered 342-284223-16 the nature of which demand is as shown on said PLAINTIFF'S FIRST AMENDED ORIGINAL PETITION a copy of which accompanies this citation.

DOUGLAS A ALLISON
Attorney for [redacted] Phone No. (361)888-6002
Address 403 N TANCAHUA CORPUS CHRISTI, TX 78401

Thomas A. Wilder , Clerk of the District Court of Tarrant County, Texas. Given under my hand and the seal of said Court, at office in the City of Fort Worth, this the 23rd day of March, 2016

By _____ Deputy
LISA LETBETTER

NOTICE: You have been sued. You may employ an attorney. If you or your attorney do not file a written answer with the clerk who issued this citation by 10:00 AM. on the Monday next following the expiration of twenty days after you were served this citation and petition, a default judgment may be taken against you.

Thomas A. Wilder, Tarrant County District Clerk, 100 N CALHOUN, FORT WORTH TX 76196-0402

OFFICER'S RETURN

Received this Citation on the _____ day of _____, _____ at _____ o'clock ___M; and executed at _____ within the county of _____, State of _____ at _____ o'clock ___M on the _____ day of _____, _____ by mailing to the within named _____

a true copy of this Citation together with the accompanying copy of PLAINTIFF'S FIRST AMENDED ORIGINAL PETITION having first endorsed on same the date of delivery.

Deputy/Constable/Sheriff: _____

County of _____ State of _____ By _____ Deputy

Fees $_____

State of _____ County of _____ (Must be verified if served outside the State of Texas)

Signed and sworn to by the said _____ before me this _____ day of _____, ____

to certify which witness my hand and seal of office

(Seal)

_____

County of _____, State of _____

CITATION

Cause No. [redacted]

[redacted]

VS.

GENERAL MOTORS LLC, ET AL

ISSUED

This 23rd day of March, 2016

Thomas A. Wilder
Tarrant County District Clerk
100 N CALHOUN
FORT WORTH TX 76196-0402

By LISA LETBETTER Deputy

DOUGLAS A ALLISON
Attorney for: [redacted]
Phone No. (361)888-6002
ADDRESS: 403 N TANCAHUA

CORPUS CHRISTI, TX 78401

CIVIL LAW

1- Cert C/M

[redacted]

FILED
TARRANT COUNTY
3/22/2016 3:41:23 PM
THOMAS A. WILDER
DISTRICT CLERK

CAUSE NO [redacted]

[redacted]	§	**IN THE DISTRICT COURT**
	§	
VS.	§	**____ JUDICIAL DISTRICT**
	§	
GENERAL MOTORS LLC;	§	
and JORGE LUIS HUERTA	§	**TARRANT COUNTY, TEXAS**

PLAINTIFF'S FIRST AMENDED ORIGINAL PETITION

TO THE HONORABLE JUDGE OF SAID COURT:

NOW COME, [redacted] sometimes referred to as Plaintiff herein, and makes and files this her Plaintiff's Original Petition complaining of GENERAL MOTORS LLC and JORGE LUIS HUERTA, sometimes collectively referred to as Defendants, and for such consideration and cause of action will show unto the Court the following, to wit;

I.
DISCOVERY LEVEL

Plaintiff intends to conduct discovery under Level 3 pursuant to a court order (in accordance with T.R.C.P. Rule 190.4).

II.
PARTIES

Plaintiff [redacted] is a United States citizen, and a legal resident of the State of Texas. Plaintiff's permanent residential address is [redacted] Ft. Worth, Texas [redacted]

Defendant GENERAL MOTORS LLC (Defendant GM), a Delaware limited liability company having its principal place of business in the State of Michigan, does business in Texas, and may be served with process by serving its Texas registered agent for service of process, Corporation Service Company d/b/a CSC-Lawyers Incorporating Service Company, 211 E. 7th Street, Suite 620, Austin, Texas 78701-4234. Service will be by certified mail, return receipt

[redacted]

requested, and in a manner compliant with the Texas Rules of Civil Procedure. Service is hereby requested at this time.

Defendant JOSE LUIS HUERTA (Defendant Huerta) is a United States citizen, and legal resident of the State of Texas. Defendant Huerta may be served with citation and this pleading by serving Defendant Huerta at his permanent residential address at 605 Blandin Avenue, Ft. Worth, Texas 76111. Service will be by private process server, and in a manner compliant with the Texas Rules of Civil Procedure. Service is hereby requested at this time.

III.
VENUE

Venue is proper in Tarrant County, Texas, pursuant to the Texas Civil Practice & Remedies Code, Chapter 15, since Defendant Jorge Luis Huerta resides in Tarrant County, Texas.

IV.
FACTS

On or about January 2, 2016, Plaintiff [redacted] was a passenger in a sport utility vehicle when suddenly and unexpectedly the vehicle in which she was a passenger left the roadway, crashed, and caused serious personal injuries to Plaintiff [redacted] and others). On the date and for the time of crash, Plaintiff would show that Defendant Huerta was the driver of the crashed vehicle, and the owner of the crashed vehicle. For the vehicle involved in the crash, Plaintiff would further show that the vehicle was designed, manufactured, and marketed by Defendant General Motors (it was a 2007 GM Trailblazer, and it may sometimes be referred to as the "subject vehicle" or "product"). Pre-suit investigation has revealed these facts.

On information and belief, Defendant Huerta (for the date and time of the crash) was the driver of the subject vehicle; a cousin named Lupita was the right front passenger in the subject

[redacted]

vehicle; and Plaintiff [redacted] was sleeping in the back seat of the subject vehicle at the time of the crash. On information and belief, the crash occurred in the early morning hours of January 2, 2016, given that Defendant Huerta was traveling in a caravan with three (3) vehicles (the subject vehicle being one (1) of the three (3) vehicles traveling together) -- returning from Mexico to Texas after these occupants had spent part of the holidays with family in Mexico. On information and belief, the crash occurred in Mexico. On information and belief, the crash occurred because the headlights on the subject vehicle did suddenly and unexpectedly fail -- thus leaving it impossible (or at least difficult) for Defendant Huerta to properly see to drive the subject vehicle. On information and belief, the headlights of the subject vehicle did suddenly and unexpectedly fail -- this left the subject vehicle's driver unable to see properly -- the subject vehicle therefore exited the roadway -- the subject vehicle crashed and rolled over -- and this sequence of events thus caused the injuries complained of herein by Plaintiff Alondra Huerta.

V.
STRICT LIABILITY

Plaintiff would show that Defendant GM designed, manufactured, and marketed the subject vehicle in such a manner that rendered the subject vehicle defective and unreasonably dangerous (as these terms are defined in law). Specifically, the subject vehicle was unreasonably dangerous because -- at the time of its design, manufacture, and marketing -- the subject vehicle lacked crashworthiness. Further, the subject vehicle was unreasonably dangerous because -- at the time of its design, manufacture, and marketing -- the subject vehicle had a defect with its headlights that allowed its headlights to suddenly and unexpectedly fail. These conditions of the subject vehicle rendered the subject vehicle defective and unreasonably dangerous at the time of its design, manufacture, and marketing -- and these same defective and unreasonably dangerous conditions of the subject vehicle were a cause (and producing cause) of the crash. Plaintiff

would further show that safer alternative designs for the subject vehicle did exist at all times relevant, but that Defendant GM failed to include such safer alternative designs in its vehicle. For these product defects suffered by Defendant GM's subject vehicle, Plaintiff now sues for suffering the consequences of such product defects.

Plaintiff makes all claims for product liability against Defendant GM pursuant to the Texas Civil Practice & Remedies Code, Chapter 82. Plaintiff makes all claims for product liability against Defendant GM as supported by Texas common law. Plaintiff makes all claims for product liability against Defendant GM as allow by the Restatement of Torts -- 2nd and 3rd Editions.

VI.
NEGLIGENCE

Plaintiffs would further show that Defendant GM's acts and/or omissions relating to the subject vehicle rise to the level of negligence (on the part of Defendant GM). Defendant GM failed to use adequate components with the design and manufacture of the subject vehicle. Defendant GM failed to recall, and/or failed to give adequate notice by proper recall of, its product's (the subject vehicle's) defects. Defendant GM failed to issue sufficient post-sale warnings and notice of defects (for its product / subject vehicle). Defendant GM failed to timely repair and/or correct its product's (the subject vehicle's) defects. Defendant GM failed to properly design the subject vehicle / its product. Defendant GM failed to properly test the component parts of its product / the subject vehicle. Defendant GM failed to provide its customers (in this case, Defendant Huerta, and Plaintiff, and Lupita) with a safe product / the subject vehicle. All in all, Defendant GM failed to use reasonable care with the development, design, testing, audit, correction, supervision, monitoring, warning, review, and manufacture of

[redacted]

the subject vehicle -- and such failure (and failures) to use reasonable care (negligence) was /were a proximate cause of the crash made the subject of this lawsuit (and Plaintiff's injuries).

Plaintiff would also show that Defendant Huerta failed to use reasonable care (negligence) for the time and date of the crash. More specifically, Defendant Huerta failed to use reasonable care in the operation (driving) of the subject vehicle by Defendant Huerta's failure to maintain control of the vehicle. Such failure to use reasonable care (negligence) -- on the part of Defendant Huerta -- was a proximate cause of the crash made the subject of this lawsuit (and Plaintiff's injuries).

VIII.
GROSS NEGLIGENCE/LEGAL MALICE

Plaintiffs reserve the right to amend and/or supplement pleadings so as to set forth additional claims of gross negligence and/or legal malice on the part of the Defendants. Such claims, if, when, and as asserted, will be based upon the evidence.

XI.
DAMAGES

Finally, Plaintiff would show that Plaintiff is entitled to all legally compensable damages permitted under Texas law. The wrongful conduct of Defendants (as referred to herein above) was the producing cause and/or proximate cause of the injuries and damages herein. Therefore, Plaintiff seeks compensation for all those legal damages due and owing to the Plaintiff. Such legal damages include, but are not limited to, reasonable compensation for all past and future physical pain and suffering, all past and future mental anguish, all past and future loss of physical impairment (physical capacity), all past and future reasonable and necessary medical expenses, all past and future loss of wages and/or wage earning capacity, all past and future disfigurement, and such other and further legal damages as allowed in Texas law. Such legal

[redacted]

damages are within the jurisdictional limits of this court.

XII.
PRAYER

WHEREFORE, PREMISES CONSIDERED, Plaintiff prays that all Defendants be cited to appear and answer, and that on final trial, Plaintiff have the following:

1. All actual and compensatory damages in sums to be determined by the trier of fact.
2. Judgment against the Defendants.
3. Prejudgment interest as provided by law.
5. Joint and several liability of Defendants.
6. Exemplary damages, if and as pleaded.
7. Post-judgment interest as provided by law.
8. Costs of suit.
9. Such other and further relief to which Plaintiff may be justly entitled.

PLAINTIFF DEMANDS A TRIAL BY JURY

Respectfully submitted,

LAW OFFICES OF DOUGLAS A. ALLISON

By: */s/ Douglas A. Allison*

DOUGLAS A. ALLISON
State Bar No. 01083500
403 N. Tancahua
Corpus Christi, Texas 78401
Phone: 361/888-6002
Fax: 361/888-6651
Email: doug@dallisonlaw.com

ATTORNEYS FOR PLAINTIFF

[redacted]

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was sent to all counsel of record as set forth below on this the 22nd day of March, 2016.

Via Facsimile and E-mail:
GOWAN ELIZONDO, LLP
555 N. Carancahua, Ste 1400
Corpus Christi, Texas 78401
361-651-1000
361-651-1001 (Fax)
Email: ggowan@gelawfirm.com

CERTIFIED MAIL

TARRANT COUNTY
THOMAS A. WILDER
DISTRICT CLERK – CIVIL
100 N CALHOUN, 2ND FLOOR
FORT WORTH, TX 76196-0402

U.S. POSTAGE PITNEY BOWES
ZIP 76196 $ 012.10⁵
02 1W
0001399895 MAR. 24. 2016

DOCUMENT PRODUCTION

GENERAL MOTORS LLC
B/S REG AGT/CSC-LAWYERS INCORPORATING SERVICES CO
211 E 7TH ST STE 620
AUSTIN TX 78701-4234

342-284223-16 DP/LL/CM

7870132167O

CAUSE NO. 342-284223-16

[redacted]	§	**IN THE DISTRICT COURT**
	§	
v.	§	**342nd JUDICIAL DISTRICT**
	§	
GENERAL MOTORS LLC;	§	
and [redacted]	§	**TARRANT COUNTY, TEXAS**

GENERAL MOTORS LLC'S ORIGINAL
ANSWER TO PLAINTIFFS FIRST AMENDED ORIGINAL PETITION

COMES NOW Defendant General Motors LLC (hereinafter "GENERAL MOTORS"), Defendant in the above entitled and numbered cause, and files this its Original Answer and would respectfully show the Court as follows:

I.
GENERAL DENIAL

1. Pursuant to Rule 92 of the Texas Rules of Civil Procedure, GM denies each and every material allegation contained in Plaintiff's First Amended Original Petition, demands strict proof thereof, and, to the extent such matters are questions of fact, says Plaintiff should prove such facts by a preponderance of the evidence to a jury if she can do so.

II.
JURY DEMAND

2. GM respectfully demands a jury for the trial of this matter.

III.
PRAYER

WHEREFORE, PREMISES CONSIDERED, Defendant General Motors LLC respectfully prays that Plaintiff take nothing by reason of this suit; that Defendant recover its costs herein expended; and for such other and further relief, both at law and in equity, to which Defendant may be justly entitled.

Respectfully submitted,

HARTLINE DACUS BARGER DREYER LLP

/s/ Deron L. Wade

Deron L. Wade **(Attorney-in-Charge)**
Texas Bar No. 24008220
8750 North Central Expressway, Suite 1600
Dallas, TX 75231
Telephone: (214) 369-2100
Facsimile: (214) 369-2118
dwade@hdbdlaw.com

ATTORNEY FOR DEFENDANT GENERAL MOTORS LLC

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing document has been forwarded to all counsel of record in accordance with the Texas Rules of Civil Procedure via Pro Doc e-filing and facsimile on this 15th day of April, 2016.

/s/ Deron L. Wade

CAUSE NO. [redacted]

[redacted]	§	IN THE DISTRICT COURT OF
	§	
vs.	§	342nd JUDICIAL DISTRICT
	§	
GENERAL MOTOR LLC and [redacted]	§	
	§	TARRANT COUNTY, TEXAS

DEFENDANT JORGE LUIS HUERTA'S ORIGINAL ANSWER

TO THE HONORABLE JUDGE OF SAID COURT:

NOW COMES, [redacted] a named Defendant in the above-entitled and numbered cause, and files this, his Original Answer, and would state to the Court as follows:

I.

Defendant generally denies the matters plead by Plaintiff, as provided by Rule 92 of the Texas Rules of Civil Procedure, and asks that these matters be properly decided by this Honorable Court and Jury.

WHEREFORE, PREMISES CONSIDERED, Defendant prays Judgment of the Court that he go hence without day and without cost, and for such other and further relief to which he may show himself justly entitled.

Respectfully submitted,

GOWAN ELIZONDO, LLP
555 N. Carancahua, Ste 1400
Corpus Christi, Texas 78401
361.651.1000
Fax: 361.651.1001

/s/ Gregory L. Gowan
Gregory L. Gowan
State Bar No. 00795384

CERTIFICATE OF SERVICE

The undersigned attorney certifies that a true and correct copy of the foregoing instrument was forwarded to all counsel of record, as listed below, by the method of service indicated, on this 11th day of March 2016.

Douglas A. Allison ***Via Electronic***
Law Offices of Douglas A. Allison
403 N. Tancahua
Corpus Christi, Texas 78401

/s/ Gregory L. Gowan
Gregory L. Gowan

2007 TRAILBLAZER SS 2WD (LT) GENERAL MOTORS CORPORATION
50U SUMMIT WHITE /V8G & SUBSIDIARIES
482 EBONY RENAISSANCE CENTER
ORDER NO. KKZB19/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GN ES13 H7 72[redacted] VEHICLE INVOICE [redacted]
**********13*44528S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CS15506 TRAILBLAZER SS 2WD (LT)	34545.00	32299.58	INVOICE 10/17/06
EB1 GVWR, 6001 LBS.	N/C	N/C	SHIPPED 10/17/06
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 10/20/06
LS2 ENGINE, 6.0L SFI V8	N/C	N/C	INT COM 10/20/06
M70 TRANSMISSION,4 SPD HD AUTOMATIC	N/C	N/C	PRC EFF 10/16/06
PCR SUN, SOUND, ENTERTAINMENT PKG:	1890.00	1568.70	KEYS
* POWER SUNROOF			WFP-S QTR OPT-1
* AUDIO SYSTEM-BOSE PREM. SOUND			BANK: GMAC - 045
* XM SATELLITE RADIO - SERVICE			CHG-TO 44-528
FEE EXTRA. 1ST 3 MONTHS INCL.			
* AM/FM STEREO W/6 DISC			SHIP WT: 4508
CD PLAYER, AUTOTONE CONTROL,			HP: 51.2
RADIO DATA SYSTEM			GVWR: 6001
(REPLACES STD/OPT PKG RADIO)			GAWR.FT: 2950
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	GAWR.RR: 3400
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	GMS: 32980.23
1SZ PREFERRED EQUIPMENT SAVINGS	850.00-	705.50-	SUPPLR: 34457.59
3SS SS PREFERRED EQUIPMENT GROUP 3	N/C	N/C	MRM: 37170.00
			NTR: 1/2
			DAN: 3SS
			MEMO 1629.25

TOTAL MODEL & OPTIONS	35585.00	33162.78	ACT 237 32830.23
DESTINATION CHARGE	735.00	735.00	H/B 261 1067.55
LAM DEALER CONTRIBUTION		355.85	ADV 261 355.85
LAM GROUP CONTRIBUTION		355.85	EXP 65A 355.85
TOTAL	36320.00	34609.48	PAY 310 34609.48

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 33023.75

****
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.

BUFF WHELAN CHEVROLET, INC.

