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]

GENERAL MOTORS BUSINESS RESOURCE CENTER

>>>>>>>>>>TO BE FAXED TO MSX<<<<<<<<<

TO: Ron Bosak, Finance
DATE: 9-20-02
DEALER: Medved Chevrolet
FAX #: 303-940-0013

PAGES INCLUDING COVER 3

A CLAIM HAS BEEN FILED AGAINST GENERAL MOTORS WITH THE BETTER BUSINESS BUREAU AND THE CUSTOMER HAS LISTED YOUR DEALERSHIP IN THE CLAIM. THE GENERAL MOTORS BUSINESS RESOURCE CENTER, ALTERNATIVE DISPUTE RESOLUTION DEPARTMENT, WILL HANDLE ALL NEGOTIATIONS AND SETTLEMENTS REGARDING THIS CLAIM.

A COPY OF THE CUSTOMER'S BBB CLAIM FORM FOLLOWS.

IN ORDER TO PROCEED, AND TO COMPLY WITH STATE REGULATIONS, WE WILL NEED THE FOLLOWING INFORMATION **FAXED WITHIN 24–48 HOURS**:

* **CUSTOMER SIGNED SALES CONTRACT OR SALES AGREEMENT**
* **APPRAISAL FORM/ACTUAL CASH VALUE (IF TRADE IN USED TOWARDS SALE)**
* **CUSTOMER SIGNED INCENTVE FORM & ANY FINANCING INFORMATION**

USE THIS ENTIRE PAGE (AFTER YOU COPY) AS THE COVER SHEET:

PLEASE FAX THIS INFORMATION ... ***WITHIN 24 HOURS*** ... TO:

MSX-GENERAL MOTORS BRC

>>>>>>>FAX: 866-225-7121<<<<<<<

LINK TO CASE NO: 1-28179114 DEALER PAGES_____

CUSTOMER'S NAME: [redacted]
VIN: 1GNET16S326[redacted]
Date of purchase: 6-23-02

THANK YOU FOR YOUR QUICK RESPONSE.

Adan Faulk
GENERAL MOTORS/BRC: ALTERNATIVE DISPUTE RESOLUTION
PHONE: 800-231-1841 EXTENSION: 57913

GENERAL MOTORS DIVISION
1464 JOHN A. PAPALAS DRIVE
LINCOLN PARK, MI 48146

Customer Claim Form

Case Number : [redacted]
Contact Date : 08/30/02
Start Date :
Have you contacted the mfr regarding your claim.? ☒ YES ☐ NO

Customer Name Address

[redacted]
AKRON, CO [redacted]

Day Phone : [redacted] Evening Phone: [redacted]
Fax Number: [redacted] E-mail address :
Customer Contact Info: Home [redacted]

Vehicle Information

Name(s) that appear on vehicle title: Jay & Michel Reim
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 Ext Model Year: 2002 Current Mileage: 38243062
Vehicle Identification Number: 1GNET16S326[redacted]
Servicing Dealer/City/State : Holloway Chevrolet,
Selling Dealer/City/State : Medved Chevrolet, Wheatridge, CO
Insurance Carrier : State Farm Insurance 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: 08/22/02 Mileage at purchase: 48	Lease Date: Mileage at lease:
Purchased As : New	Leased As :
Is the vehicle in your possession? yes	Is the vehicle in your possession?
Lienholder's Name: GMAC	Leasing Company's Name:
Address: P.O Box 12699	Address:
City/St/Zip: Glendale, AZ 85318	City/St/Zip:
Phone: (800)200 GMAC	Phone:
Lienholder Acct # : 021-9008-92397	Leasing Company's Acct #:

Resolution Sought

He would like Chevrolet to buy it back because they feel it is unsafe. They had a two year old in the vehicle when the fuse box melted and filled the interior with smoke. My eight and six year old were in it as well. I don't want this truck back for the fact I wouldn't feel safe driving my kids out of town or anywh else in fear that this could happen again or something else of this magnitude.