REMIT TO GMAC NO. 045
VIN 1GNES13H772[redacted]
$ 34609.48 INV [redacted]
DUE 10/20/06 DEALER 44-528

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 02/09/08
PROCESSING SOURCE: CHEVROLET 13:03:34
PAGE: 1

VIN: 1GNES13H7 721[redacted] SELLG SCE: 13 MDL YR: 07 ORD NO: [redacted]

ODATE: 09/08/06 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 44337
DDATE: 12/20/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 12/22/06 ORDER BY:
CANC:
CANC DOE:
TRADE: 12/20/06 DLVY TO: J BARNES
TRD DOE: 12/20/06 9415 MOSCOW RD
SRVC IN: HORTON MI 49246
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
BXC	01	13 44337	[redacted]	01/10/07	500.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO:[redacted] 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
FFC	01	13 44337	[redacted]	12/23/06	37.40	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: [redacted] 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
UDP	01	13 44337	[redacted]	01/25/07	1,125.63	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 0[redacted] 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
XMC	01	13 44337	[redacted]	01/06/07	6,038.37	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 111111 AUTH PUR CD:
MISC DATE: 12/20/06 MISC: [redacted]
POLICY PYMT CMNT: ACTV TYPE: 6

VIN: 1GNES13H7 72[redacted] SELLG SCE: 13 MDL YR: 07 ORD NO: [redacted]
VIN TYPE: N

EVENT DESC	SS/ SITE	CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	13	44337	00031732033		01/25/07	UDP	1,125.63	
INCTV PAYMENT	13	44337	00031732033		01/25/07	UDP	1,125.63	
INCTV APPLICATN	13	44337	00031732033		01/25/07	UDP	1,125.63	
INCENTIVE MEMO	13	44337	00031640313		01/10/07	BXC	500.00	
INCTV PAYMENT	13	44337	00031640313		01/10/07	BXC	500.00	
INCTV APPLICATN	13	44337	00031640313		01/10/07	BXC	500.00	
INCENTIVE MEMO	13	44337	111111		01/06/07	XMC	6,038.37	
INCTV PAYMENT	13	44337	111111		01/06/07	XMC	6,038.37	
INCTV APPLICATN	13	44337	111111		01/06/07	XMC	6,038.37	
INCENTIVE MEMO	13	44337	00031551970		12/23/06	FFC	37.40	
INCTV PAYMENT	13	44337	00031551970		12/23/06	FFC	37.40	
INCTV APPLICATN	13	44337	00031551970		12/23/06	FFC	37.40	
DELIVERY D.O.E.	13	44337			12/22/06		0.00	
DELIVERY TO CUS	13	44337			12/20/06		0.00	
DLR TRADE D.O.E	13	44337			12/20/06		0.00	
DEALER TRADE (P	13	44337			12/20/06		0.00	
SETTLEMENT DATE	13	44528	1AD96071906		10/21/06		34,609.48	CR
EXPIRATION TRAN	13	44528	1AD96071906		10/20/06		0.00	
ORIGINAL INVOIC	13	44528	1AD96071906		10/17/06		34,609.48	
COV/NVIS DATE	13	44528	1AD96071906		10/17/06		0.00	
SHIPMENT DATE	13	44528			10/17/06		0.00	
PRODUCTION (BUI	13	44528			10/16/06		0.00	
PREFERENCE TO P	13	44528			09/12/06		0.00	
GM ORDER ACCEPT	13	44528			09/08/06		0.00	
GM ORDER ACCEPT					09/08/06		0.00	

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

Vehicle Information

VIN: 1GNES13H772[redacted] Model: CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER V N

Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N140309	14309	DRIVER DOOR SWITCH SHORT CIRCUIT	11/05/2014	Closed
Product Safety Recall	N120180	12180	DRIVER DOOR SWITCH SHORT CIRCUIT	02/18/2013	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: HH0HM04N XM Status: Active

OnStar Vehicle Diagnostics: N DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	08/05/2011	12/20/2006	110 MI	12/20/2012	100,110 MI
	Bumper to Bumper Limited Warranty	08/05/2011	12/20/2006	110 MI	12/20/2009	36,110 MI

Powertrain Limited Warranty	08/05/2011	12/20/2006	110 MI	12/20/2011	100,110 MI
Special Coverage 10054	08/05/2011	12/20/2006	110 MI	12/20/2016	120,110 MI
Emission Select Component Ltd Wty	08/05/2011	12/20/2006	110 MI	12/20/2014	80,110 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
06/17/2015	404284	ZFAT----Field Action Recall		9100786 - N140309 - Door Lock and Side Window Switch Replacement	151,930 MI
08/06/2013	330496	ZFAT----Field Action Recall		V2740 - 12180 - Func ional Test and Install Protective Coating to Driver Side Door Lock Window Switch	132,484 MI
10/20/2011	68998	ZREG----Regular Vehicle Transaction	Partial Debit	T5828 - 10054 - Replace Fuel Level Sensor	87,490 MI
10/20/2011	68998	ZREG----Regular Vehicle Transaction	Full Debit - Reversal	T5828 - 10054 - Replace Fuel Level Sensor	87,490 MI
10/20/2011	68998	ZREG----Regular Vehicle Transaction		T5828 - 10054 - Replace Fuel Level Sensor	87,490 MI
01/06/2009	229829	ZREG----Regular Vehicle Transaction		C6001 - Front Seat Adjuster Replacement	36,321 MI
12/29/2008	229391	ZREG----Regular Vehicle Transaction		H2508 - Electronic Brake Control Module Reprogramming with SPS	35,993 MI
12/29/2008	229391	ZREG----Regular Vehicle Transaction		B5450 - Support, Rear Compartment Lid And/Or Tailgate/Liftgate Counterbalance (Gas Tube) - One Or Both - Replace	35,993 MI
12/29/2008	229391	ZREG----Regular Vehicle Transaction		N9995 - Customer Concern Not Duplicated - Electrical	35,993 MI
10/30/2008	226304	ZREG----Regular Vehicle Transaction		N1592 - Board Assembly, Tail Lamp Circuit - Replace	33,300 MI
10/30/2008	226304	ZREG----Regular Vehicle Transaction		N6612 - Exterior Lighting Wiring and/or Connector Repair or Replacement	33,300 MI
10/30/2008	226304	ZREG----Regular Vehicle Transaction		N2328 - Switch - Igni ion/Key Warning - Replace	33,300 MI
10/30/2008	226304	ZREG----Regular Vehicle Transaction		B7010 - Emblem And/Or Nameplate - One - Replace	33,300 MI
10/30/2008	226304	ZREG----Regular Vehicle Transaction		C0183 - Front Side Door Window Regulator Replacement - Left Side	33,300 MI
02/29/2008	212780	ZREG----Regular Vehicle Transaction		J4350 - Camshaft Position Sensor Replacement	22,839 MI
02/29/2008	212780	ZREG----Regular Vehicle Transaction		Z5001 - VIP FREIGHT/POSTAGE REIMBURESEMENT	22,839 MI
10/26/2006	432861	ZPDI----Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	9 MI
10/26/2006	432861	ZPDI----Pre-Delivery Inspection		Z6998 - PDI - Dealer Installed - Factory Invoiced Options	9 MI

10/17/2006	A67257	ZPDI----Pre-Delivery Inspection	Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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View Vehicle Build

This screen allows IVH users to view the initial build information on the selected VIN including op ion codes with descriptions (where available).

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: 1GNES13H772[redacted]

Model: CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER V N

Vehicle Build

Model: CS15506-2007 TRAILBLAZER SUV 2WD

Gross Vehicle Weight: 2,724

Order Number: KKZB19

Build Date: 10/17/2006

Build Plant: 2

Option Codes

*IVH is not he definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO informa ion please refer to the original vehicle invoice or window sticker.

1SZ - PREFERRED EQUIPMENT SAVINGS

3SS - SS PREFERRED EQUIPMENT GROUP 3

482 - EBONY

48I - INT TRIM EBONY/EBONY

50U - SUMMIT WHITE

6XJ - COMP FRT LH COMPUTER SEL SUSP

7RY - COMPONENT FRT RH COMPUTER SEL

8BZ - SUSPENSION COMPONENT

9BZ - SUSPENSION COMPONENT

AAB - MEMORY DRIVER CONVENIENCE PKG

AJ1 - GLASS, DEEP TINTED

AK5 - DUAL STAGE FRONT AIR BAGS

AL0 - SENSOR INF RESTR, CHILD DETECT

AM9 - 65/35 FOLDING 2ND ROW SEAT

AR9 - FRT BUCKET SEAT, DELUXE

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

AU0 - REMOTE KEYLESS ENTRY

AXP - MPV VIN IDENT POSITION

B30 - FULL CARPET-COLOR KEYED

B32 - FLOOR MATS, FRONT/REAR

B33 - REAR COLOR KEYED FLOOR MATS

B42 - REVERSIBLE CARGO MAT

B4U - TRAILBLAZER SS

C49 - REAR WINDOW DEFROSTER

CF5 - POWER SUNROOF

CJ2 - AUTOMATIC CLIMATE CONTROL

DAY - ASSEMBLY PLANT MORAINE, OHIO

DD7 - INSIDE REARVIEW MIRROR, AUTO DIMMING, COMPASS

DH2 - LIGHTED LH & RH VISOR MIRRORS

DK7 - OVERHEAD CONSOLE

DS3 - POWER OSRV MIRRORS, HEAT, TURN SIGNALS

EB1 - GVWR, 6001 LBS.

EVA - EVAP EMISSION REQUIREMENT

FE9 - 50-STATE EMISSIONS

G67 - AUTOMATIC LEVELING SUSPENSION

G86 - AXLE LIMITED SLIP

GME - ORNAMENTATION, GM MARK OF EXCELLENCE

GT5 - REAR AXLE, 4.10 RATIO

JF4 - POWER ADJUSTABLE PEDALS

JF8 - BRAKE VAC POWER, 4 WHL DISC

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

KA1 - FRONT HEATED SEATS

KG3 - 145 AMP ALTERNATOR

LS2 - ENGINE, 6.0L SFI V8	M70 - TRANSMISSION,4 SPD HD AUTOMATIC
N40 - POWER STEERING	N79 - 17" FULL-SIZE SPARE WHEEL
NT8 - EMISSIONS, FED TIER 2A	P55 - 20" POLISHED WHEELS
PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * AUDIO SYSTEM-BOSE PREM. SOUND * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)	PDC - PWR SEAT ADJUST-DRIVER, 8 WAY
QUB - P255/50R20 TIRES	R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL
R6P - SPECIAL PAINT	R9N - LEATHER SEAT TRIM
R9U - GM ACCESS - AUTOBOOK IDENTIFIER	SLM - STOCK ORDERS
STW - LEATHER WRAPPED STG WHL W/CONTR	T61 - DAYTIME RUNNING LIGHTS
T96 - FOG LAMPS	T98 - STAMPING VEHICLE IDENT NUMBER
TB4 - LIFTGATE	TGA - LANGUAGE CONTROL ENG, FR, SPAN
U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.	U68 - DRIVER INFO CENTER DISPLAY
U73 - FIXED MAST ANTENNA	UA6 - THEFT DETERRENT ALARM SYSTEM
UC6 - AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)	UCB - WIRING HARNESS
UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)	UG1 - UNIVERSAL HOME REMOTE
UJ6 - TIRE PRESSURE MONITOR	UK6 - REAR SEAT RADIO & HVAC CONTROLS
UQA - AUDIO SYSTEM-BOSE PREM. SOUND	V40 - PWR SEAT ADJ-PASSENGER, 8 WAY POWER LUMBAR, FRONT PASSENGER
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	VK3 - FRONT LICENSE PLATE BRACKET
VXS - COMPLETE VEHICLE LABEL	X88 - CHEVROLET CONVERSION
YC6 - LT PACKAGE 2 * MEMORY: DRV SEAT,OSRV MIRROR * OSRV MIRRORS W/TURN SIGNAL * HEATED FRONT SEATS * ETR AM/FM STEREO W/CASS., CD RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)	YD3 - BASE AXLE
YD5 - BASE FRONT SPRING	YD6 - BASE REAR SPRING
ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL W/CONTL	ZQ8 - SPORT HANDLING PACKAGE
ZTM - SPARE, ALL-SEASON TIRE	ZY1 - SOLID PAINT

Added Option Codes

~BQ -

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View Vehicle Component Summary

This screen allows IVH users to view the information on various major components added to the VIN selected during vehicle build.

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: 1GNES13H7721[redacted] Model: CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER V N

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Traceability: 062780527
Source Plant: K-GM OF CANADA, LTD. ST. CATHARINES, ONTARIO Part / Number Broadcast: CJB
Date Scanned: 10/13/2006 Time Scanned: 19:48:00 Scan Station: 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM Traceability: 000162786
Source Plant: S-SAGINAW DIVISION SAGINAW,MI Part / Number Broadcast: A2K
Date Scanned: 10/13/2006 Time Scanned: 21:01:00 Scan Station: 05

Component Code: 61-TRANSMISSION Traceability: 44962173
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO Part / Number Broadcast: 7SKD
Date Scanned: 10/13/2006 Time Scanned: 19:56 00 Scan Station: 02

Component Code: 65-REAR AXLE ASSEMBLY Traceability: 283558
Source Plant: G-SAGINAW DETROIT, MICHIGAN Part / Number Broadcast: JY8
Date Scanned: 10/13/2006 Time Scanned: 20:54:00 Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY Traceability: 00002668
Source Plant: K-KELSEY-HAYES JASPER, INDIANA Part / Number Broadcast: 3171
Date Scanned: 10/13/2006 Time Scanned: 22:30:00 Scan Station: 21

Component Code: AB-IR-MODULE ASM-INFLATOR Traceability: 4GYKEA4
Source Plant: Q-RIMIR MATAMORS MEXICO Part / Number Broadcast: 0195
Date Scanned: 10/16/2006 Time Scanned: 07:17:00 Scan Station: 06

Component Code: AL-IR-MODULE ASM-I/P Traceability: 5AASU91
Source Plant: M-MORTON-THIOKOL Part / Number Broadcast: 5520
Date Scanned: 10/13/2006 Time Scanned: 20:53:00 Scan Station: 04

Component Code: CC-SEQ NUM (FLEX) BODY ASM Traceability: 0730869
Source Plant: - Part / Number Broadcast: 1ZZ
Date Scanned: 10/05/2006 Time Scanned: 03:01:00 Scan Station:

Component Code: CD-SEQ NUM (FLEX) BODY ASM Traceability: 3070029
Source Plant: - Part / Number Broadcast: 1WW
Date Scanned: 10/12/2006 Time Scanned: 08:20:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: 3069895
Source Plant: - Part / Number Broadcast: 1PT
Date Scanned: 10/13/2006 Time Scanned: 06:58:00 Scan Station:

Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS Traceability: 3069678
Source Plant: - Part / Number Broadcast: 1PH

Date Scanned: 10/13/2006 Time Scanned: 16:07:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM Traceability: 3069683
Source Plant: - Part / Number Broadcast: 1GB
Date Scanned: 10/13/2006 Time Scanned: 16:56:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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View Vehicle Transaction History Detail

This screen allows IVH users to view the available information on individual transaction for the VIN selected.

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: 1GNES13H772[redacted] Model: CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER V N

Job Card Date: 06/17/2015 **Job Card Number:** 404284 **Transaction Detail**

Repair Service Agent: 112295

CLASSIC CHEVROLET, INC.
1101 HWY 114 W
GRAPEVINE TX 76051-3991
8174211200

Odometer Reading: 151,930 MI

Authorization Code:

Process Date:
06/26/2015

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 2 Transaction Adjustment: Cause Code: 0000-Converted Claims

Labour Op 9100786-N140309 - Door Lock and Side Window Switch Replacement

Causal Part Number

→See o her Parts and/or Net Items

Line Total: USD 414.17

Qty	Part Number	Description	Major Assembly	Traceability
1	000000000025867000	SWITCH ASM-DR LK & SI WDO	No	

Net Item Code	Description

Job Card Date: 08/06/2013 **Job Card Number:** 330496 **Transaction Detail**

Repair Service Agent: 114328

CHEVYLAND
7500 YOUREE DR
SHREVEPORT LA 71105-5534
3184253471

Odometer Reading: 132,484 MI

Authorization Code:

Process Date:
09/10/2013

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -

Labour Op V2740-12180 - Functional Test and Install Protec ive Coating to Driver Side Door Lock Window Switch

Causal Part Number

→See o her Parts and/or Net Items

Line Total: USD 147 03

Qty	Part Number	Description	Major Assembly	Traceability
1	000000000019119236	SWITCH KIT,SI WDO	No	

7	0000000000012345610	OIL,ENG	No
1	0000000000089017524	FILTER,OIL	No
5	0000000000019286293	FLUID,A/TRNS - DEXRON VI - 1QT.	No

Net Item Code Description

Job Card Date: 10/20/2011 **Job Card Number:** 68998 **Transaction Detail**

Repair Service Agent: 114284
RED RIVER CHEVROLET
221 TRAFFIC ST
BOSSIER CITY LA 71111-4445
3187423411

Odometer Reading: 87,490 MI
Authorization Code:

Process Date:
10/28/2011

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Special Policy

Customer Complaint Code:
0322-Engine/Fuel/Exhaust - Engine Performance

Job Card Line #: 51 Transaction Adjustment: Partial Debit Cause Code: 7079-Wiring/Electrical/Sensors - Shorted

Labour Op T5828-10054 - Replace Fuel Level Sensor

Causal Part Number 0000000000019178477-SENSOR KIT,FUEL LVL

→See o her Parts and/or Net Items Line Total: USD 140.62

Qty	Part Number	Description	Major Assembly	Traceability
1	0000000000019178477	SENSOR KIT,FUEL LVL	No	

Net Item Code Description

Job Card Date: 10/20/2011 **Job Card Number:** 68998 **Transaction Detail**

Repair Service Agent: 114284
RED RIVER CHEVROLET
221 TRAFFIC ST
BOSSIER CITY LA 71111-4445
3187423411

Odometer Reading: 87,490 MI
Authorization Code:

Process Date:
10/28/2011

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Special Policy

Customer Complaint Code:
0322-Engine/Fuel/Exhaust - Engine Performance

Job Card Line #: 51 Transaction Adjustment: Full Debit Cause Code: 7079-Wiring/Electrical/Sensors - Shorted

Labour Op T5828-10054 - Replace Fuel Level Sensor

Causal Part Number 0000000000019178477-SENSOR KIT,FUEL LVL

→See o her Parts and/or Net Items Line Total: USD 281 23

Qty	Part Number	Description	Major Assembly	Traceability
1	0000000000019178477	SENSOR KIT,FUEL LVL	No	

Net Item Code Description

Job Card Date: 10/20/2011 **Job Card Number:** **Transaction Detail**

68998

Repair Service Agent: 114284
Odometer Reading: 87,490 MI

RED RIVER CHEVROLET
221 TRAFFIC ST
BOSSIER CITY LA 71111-4445
3187423411

Authorization Code:

Process Date:
10/26/2011
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Special Policy
Customer Complaint Code:
0322-Engine/Fuel/Exhaust - Engine Performance

Job Card Line #: 51
Transaction Adjustment:
Cause Code: 7079-Wiring/Electrical/Sensors - Shorted

Labour Op T5828-10054 - Replace Fuel Level Sensor
Causal Part Number 000000000019178477-SENSOR KIT,FUEL LVL
→See o her Parts and/or Net Items
Line Total: USD 281 23

Qty	Part Number	Description	Major Assembly	Traceability
1	000000000019178477	SENSOR KIT,FUEL LVL	No	

Net Item Code	Description

Job Card Date: 01/06/2009 **Job Card Number:** 229829 **Transaction Detail**

Repair Service Agent: 132959
Odometer Reading: 36,321 MI

ART MOEHN AUTOMOTIVE
2200 SEYMOUR RD
JACKSON MI 49201-7662
5177877700

Authorization Code:

Process Date:
01/13/2009
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Policy
Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1
Transac ion Adjustment:
Cause Code: 0000-Converted Claims

Labour Op C6001-Front Seat Adjuster Replacement
Causal Part Number
→See o her Parts and/or Net Items
Line Total: USD 461 97

Qty	Part Number	Description	Major Assembly	Traceability

Net Item Code	Description
Z_NIM	

Job Card Date: 12/29/2008 **Job Card Number:** 229391 **Transaction Detail**

Repair Service Agent: 132959
Odometer Reading: 35,993 MI

ART MOEHN AUTOMOTIVE
2200 SEYMOUR RD
JACKSON MI 49201-7662
5177877700

Authorization Code:

Process Date:
01/02/2009
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1 Transac ion Adjustment: Cause Code: 0000-Converted Claims

Labour Op H2508-Electronic Brake Control Module Reprogramming with SPS

Causal Part Number

Line Total: USD 32 08

Job Card Date: 12/29/2008 **Job Card Number:** 229391 **Transaction Detail**

Repair Service Agent: 132959 Odometer Reading: 35,993 MI

ART MOEHN AUTOMOTIVE
2200 SEYMOUR RD
JACKSON MI 49201-7662
5177877700

Authorization Code:

Process Date:
01/02/2009

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 2 Transaction Adjustment: Cause Code: 0000-Converted Claims

Labour Op B5450-Support, Rear Compartment Lid And/Or Tailgate/Liftgate Counterbalance (Gas Tube) - One Or Both - Replace

Causal Part Number

→See o her Parts and/or Net Items Line Total: USD 72 04

Qty	Part Number	Description	Major Assembly	Traceability
Net Item Code			Description	
Z_NIM				

Job Card Date: 12/29/2008 **Job Card Number:** 229391 **Transaction Detail**

Repair Service Agent: 132959 Odometer Reading: 35,993 MI

ART MOEHN AUTOMOTIVE
2200 SEYMOUR RD
JACKSON MI 49201-7662
5177877700

Authorization Code:

Process Date:
01/02/2009

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 3 Transac ion Adjustment: Cause Code: 0000-Converted Claims

Labour Op N9995-Customer Concern Not Duplicated - Electrical

Causal Part Number

Line Total: USD 24 06

Job Card Date: 10/30/2008 **Job Card Number:** 226304 **Transaction Detail**

Repair Service Agent: 132959 Odometer Reading: 33,300 MI

ART MOEHN AUTOMOTIVE
2200 SEYMOUR RD
JACKSON MI 49201-7662
5177877700

Authorization Code:

Process Date:
11/14/2008
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transac ion Adjustment: Cause Code: 0000-Converted Claims
Labour Op N1592-Board Assembly, Tail Lamp Circuit - Replace
Causal Part Number
→See o her Parts and/or Net Items Line Total: USD 143 06

Qty	Part Number	Description	Major Assembly	Traceability
Net Item Code			Description	
Z_NIM				

Job Card Date: 10/30/2008 **Job Card Number:** 226304 **Transaction Detail**

Repair Service Agent: 132959
ART MOEHN AUTOMOTIVE
2200 SEYMOUR RD
JACKSON MI 49201-7662
5177877700
Odometer Reading: 33,300 MI
Authorization Code:

Process Date:
11/14/2008
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 2 Transac ion Adjustment: Cause Code: 0000-Converted Claims
Labour Op N6612-Exterior Lighting Wiring and/or Connector Repair or Replacement
Causal Part Number
→See o her Parts and/or Net Items Line Total: USD 70.11

Qty	Part Number	Description	Major Assembly	Traceability
Net Item Code			Description	
Z_NIM				

Job Card Date: 10/30/2008 **Job Card Number:** 226304 **Transaction Detail**

Repair Service Agent: 132959
ART MOEHN AUTOMOTIVE
2200 SEYMOUR RD
JACKSON MI 49201-7662
5177877700
Odometer Reading: 33,300 MI
Authorization Code:

Process Date:
11/07/2008
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transac ion Adjustment: Cause Code: 0000-Converted Claims
Labour Op N2328-Switch - Ignition/Key Warning - Replace
Causal Part Number
→See o her Parts and/or Net Items Line Total: USD 111.63

Qty	Part Number	Description	Major Assembly	Traceability
Net Item Code			Description	

Z_NIM

Job Card Date: 10/30/2008 **Job Card Number:** 226304 **Transaction Detail**

Repair Service Agent: 132959
ART MOEHN AUTOMOTIVE
2200 SEYMOUR RD
JACKSON MI 49201-7662
5177877700

Odometer Reading: 33,300 MI
Authorization Code:

Process Date:
11/07/2008
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 3 Transac ion Adjustment: Cause Code: 0000-Converted Claims
Labour Op B7010-Emblem And/Or Nameplate - One - Replace
Causal Part Number
→See o her Parts and/or Net Items
Line Total: USD 100 55

Qty	Part Number	Description	Major Assembly	Traceability
Net Item Code			Description	
Z_NIM				

Job Card Date: 10/30/2008 **Job Card Number:** 226304 **Transaction Detail**

Repair Service Agent: 132959
ART MOEHN AUTOMOTIVE
2200 SEYMOUR RD
JACKSON MI 49201-7662
5177877700

Odometer Reading: 33,300 MI
Authorization Code:

Process Date:
11/07/2008
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 4 Transac ion Adjustment: Cause Code: 0000-Converted Claims
Labour Op C0183-Front Side Door Window Regulator Replacement - Left Side
Causal Part Number
Line Total: USD 40.10

Job Card Date: 02/29/2008 **Job Card Number:** 212780 **Transaction Detail**

Repair Service Agent: 132959
ART MOEHN AUTOMOTIVE
2200 SEYMOUR RD
JACKSON MI 49201-7662
5177877700

Odometer Reading: 22,839 MI
Authorization Code:

Process Date:
03/14/2008
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:

0000-Converted Claim
Job Card Line #: 1 Transac ion Adjustment: Cause Code: 0000-Converted Claims
Labour Op J4350-Camshaft Position Sensor Replacement
Causal Part Number
→See o her Parts and/or Net Items Line Total: USD 251 54

Qty	Part Number	Description	Major Assembly	Traceability
Net Item Code			Description	
Z_NIM				

Job Card Date: 02/29/2008 **Job Card Number:** 212780 **Transaction Detail**

Repair Service Agent: 132959 Odometer Reading: 22,839 MI
ART MOEHN AUTOMOTIVE Authorization Code:
2200 SEYMOUR RD
JACKSON MI 49201-7662
5177877700

Process Date:
03/14/2008
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 2 Transac ion Adjustment: Cause Code: 0000-Converted Claims
Labour Op Z5001-VIP FREIGHT/POSTAGE REIMBURESEMENT
Causal Part Number
→See o her Parts and/or Net Items Line Total: USD 8.47

Qty	Part Number	Description	Major Assembly	Traceability
Net Item Code			Description	
Z_NIM				

Job Card Date: 10/26/2006 **Job Card Number:** 432861 **Transaction Detail**

Repair Service Agent: 115088 Odometer Reading: 9 MI
BUFF WHELAN CHEVROLET, INC. Authorization Code:
40445 VAN DYKE AVE
STERLING HEIGHTS MI 48313-3736
5869397300

Process Date:
12/05/2006
Transaction Type:
ZPDI----Pre-Delivery Inspection
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op Z6999-PDI Related Fluid Adds
Causal Part Number
→See o her Parts and/or Net Items Line Total: USD 2.75

Qty	Part Number	Description	Major Assembly	Traceability
Net Item Code			Description	
Z_NIM				

Job Card Date: 10/26/2006 **Job Card Number:** 432861 **Transaction Detail**

Repair Service Agent: 115088 Odometer Reading: 9 MI
BUFF WHELAN CHEVROLET, INC. Authorization Code:

40445 VAN DYKE AVE
STERLING HEIGHTS MI 48313-3736
5869397300

Process Date:
12/05/2006
Transaction Type:
ZPDI----Pre-Delivery Inspection
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 2 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op Z6998-PDI - Dealer Installed - Factory Invoiced Options
Causal Part Number

Line Total: USD 23 89

Job Card Date: 10/17/2006 **Job Card Number:** A67257 **Transaction Detail**

Repair Service Agent: 115088 Odometer Reading: 0 MI
BUFF WHELAN CHEVROLET, INC. Authorization Code:
40445 VAN DYKE AVE
STERLING HEIGHTS MI 48313-3736
5869397300

Process Date:
10/20/2006
Transaction Type:
ZPDI----Pre-Delivery Inspection
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op Z7000-Pre-Delivery Inspection - Base Time
Causal Part Number

Line Total: USD 103 51

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNES13H772[redacted]	CS15506		[redacted]
Non GM Vehicle Indicator	**Delivery Type**	**Odometer**	**Assigned Warranty Start Date**
	010	151930	
Business Unit	**Repairing BAC**		**Submitting Service Agent**
1000	112295 - CLASSIC CHEVROLET, NC.		112295

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
404284	2	ZFAT - Field Action Recall	
Job Card Open Date	**Repair completion date**	**Process Date**	**Financial Year & Month**
06/17/2015	06/17/2015	06/26/2015	
Serialized Part ID	**Causal Part Number**	**Pre-Repair Approval Number**	**Add-on**

Labour Operation

9100786 - N140309 - Door Lock and Side Window Switch Replacement

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PA D			
Transaction Category	**Version**	**Foreign Tourist VIN**	**Tourist/Transient**
Field Action Recall	2		X
Additional Credit	**Full Debit**	**Partial Debit**	**Action Performed**
Service Advisor	**Technician**	**Flag Count**	**Repair Group**
0433457013	959902126	0	90 - Field Actions
Number of TAC Cases	**Number of CAC Cases**	**SA Installed Option Flag**	**Special Coverage**
0	0		
Field Action	**Deviation Debit Reason**	**Invoice Verification Number**	
N140309			

Warranty Information

Distance in service	Time in Service	Days out of Warranty	Distance out of Warranty
0	0	0	0

Master Warranty

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	52.48	52.48	0 00	52.48
Parts & Parts Handling	361.69	361 69	0 00	361.69
Net Items	0.00	0 00	0 00	0.00
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	414.17	414.17	0 00	414.17

Parts Return Status

Project ID	Request Nbr
	001250408420

Complaint/Cause/Correction

Job Card Header

Repairing BAC:	112295 - CLASSIC CHEVROLET, INC.
Service Advisor Number:	0433457013
Job Card Number:	404284
Job Card Open Date:	06/17/2015
VIN:	1GNES13H7[redacted]
Sales Model Code:	CS15506
Odometer:	151930
Reference Number:	
Job Card Line:	2
Labour Operation Code:	9100786 - N140309 - Door Lock and Side Window Switch Replacement
Repair completion date:	06/17/2015
Transaction Type:	ZFAT - Field Action Recall

Complaint 0000 - Converted Claim

RECALL 14309 DRIVER DOOR SWITCH.

Cause 0000 - Converted Claims

PERFORM RECALL # 14309

Correction

REPLACED DRIVERS DOOR SWITCH AND PROGRAMMED CLAIM # [redacted]

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (●) VIN History (Only Past 2 Years)
- ( ) Transaction History
- ( ) All History

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	V N
1	114328	[redacted]	2	X	ACC/PAID	330496	08/06/2013	1GNES13H7[redacted]
0	112295	[redacted]	2	X	ACC/PAID	404284	06/17/2015	1GNES13H7[redacted]

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Job Card Header

Repairing BAC:	112295 - CLASSIC CHEVROLET, INC.
Service Advisor Number:	0433457013
Job Card Number:	404284
Job Card Open Date:	06/17/2015
VIN:	1GNES13H7721[redacted]
Sales Model Code:	CS15506
Odometer:	151930
Reference Number:	
Job Card Line:	2
Labour Operation Code:	9100786 - N140309 - Door Lock and Side Window Switch Replacement
Repair completion date:	06/17/2015
Transaction Type:	ZFAT - Field Action Recall

Labour

	Labour Op	Description	Paid hours	Requested Amount	Paid Before Tax	Taxes	Total
Base Labour Hours	9100786		0 5	52.48	52.48	0.00	52.48

Requested Amount 52.48 **Paid Before Tax** 52.48
Taxes 0.00 **Total** 52.48

Parts

Causal Part **Original Install Date**
Original Install Distance 0 **Invoice Number**
Replacement Parts

Quantity	Causal Part	Part Number	Description	Requested Parts + Handling	Paid Parts	Pa
1		000000000025867000	SWITCH ASM-DR LK & SI WDO	361 69	258.35	

Part Requested Amount (without Handling) 258 35 **Paid Before Tax** 361.69
Causal Part Text

Net Items

No rows were found.

Description	Requested Amount	Paid Before Tax	Taxes	Total	Tax Rate	Invoice Number	V N	Days	Distance	Rental Reason Code

Net Item Requested Amount 0 00 **Net Item Total Amount** 0.00

Additional Parts Information

No rows were found.

ACD Batt Mths	ACD Batt Code	Service Code	Trans Code	Transaction Form Number

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
1GNES13H772[redacted]	CS15506		[redacted]
Non GM Vehicle Indicator	**Delivery Type**	**Odometer**	**Assigned Warranty Start Date**
	010	132484	
Business Unit	**Repairing BAC**		**Submitting Service Agent**
1000	114328 - CHEVYLAND		114328

Transaction Header Information

Job Card	Job Card Line	Transaction Type	
330496	1	ZFAT - Field Action Recall	
Job Card Open Date	**Repair completion date**	**Process Date**	**Financial Year & Month**
08/06/2013	08/06/2013	09/10/2013	
Serialized Part ID	**Causal Part Number**	**Pre-Repair Approval Number**	**Add-on**

Labour Operation

V2740 - 12180 - Functional Test and Install Protective Coating to Driver Side Door Lock Window Switch

Transaction Version Information

Process Status	Correction Required	Labour Operation Dependency Code	Reference Number
ACC/PA D			
Transaction Category	**Version**	**Foreign Tourist VIN**	**Tourist/Transient**
Field Action Recall	2		X
Additional Credit	**Full Debit**	**Partial Debit**	**Action Performed**
Service Advisor	**Technician**	**Flag Count**	**Repair Group**
0162731016	603559657	1	90 - Field Actions
Number of TAC Cases	**Number of CAC Cases**	**SA Installed Option Flag**	**Special Coverage**
0	0		
Field Action	**Deviation Debit Reason**	**Invoice Verification Number**	
N120180			

Warranty Information

Distance in service	Time in Service	Days out of Warranty	Distance out of Warranty
0	0	0	0

Master Warranty

New Vehicle Damage

Damage Code	Delivery Type	Carrier Code - NVD	Vehicle Delivery Receipt Date

Vehicle Delivery Receipt Number

Service Contract Information

MIC Agreement Ref Number	MIC Agreement Ref Type	MIC Part Number	MIC Assembly Code

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour	71.76	71.76	0 00	71.76
Parts & Parts Handling	75.27	75 27	0 00	75.27
Net Items	0.00	0 00	0 00	0.00
Deductible				0.00
Customer/Service Agent Participation				0.00
Total	147.03	147 03	0 00	147.03

Parts Return Status

Project ID	Request Nbr
	001175621480

Complaint/Cause/Correction

Job Card Header

Repairing BAC:	114328 - CHEVYLAND
Service Advisor Number:	0162731016
Job Card Number:	330496
Job Card Open Date:	08/06/2013
VIN:	1GNES13H772[redacted]
Sales Model Code:	CS15506
Odometer:	132484
Reference Number:	
Job Card Line:	1
Labour Operation Code:	V2740 - 12180 - Functional Test and Install Protective Coating to Driver Side Door Lock Window Switch
Repair completion date:	08/06/2013
Transaction Type:	ZFAT - Field Action Recall

Complaint

Cause

Correction

INSTALLED SEALER KIT PER RECALL

Approvals/Rejects

Approver	Approver Type	Effective Authorization	Required Auth Code

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (•) VIN History (Only Past 2 Years)
- ( ) Transaction History
- ( ) All History

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	V N
1	114328	[redacted]	2	X	ACC/PAID	330496	08/06/2013	1GNES13H772167
0	112295	[redacted]	2	X	ACC/PAID	404284	06/17/2015	1GNES13H772167

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Transaction Detail

Transaction Detail | Net Item Labour Parts

Labour

	Labour Op	Description	Paid hours	Requested Amount	Paid Before Tax	Taxes	Total
Base Labour Hours	V2740		0.7	71.76	71.76	0.00	71.76

Requested Amount 71.76 **Paid Before Tax** 71.76
Taxes 0.00 **Total** 71.76

Parts

Causal Part **Original Install Date**
Original Install Distance 0 **Invoice Number**
Replacement Parts

Quantity	Causal Part	Part Number	Description	Requested Parts + Handling	Paid Parts
1		000000000089017524	FILTER,OIL	5.66	4 04
5		000000000019286293	FLU D,A/TRNS - DEXRON VI - 1QT.	22 68	16.20
1		000000000019119236	SWITCH KIT,SI WDO	22 33	15.95
7		000000000012345610	O L,ENG	24 60	17.57

Part Requested Amount (without Handling) 53.76 **Paid Before Tax** 75.27
Causal Part Text

Net Items

No rows were found.

Description	Requested Amount	Paid Before Tax	Taxes	Total	Tax Rate	Invoice Number	V N	Days	Distance	Rental Reason Code

Net Item Requested Amount 0 00 **Net Item Total Amount** 0.00

Additional Parts Information

No rows were found.

ACD Batt Mths	ACD Batt Code	Service Code	Trans Code	Transaction Form Number

Job Card Header

Repairing BAC:	114328 - CHEVYLAND
Service Advisor Number:	0162731016
Job Card Number:	330496
Job Card Open Date:	08/06/2013
VIN:	1GNES13H772[redacted]
Sales Model Code:	CS15506
Odometer:	132484
Reference Number:	
Job Card Line:	1
Labour Operation Code:	V2740 - 12180 - Functional Test and Install Protective Coating to Driver Side Door Lock Window Switch
Repair completion date:	08/06/2013
Transaction Type:	ZFAT - Field Action Recall

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View Vehicle Delivery Information

This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

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: 1GNES13H772[redacted] Model: CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER V N

Invoice Information

Invoicing Service Agent: 115088
BUFF WHELAN CHEVROLET, INC.
40445 VAN DYKE AVE
STERLING HEIGHTS MI 48313-3736 5869397300

Invoice Date: 10/17/2006

Ship to Information

Ship to Service Agent: 115088
BUFF WHELAN CHEVROLET, INC.
40445 VAN DYKE AVE
STERLING HEIGHTS MI 48313-3736 5869397300

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 132959
ART MOEHN AUTOMOTIVE
2200 SEYMOUR RD
JACKSON MI 49201-7662 5177877700

. Delivery Date: 12/20/2006
Delivery Type: 010---INDIVIDUAL
Delivery Odometer: 110

In Service Information

Invoicing Service Agent:

In Service Date: N/A
In Service Type: 0000
In Service Odometer: 0

Registration Information

Registration Service Agent: N/A

Registration Date: N/A
Registration Number: N/A
Registration Odometer: 0

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Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.			BRC Type	N/A
Account	Chevyland	Site/BAC	114328	GW SubType			Business Unit	SPAC
Address	2627 Linwood Ave			Approval	Not Initiated		Area	SWAT
City	Shreveport	Zip	[redacted] State LA	UCC			Sub-Area	Stock in Transit
Last Name	[redacted]	First Name	[redacted]	Involved Dlr			Safety	No
Daytime #	3184253471ext280	Evening #		Source	Phone		Updated	08/21/2013 08:51:58
Serial/VIN #	1GNES13H772[redacted]	Mileage		Priority	Medium	License #	Owner	BARROSFR
Model	TrailBlazer	Model Year	2007	Status	Closed		Opened	Aug 8, 2013 2:12 PM
Make	Chevrolet	Warranty Start		Sub Status	Satisfied		Closed	Aug 21, 2013 8:51 AM
Cust Concern	08/09; 08/22							
Customer Description	2007 Chevrolet TrailBalazer							

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Incident Loc	Incident Desc

Generated by zzk4bw

Service Request Activities – UCC PAR

Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision	**Non Collision**	**Property Damage**	**Thermal Event**	**Spec Equip**		
Vehicle Speed		**Weather Condition**		**Prop Owner**	**Property Type**	
Last Service Date		**Loc Last Service**		**Property Location**	**Prop Est Repair Cost**	
Veh Est Repair Cost		**Spec Equip Installer**		**Prop Damage Description**		
Primary Veh Use		**Inspection Type**		**Inspected By**	**Inspection Date/Time**	

Veh Damage	Explain Other
Description	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 21, 2013 8:51 AM	BARROSFR	BARROSFR	SR Closed - Satisfied		Done	08/21/2013 08:51:54	Service Request has been Closed Satisfied.

Last Name	First Name	Account	BAC Code
[redacted]		Chevyland	114328

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 21, 2013 8:50 AM	BARROSFR	BARROSFR	Dealer Acknowledgement	Case Update	Done	08/21/2013 08:51:48	19209701

Last Name	First Name	Account	BAC Code
Rogers	Bill	Chevyland	114328

Comments

C03 08/21/13 08:41 735FRB***FEDEX TRACKING NUMBER [redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 19, 2013 8:57 AM	VILLALJ1	TZ8BD4	Dealer Acknowledgement	Case Update	Done	08/19/2013 08:59:51	19209701

Last Name	First Name	Account	BAC Code

Rogers	Bill	Chevyland	114328

Comments

C02 08192013 0858 530JMV***ATTN: PARTS MGR., YOUR ORDER CLOSED TO B01. SPAC WILL PROVIDE TRACKING INFORMATION NO LATER THAN 48 BUSINESS HOURS. THANK YOU FOR YOUR PATIENCE.***

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 19, 2013 8:56 AM	VILLALJ1	TZ8BD4	Manager Review	Case Assessment	Done	08/19/2013 08:57:52	CLOSED TO B01.