Signature of Owner(s): [redacted] Date 9-3-02

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
fuse box melted		yes	1	8-26-02	3062 ~~3084~~	
short in passenger window switch		no	1	6-22-02	48	
a/c vent on passenger side is broken		yes				
Short somewhere causing the melted fuse box		yes		8-26-02	3062 ~~3084~~	
Check Engine Light		Yes		8-26-02	3062	
Head Lights will not shut off		Yes		8-26-02	3062	

(Please indicate whether each problem is current)

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]

PO NUMBER	DATE CLOSED	MILEAGE	S T E	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
669311	13SEP02	3062	112340	NC	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	
SAFETY CHECK	
CHECK FLUID LEVELS	
SERVICE AIR CLEANER	
SERVICE EMISSION CONTROL SYSTEM	
SERVICE BATTERY AND CHARGING SYSTEM	
SERVICE COOLING SYSTEM	
SERVICE AUTOMATIC TRANSMISSION	
REPLACE ENGINE FILTER	
ROTATE TIRES	
WHEEL BALANCE	
PACK FRONT WHEEL BEARINGS	
FRONT END ALIGNMENT	
INSPECT EXHAUST SYSTEM	
INSPECT SHOCKS, SUSPENSION, AND STEERING	
INSPECT AND SERVICE BRAKES	
INSPECT AND ADJUST ALL BELTS	
REPLACE WINDSHIELD WIPER BLADES	
SERVICE WINDSHIELD WASHER SYSTEM	
BRUSH AND DIET ENGINE	
TUNE UP	
CARBURETOR OVERHAUL	
SERVICE AIR CONDITIONER	
ADJUST PARKING BRAKE	
INSPECT AND TEST ELECTRICAL SYSTEM	
SERVICE DISTRIBUTOR	
DRAIN AND FLUSH COOLING SYSTEM	

Appt 9/19

HOLLOWAY

Chevrolet - Buick - Toyota

1200 West Main · P.O. Box 1471
STERLING, COLORADO 80751-1471
970-522-0450

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	1GNET16S32[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 cause beyond your control. You are not responsible for 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. Furthermore, I understand that I may be responsible for payment on items not covered by the Service Contract or Manufacturer's Warranty, and for collection costs should it become necessary to enforce this instrument.

PRELIMINARY ESTIMATE $ ____

AUTHORIZED BY: X

REVISED ESTIMATE(1) $	DATE	TIME	BY
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 345-2085

TIME PROMISED 17:00 16SEP02

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 2:50 left message w/ Results - Done

METHOD OF PAYMENT WAR
SELLING DEALER 10366
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS, OIL, GREASE	AMOUNT
# A		WHEN REAR A/C IS TURNED ON/BLOWER MOTOR DELAYS FOR 1 MIN. B1000 ECU Malfunction		
00 01	11 SP	9/23		SP 23 12 1
02 01	11 SP			SP 23 1 0
# B		REAR HEATRE/A/C TEMP WILL NOT ADJUST. Pin Point Test	TOWING	AMOUNT
1	9/23	B1000 ECU Malfunction actuators to Air and Temp doors Bad		
		B0150 Temp Feed Buss		
		B0433 Air Flow control		
00 01	11 SP			
# C		RH FRONT A/C VENT WILL NOT SHUT.	MISC. CHARGES	AMOUNT
12	9/23	order Parts lever Broken		
		Discard		
		Racc #		
# D		AUX POWER OUTLET WILL NOT WORK SOMETIMES.	SUBLETS P.O. NO.	AMOUNT
00		No Problem Found		
00				
00				
00				

Call - Joan + Fax Re. Copy 800-231-1041 Ext 579-15

FOREMAN'S SIGNATURE X

Cust [redacted] Fax 866-325-7121

Pin Point Test on Havc (Rear)
Replaced controler for Rear Havc as
Pinpoint Test concluded and Bulletin Instructed
check Rear HAVC Found Both actuators
on Rear Had damage and case Posistion door
damaged Evac AC system and Removed case
Installed new case and Installed new actuators
Re calibrate New acutator and Test ok Recharge
AC System check for leaks ok now

WARRANTY PARTS
Case & Controller
Vent Assembly
2 acutators
Parts: 88 Tech: 9123

No.7674 P. 3
HOLLOWAY CHEVROLET-BUICK INC.