Last Name	First Name	Account	BAC Code
Rogers	Bill	Chevyland	114328

Comments

CUSTOMER: CODE----> 590218 CAR OWNER
NAME----> CHEVYLAND
ADDRESS-> 7500 YOUREE DR
ADDRESS->
CITY----> SHREVEPORT STATE LA ZIP 71105
PHONE---> 00000000000
VEHICLE: DOWN Y (Y/N) VIN 1GNES13H772[redacted] MM CODE CS1 YR 07
PROBLEM: ORIG REASON SEVERITY DEPT 300 MAKE CHEVY
CURR SPAC MOD1 SHP PENDING Y MODEL S10BLAZ
COMPLETED: DATE 081913 (MMDDYY) TIME 0809 (HHMM)
SOLUTION CODE B01 SOLVED ONLINE N (Y/N)
PRIORITY IND Y (Y/N) REF 00006 SCAC CD: TRACKING#:
******
FACY > 696 ORDER # > [redacted] ALT ADDRESS > N
SHIPMENT # > 0000000 BOL > VERIFICATION >
PART ORDERED > 19209701 QTY ORD > 000000001 SCHD CODE > V
PART SHIPPED > 19209701 QTY SHIP > CARRIER >
ORDER CNTL # > H07C FREIGHT >
ORDER DATE > 08/19/13 SHIP DATE > ADVISE CODE > 3
ORDER TIME > 01638 STATUS > WRT

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 15, 2013 1:10 PM	BARROSFR	BARROSFR	Dealer Acknowledgement	Case Update	Done	08/15/2013 13:15:21	19209701

Last Name	First Name	Account	BAC Code
Rogers	Bill	Chevyland	114328

Comments

****081513 HR 13 MIN 15 SEC 07
PART # 19209701 IN TRANSIT TO A SHIPPING FACILITY. THERE'S NO ANTICIPATED DELIVERY DATE AT THIS TIME. WILL PROVIDE MORE INFO WHEN THE PART HAS BEEN RECEIVED AT A SHIPPING FACILITY.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 13, 2013 1:15 PM	BARROSFR	BARROSFR	Dealer Acknowledgement	Case Update	Done	08/13/2013 13:15:39	19209701

Last Name	First Name	Account	BAC Code
Rogers	Bill	Chevyland	114328

Comments

****081313 HR 13 MIN 14 SEC 07
ATTN PARTS MGR: PLEASE BE ADVISED THAT I AM STILL WORKING ON YOUR SPAC CASE [redacted] WILL HAVE MORE INFORMATION ON 08/15/13 AND WILL ADVISE YOU THEN. THANK YOU FOR YOUR PATIENCE AND UNDERSTANDING.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 13, 2013 9:09 AM	WHEELESU	BARROSFR	Notify CRM	ParTech Response	Done	08/13/2013 11:23:42	19209701

Last Name	First Name	Account	BAC Code

Comments

o Partech Note: NO ALT, NO UP ASM, NO PROD PART
o SPAC Case number: [redacted]

o Alternate Part Number:
o Up Assembly Part Number:
o Production Number:
o If this part number comes thru on a different vin does SWAT need to send an alternate request again:(Y or N): NO
o Source Name:
o Source Code:
o Plant:
o ECA Info:

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 9, 2013 1:30 PM	BARROSFR	KZYBR5	ParTech Alt Request	SWAT Inquiry	Done	08/13/2013 09:09:46	19209701

Last Name	First Name	Account	BAC Code
Rogers	Bill	Chevyland	114328

Comments
SPAC Case Number [redacted]
VIN: 1GNES13H772[redacted]
SWAT Notes: is there an alt part or up assm? is part vin

specific?
Buyback: No
DMA Inquiry: No
Multiple VINs:
DCC Inquiry: No

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 9, 2013 1:28 PM	BARROSFR	BARROSFR	Research	Case Update	Done	08/21/2013 08:51:41	19209701

Last Name	First Name	Account	BAC Code
Rogers	Bill	Chevyland	114328

Comments
08/20 1305 HRS

no sprint options

4 pcs intransit to facy 696

no usem/user p/n

NO ALT, NO UP ASM, NO PROD PART, not vin specific

CLOSED VIA B01

C03 08/21/13 08:41 735FRB***FEDEX TRACKING NUMBER[redacted]*

735FRB/CRT/MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 9, 2013 1:28 PM	BARROSFR	BARROSFR	Dealer Acknowledgement	Initial Acknowledgement	Done	08/09/2013 13:31:05	19209701

Last Name	First Name	Account	BAC Code
Rogers	Bill	Chevyland	114328

Comments

****080913 HR 13 MIN 27 SEC 50
ATTN: PARTS MGR, SPAC IS WORKING
TO RESOLVE YOUR CASE #G08687216. YOU WILL RECEIVE AN
ANSWERBACK AS SOON AS WE HAVE MORE INFO BUT NO LATER
THAN 48 HOURS.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 9, 2013 11:30 AM	BARROSFR	BARROSFR	Ownership Changed		Done	08/09/2013 11:30:39	Service Request Ownership has changed FROM: SECERIAN TO: BARROSFR

Last Name	First Name	Account	BAC Code
Rogers	Bill	Chevyland	114328

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2013 2:12 PM	SECERIAN	BARROSFR	Escalation	SWAT Inquiry	Done	08/09/2013 13:31:12	300

Last Name	First Name	Account	BAC Code
Rogers	Bill	Chevyland	114328

Comments

escalating case for expedite request. thank you.

Andy/mas759/DCC/Mla

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2013 2:12 PM	SECERIAN	SECERIAN	Inbound Call Dealer		Done	08/08/2013 14:14:30	ETA SPAC

Last Name	First Name	Account	BAC Code
Rogers	Bill	Chevyland	114328

Comments

dlr sks:ETA SPAC

crs adv:PER SCM, THERE IS TENTATIVE SHIPMENT OF 7 PCS. OF STOCK BY THE WEEK OF 08/08 TO PLT 696. PER PARTECH, THERE IS NO ALT., NO UP ASM., NO PROD.

will escalate case for expedite request. watch for answerback within 48-72 hours.

Andy/mas759/DCC/Mla

Confidential Comments

UCC Information

UCC Code	Description	Symptom

End of Report

VINCAMPI DISPLAY VIN\RELATED CAMPAIGNS KIPSA06I

04/26/2016 11:33

VIN: 1GNES13H772[redacted] OPEN\CLOSED STATUS:

SEL COD	CAMPAIGN NUMBER	STATUS	REPAIR DATE	REPAIR BAC	PREV. NUMBER	CAMPAIGN TYPE
	12180	DEALER REPAIRED	2013/08/06	1143220		SAFETY
DRIVER DOOR SWITCH SHORT CIRCUIT						
	14309	DEALER REPAIRED	2015/06/17	112295		SAFETY
DRIVER DOOR SWITCH SHORT CIRCUIT						

INQUIRY COMPLETE PW:

PF 10 MANT 11 VHCP 12 DLRA 13 AUDT 14 XREF 15 DESC 16 ADST 17 NADR 18 DELT
19 PERF 20 21 22 23 24 PF SELECT: GOTO:

Print | Close

VIN HISTORY DatePrinted: 4/26/2016

VIN # 1GNES13H77[redacted] **Recall# 10054**

RECALL EVENTS

EVENT (ORIGINAL) **RELEASE DATE: 8/15/2011** **MAIL DATE: 08/17/2011**
Recall Suffix: **Letter Link:** 10054.C01 **Last Update:**

Name: [redacted]
Address 1: [redacted]
Address 2:
Address 3:
City: SHREVEPORT **State:**LA **Postal Code:**7[redacted] **Country:**US
Phone: **Language:** ENG
GMBAC: 00000114284 **Dealer Code:** 24466 **Division Code:** 13
Fleet Code: **Fleet Account:**
Possessor Name:
Certificate: View Certificate

EVENT (ORIGINAL) **RELEASE DATE: 7/26/2013** **MAIL DATE: 09/05/2013**
Recall Suffix: E **Letter Link:** 10054E.C01 **Last Update:**

Name: [redacted]
Address 1: [redacted]
Address 2:
Address 3:
City: SHREVEPORT **State:**LA **Postal Code**[redacted] **Country:**US
Phone: **Language:** ENG
GMBAC: 00000114284 **Dealer Code:** 24466 **Division Code:** 13
Fleet Code: **Fleet Account:**
Possessor Name:
Certificate: View Certificate

CUSTOMER REPLY FORM DATA : No reply form data found

CAM-01 DATA : No CAM-01 data found

Print | Close

VIN HISTORY DatePrinted: 4/26/2016

VIN # 1GNES13H77[redacted] **Recall# 12180**

RECALL EVENTS

EVENT (ORIGINAL) **RELEASE DATE: 3/21/2013** **MAIL DATE: 03/21/2013**
Recall Suffix: 2 **Letter Link:** 12180.C02 **Last Update:**

Name: [redacted]
Address 1: [redacted]
Address 2:
Address 3:
City: SHREVEPORT **State:**LA **Postal Code**[redacted] **Country:**US
Phone: **Language:** ENG
GMBAC: 00000114284 **Dealer Code:** **Division Code:** 13
Fleet Code: **Fleet Account:**
Possessor Name:
Certificate: View Certificate

EVENT (ORIGINAL) **RELEASE DATE: 10/8/2012** **MAIL DATE: 10/08/2012**
Recall Suffix: ADL **Letter Link:** 12180.C01 **Last Update:**

Name: [redacted]
Address 1 [redacted]
Address 2:
Address 3:
City: SHREVEPORT **State:**LA **Postal Code:**[redacted] **Country:**US
Phone: **Language:** ENG
GMBAC: 00000114284 **Dealer Code:** 24466 **Division Code:** 13
Fleet Code: **Fleet Account:**
Possessor Name:
Certificate: View Certificate

CUSTOMER REPLY FORM DATA

Keypunch Process Date: 2013/10/21 **Return/Reply Status:** Undeliverable Mail
Name:
Address 1:
Address 2:
Address 3:
City: **State:** **Postal Code:** **Country:**
Phone: **Work Phone:**

CAM-01 DATA : No CAM-01 data found

Print | Close

VIN HISTORY DatePrinted: 4/26/2016

VIN # 1GNES13H7[redacted] **Recall# 14309**

RECALL EVENTS

EVENT (ORIGINAL) **RELEASE DATE: 8/25/2014** **MAIL DATE: 09/03/2014**
Recall Suffix: ADL **Letter Link:** 14309A.C01 **Last Update:**

Name: [redacted]
Address 1: [redacted]
Address 2:
Address 3:
City: SHREVEPORT **State:**LA **Postal Code:**[redacted] **Country:**US
Phone: **Language:** ENG
GMBAC: 00000114284 **Dealer Code:** 24466 **Division Code:** 13
Fleet Code: **Fleet Account:**
Possessor Name:
Certificate: View Certificate

EVENT (ORIGINAL) **RELEASE DATE: 11/13/2014** **MAIL DATE: 11/18/2014**
Recall Suffix: 1 **Letter Link:** 14309.C01 **Last Update:**

Name: [redacted]
Address 1: [redacted]
Address 2:
Address 3:
City: SHREVEPORT **State:**LA **Postal Code:**[redacted] **Country:**US
Phone: **Language:** ENG
GMBAC: 00000114284 **Dealer Code:** 24466 **Division Code:** 13
Fleet Code: **Fleet Account:**
Possessor Name:
Certificate: View Certificate

CUSTOMER REPLY FORM DATA

Keypunch Process Date: 2014/09/23 **Return/Reply Status:** Undeliverable Mail
Name:
Address 1:
Address 2:
Address 3:
City: **State:** **Postal Code:** **Country:**
Phone: **Work Phone:**

Keypunch Process Date: 2014/12/23 **Return/Reply Status:** Undeliverable Mail
Name:
Address 1:
Address 2:
Address 3:
City: **State:** **Postal Code:** **Country:**
Phone: **Work Phone:**

CAM-01 DATA : No CAM-01 data found

Bulletin No.: 10054E
Date: July 2013

Service Bulletin

SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment - Fuel Level Sensor Contact Wear

MODELS: 2005-2007 Buick Rainier
2005-2006 Chevrolet SSR, TrailBlazer EXT
2005-2007 Chevrolet TrailBlazer
2005 GMC Envoy XUV
2005-2006 GMC Envoy XL
2005-2007 GMC Envoy

*****IMPORTANT CHANGE TO COVERAGE*****
Effective immediately, the 50% customer co-pay policy has been discontinued and GM will pay 100% of the total cost for this repair. Customers who paid a portion of the total cost for a GM dealer to replace the fuel level sensor on their vehicle are being advised to contact the servicing dealer for their refund. Customers who paid the total cost or, in the case of a service contract, paid a deductible, to have the fuel level sensor replaced on their vehicle and were subsequently reimbursed a portion of that cost or deductible, are being advised to contact the GM dealer who processed the reimbursement for their refund. If the reimbursement was processed by the GM Customer Assistance Center, customers are being advised to contact GM for their refund. Please discard all copies of bulletin 10054D.

CONDITION

On some 2005 model year GMC Envoy XUV; 2005-2006 model year Chevrolet SSR, TrailBlazer EXT, GMC Envoy XL; 2005-2007 model year Buick Rainier, Chevrolet TrailBlazer, and GMC Envoy vehicles, the contacts on the fuel level sensor may wear prematurely. This wear could cause the fuel gauge to read empty after filling the tank and cause the malfunction indicator light (MIL) to illuminate. As the fuel level in the tank drops, the MIL may turn off and the gauge may display a reading; however, the reading may indicate a slightly higher level of fuel than what is in the tank. Eventually as the contacts continue to wear, the fuel gauge will stop working and the MIL will illuminate continuously.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to install a new design fuel level sensor. The repairs will be made at no charge to the customer.

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For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after August 10, 2011 are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to August 10, 2011, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

Involved are **certain** 2005 model year GMC Envoy XUV; 2005-2006 model year Chevrolet SSR, TrailBlazer EXT, GMC Envoy XL; 2005-2007 model year Buick Rainier, Chevrolet TrailBlazer, and GMC Envoy vehicles.

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Applicable Warranties section in the Global Warranty Management system.

PART INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

Part Number	Description	Quantity/Vehicle
19178477	Sensor Kit, Fuel Lvl (Envoy, TrailBlazer, Rainier)	1
19177712	Sensor Kit, Fuel Lvl (Envoy XL, Envoy XUV, SSR, TrailBlazer EXT)	1

SERVICE PROCEDURE

Note: Before installing new fuel level sensor parts, ensure that the blue wires on the fuel sensor board are seated in the connector.

1. Verify that the fuel level sensor requires replacement. Refer to the appropriate diagnostic information in SI.
   - If the fuel level sensor does NOT require replacement, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
   - If the fuel level sensor requires replacement, refer to *Fuel Level Sensor Replacement* in SI.

CUSTOMER REIMBURSEMENT - For US

*****SPECIAL INSTRUCTIONS*****

Customers who paid a portion of the total cost for a GM dealer to replace the fuel level sensor on their vehicle under this Special Coverage Program are being advised to contact the servicing dealer for their refund. The repair order associated with this service event is sufficient documentation for the dealer to process the customer's refund and issue a check. Customers who paid the total cost or, in the case of a service contract, paid a deductible, to have the fuel level sensor replaced on their vehicle and were subsequently reimbursed a portion of that cost or deductible, are being advised to contact the GM dealer who processed the reimbursement for their refund. The paper work associated with this previous reimbursement transaction is sufficient documentation for the dealer to process the customer's refund and issue a check. If the previous reimbursement was processed by the GM Customer Assistance Center, customers are being advised to contact GM for their refund. Refund requests are to be submitted to the dealer or GM by July 31, 2014.

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by July 31, 2014, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed form and all required documents to the GM Customer Assistance Center. Repairs must have occurred within the 10 years of date the vehicle was originally placed in service, or 120,000 miles, whichever occurs first.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Canada and Export

*****SPECIAL INSTRUCTIONS*****

Customers who paid a portion of the total cost for a GM dealer to replace the fuel level sensor on their vehicle under this Special Coverage Program are being advised to contact the servicing dealer for their refund. The repair order associated with this service event is sufficient documentation for the dealer to process the customer's refund and issue a check. Customers who paid the total cost or, in the case of a service contract, paid a deductible, to have the fuel level sensor replaced on their vehicle and were subsequently reimbursed a portion of that cost or deductible, are being advised to contact the GM dealer who processed the reimbursement for their refund. The paper work associated with this previous reimbursement transaction is sufficient documentation for the dealer to process the customer's refund and issue a check. If the previous reimbursement was processed by the GM Customer Assistance Center, customers are being advised to contact GM for their refund. Refund requests are to be submitted to the dealer or GM by July 31, 2014.

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by July 31, 2014. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 193,000 kilometres, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZREG transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
T5827	Diagnostic Time Only – No Repair Required	0.1-0.3	N/A
T5828	Replace Fuel Level Sensor		N/A
	- All Vehicles Except Chevrolet SSR	1.7	
	- Chevrolet SSR	2.2	
	Add: Diagnostic Time	0.1-0.3	
	Add: Off Road Skid Plate (N/A for SSR)	0.2	
T5829	Customer Reimbursement Approved	0.2	*
T5830	Customer Reimbursement Denied - For US dealers only	0.1	N/A
9900010	Reimburse Customer for Discontinued Co-Pay Policy (See Special Instructions in Customer Reimbursement Section)	0.2	*

* The amount identified in “Net Item” should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).

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 tools, equipment, 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 dealer/retailer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

July 2013

Dear General Motors Customer:

*****IMPORTANT CHANGE TO COVERAGE*****

As the owner of a 2005 model year GMC Envoy XUV; a 2005-2006 model year Chevrolet SSR, TrailBlazer EXT or GMC Envoy XL; a 2005-2007 model year Buick Rainier, Chevrolet TrailBlazer or GMC Envoy, part of our commitment to you as a member of the General Motors family is providing you with important information whenever a specific condition may affect your vehicle.

This letter is intended to make you aware that in some of these vehicles, the fuel level sensor may wear prematurely. This wear could cause the fuel gauge to read empty after filling the tank and cause the Service Engine and Low Fuel lights to illuminate. Illumination of these lights is accompanied by a chime when the vehicle is started. If your vehicle is equipped with a Driver Information Center (DIC), you will also see the Fuel Level Low message displayed. As the fuel level in the tank drops, the lights, DIC message, and chimes may turn off and the gauge may display a reading; however, the reading may indicate a slightly higher level of fuel than what is in the tank. Eventually as the sensor continues to wear, the fuel gauge will stop working, always read empty, and the Service Engine and Low Fuel lights will illuminate continuously, again accompanied by a chime when the vehicle is started and a Low Fuel Message in the DIC (if so equipped).

General Motors is providing you with additional protection for the condition described above. If this condition occurs on your vehicle within 10 years of the date your vehicle was originally placed in service or 120,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

This is not a recall; please do not take your vehicle to your GM dealer as a result of this letter unless you believe your vehicle has the condition described above.

If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a GM dealer. You may want to contact your dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. If your vehicle is not exhibiting the condition described above, please keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed form and all required documents to GM Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the GM Reimbursement Department by July 31, 2014, unless state law specifies a longer reimbursement period.

*****IMPORTANT NOTICE*****

If you have owned this vehicle since August 2011, you may have previously received a letter from us regarding this special coverage program. That letter provided the same additional protection for the condition described above but also included a 50% customer co-pay provision. Effective immediately, the 50% customer co-pay provision of this program has been removed. This policy change is retroactive and you may be entitled to a refund.

If you paid for a portion of the cost to have this repair performed by a GM dealer or received a partial reimbursement from a GM dealer for a previous repair, please contact that dealer to request a refund. The dealer has the records necessary to process your refund and will mail you a check within 30 days. If you received a partial reimbursement for a previous repair from a GM Customer Assistance Center, please call the appropriate Customer Assistance Center at the number listed below. They have the records necessary to process your refund and will mail you a check within 30 days.

Please note that this refund opportunity is in effect through July 31, 2014.

If you have any questions about this special coverage program, please contact your dealer or the GM Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products. We also want you to know that we will do our best, throughout your ownership experience, to ensure that your vehicle provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services

Enclosure
10054E

Bulletin No.: 12180F
Date: June 2014

Recall Bulletin

PRODUCT SAFETY RECALL

SUBJECT: Driver Door Switch Short Circuit

MODELS: 2006-2007 Buick Rainier
2006 Chevrolet TrailBlazer EXT
2006-2007 Chevrolet TrailBlazer
2006 GMC Envoy XL
2006-2007 GMC Envoy
2005-2007 Saab 9-7X

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The service procedure has been revised. The procedure for applying the protective coating on the door module has been removed. Vehicles that were previously repaired under this recall with the protective coating will be included in an upcoming safety recall. Please discard all copies of bulletin 12180E.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2006 model year Chevrolet TrailBlazer EXT and GMC Envoy XL; 2006-2007 model year Buick Rainier, Chevrolet TrailBlazer, and GMC Envoy; and 2005-2007 model year Saab 9-7X vehicles. If fluid, such as melted snow containing road salt, enters the driver's door module, it may cause corrosion that could result in a short in the circuit board. A short may cause the power door lock and power window switches to function intermittently or may stop working. A short may cause overheating, which could melt components of the door module, producing odor, smoke, or a fire. Additionally, the windows may raise or lower themselves, without user input. These conditions may occur even with the vehicle parked and the key removed. Customers should park the vehicle outdoors until it has been remedied.

CORRECTION

Dealers are to inspect the part number of the door module and, if necessary, install a new door module.

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Owners of 2005-2007 model year Saab 9-7X vehicles delivered in the U.S. or Canada will receive a separate notification and be addressed by Saab Authorized Service Centers. This bulletin applies to those 2005-2007 model year Saab 9-7X vehicles delivered outside of the U.S. and Canada that are subject to this safety recall.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

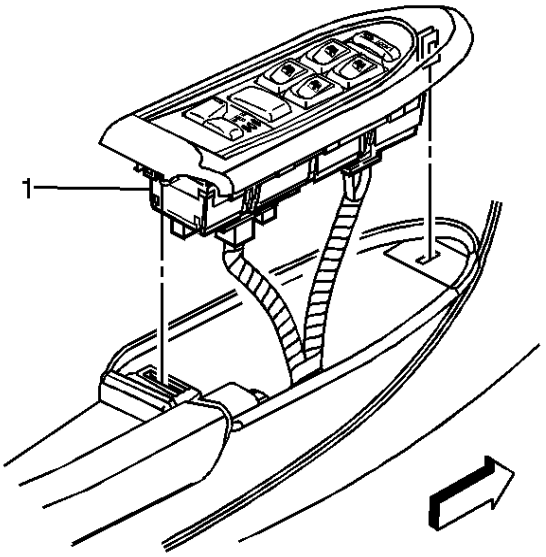
The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/ Vehicle
	Chevrolet	
25861573	SWITCH, DR LK & SI WDO (CASHMERE) ST1 (DL2, KA1, X88, 27I) (EXPORT)	1 (if req'd)
25861577	SWITCH, DR LK & SI WDO (CASHMERE) ST1 (DL2, X88, 27I) (EXC KA1) (EXPORT)	1 (if req'd)
25861580	SWITCH, DR LK & SI WDO (CASHMERE) (DK2, DK9, DP2, DR1, X88, 27I) (EXC KA1)	1 (if req'd)
25861584	SWITCH, DR LK & SI WDO (CASHMERE) (DK2, DP2, DS3, KA1, X88, 27I)	1 (if req'd)
25866999	SWITCH, DR LK & SI WDO (GRAY) (DL2, KA1, X88, 28I) (EXPORT)	1 (if req'd)
25867000	SWITCH, DR LK & SI WDO (EBONY) (DK2, DP2, DS3, KA1, X88, 48I)	1 (if req'd)
25867001	SWITCH, DR LK & SI WDO (GRAY) (DK2, DP2, DS3, KA1, X88, 28I)	1 (if req'd)
25867002	SWITCH, DR LK & SI WDO (EBONY) ST1 (DL2, X88, 48I) (EXC KA1) (EXPORT)	1 (if req'd)
25867003	SWITCH, DR LK & SI WDO (GRAY) ST1 (DL2, X88, 28I) (EXC KA1) (EXPORT)	1 (if req'd)
25867004	SWITCH, DR LK & SI WDO (EBONY) (DK2, DK9, DP2, DR1, X88, 48I) (EXC KA1)	1 (if req'd)
25867005	SWITCH, DR LK & SI WDO (GRAY) (DK2, DK9, DP2, DR1, X88, 28I) (EXC KA1)	1 (if req'd)
25867006	SWITCH, DR LK & SI WDO (EBONY) (DL2, KA1, X88, 48I) (EXPORT)	1 (if req'd)
	GMC	
25866992	SWITCH, DR LK & SI WDO (EBONY) (AAB KA1 Z88 Z89 27I, 48I)	1 (if req'd)
25866993	SWITCH, DR LK & SI WDO (EBONY) (Z88, Z89, 27I, 48I) (EXC AAB, KA1)	1 (if req'd)
25866994	SWITCH, DR LK & SI WDO (GRAY) (Z88, Z89, 28I) (EXC AAB, KA1)	1 (if req'd)
25866996	SWITCH, DR LK & SI WDO (GRAY) (AAB, KA1, Z88, Z89, 28I)	1 (if req'd)
25866997	SWITCH, DR LK & SI WDO (EBONY) (AAB, DS3, Z88, 27I, 48I) (EXC KA1)	1 (if req'd)
25866998	SWITCH, DR LK & SI WDO (GRAY) (AAB, Z88, 28I) (EXC KA1)	1 (if req'd)
	Buick	
25861556	SWITCH, DR LK & SI WDO (INCLS 8) (GRAY) ST1 (KA1, W49, 28I)	1 (if req'd)
25861557	SWITCH, DR LK & SI WDO (INCLS 8) (CASHMERE) ST1 (KA1, W49, 47I)	1 (if req'd)
25861560	SWITCH, DR LK & SI WDO (INCLS 8) (GRAY) ST1 (W49, 28I) (EXC KA1)	1 (if req'd)
25861561	SWITCH, DR LK & SI WDO (INCLS 8) (DK CASHMERE) ST1 (W49, 47I) (EXC KA1)	1 (if req'd)
	Saab	
25866995	SWITCH, DR LK & SI WDO	1 (if req'd)

SERVICE PROCEDURE



690976

1. Remove the driver side door lock and side window switch. Refer to *Door Lock and Side Window Switch Replacement - Driver Side* in SI.

Part Number		Description & Options
Chevrolet		
	25861573	SWITCH, DR LK & SI WDO (CASHMERE) ST1 (DL2, KA1, X88, 27I) (EXPORT)
	25861577	SWITCH, DR LK & SI WDO (CASHMERE) ST1 (DL2, X88, 27I) (EXC KA1) (EXPORT)
	25861580	SWITCH, DR LK & SI WDO (CASHMERE) (DK2, DK9, DP2, DR1, X88, 27I) (EXC KA1)
	25861584	SWITCH, DR LK & SI WDO (CASHMERE) (DK2, DP2, DS3, KA1, X88, 27I)
25861574	25866999	SWITCH, DR LK & SI WDO (GRAY) (DL2, KA1, X88, 28I) (EXPORT)
25861575	25867000	SWITCH, DR LK & SI WDO (EBONY) (DK2, DP2, DS3, KA1, X88, 48I)
25861576	25867001	SWITCH, DR LK & SI WDO (GRAY) (DK2, DP2, DS3, KA1, X88, 28I)
25861578	25867002	SWITCH, DR LK & SI WDO (EBONY) ST1 (DL2, X88, 48I) (EXC KA1) (EXPORT)
25861579	25867003	SWITCH, DR LK & SI WDO (GRAY) ST1 (DL2, X88, 28I) (EXC KA1) (EXPORT)
25861581	25867004	SWITCH, DR LK & SI WDO (EBONY) (DK2, DK9, DP2, DR1, X88, 48I) (EXC KA1)
25861582	25867005	SWITCH, DR LK & SI WDO (GRAY) (DK2, DK9, DP2, DR1, X88, 28I) (EXC KA1)
25861583	25867006	SWITCH, DR LK & SI WDO (EBONY) (DL2, KA1, X88, 48I) (EXPORT)
GMC		
25861559	25866992	SWITCH, DR LK & SI WDO (EBONY) (AAB KA1 Z88 Z89 27I, 48I)
25861563	25866993	SWITCH, DR LK & SI WDO (EBONY) (Z88, Z89, 27I, 48I) (EXC AAB, KA1)
25861567	25866994	SWITCH, DR LK & SI WDO (GRAY) (Z88, Z89, 28I) (EXC AAB, KA1)
25861569	25866996	SWITCH, DR LK & SI WDO (GRAY) (AAB, KA1, Z88, Z89, 28I)
25861571	25866997	SWITCH, DR LK & SI WDO (EBONY) (AAB, DS3, Z88, 27I, 48I) (EXC KA1)
25861572	25866998	SWITCH, DR LK & SI WDO (GRAY) (AAB, Z88, 28I) (EXC KA1)
Buick		
	25861556	SWITCH, DR LK & SI WDO (INCLS 8) (GRAY) ST1 (KA1, W49, 28I)
	25861557	SWITCH, DR LK & SI WDO (INCLS 8) (CASHMERE) ST1 (KA1, W49, 47I)
	25861560	SWITCH, DR LK & SI WDO (INCLS 8) (GRAY) ST1 (W49, 28I) (EXC KA1)
	25861561	SWITCH, DR LK & SI WDO (INCLS 8) (DK CASHMERE) ST1 (W49, 47I) (EXC KA1)

2. Determine the part number on the driver side door lock and side window switch. The part number is on the side of the switch on the label.
    - If the part number on the switch is listed on the table above, no repair is required. Re-install the driver side door lock and side window switch. Refer to *Door Lock and Side Window Switch Replacement - Driver Side* in SI.
    - If the part number on the switch is NOT listed on the table above, replace the driver side door lock and side window switch. Refer to *Door Lock and Side Window Switch Replacement – Driver Side* in SI. .

CUSTOMER REIMBURSEMENT – For US

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by August 31, 2015, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your District Service Manager – Aftersales prior to processing the request.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by August 31, 2015.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Note: *To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.*

Labor Code	Description	Labor Time	Net Item
V2739	Verify Part Number – No Further Action Req'd	0.2	N/A
V2736	Door Lock & Side Window Switch Replacement (inc. part verification & programming)	0.5	N/A
V2737*	Customer Reimbursement Approved – Not for Saab Use	0.2	**
V2738	Customer Reimbursement Denied - For US dealers only	0.1	N/A

* Customer reimbursement will NOT close this recall. The service procedure contained in this bulletin must still be performed.

** The amount identified in “Net Item” should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle.

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information

We Support Voluntary Technician Certification

Bulletin No.: 14309A
Date: November 2014

Recall Bulletin

PRODUCT SAFETY RECALL

SUBJECT: **Driver Door Switch Short Circuit**

MODELS: **2006-2007 Buick Rainier**
2006 Chevrolet TrailBlazer EXT
2006-2007 Chevrolet TrailBlazer
2006 GMC Envoy XL
2006-2007 GMC Envoy
2005-2007 Saab 9-7X
Previously Repaired in Safety Recall 12180

This bulletin has been revised to inform dealers that owners of Saab 9-7X vehicles delivered in the U.S. or Canada will receive a separate notification and be addressed by Saab Authorized Service Centers. This bulletin applies to Saab vehicles delivered outside of the U.S. and Canada that are subject to this recall.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety may exist in the following vehicles repaired under recall 12180: 2006 model year Chevrolet Trailblazer EXT and 2006-2007 Chevrolet Trailblazer, GMC Envoy, Buick Rainier, and Saab 9-7X vehicles. The service bulletin provided that if the driver's door module was functioning properly, a protective coating was to be applied. If the module was not working properly, it should be replaced. Vehicles that were repaired by having a protective coating applied to the driver's door module may continue to have a safety related defect.

If fluid, such as melted snow containing road salt, enters the driver's door module, it may cause corrosion that could result in a short in the circuit board. A short may cause the power door lock and power window switches to function intermittently or may stop working. A short may cause overheating, which could melt components of the door module, producing odor, smoke, or a fire. Additionally, the windows may raise or lower themselves, without user input. These conditions

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may occur even with the vehicle parked and the key removed. Customers should park the vehicle outdoors until it has been remedied.

CORRECTION

Dealers are to install a new door module.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

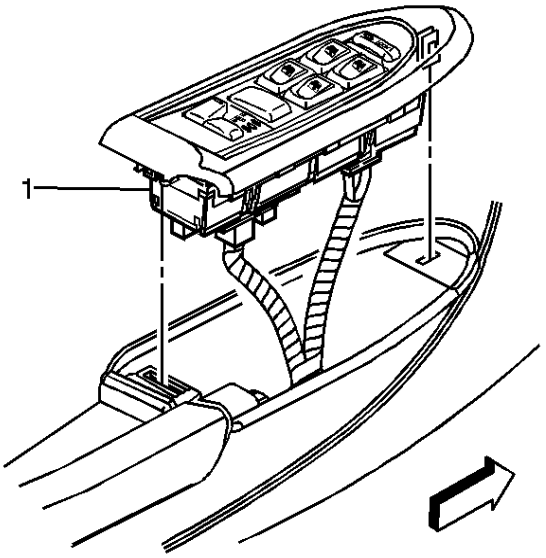
The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/ Vehicle
	Chevrolet	
25861573	SWITCH, DR LK & SI WDO (CASHMERE) ST1 (DL2, KA1, X88, 27I) (EXPORT)	1 (if req'd)
25861577	SWITCH, DR LK & SI WDO (CASHMERE) ST1 (DL2, X88, 27I) (EXC KA1) (EXPORT)	1 (if req'd)
25861580	SWITCH, DR LK & SI WDO (CASHMERE) (DK2, DK9, DP2, DR1, X88, 27I) (EXC KA1)	1 (if req'd)
25861584	SWITCH, DR LK & SI WDO (CASHMERE) (DK2, DP2, DS3, KA1, X88, 27I)	1 (if req'd)
25866999	SWITCH, DR LK & SI WDO (GRAY) (DL2, KA1, X88, 28I) (EXPORT)	1 (if req'd)
25867000	SWITCH, DR LK & SI WDO (EBONY) (DK2, DP2, DS3, KA1, X88, 48I)	1 (if req'd)
25867001	SWITCH, DR LK & SI WDO (GRAY) (DK2, DP2, DS3, KA1, X88, 28I)	1 (if req'd)
25867002	SWITCH, DR LK & SI WDO (EBONY) ST1 (DL2, X88, 48I) (EXC KA1) (EXPORT)	1 (if req'd)
25867003	SWITCH, DR LK & SI WDO (GRAY) ST1 (DL2, X88, 28I) (EXC KA1) (EXPORT)	1 (if req'd)
25867004	SWITCH, DR LK & SI WDO (EBONY) (DK2, DK9, DP2, DR1, X88, 48I) (EXC KA1)	1 (if req'd)
25867005	SWITCH, DR LK & SI WDO (GRAY) (DK2, DK9, DP2, DR1, X88, 28I) (EXC KA1)	1 (if req'd)
25867006	SWITCH, DR LK & SI WDO (EBONY) (DL2, KA1, X88, 48I) (EXPORT)	1 (if req'd)
	GMC	
25866992	SWITCH, DR LK & SI WDO (EBONY) (AAB KA1 Z88 Z89 27I, 48I)	1 (if req'd)
25866993	SWITCH, DR LK & SI WDO (EBONY) (Z88, Z89, 27I, 48I) (EXC AAB, KA1)	1 (if req'd)
25866994	SWITCH, DR LK & SI WDO (GRAY) (Z88, Z89, 28I) (EXC AAB, KA1)	1 (if req'd)
25866996	SWITCH, DR LK & SI WDO (GRAY) (AAB, KA1, Z88, Z89, 28I)	1 (if req'd)
25866997	SWITCH, DR LK & SI WDO (EBONY) (AAB, DS3, Z88, 27I, 48I) (EXC KA1)	1 (if req'd)
25866998	SWITCH, DR LK & SI WDO (GRAY) (AAB, Z88, 28I) (EXC KA1)	1 (if req'd)
	Buick	
25861556	SWITCH, DR LK & SI WDO (INCLS 8) (GRAY) ST1 (KA1, W49, 28I)	1 (if req'd)
25861557	SWITCH, DR LK & SI WDO (INCLS 8) (CASHMERE) ST1 (KA1, W49, 47I)	1 (if req'd)
25861560	SWITCH, DR LK & SI WDO (INCLS 8) (GRAY) ST1 (W49, 28I) (EXC KA1)	1 (if req'd)
25861561	SWITCH, DR LK & SI WDO (INCLS 8) (DK CASHMERE) ST1 (W49, 47I) (EXC KA1)	1 (if req'd)
	Saab	
25866995	SWITCH, DR LK & SI WDO	1 (if req'd)

SERVICE PROCEDURE



690976

Install new driver side door lock and side window switch. Refer to *Door Lock and Side Window Switch Replacement - Driver Side* in SI.

CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid for the recall condition repairs that were not already submitted under recall 12180 (V2737) are to be submitted to the dealer by November 30, 2015, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

IMPORTANT: GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin repairs that were not already submitted under recall 12180 (V2737) are to be submitted to the dealer prior to or by November 30, 2015.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9100786	Door Lock & Side Window Switch Replacement	0.5	N/A
9100792	Customer Reimbursement Approved – Not for Saab Use	0.2	*
9100793	Customer Reimbursement Denied – For US dealers only	0.1	N/A

* Customer reimbursement will NOT close this recall. The service procedure contained in this bulletin must still be performed.

** The amount identified in “Net Item” should represent the dollar amount reimbursed to the customer.

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information

We Support Voluntary Technician Certification

IMPORTANT SAFETY RECALL

November 2014

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2006 model year Chevrolet Trailblazer EXT and 2006-2007 Chevrolet Trailblazer, GMC Envoy, Buick Rainier, and Saab 9-7X vehicles repaired under safety recall 12180. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- This notice applies to your 2006 model year Chevrolet Trailblazer EXT or 2006-2007 Chevrolet Trailblazer, GMC Envoy, Buick Rainier, or Saab 9-7X vehicles, **VIN**_____.
- Your vehicle is involved in GM safety recall 14309.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Previously, your vehicle was serviced under safety recall 12180, which provided that if the driver's door module was functioning properly, a protective coating was to be applied. If the module was not working properly, it was to be replaced. Your vehicle was repaired by having a protective coating applied to the driver's door module and may continue to have a safety related defect.

If fluid, such as melted snow containing road salt, enters the driver's door module, it may cause corrosion that could result in a short in the circuit board. A short may cause the power door lock and power window switches to function intermittently or may stop working. A short may cause overheating, which could melt components of the door module, producing odor, smoke, or a fire. Additionally, the windows may raise or lower themselves, without user input. These conditions may occur even with the vehicle parked and the key removed.