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

GENERAL MOTORS
ACCEPTANCE CORPORATION.
P.O. Box 12699
GLENDALE, AZ 85318-2699

ADDRESS-SERVICE REQUESTED

PRESORTED
FIRST CLASS

SALEM
OCT 11 '02
OR

U.S. POSTAGE
0.30 9
PB METER
6055157

OCT 15 2002

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

SAG

48007X7047

GMAC

P.O. Box 12699 Glendale AZ 85318-2699

1-800-200-4622

October 10, 2002

[redacted]
Akron, CO [redacted]

Account No.: [redacted]

Dear [redacted]

This is in response to your complaint of October 9, 2002. I was sorry to learn of the problems you have experienced with your N02 Chevtrailblazer.

Regrettably, I cannot address your concerns directly, as GMAC's only products are the financial services we offer. However, I have referred your complaint to the Customer Relations Manager of Chevrolet Division. A copy of my letter is enclosed. If you wish, you may telephone Chevrolet Division directly at (800) 222-1020 or write to them at P.O. Box 7047, Troy, MI 48007-7047.

I can assure you that customer satisfaction is of primary concern to everyone connected with General Motors. We, therefore, sincerely regret learning of the difficulties you have experienced.

I appreciate the opportunity to assist you in resolving this matter, and I trust that Chevrolet Division will address your concerns to your satisfaction. I hope you will consider GM and GMAC for your future automotive needs. We would be pleased to serve you.

Sincerely,

Scott Groeper

Scott A. Groeper

Enclosure

SAG
PRODCOMP\prodcocr

GMAC

P.O. Box 12699 Glendale AZ 85318-2699

1-800-200-4622

October 10, 2002

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

Account No.: [redacted]
Vehicle: N02 Chevtrailblazer
VIN: 1GNET16S32[redacted]

Customer: [redacted]
Akron, CO[redacted]

Dealer: Medved Chevrolet Inc
11001 Wi70 Frtg Rd N
Wheat Ridge, CO 80033

The above customer has contacted us with a complaint regarding the condition of this vehicle. We are requesting your assistance in resolving the matter as expeditiously as possible in the interest of customer satisfaction. Since GMAC has provided financing of the vehicle, please send us a copy of all correspondence concerning this account.

Your cooperation is appreciated.

Sincerely,

Scott Groeper

Scott A. Groeper

SAG
PRODCOMP\prodcodr

GMAC

P.O. Box 5627 Denver CO 80217-5627

1-800-200-4622

PRODUCT COMPLAINT FACT SHEET

Customer: [redacted] **Account Number:** [redacted]

Telephone: [redacted] **Due:** 11/6/02

OSB: $33,241.13

Dealer: Medved Chevrolet Inc

Vehicle: ☒ Retail ☐ Lease

☒ New ☐ Used

Description: N02 Chevtrailblazer

COMPLAINT RE: ☒ Dealer ☒ Product ☐ Other ☐ GMAC

TYPE OF WARRANTY: ☒ New ☐ Outside ☐ Dealer ☐ None

WARRANTY STILL IN FORCE? ☒ YES ☐ NO

HAS CS RETAINED AN ATTORNEY? ☐ YES ☒ NO

NAME OF ATTORNEY:

SUMMARY OF COMPLAINT: 1st occurance 6/22 when the vehicle was picked up, front passenger window went down, would not go up, took back to dealer, replaced switch from other vehicle. 2nd - 8/26 fuze box melted and caught fire,said lights caused short,smoke came in through vent with children in the vehicle,was towed and in shop for 10 days,picked vehicle up 9/4. On 9/4 took two minutes for air conditioner to kick on , on 9/12 more smoke & burnt rubber smell, called Holloway Chevrolet and they made appointment for 9/19. On 9/14, the rear Temperature control would not work for the heat, on Monday 9/16 spoke with Sean and took back on 9/16 to be fixed, air conditioner blower, actuator and motor for air and heat replaced, picked up veh 9/23,in shop for 8 days. Picked up vehicle and a cigarette burn was on the carpet from dealership, no one in the family smokes. On 10/8 the customer's wife got out of the car to remove the toddler from the back seat when the doors locked, she had to have one of her children crawl through the window to open the doors, then the same problem happened today, 10/9 and had to have her husband

come home to unlock the door. Now the lights flicker on and off, and there is a rattle noise from the front wheel. They tried to hookup their boat trailer but the electrical system would not allow the lights to work on the trailer, so they hooked it to their Dodge and it worked, took the trailer down to see if there is a problem with the trailer, and it works fine, customer beleives this vehicle is a danger to their family, that the electrical problems are definately a danger, would like the vehicle replaced. They do not feel that their children are safe in this vehicle. They called the chevrolet division, spoke with Evon Cruiz who gave them case# [redacted] and spoke with Mr. Faulk, ph# 866-952-4368 x57913.

WILL CUSTOMER CONTINUE PAYMENTS: ☒ **YES** ☐ **NO**

Customer Referred to:
- ☒ **Dealer**
- ☒ **Manufacturer**
- ☐ **O/S Warranty Co**
- ☐ **Arbitration**
- ☐ **CS Attorney**

CALL TAKEN BY: Catherine Buchanan **DATE:** October 9, 2002

ACTION REQUESTED: To replace vehicle.

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

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

CHECK **No.** 900507158

50-937
213

DATE		AMOUNT
10/11/02	**********319 DOLLARS ****84 CENTS	**********319.84

PAY TO THE ORDER OF

[redacted]
AKRON CO [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

OCT 11 2002

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [redacted]

PAYMENT DATE 10/11/02

VENDOR DUNS NO. BB 000000070 1

VENDOR NAME JAY REIM

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
[redacted]	10/10/02	VM 1-LZ1TL	00.0000	319.84	.00	319.84
	1-28179114.1-LZ1TL					

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

W3

TOTAL	319.84	.00	319.

RQ17-002

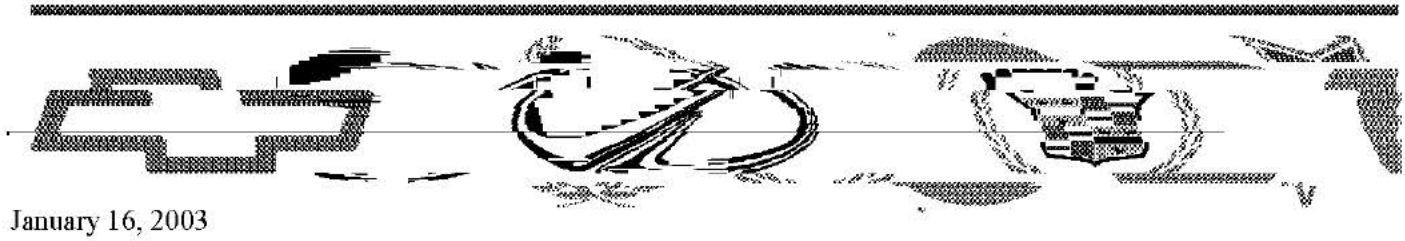
GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]



January 16, 2003

GMAC
Attention: Ms. Lynn Barnes
Fax Number: 303/740-1580

Customer: Mr. [redacted]
Service request: [redacted]

Dear Ms. Barnes:

Thank you for your recent call regarding Mr. [redacted]2002 Chevrolet TrailBlazer. We are sorry he is dissatisfied with his 2002 Chevrolet TrailBlazer. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles.