What will we do?

Your GM dealer will install a new door module. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 30 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

It is advised that you park your vehicle outdoors until it has been remedied.

Did you already pay for this repair?

Even though you may have already had service performed on the driver's door module, you will still need to take your vehicle to your dealer for this recall repair. If you have paid for repairs for the recall condition and have not already submitted for reimbursement under safety recall 12180, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by November 30, 2015, unless state law specifies a longer reimbursement period.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Saab	1-855-880-0808	
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to http://www.safercar.gov. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 14V404.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
GM Recall #14309

Technical Accident Report No. 01/16
Page No.: 1

Station		Municipality	State Coordination	Zone
SAN LUIS DE LA PAZ	GUANAJUATO	SAN LUIS DE LA PAZ	GUANAJUATO	WEST

A

Time	Day	Month	Year	Weekday	Km	State Highway	Stretch
5:00 AM	2	1	16	SATURDAY	076+100	2190 QUERETARO – S.L.POTOSI	QUERETARO –SAN LUIS POTOSI

B

Path prior to Accident	Victims	Veh	Dead	Injured	Veh	Dead	Injured	Pedestrian	Dead	Injured	Total No. of Participants
QUERETARO	YES	1		1							1

Veh. No.	Destination	Highway	Veh. No.	Destination	Highway
1	SAN LUIS DE LA PAZ	QUERETARO- SAN LUIS POTOSI			

Pedestrian	Coming from	Towards	Extra pages for accident report

C

Veh. No.	Type	Make	Model	Color	VIN	License Plates
1	VAN	CHEVROLET	2007	WHITE	1GNES13H77[redacted]	[redacted]

State/Expiration	Capacity	Cargo	Bill of Lading	Unit No.	Company
TEXAS	5 PASSENGERS				

Type of Usage	Authorization No.	Issued by	Expiration	Traveler or Vehicle Insurance Policy
PERSONAL				MAPFRE

Owner	Address
[redacted]	[redacted]

Driver	Address	Dead	Injured	Taken to:
[redacted]	[redacted]			

Sex	Nationality	Age	DOB	License # & type	State			Towed	Driven
M	MEXICAN	21	[redacted]	[redacted]	TEXAS	8/4/2018	"RUIZ" WRECKER SERVICE		

D

Veh. No.	Pedestrian	Type	Make	Model	Color	VIN	License Plates

State/Expiration	Capacity	Cargo	Bill of Lading	Unit No.	Company

Type of Usage	Authorization No.	Issued by	Expiration	Traveler or Vehicle Insurance Policy

Owner	Address

Driver	Address	Dead	Injured	Taken to:

Sex	Nationality	Age	DOB	License #	State	Expires	Vehicle Picked Up By	Towed	Driven

E Tractor/Trailer Information

Vehicle	Type	Make	VIN	License Plates	State/Expiration	Capacity

F ACCIDENT CLASSIFICATION
- [ ] Run-off-the-road
- [x] Rollover
- [ ] Passenger fall
- [ ] Fire
- [ ] Collision
- [ ] Others

COLLISION ON THE ROAD
- [ ] Pedestrian (run over)
- [ ] Motor vehicle in transit
- [ ] Motor vehicle rear ended
- [ ] Parked motor vehicle
- [ ] Train
- [ ] Bicycle
- [ ] Fixed object
- [ ] Livestock
- [ ] Other objects

G CONTRIBUTING CIRCUMSTANCES OF DRIVER
- [ ] Imprudence or intentional
- [ ] Speeding
- [ ] Invading opposite lane
- [ ] Illegal passing
- [ ] Failure to stop at stop sign
- [ ] Failure to stop at traffic lights
- [ ] Failure to yield right of way
- [ ] Failure to maintain distance
- [ ] Illegal turn
- [ ] Illegal parking
- [ ] Driving under influence (alcohol)
- [ ] Driving under influence (drugs)
- [x] Drowsiness
- [ ] Blinded by lights

OF VEHICLE
- [ ] Tires in bad condition
- [ ] Tire bursts
- [ ] Steering
- [ ] Suspension
- [ ] Lights
- [ ] Axles
- [ ] Transmission
- [ ] Motor
- [ ] Overloading
- [ ] Over sized

OF ROAD
- [ ] Cattle crossing
- [ ] Defects
- [ ] Lack of warning signs
- [ ] Objects in the road
- [ ] Wet road
- [ ] Slippery
- [ ] Other

NATURAL AGENTS
- [ ] Rain
- [ ] Snow or hail
- [ ] Fog or smoke
- [ ] Dust storm
- [ ] Strong winds
- [ ] Other

H ACCIDENT SITE INFORMATION
- [ ] 1 lane(s)
- [ ] 2
- [ ] 3
- [x] 4
- [ ] 5 or more
- [ ] Median strip
- [ ] 1 lane(s) in same direction
- [x] 2
- [ ] 3
- [ ] 4
- [ ] 5 or more
- [x] Shoulders
- [ ] Highway
- [ ] Toll highway
- [ ] Ditch
- [ ] Dirt road
- [ ] State highway

VERTICAL ALIGNMENT
- [ ] Incline
- [ ] Peak
- [ ] Swing
- [x] Level

HORIZONTAL
- [x] Tangent
- [ ] Open curve
- [ ] Closed curve
- [ ] Junction
- [ ] Bridge
- [ ] Intersection
- [ ] Alley
- [ ] Private access
- [ ] Railroad crossing
- [ ] Port zone
- [ ] Downhill

TRAFFIC CONTROL
- [x] Informational signs
- [x] Warning signs
- [x] Restrictive signs
- [ ] Traffic lights
- [ ] Officer/guard
- [ ] Traffic island
- [x] Side lines
- [x] Center line
- [ ] Speed bumps
- [ ] Flags
- [ ] Flagmen
- [ ] Other control
- [ ] No control

LIGHTING
- [ ] Daylight
- [ ] Twilight
- [x] Night time
- [ ] Public lighting

I WHAT WAS VEHICLE DOING?
- [x] Traveling forward
- [ ] Passing
- [ ] Turning right
- [ ] Turning left
- [ ] Making a "U" turn
- [ ] Applying brakes
- [ ] Slow or momentary stop
- [ ] Beginning travel in lane
- [ ] Entering-leaving roadway
- [ ] In reverse
- [ ] Properly parked
- [ ] Improperly parked
- [ ] Crossing
- [ ] Other

J WHAT WAS PEDESTRIAN OR PASSENGER DOING?
- [ ] Crossing
- [ ] Getting in or out of vehicle
- [ ] Walking wi h traffic
- [ ] Walking against traffic
- [ ] Standing
- [ ] Playing
- [ ] Pushing or working on vehicle
- [ ] Other activity
- [ ] On top of cargo
- [ ] In Space designated for cargo
- [ ] Inside vehicle
- [ ] Outside vehicle
- [ ] On the road
- [ ] Off the road

K Determining causes

THE VEHICLE IN QUESTION WAS TRAVELING NORTHWEST, TOWARDS SAN LUIS POTOSI, ON A LEVEL 4-LANE ROADWAY, 2 LANES IN EACH DIRECTION, WITH CONTINUOUS SIDE LINES AND DOTTED CENTER LINES, SHOULDERS AND CENTER MEDIAN. POSTED SPEED LIMIT OF 100 KMH. THE DRIVER WAS IN THE LEFT LANE, WAS DROWSY (AS STATED BY THE DRIVER), WHICH CAUSED HIM TO RUN OFF THE ROADWAY, FALL INTO A DECLINE OF APPROXIMATELY 30 CM. TOWARDS THE MEDIAN, OVERTURN AND COME TO REST UPRIGHT, TRANSVERSAL TO THE ROADWAY.

L Victims — Total: Dead: Injured:

Veh.	Name	Sex	Age	Address	D/I	Taken to
1	[redacted]	F	18	LA CANADA S/N, COENEO, MICHOACAN	L	U

M Property damage (approximate estimate)

Veh.	1	$250,000	Road	
Veh.			Other properties	
Total		$250,000	Load	

N

Veh.	Citation file No.	Description	Violated Art.	Guarantee
1	[redacted]	DRIVING IN POOR MENTAL – PHYSICAL CONDITION	ART. 81 FRAC. 1, PAR. 2	

O NOTIFICATION TO THE PUBLIC MINISTRY AGENT

The *REPORT* of this accident is filed before DPS in *SAN LUIS DE LA PAZ, GTO.* And the Public Ministry Agent in *SAN LUIS DE LA PAZ, GTO.*

Time | Other authority present at the accident scene:

Persons and objects at he disposal of the *LOCAL* Public Ministry Agent and other authorities: *IN SAN LUIS DE LA PAZ, GTO.*

THE VEHICLE IS AT YOUR DISPOSAL AT RUIZ WRECKER SERVICE IMPOUND LOT, KM. 08+500 OF HIGHWAY 110 SAN LUIS DE LA PAZ – DOLORES HIDALGO, JUNCTION SAN LUIS DE LA PAZ.

P TYPE OF TOW TRUCK *1-A* MANEUVER TIME: *1 HOUR*

Q COMPLEMENTARY INFORMATION: *ATTACHED IS CHAIN OF CUSTODY, INVENTORY, DESCRIPTION OF THE ACCIDENT SCENE. CITATION 4281811 WAS ISSUED. NOTE THAT [redacted] DRIVER OF THE VEHICLE, WENT TO SAN ANGEL HOSPITAL IN SAN LUIS DE LA PAZ TO CHECK ON HIS SISTER'S HEALTH. HE REQUESTED MEDICAL EXAMINATION DUE TO IMPACT OF THE SEATBELT TO THE CHEST, WAS HOSPITALIZED FOR DIAGNOSIS AND RECOVERY.*

Transfer-First aid	Taken to		Source of Information	Time
I SAN LUIS DE LA PAZ CIVIL	U SAN ANGEL HOSPITAL, SAN LUIS DE	X	Direct [redacted] 1st Notice	4:45 A.M.
PROTECTION UNIT 232	LA PAZ, GUANAJUATO	Y	Order Time of Contact	5:00 A.M.
		Z	Notice Report issued	8:00 A.M.

RANK	NAME	BADGE NUMBER	SIGNATURE
OFFICER	GERARDO LOPEZ VALENZUELA	16315	[signature]
INSPECTOR	FRANCISCO GONZALEZ MALDONADO	4733	(signature)
CHIEF INSPECTOR	DANIEL ATILANO ITURBIDE	6756	(signature)

TRAFFIC ACCIDENT TECHNICAL REPORT No. *001/16*

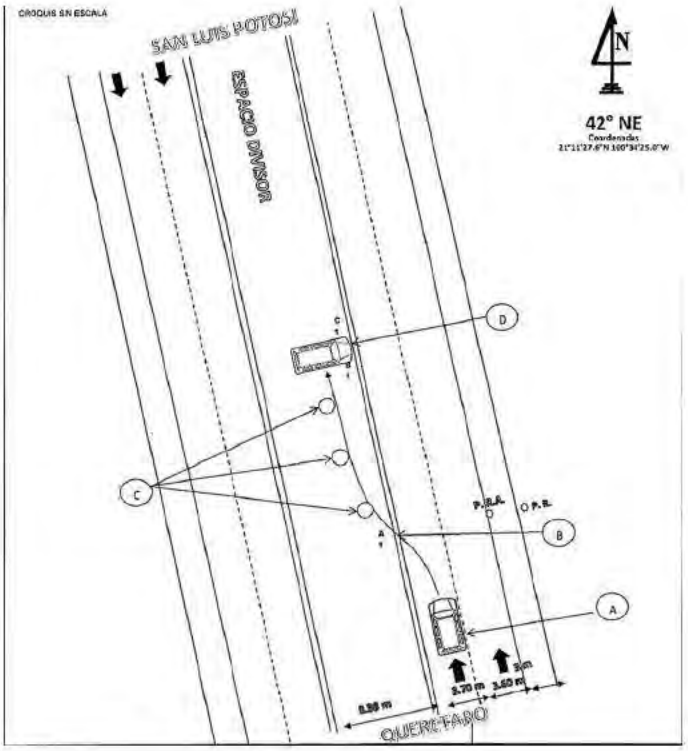
ILLUSTRATIVE SKETCH

Classifica ion of accident:

ROLLOVER

POLICE STATION	State	TIME	DAY	MONTH	YEAR
	GUANAJUATO	*5:00*	*2*	*1*	*16*

KILOMETER	NATIONAL ROAD (NUMBER AND NAME)	Stretch
076+000	*(2190) QUERETARO – SAN LUIS POTOSI*	*QUERETAR0 – SAN LUIS POTOSI*



Prior Path		References and/or Distances		Final Position	
1	*VEHICLE COMING FROM QUERETARO*	*A*	*DRIVER DRIVING IN DROWSY CONDITION*	*D*	*OF THE VEHICLE, UPRIGHT,*
		B	*RUNS OFF THE PAVEMENT*		*TRANSVERSAL TO THE ROADWAY*
		C	*ROLLOVER*		

RANK	NAME	BADGE NUMBER	SIGNATURE
OFFICER	GERARDO LOPEZ VALENZUELA	16315	[signature]
INSPECTOR	FRANCISCO GONZALEZ MALDONADO	4733	**(signature)**
CHIEF INSPECTOR	DANIEL ATILANO ITURBIDE	6757	**(signature)**

[redacted]

Copy

CAUSE NO. [redacted]

[redacted]	§	IN THE DISTRICT COURT
	§	
v.	§	342nd JUDICIAL DISTRICT
	§	
GENERAL MOTORS LLC;	§	
and JORGE LUIS HUERTA	§	TARRANT COUNTY, TEXAS

AGREED DOCKET CONTROL ORDER

By agreement of the parties and order of the Court, the following Docket Control Order shall apply to this case unless modified by the Court. If no date is given below, the item is governed by the Texas Rules of Civil Procedure. Except for the pre-trial hearing, trial setting, and dispositive motion hearing deadline, the Parties may modify these dates by agreement.

December 12, 2016	**JOINDER.** All parties must be added by this date. The party causing the joinder shall serve a copy of this order on any parties joined after the entry of this order. This paragraph does not prevent the Plaintiff from joining as Defendants any persons or entities that have been designated as responsible third parties pursuant to Section 33.004 of the Texas Civil Practices & Remedies Code.
February 14, 2017	**PLAINTIFF'S EXPERTS.** Plaintiff shall serve the information set forth in Rule 194.2(f) for experts and expert opinions.
March 28, 2017	**DEFENDANTS' EXPERTS.** Defendant(s) shall serve the information set forth in Rule 194.2(f) for experts and expert opinions.
April 28, 2017	**PLEADINGS.** All amendments and supplements to pleadings must be filed by this date. Any responsive pleadings must be filed within fourteen (14) days of this date.
May 5, 2017	**DISCOVERY ENDS.** Parties seeking discovery must serve requests sufficiently far in advance of the end of the discovery period that the deadlines for responding will be within the discovery period. Counsel may conduct discovery beyond this date by agreement. Motions to compel related to written discovery may not be filed past this date.
April 7, 2017	**ALTERNATIVE DISPUTE RESOLUTION.** ADR conducted pursuant to an agreement of the parties must be completed on or before this date.

Copy

May 11, 2017	**CHALLENGES TO EXPERT TESTIMONY.** All motions to exclude expert testimony (*i.e.*, Daubert/Robinson motions) must be filed on or before this date, unless extended by agreement or leave of court.
May 11, 2017	**TRIAL WITNESSES, DEPOSITION TESTIMONY, AND EXHIBITS.** On or before this date, the parties will exchange (1) their respective lists of fact and expert witnesses, including rebuttal witnesses that reasonably should be anticipated, that each intends to call; (2) a list of exhibits, and a physical or electronic copy of each exhibit, that each reasonably anticipates it will offer in evidence; and (3) page and line references for all deposition testimony it intends to offer in evidence.
May 18, 2017	**MOTIONS IN LIMINE.** On or before this date, the parties will exchange all motions in limine.
May 18, 2017	**CROSS-DESIGNATIONS.** On or before this date, counsel shall exchange cross-designations of page and line references of all deposition testimony to be used at trial and provide a written statement of page and line references to prior designations that are the subject of any evidentiary objections, including the basis for the objections. Failure to object will be deemed a waiver of any such objections.
June 1, 2017	**EXCHANGE OF JURY CHARGES/OBJECTIONS TO CROSS DESIGNATIONS.** Each party shall serve on all other parties a proposed jury charge, including questions, definitions, and instructions, which shall include citation to the Texas Pattern Jury Charge or other authority that supports the submission. Each party shall provide a written statement of page and line references to cross-designations that are the subject of any evidentiary objections, including the basis for the objections. Failure to object will be deemed a waiver of any such objections.
June 5, 2017 *	**PRETRIAL CONFERENCE and/or DOCKET CALL.** Parties shall be prepared to discuss all aspects of trial with the court on this date, including Limine Motions. All [redacted] motions must be heard before this date. ~~The conference will begin at 1:00 p.m. in the 342nd District Court, Fort Worth, Tarrant County, Texas, unless specified otherwise by the court.~~ Failure to appear will be grounds for dismissal for want of prosecution.
June 12, 2017	**JURY TRIAL** (Special Setting)

* Only if specifically requested with notice and scheduled by the court coordinator.

Copy

SIGNED AND ENTERED on October 27, 2016.

Presiding District Judge

Copy

AGREED:

/s/ Douglas A. Allison (w/ permission)

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/s/ Gregory Gowan (w/ permission)

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Deron Wade

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Attorney for Defendant General Motors

[redacted]

CAUSE NO [redacted]

[redacted]	§	IN THE DISTRICT COURT
	§	
v.	§	342nd JUDICIAL DISTRICT
	§	
GENERAL MOTORS LLC;	§	
and [redacted]	§	TARRANT COUNTY, TEXAS

AGREED AMENDED DOCKET CONTROL ORDER

By agreement of the parties and order of the Court, the following Docket Control Order shall apply to this case unless modified by the Court. If no date is given below, the item is governed by the Texas Rules of Civil Procedure. Except for the pre-trial hearing, trial setting, and dispositive motion hearing deadline, the Parties may modify these dates by agreement.

August 8, 2017	**JOINDER.** All parties must be added by this date. The party causing the joinder shall serve a copy of this order on any parties joined after the entry of this order. This paragraph does not prevent the Plaintiff from joining as Defendants any persons or entities that have been designated as responsible third parties pursuant to Section 33.004 of the Texas Civil Practices & Remedies Code.
October 5, 2017	**PLAINTIFF'S EXPERTS.** Plaintiff shall serve the information set forth in Rule 194.2(f) for experts and expert opinions.
November 16, 2017	**DEFENDANTS' EXPERTS.** Defendant(s) shall serve the information set forth in Rule 194.2(f) for experts and expert opinions.
December 7, 2017	**PLEADINGS.** All amendments and supplements to pleadings must be filed by this date. Any responsive pleadings must be filed within fourteen (14) days of this date.
December 14, 2017	**DISCOVERY ENDS.** Parties seeking discovery must serve requests sufficiently far in advance of the end of the discovery period that the deadlines for responding will be within the discovery period. Counsel may conduct discovery beyond this date by agreement. Motions to compel related to written discovery may not be filed past this date.
November 8, 2017	**ALTERNATIVE DISPUTE RESOLUTION.** ADR conducted pursuant to an agreement of the parties must be completed on or before this date.

E-MAILED via Wade, Powell, Gowan, Allison

ON 5/1/17, ALL SERVED VIA:
— HAND DELIVERY
✓ MAIL Allison Gowan + Wade
— FAX
— _____, WHO IS TO SERVE COPIES ON ALL OTHERS

Court's Minutes
Transaction # 54

December 20, 2017	**CHALLENGES TO EXPERT TESTIMONY.** All motions to exclude expert testimony (*i.e.*, Daubert/Robinson motions) must be filed on or before this date, unless extended by agreement or leave of court.
December 20, 2017	**TRIAL WITNESSES, DEPOSITION TESTIMONY, AND EXHIBITS.** On or before this date, the parties will exchange (1) their respective lists of fact and expert witnesses, including rebuttal witnesses that reasonably should be anticipated, that each intends to call; (2) a list of exhibits, and a physical or electronic copy of each exhibit, that each reasonably anticipates it will offer in evidence; and (3) page and line references for all deposition testimony it intends to offer in evidence.
January 9, 2018	**MOTIONS IN LIMINE.** On or before this date, the parties will exchange all motions in limine.
January 9, 2018	**CROSS-DESIGNATIONS.** On or before this date, counsel shall exchange cross-designations of page and line references of all deposition testimony to be used at trial and provide a written statement of page and line references to prior designations that are the subject of any evidentiary objections, including the basis for the objections. Failure to object will be deemed a waiver of any such objections.
January 18, 2018	**EXCHANGE OF JURY CHARGES/OBJECTIONS TO CROSS DESIGNATIONS.** Each party shall serve on all other parties a proposed jury charge, including questions, definitions, and instructions, which shall include citation to the Texas Pattern Jury Charge or other authority that supports the submission. Each party shall provide a written statement of page and line references to cross-designations that are the subject of any evidentiary objections, including the basis for the objections. Failure to object will be deemed a waiver of any such objections.
January 22, 2018**	**PRETRIAL CONFERENCE and/or DOCKET CALL. **Only if specifically requested with notice and scheduled by the court coordinator.** Parties shall be prepared to discuss all aspects of trial with the court on this date, including Limine Motions. All Daubert/Robinson motions must be heard before this date. Failure to appear will be grounds for dismissal for want of prosecution.
January 29, 2018	**JURY TRIAL (Special Setting)**

SIGNED AND ENTERED on 4/21/28 2017 ~~2016~~.

Presiding District Judge

AGREED:

/s/ Douglas A. Allison (w/ permission)

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Attorney for Plaintiff

/s/ Gregory Gowan (w/ permission)

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Attorney for Defendant Jorge Luis Huerta

Deron Wade

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(214) 369-2118 (fax)

Attorney for Defendant General Motors

CAUSE NO. 342-284223-16

[redacted]	§	IN THE DISTRICT COURT
	§	
	§	
VS.	§	342nd JUDICIAL DISTRICT
	§	
GENERAL MOTORS LLC;	§	
and [redacted]	§	TARRANT COUNTY, TEXAS

DEFENDANT GENERAL MOTORS LLC'S RESPONSES AND OBJECTIONS TO PLAINTIFF'S FIRST SET OF REQUESTS FOR PRODUCTION

TO: Plaintiff Alondra Huerta by and through her attorney, Mr. Douglas A. Allison, the Law Office of Douglas A. Allison, 403 N. Tancahua St., Corpus Christi, Texas 78401.

Defendant General Motors LLC ("GM LLC") serves its Responses and Objections to Plaintiff Alondra Huerta's First Requests for Production.

Respectfully submitted,

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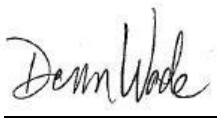
ATTORNEYS FOR DEFENDANT GENERAL MOTORS LLC

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing document has been forwarded to all counsel of record in accordance with the applicable Texas Rules of Civil Procedure on this 7th day of June 2017.



I.
INTRODUCTION

This lawsuit arises from a January 2, 2016, accident involving a 2007 model year, Chevrolet Trailblazer VIN 1GNES13H7721[redacted]. Plaintiff[redacted] was a rear seat passenger in the Trailblazer and co-defendant [redacted] was the driver. While[redacted] was wearing his seatbelt, [redacted] was reportedly unbelted and asleep in the back seat. In the early morning of January 2, 2016, while driving on Queretaro-San Luis Potosi in Mexico, Jorge Huerta lost control of the Trailblazer. The Trailblazer traveled off the road and overturned. Plaintiff[redacted] was severely injured in the accident.

Plaintiff alleges the Trailblazer was defective and unreasonably dangerous because its headlights suddenly and unexpectedly turned off, making it impossible for co-defendant [redacted] to see and causing him to lose control of the Trailblazer and drive off the road. Plaintiff brings strict product liability and negligence claims against GM LLC.

Given what is currently pled by Plaintiff and what GM LLC has learned from its preliminary investigation, GM LLC has identified and listed materials by category in these responses. GM LLC believes that the materials listed in these responses may be relevant to this action and reserves the right to use at trial any or all the materials identified in these responses. Confidential or proprietary materials will only be produced upon execution and entry of a protective order containing appropriate provisions concerning confidentiality.

II.
VEHICLE SCOPE

The vehicle involved in this case is a 2007 model year Chevrolet Trailblazer VIN 1GNES13H772[redacted] (the "subject vehicle"), known internally at GM LLC as a GMT 360, mid-size, sport utility vehicle. The subject vehicle was manufactured on or about October 17, 2006, at GM LLC's Moraine, Ohio Assembly Plant.

The GMT 360/370/305 series includes 4-door sport utility vehicles which are also referred to as the S/T platform. The two-wheel drive ("2WD") vehicles are designated "S" and the four-wheel-drive ("4WD") vehicles are designated "T." In 2002, General Motors Corporation introduced the third generation GMT 360/370 S/T sport utility vehicles, which were marketed as midsize SUVs. In 2004, the final entry of this generation of S/T vehicles, the GMT 305, was introduced. The GMT 360/370/305 vehicles have a different electrical architecture and exterior lighting system than the previous generation S/T sport utility vehicles.

In 2002, the GMT 360 S/T vehicles were known as the Chevrolet Trailblazer, GMC Envoy, and Oldsmobile Bravada. The long wheelbase version of these sport utility vehicles (GMT 370) was marketed as the Chevrolet Trailblazer EXT, and GMC Envoy XL (GMT 370). In 2003, the GMT 370 Isuzu Ascender was added, and in 2004, the GMT 360 Isuzu Ascender, the GMT 360 Buick Rainier, and GMT 305 GMC Envoy XUV were introduced. The GMT 360 Saab 9-7X was introduced in 2005. The GMT 305 GMC Envoy XUV ended production after the 2005 model year. The Chevrolet Trailblazer EXT, GMC Envoy XL and Isuzu Ascender (GMT 370) ended production after the 2006 model year. The Buick Rainier (GMT 360) ended production after the 2007 model year. The Isuzu Ascender (GMT 360) ended production after the 2008 model year. The Chevrolet Trailblazer, GMC Envoy and Saab 9-7X (GMT 360) ended production after the 2009 model year.

The major components of the GMT 360/370/305 Headlamp System include the Body Control Module ("BCM"), Headlamp Driver Module ("HDM"), ambient light sensor, multifunction switch, park brake switch, and low beam headlamps. The HDM is an electronic module that provides electrical power to the vehicle low beam headlamps. The HDM is controlled by a pulse width modulated ("PWM") ground signal from the BCM. The BCM determines the desired low beam lamp intensity using the ambient light sensor, multifunction switch, wiper motor, and the park brake switch as inputs.

Based on Plaintiff's allegations the headlamps of the subject vehicle were defectively and unreasonably dangerous because they could unexpectedly turn off without warning or driver input, GM LLC has determined that the appropriate scope of vehicles include the following models:

- **2002-2009 Chevrolet Trailblazer**
- **2002-2009 GMC Envoy**
- **2002-2006 Chevrolet Trailblazer EXT**
- **2002-2006 GMC Envoy XL**
- **2002-2004 Oldsmobile Bravada**

- **2003-2006 Isuzu Ascender**
- **2004-2008 Isuzu Ascender**
- **2004-2007 Buick Rainier**
- **2004-2005 GMC Envoy XUV**
- **2005-2009 Saab 9-7X**

These vehicles are referred to as the **"Headlamp Electrical System Scope."**

The determination of scope and the documents consequently produced in responding to discovery is for the purposes of discovery only and not an admission on behalf of GM LLC regarding their admissibility or responsiveness to the allegation made in this case. GM LLC may modify its determination of similar vehicle content if Plaintiff modifies or alters her defect theory.

GM LLC objects to producing documents for any other vehicles that are outside of this scope because such requests are overly broad, unduly burdensome, not reasonably limited in time or scope to the allegations regarding the subject vehicle, are not relevant, and will not lead to admissible evidence.

III.
GENERAL OBJECTIONS

1. GM LLC objects to the production of materials responsive to Plaintiff's Requests for Production at the time and place designated in Plaintiff's Requests for Production and further states that responsive materials will be produced in a reasonably useable format, including in both paper format and electronically stored format. Relevant electronically stored information which reasonably can be rendered to TIFF images will be so provided in TIFF format. GM LLC will produce responsive information, if found, and subject to a protective order, to Plaintiff on a rolling basis and on CDs.

2. GM LLC objects to Plaintiff's introductory statement number 1 under the heading "Please Note" to the extent it seeks to compel the production of GM LLC's confidential, proprietary, and trade secret information without the entry of a protective order. To facilitate production, GM LLC will prepare for Plaintiff's review, a proposed protective order to be entered by the Court.

3. GM LLC objects to Plaintiff's introductory statement number 2 under the heading "Please Note" to the extent it broadens GM LLC's obligations under the Texas Rules of Civil Procedure.

4. GM LLC objects to Plaintiff's introductory statement number 5 under the heading "Please Note" as overly broad, unduly burdensome, and because it seeks to broaden the scope of discovery and GM LLC's obligations under the Texas Rules of Civil Procedure.

5. GM LLC objects to Plaintiff's instruction number 2 as overly broad, unduly burdensome, and because it seeks to broaden the scope of discovery and GM LLC's obligations under the Texas Rules of Civil Procedure.

6. GM LLC objects to Plaintiff's definition number 1 because it is confusing and appears to be provided in error.

7. GM LLC objects to Plaintiff's definition number 4 because it is confusing and appears to be provided in error. GM LLC understands that Plaintiff has filed "Plaintiff's First Amended Original Petition," not a "Plaintiffs (sic) Third Amended Petition."

8. GM LLC objects to Plaintiff's definition number 9 as overly broad, unduly burdensome, and because the breadth of the definition is not calculated to lead to the discovery of admissible evidence.

9. GM LLC objects to Plaintiff's definition number 11 as overly broad, unduly burdensome, and because the breadth of the definition is not calculated to lead to the discovery of admissible evidence.

10. GM LLC objects to Plaintiff's definition number 12 as overly broad, unduly burdensome, and because the breadth of the definition is not calculated to lead to the discovery of admissible evidence.

11. GM LLC objects to Plaintiff's Requests for Production Numbers 3, 4, and 8-15 because those requests incorrectly state the VIN for the subject vehicle. For each of those requests, GM LLC has presumed that Plaintiff is referencing the subject vehicle and its correct VIN 1GNES13H772[redacted]

DEFENDANT'S RESPONSES AND OBJECTIONS TO PLAINTIFF'S FIRST SET OF REQUESTS FOR PRODUCTION

REQUEST FOR PRODUCTION NO. 1: Produce all recall notices sent to any owner (including past owners) of the subject vehicle.

RESPONSE: GM LLC will search for and produce a copy of the Vehicle History Package for the subject vehicle.

REQUEST FOR PRODUCTION NO. 2: Produce a sample letter of all notices of defects sent to any owners of the type of vehicle made the subject of this lawsuit.

RESPONSE: GM LLC will search for and produce a copy of the Notice of Recall for:

a. **GM Recall 10054;**

b. **GM Recall 12180; and**

c. **GM Recall 14309.**

Although the subject vehicle is not subject to GM Recall 14291, given Plaintiff's allegation regarding the loss of headlamp function, GM LLC will also search for and produce a copy of the Notice of Recall for GM Recall 14291. The production of a copy of the Notice of Recall for GM Recall 14291 is not an admission that the defect described in GM Recall 14291 existed in the subject vehicle, and in fact, GM LLC denies the defect described in GM Recall 14291 existed or manifested itself in the subject vehicle.

Please also see GM LLC's response to Request for Production No. 1.

Beyond this, GM LLC objects to this Request as confusing, overly broad, vague and ambiguous as to the terms "sample letter," and because it is not calculated to lead to the discovery of admissible evidence.

REQUEST FOR PRODUCTION NO. 3: Please produce all documents and tangible things pertaining to the purchase, lease, or sale of the subject 2007 Chevy Trailblazer, Vehicle Identification Number (VIN) 1GNES13H77[redacted] at any time.

RESPONSE: GM LLC will search for and produce the following documents:

a. **A copy of the State of Michigan Application for Michigan Vehicle Title;**

b. **A copy of the records obtained from Chevyland Courtesy Chevrolet,**

Inc.;

c. A copy of the Title Records obtained from the Texas Department of Motor Vehicles;

d. A copy of the Title Records obtained from the Louisiana Department of Public Safety and Corrections, Office of Motor Vehicles;

e. A copy of the Louisiana Vehicle Registration; and

f. A copy of the Carfax.

Please also see GM LLC's response to Request for Production No. 1.

Beyond this, GM LLC objects to this Request as overly broad, and therefore, it is not calculated to lead to the discovery of admissible evidence.

REQUEST FOR PRODUCTION NO. 4: Please produce all documents and tangible things pertaining to the maintenance or repair of the headlights and/or any of its components of the subject 2007 Chevy Trailblazer, Vehicle Identification Number (VIN) 1GNES13H77[redacted] at any time.

RESPONSE: Please see GM LLC's response to Requests for Production Nos. 1, 3 (b) and (f), and 13.

Pursuant to Texas Rule of Civil Procedure 193.3(a), GM LLC states that additional information responsive to this Request has been withheld on the basis of the attorney work product doctrine and attorney-client privilege.

Beyond this, GM LLC is not aware of all modifications or alterations to the subject vehicle's headlamps after it left General Motors Corporation's possession. Accordingly, GM LLC objects to this Request as overly broad, and therefore, it is not calculated to lead to the discovery of admissible evidence.

REQUEST FOR PRODUCTION NO. 5: Produce all code sheets and other documents appropriate for interpreting all information available from the quote "black box" for the subject vehicle.

RESPONSE: **GM LLC will search for and produce, subject to a protective order, a copy of the data retrieved from the subject vehicle's SDM.**

Beyond this, GM LLC objects to this request as overly broad, unduly burdensome, vague and ambiguous as to the terms "code sheets," and because it is not properly limited in scope to the allegations in Plaintiff's Petition, and is therefore, not calculated to lead to the

discovery of admissible evidence.

REQUEST FOR PRODUCTION NO. 6: Produce all photographs, drawings, videos or other depictions of the damage done relating to the subject vehicle as a result of the accident, which forms the basis of the lawsuit.

RESPONSE: GM LLC will search for and produce the following documents:

a. A copy of the Policia Federal of Mexico Investigation Report relating to the subject accident;

b. A copy of the Translated Policia Federal Accident Report;

c. A copy of the Photographs of the site of the accident; and

d. Copies of the Photographs of the subject vehicle taken on July 6, 2016.

Please also see GM LLC's response to Request for Production No. 3 (f).

Beyond this, GM LLC objects to this request because it is confusing as phrased.

REQUEST FOR PRODUCTION NO. 7: Produce all documents referencing any potential defects for the headlights for the type of vehicle made the subject of this lawsuit to fail.

RESPONSE: Although the subject vehicle was not subject to GM Recall 14291, GM LLC will search for and produce, if found, subject to a protective order, the following documents:

a. Test Incident Reports ("TIRs"), Project Incident Monitoring and Resolution Process Reports ("PIMREPs"), and Problem Resolution Tracking System Reports ("PRTS") regarding the loss of headlamp function for the vehicles in the Headlamp Electrical System Scope;

b. Product Development Team ("PDT"), Safety Performance Integration Team ("PIT"), Safety Council, Interior Council, Current Production Improvement Team ("CPIT"), Program Execution Team ("PET"), and Vehicle and Process Integration Review ("VAPIR"), if any, related to the design, development, performance, and the loss of headlamp function for the vehicles in the Headlamp Electrical System Scope;

c. Internal investigation files including the files generated by the Field Performance Evaluation ("FPE") or Product Performance Evaluation Committee ("PPEC"), if any, related to the loss of headlamp function

for the vehicles in the Headlamp Electrical System Scope; and

d. Materials presented to, generated or retained by, the North American Safety and Field Action Decision Authority ("SFADA"), Speak Up for Safety ("SUFS"), SFADA Field Action Investigation Team, Open Investigation Review ("OIR") committee, Potential Investigation Review ("PIR") committee, Safety Categorization and Compliance Team ("SCCT"), or the Global Investigation Review ("GIR") committee, if any, related to the design, development, performance, and the loss of headlamp function for the vehicles in the Headlamp Electrical System Scope.

Please also see GM LLC's response to Request for Production No. 1.

GM LLC states that the production of the information described in response to this Request is not an admission that the defect described in GM Recall 14291 existed in the subject vehicle, and in fact, GM LLC denies the defect described in GM Recall 14291 existed or manifested itself in the subject vehicle.

Beyond this, GM LLC objects to this Request because it is overly broad, unduly burdensome, and because it is not calculated to lead to the discovery of admissible evidence.

REQUEST FOR PRODUCTION NO. 8: Produce all documents referencing any defects of the subject vehicle, 2007 Chevy Trailblazer, Vehicle Identification Number (VIN) 1GNES13H772[redacted] made the subject of this lawsuit.

RESPONSE: Please see GM LLC's response to Requests for Production Nos. 1 and 7.

GM LLC states that the production of the information described in response to this Request is not an admission that the defect described in GM Recall 14291 existed in the subject vehicle, and in fact, GM LLC denies the defect described in GM Recall 14291 existed or manifested itself in the subject vehicle.

Beyond this, GM LLC objects to this Request because it is overly broad, unduly burdensome, and to the extent the information requested is publically available. GM LLC further objects to this Request because it is not properly limited in scope to the allegations in Plaintiff's Petition, is a fishing expedition, which requires GM LLC to marshal its evidence, and because it is irrelevant and not calculated to lead to the discovery of admissible evidence.

REQUEST FOR PRODUCTION NO. 9: Please produce all documents and tangible things pertaining to the modification or alteration of the subject 2007 Chevy Trailblazer, Vehicle Identification Number (VIN) 1GNES13H77[redacted] and/or any of its components.

RESPONSE: **Please see GM LLC's response to Requests for Production Nos. 1 and 3 (a), (b), (c), (d), and (f).**

Pursuant to Texas Rule of Civil Procedure 193.3(a), GM LLC states that additional information responsive to this Request has been withheld on the basis of the attorney work product doctrine and attorney-client privilege.

Beyond this, GM LLC is not aware of all modifications or alterations to the subject vehicle after it left General Motors Corporation's possession. Further, given Plaintiff's allegation that the headlamps of the subject vehicle failed to properly function, Plaintiff's requests for "all documents … pertaining to the modification or alteration of" the subject vehicle is not relevant to the allegations in Plaintiff's Petition. Accordingly, GM LLC objects to this Request as overly broad, irrelevant, and therefore, it is not calculated to lead to the discovery of admissible evidence.

REQUEST FOR PRODUCTION NO. 10: Please produce all documents and tangible things pertaining to any warranty information or history of the subject 2007 Chevy Trailblazer, Vehicle Identification Number (VIN) 1GNES13H77[redacted] and/or any of its components.