We apologize for any inconvenience Mr. [redacted] may have experienced.

Based on your comments, we again reviewed Mr. [redacted]'s case with our Central Office Staff. The customer's attorney Walter Paynter, contacted our legal correspondence department and I offered to set up an inspection appointment with Korf Chevrolet, and Mr. Paynter advised me the customer did not get back with him regarding taking his vehicle to the dealer. Mr. Paynter then stated that the customer was dropping his case with Mr. Paynter and filing bankruptcy.

If you have any further questions, please contact me at 1-800-231-1841 x57098 between 8:00 a.m. and 5:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to review this matter.

Sincerely,

Kathy E. Meszaros

Kathy Meszaros
Customer Relationship Manager

LC0007-T/agp

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: ADAN - 866 225-7121

From: CHRIS Fax 970 522 5449

Re: Attached 4 Pgs - Total 5 including this cover



This Fax is From:
The GM Roadside Assistance Center
Questions? Call 1-800-762-3007

Dispatch Number: 10601794 **Division:** Chevrolet
Status: AAA Ctr Acknowledged Dispat **Time:** 26-Aug-2002 10:18:02
Policy Number: **Policy Type:**

Customer Information:
Customer First Name: [redacted] **Last Name:** [redacted]
Customer Home Phone: [redacted]
Customer Address: [redacted]
Customer City: AKRON **Customer State:** CO
Customer ZIP: [redacted]

RS Information:
RS Callback Number: 970-345-0325
Vehicle Condition: Electrical
Condition Detail:
Location: 555 DELTA AVE
RS City: AKRON **RS State:** CO
RS ZIP: 80720

Vehicle Information:
VIN: 1GNET16S32[redacted] **In Service Date:** 23-Jun-2002
Year/Model: 2002-CHEVROLET S10,BLAZER,SONOMA,ENVOY 4X4
Mileage: 3024 **Mileage Unit:** Miles
License #: 088AWZ **License State:** CO
Color: SAND
Vehicle Desc: TRAILBLAZER

Dealer Information:
Dealer Name : HOLLOWAY CHEVROLET-BU **Dealer Fax:** 970-522-5449
Service Provider Name : AAA COLORADO

SERVICE R.O. INVOICING
SETUP WORKSHEET
Data Collection: SW RO

Dealer Name _____

CMF Number _____

Customer #: **TAG #:** **SA #:**

Name (last, first [redacted]		VIN 1GNET16S3[redacted]	
Street Address [redacted]		VEHID	Mileage 30602
City Akron	State CO	Zip Code [redacted]	Make / Model Trail Blazer
Home Phone ([redacted]	Business Phone ([redacted]	Year (2 digits)	License Number
Customer PO Number		Color	
Method of Payment			

Primary Service Operation C, W, I: Check Engine Light is on — Est:

Service Operation C, W, I: Smoke coming from A/C vents

Service Operation C, W, I: Headlights will not shut off.

Service Operation C, W, I

Service Operation C, W, I

Remarks

I hereby authorize the repair work listed to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle, articles left in vehicle, in case of fire, theft, or any delays 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 technician'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.

Promise Date

Promise Time

Estimate
$

Customer Signature

RO NUMBER	CLOSED					CODE	DESCRIPTION					OF CODE	DESCRIPTION		CODE	DESCRIPTION

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

CURRENT MILEAGE 3062

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 CHANGES / SAFETY 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 / PACK FRONT WHEEL BEARINGS / FRONT END ALIGNMENT / INSPECT EXHAUST SYSTEM / INSPECT SHOCKS, SUSPENSION, AND STEERING / INSPECT AND SERVICE BRAKES / INSPECT AND ADJUST ALL BELTS / REPLACE WINDSHIELD WIPER BLADES / SERVICE WINDSHIELD WASHER SYSTEM / SCOPE AND SET ENGINE / TUNE UP / CARBURETOR OVERHAUL / SERVICE AIR CONDITIONER / ADJUST PARKING BRAKE / INSPECT AND TEST ELECTRICAL SYSTEM / SERVICE DIFFERENTIAL / DRAIN AND FLUSH COOLING SYSTEM