RESPONSE: **Please see GM LLC's response to Requests for Production Nos. 1 and 3 (b) and (f).**

REQUEST FOR PRODUCTION NO. 11: Please produce all documents and tangible things pertaining to any damage, collision, wreck, or salvage of the subject 2007 Chevy Trailblazer, Vehicle Identification Number (VIN) 1GNES13H77[redacted]

RESPONSE: **RESPONSE:** **Please see GM LLC's response to Requests for Production Nos. 1 and 3 (a), (b), (c), (d), (e), and (f).**

Pursuant to Texas Rule of Civil Procedure 193.3(a), GM LLC states that additional information responsive to this Request has been withheld on the basis of the attorney work product doctrine and attorney-client privilege.

Beyond this, GM LLC objects to this Request because it is overly broad, unduly burdensome, and therefore, it is not calculated to lead to the discovery of admissible evidence. GM LLC further objects to this Request to the extent the information requested is publically available.

REQUEST FOR PRODUCTION NO. 12: Please produce all documents and tangible things in your possession or control pertaining to the subject 2007 Chevy Trailblazer, Vehicle Identification Number (VIN) 1GNES13H77[redacted].

RESPONSE: **Please see GM LLC's response to Requests for Production Nos. 1, 3, and 6.**

Beyond this, GM LLC objects to this Request as overly broad, unduly burdensome, and because it is a fishing expedition, which requires GM LLC to marshal its evidence, and is therefore, not calculated to lead to the discovery of admissible evidence.

REQUEST FOR PRODUCTION NO. 13: Please produce all guidelines and instructions provided by you to your authorized dealerships and/or service centers for the repair of its headlight components (including but not limited to bolts, motors, driver memory assembly, etc.), which would be applicable to the headlights in the model of subject 2007 Chevy Trailblazer, Vehicle Identification Number (VIN) 1GNES13H77[redacted]

RESPONSE: **GM LLC will search for and produce the following documents:**

a. **A copy of the Service Manual for the subject vehicle;**

b. **A copy of the Owner's Manual for the subject vehicle;**

c. **Recall Bulletins, if any, related to the headlamps for the vehicles in the Headlamp Electrical System Scope; and**

d. **Technical Service Bulletins if any, related to the headlamps for the vehicles in the Headlamp Electrical System Scope.**

REQUEST FOR PRODUCTION NO. 14: Please produce design drawings and other documents evidencing the design, make, and model of the original equipment headlights in the subject 2007 Chevy Trailblazer, Vehicle Identification Number (VIN) 1GNES13H7[redacted]

RESPONSE: **GM LLC will search for and produce, if found, subject to a protective order, the following documents:**

a. **Vehicle Technical Specifications, if any, applicable to the headlamps for the 2007 Chevrolet Trailblazer;**

b. **Sub-System Technical Specification ("SSTS"), if any, applicable to the headlamps for the vehicles in the Headlamp Electrical System Scope;**

c. **Federal Motor Vehicle Safety Standards ("FMVSS") 108 compliance summaries and referenced materials applicable to the 2007 Chevrolet Trailblazer;**

d. **General Motors Test Procedures for FMVSS 108 for the 2007 Chevrolet Trailblazer;**

e. Engineering Program/Project Numbers ("EPN") if any, applicable to the headlamps for the vehicles in the Headlamp Electrical System Scope;

f. Engineering Work Orders ("EWO") and Test Work Orders ("TWO"), if any, applicable to the headlamps for the vehicles in the Headlamp Electrical System Scope;

g. Failure Mode Effects Analysis ("FMEA") and/or Design Failure Mode Effects Analysis ("DFMEA") and/or Process Failure Mode Effects Analysis ("PFMEA") and/or Design Review Based on Failure Modes ("DRBFM") if any, applicable to the headlamps for the vehicles in the Headlamp Electrical System Scope;

h. Product Assembly Documents ("PAD") and/or Master Process Plans ("MPPs") for the headlamps for the vehicles in the Headlamp Electrical System Scope; and

i. Assembly drawings applicable to the headlamps for the vehicles in the Headlamp Electrical System Scope;

Some of this design information may be saved in 2D drawings and some design information may be saved in a 3D electronic CAD data format. GM LLC's electronic CAD data constitutes highly confidential, commercially sensitive trade secrets. GM LLC will search for both 2D and 3D design information. Depending upon the format for any particular component, GM LLC will search for and produce, subject to a standard confidentiality protective order, the 2D drawing, a jpeg image of the 3D CAD or both (if the information is contained in both formats). If Plaintiff wants GM LLC to produce its highly confidential, commercially sensitive CAD data in a 3D electronic format, GM LLC will require a specific protective order governing highly confidential electronic trade secret information. If a sufficient protective order is issued governing highly confidential trade secrets, GM LLC will produce 3D CAD data files in JT file format for the relevant components of the 2007 Chevrolet Trailblazer. If Plaintiff does not already have necessary software to read JT files, free software can be obtained at JT2go.com. GM LLC maintains this portion of the disclosure concerns information and technology that is highly confidential and commercially sensitive. GM LLC will suffer extensive commercial harm if these commercially sensitive trade secrets are disclosed. GM LLC also objects to the extent Plaintiff asks for additional data about GM LLC's CAD data, technology or process.

Additional documents responsive to this Request may be in the possession of Automotive

Lighting, N.A., the supplier of the headlamps for the subject vehicle. GM LLC will contact Automotive Lighting, N.A., and request documents, if available, related to the headlamps applicable to the 2007 Chevrolet Trailblazer.

GM LLC has no control over Automotive Lighting, N.A., and cannot compel the search for, or production of, documents. GM LLC cannot control the timing or the substance of the supplier's response. GM LLC will produce the responsive documents the supplier provides, if any, upon receipt, pursuant to an appropriate protective order.

REQUEST FOR PRODUCTION NO. 15: Please produce all documents evidencing the make, model, part number, and serial number (or range of serial numbers if actual serial number is not recorded) for the headlights in the subject 2007 Chevy Trailblazer, Vehicle Identification Number (VIN) 1GNES13H77[redacted]

RESPONSE: Please see GM LLC's response to Requests for Production Nos. 7 (a) and 14 (f).

Beyond this, GM LLC states that numerous other documents may reflect the make, model, part number, and/or serial number for the component parts of the headlamps for the subject vehicle. Accordingly, GM LLC objects to this Request as overly broad, unduly burdensome, and because it is not properly limited in scope to the allegations in Plaintiff's Petition, is a fishing expedition, which requires GM LLC to marshal its evidence, and is therefore, not calculated to lead to the discovery of admissible evidence.

REQUEST FOR PRODUCTION NO. 16: Please produce all recommendations or instructions pertaining to when or how a 2007 Chevy Trailblazer headlights and/or or its component parts should be inspected.

RESPONSE: Please see GM LLC's response to Requests for Production Nos. 13 and 14 (c) and (d).

Beyond this, GM LLC objects to this Request as overly broad, unduly burdensome, vague and ambiguous as phrased, and is therefore, not calculated to lead to the discovery of admissible evidence.

REQUEST FOR PRODUCTION NO. 17: Please produce all recommendations or instructions pertaining to when and/or under what conditions a 2007 Chevy Trailblazer headlights and/or its component parts should be replaced.

RESPONSE: Please see GM LLC's response to Request for Production No. 13.

Beyond this, GM LLC objects to this Request as overly broad, unduly burdensome, vague and ambiguous as phrased, and is therefore, not calculated to lead to the discovery of

admissible evidence.

REQUEST FOR PRODUCTION NO. 18: Produce the entire national Highway transportation safety administration file relating to the type vehicle made the subject of this lawsuit. Please limit your response to such file materials relating to any potential problems or defects with the headlights of the type vehicle made subject of this lawsuit.

RESPONSE: GM LLC presumes by "national Highway transportation safety administration," Plaintiff means the National Highway Traffic Safety Administration ("NHTSA"). Based on this presumption and given the subject vehicle was not subject to GM Recall 14291, materials presented to NHTSA applicable to the subject vehicle relate to GM Recall 10054, GM Recall 12180, and GM Recall 14309. Because Plaintiff alleges the subject vehicle's headlamps failed to properly function, GM LLC refers Plaintiff to GM LLC's response to Request for Production No. 7. GM LLC further refers Plaintiff to NHTSA for documents that are publically available related to GM Recall 14291.

GM LLC states that the production of the information described in response to this Request is not an admission that the defect described in GM Recall 14291 existed in the subject vehicle, and in fact, GM LLC denies the defect described in GM Recall 14291 existed or manifested itself in the subject vehicle.

Beyond this, GM LLC objects to this Request as overly broad, unduly burdensome, vague and ambiguous as phrased, and is therefore, not calculated to lead to the discovery of admissible evidence.

CAUSE NO. [redacted]

[redacted]	§	**IN THE DISTRICT COURT**
	§	
v.	§	**342nd JUDICIAL DISTRICT**
	§	
GENERAL MOTORS LLC;	§	
and JORGE LUIS HUERTA	§	**TARRANT COUNTY, TEXAS**

DEFENDANT GENERAL MOTORS LLC'S
RESPONSES TO PLAINTIFF'S REQUEST FOR DISCLOSURE

TO: Plaintiff [redacted] by and through her attorney of record, Douglas A. Allison, Law Offices of Douglas A. Allison, 403 N Tancahua St., Corpus Christi, Texas 78401.

Defendant General Motors LLC ("GM LLC") serves its Responses to Plaintiff's Request for Disclosure as follows.

Respectfully submitted,

DERON L. WADE
State Bar No. 24008220
dwade@hdbdlaw.com
HARTLINE DACUS BARGER DREYER LLP
8750 North Central Expressway, Suite 1600
Dallas, TX 75231
Telephone: (214) 369-2100
Facsimile: (214) 369-2118
ATTORNEYS FOR DEFENDANT
GENERAL MOTORS LLC

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing document has been forwarded to all counsel of record in accordance with the applicable Texas Rules of Civil Procedure on this 15th day of June, 2016.

RESPONSES TO REQUEST FOR DISCLOSURE

RULE 194.2 (a) the correct names of the parties to the lawsuit;

RESPONSE: **The correct name of the Defendant making this disclosure is: General Motors LLC. GM LLC believes the other parties are correctly named.**

RULE 194.2 (b) the name, address, and telephone number of any potential party;

RESPONSE: **Discovery and investigation in this matter have only recently begun. At this time, GM LLC is unaware of any potential parties. GM LLC reserves the right to supplement this response pursuant to the Texas Rules of Civil Procedure and any Court order.**

RULE 194.2 (c) the legal theories and, in general, the factual bases of the responding party's claims or defenses (the responding party need not marshal all evidence that may be offered at trial);

RESPONSE: **GM LLC has not inspected the Subject Vehicle and, therefore, denies Plaintiff's allegations that the defect described in Plaintiff's Original Petition occurred in the Subject vehicle or was otherwise responsible, in whole or in part, for the alleged incident or Plaintiff's alleged damages.**

GM LLC would show, in the unlikely event that any liability be found on the part of GM LLC, such liability should be reduced by the percentage of the causation found to have resulted from the acts or omissions of the defendant and driver of the subject vehicle, Jorge Luis Huerta, Plaintiff, and/or any other third parties.

GM LLC would show the accident in question—and Plaintiff's alleged injuries and damages, if any—were the result of negligent acts and/or omissions of others beyond this Defendant's control, whose acts or omissions were a proximate cause or a producing cause or the sole proximate cause or the sole producing cause of the accident in question and Plaintiff's alleged injuries and damages, if any.

GM LLC would show, in the unlikely event that any liability be found on the part of GM LLC, such liability should be reduced by the percentage of the causation found to have resulted from the acts or omissions of the defendant Jorge Luis Huerta, Plaintiff and/or any other third parties.

GM LLC states that the design of the vehicle in question complied with mandatory safety standards or regulations adopted and promulgated by the federal government, or an agency of the federal government, that were applicable to the product at the time of manufacture and that governed the product risk that allegedly caused Plaintiff's harm. *See* Tex. Civ. Prac. & Rem. Code Ann. § 82.008.

GM LLC states that any claims for medical or health care expenses are limited to the amount actually paid or incurred by or on behalf of Plaintiff pursuant to Texas Civil Practice and Remedies Code § 41.0105.

GM LLC would show that, pursuant to Section 18.091 of the Texas Civil Practice and Remedies Code, to the extent Plaintiff is seeking recovery for loss of earnings, lost wages, loss of earning capacity, and/or loss of contributions of a pecuniary value, Plaintiff must present evidence of the alleged loss in the form of a net loss after reduction for income tax payments or unpaid tax liability pursuant to any federal income tax law.

GM LLC pleads the defense of unconstitutionality, in that any award of punitive or exemplary damages would constitute the imposition of a criminal penalty without the safeguards guaranteed by the Fifth, Sixth, Eighth, and Fourteenth Amendments of the Constitution of the United States and similar provisions of the Texas Constitution. Furthermore, the imposition of such punitive or exemplary damages constitutes an excessive fine under the Eighth Amendment, denies GM LLC equal protection of the law under the Fourteenth Amendment, and violates the due process clauses of the Fifth and Fourteenth Amendments. GM LLC pleads that any claim by Plaintiff for punitive or exemplary damages should be stricken as unconstitutional and that any award of punitive or exemplary damages should be set aside for the reasons stated above.

GM LLC would show that the imposition of punitive damages sought by Plaintiff, if any, violates GM LLC's rights to due process and equal protection under the Fourteenth Amendment of the United States Constitution, to due course of law and equal protection under Article I, sections 3 and 19 of the Texas Constitution, and the prohibition against excessive fines in Article I, section 13 of the Texas Constitution.

GM LLC invokes all rights and limitations found in Chapter 41 of the Texas Civil Practice and Remedies Code, including the limitations on damage awards.

GM LLC states that in the unlikely event that an adverse judgment would be rendered against it, GM LLC respectfully requests all available credits and/or offsets as provided by Texas law.

Please see GM LLC's most recent Answer on file with the Court.

RULE 194.2 (d) the amount and any method of calculating economic damages;

RESPONSE: **GM LLC is not seeking economic damages in this case.**

RULE 194.2 (e) the name, address, and telephone number of persons having knowledge of relevant facts, and a brief statement of each identified person's connection with the case;

RESPONSE: **The following individuals may have knowledge of facts relevant to this case:**

Employees, personnel, representatives and custodian of records for **Art Moehn Automotive**
2200 Seymour Rd
Jackson MI 49201-7662
(517) 787-7700
Serviced subject vehicle.

Employees, personnel, representatives and custodian of records for **Buff Whelan Chevrolet, Inc.**
40445 Van Dyke Ave
Sterling Heights MI 48313-3736
(586) 939-7300
Serviced subject vehicle.

Employees, personnel, representatives and custodian of records for **Chevyland**
7500 Youree Dr
Shreveport LA 71105-5534
(318) 425-3471
Serviced subject vehicle.

Employees, personnel, representatives and custodian of records for **Classic Chevrolet, Inc.**
1101 Hwy 114 W
Grapevine, Texas 76051-3991
(817) 421-1200
Serviced subject vehicle.

Heather Hall
6000 N Market St
Shreveport, LA 71107
(318) 525-8721
Insured identified in prior accident involving subject vehicle.

Nicholas Hall
600 N Market St
Shreveport, LA 71107
Prior owner of subject vehicle.

Corey P. Hatten
5573 Crystal Dr
Shreveport, LA
Prior owner of subject vehicle.

Alondra Huerta
c/o Douglas A. Allison
Law Offices of Douglas A. Allison
403 N. Tancahua
Corpus Christi, Texas 78401
(361) 888-6002
Plaintiff; Passenger in subject vehicle.

Jose Luis Huerta
c/o Gregory L. Gowan
GOWAN ELIZONDO, LLP
555 N. Carancahua, Ste 1400
Corpus Christi, Texas 78401
(361) 651-1000
Defendant; Owner and driver of subject vehicle.

Cesar Antonio Alba Ornelas
4700 Moss Rose Dr
Ft Worth, Texas 76137
Previous owner of subject vehicle.

Employees, personnel, representatives and custodian of records for **Public Ministry**, including:
Gerardo Lopez Valenzuela
Officer Gerardo Lopez
Francisco Gonzalez Maldonado, inspector
Daniel Atilano Iturbide, chief inspector
"La Estacion" Parador
Km. 88, Highway 57
San Luis De La Paz, Guanajuato,

Mexico
(468) 688-3988
Investigated subject accident.

Employees, personnel, representatives and custodian of records for **Red River Chevrolet**
221 Traffic St
Bossier City LA 71111-4445
(318) 742-3411
Serviced subject vehicle.

Employees, personnel, representatives and custodian of records for **Ruiz Wrecker Service**
Impound Lot
Km. 08+500 Of Highway 110 San Luis De La Paz
Dolores Hidalgo, Junction San Luis De La Paz
Towed subject vehicle from scene.

Employees, personnel, representatives and custodian of records for **United Services Automobile Association**
Claim Number: [redacted]
Policy Number: [redacted]
PO Box 33490
San Antonio, Texas 78265
(800) 531-8222
Insurance carrier for subject vehicle pertaining to prior accident.

Employees, personnel, representatives and custodian of records for **San Luis De La Paz Civil**
Protection Unit 232
Emergency personnel who responded to scene and transported patients.

Employees, personnel, representatives and custodian of records for **Del Angel Hospital**, including:
Dr. Jose Angel Rivera
San Luis De La Paz, Guanajuato
Treated Alondra Huerta and Jose Huerta.

Employees, personnel, representatives and custodian of records for **Civil Protection Offices**, including:
Guillermo Merino Becerra
Juan Carlos Martinez Alvarado
Blvd. Sierra Gorda No. 323 Col. Las Ladrilleras
San Luis De La Paz, Guanajuato,
Mexico
(468)101-6233

Responded to scene and treated occupants of subject vehicle.

GM LLC will supplement pursuant to the Texas Rules of Civil Procedure.

RULE 194.2 (f) for any testifying expert:

(1) the expert's name, address, and telephone number;

(2) the subject matter on which the expert will testify;

(3) the general substance of the expert's mental impressions and opinions and a brief summary of the basis for them, or if the expert is not retained by, employed by, or otherwise subject to the control of the responding party, documents reflecting such information;

(4) if the expert is retained by, employed by, or otherwise subject to the control of the responding party:

(A) all documents, tangible things, reports, models, or data compilation that have been provide to, reviewed by, or prepared by or for the expert in anticipation of the expert's testimony; and

(B) the expert's current resume and bibliography;

RESPONSE: **GM LLC has not yet determined who it may call as experts at the trial of this case. GM LLC will designate experts pursuant to the Texas Rules of Civil Procedure, the agreement of the parties, or any order of the Court.**

RULE 194.2 (g) any indemnity and insuring agreements described by Rule 192.3(f);

RESPONSE: **GM LLC is directly responsible for satisfying any judgment entered in this case, after post trial or appellate ruling, if any, up to $35 million, including legal defense expenses. The amount by which a judgment, including legal defense expenses, exceeds $35 million is covered by excess insurance provided by a number of carriers.**

RULE 194.2 (h) any settlement agreements described in Rule 192.3(g);

RESPONSE: **None.**

RULE 194.2 (i) any witness statements described by Rule 192.3(h);

RESPONSE: **None.**

RULE 194.2 (j) in a suit alleging physical or mental injury and damages from the occurrence that is the subject of the case, all medical records and bills that are reasonably related to the injuries or damages asserted or, in lieu thereof, an authorization permitting the disclosure of such medical records and bills;

RESPONSE: Not applicable.

RULE 194.2 (k) in a suit alleging physical or mental injury and damages from the occurrence that is the subject of the case, all medical records and bills obtained by the responding party by virtue of an authorization furnished by the requesting party.

RESPONSE: None at this time.

RULE 194.2 (l) Pursuant to Rule 194.2(l), the name, address, and telephone number of any person who may be designated as a responsible third party.

RESPONSE: Discovery and investigation in this matter have only recently begun. At this time, GM LLC is not aware of any person who may be designated as a responsible third party. GM LLC reserves the right to supplement this response pursuant to the Texas Rules of Civil Procedure and any Court order.