HOLLOWAY

Chevrolet - Buick - Toyota

1200 West Main · P.O. Box 1471
STERLING, COLORADO 80751-1471
970-522-0450

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
26AUG2002	1GNET16S3[redacted]	3062	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 delays 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

REVISED ESTIMATE(1) $	DATE	TIME	BY
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]

BILL TO: P.O. NO.

TIME PROMISED 17:00 26AUG02

HOME PHONE 345-0325

BUSINESS PHONE 345-2085

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

FAX TO 866-225-7121 ATTN. ADAN

METHOD OF PAYMENT WAR
SELLING DEALER 10366
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A		CHECK ENGINE LIGHT IS ON.		5.4 Hrs
		Body B1440 P1512		Clock Time
		B2575 P1515		
	9/23	U1000 P1633		
# B		SMOKE COMING FROM A/C VENTS.	TOWING	AMOUNT
		Case # [redacted]	See Back side for Cause and Connection	
# C		HEADLIGHTS WILL NOT SHUT OFF.	MISC. CHARGES	AMOUNT
		Document # Holle		
	SPO	Locate Pin A Bradd		
		Message Monetor 847-446-8227	SUBLETS P.O. NO.	AMOUNT
		20 743451 Fig 1 & 2		

CUST SERVICE CASE # [redacted]
EVONNE 888-414-6322 EXT 58028

FOREMAN'S SIGNATURE X

3+2+9

TECHNICIAN COPY

Cust called done 6 (Tax) 8 8/4/02 9:12 AM

29 Scan for codes No Communication
Headlights & Dashlights on all the Time
Check engine light on dim
Pin Point Tests on Data link connector
Found ~~fuse~~ Under Hood Fuse Box melted
disassembled Fuse Box connector melted appears
To have started at HDM Relay (most damage done)
There) Replaced complete Fuse Box & covers Replaced
all connector damaged at Fuse Box Repair damaged wiring
at Fuse Box Reinstall checked circuits ~~at~~ From HDM &
Fuel Pump Relays appear ok Raised on Hoist Inspected all
wiring ok, Started car installed Tech 2 No. DTC's
came on Test drove everything appears ok Test all
accessories A/C, Cruise, Lights, wipers, gauges all ok
using IR Thermometer for Heat Build up all ok

WARRANTY PARTS
PN # Fuse Box
PN # Connectors
PN # Relays
PN #
Parts: Ryan Tech: Bodd

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

December 12, 2017

[redacted]
Vandalia, OH [redacted]

Service Request: [redacted]

Dear Mr. [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,

Jerry Williams
Customer Relationship Manager

MN0001-P/kaw

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

Joe Johnson

Chevrolet • Oldsmobile

FAX COVER SHEET

FROM THE DESK OF

CHEVY DEALER CODE 09133

OLDS DEALER CODE 09404

DATE: 10-29-02

TO: DOAK

FAX NUMBER: 1-866-439-3821

SUBJECT: [redacted]

NUMBER OF PAGES INCLUDING COVER PAGE: 13

MESSAGE:

1375 South Market Street • P.O. Box 129 • Troy, OH 45373-0129 • Tel: (937) 335-0096 • Fax: (937) 335-0326

www.joejohnsonchevy-olds.com

[redacted]
VANDALIA, OH
HOME:937-890-2492 BUS:
E-Mail Address:

Service-Parts-Body Shop
Mon thru Fri 7:30 AM-5:30PM
Tuesday Eve 7:30AM-8:00PM

Sales
Mon thru Thurs 9AM-8PM
Friday 9AM-6PM
Saturday 9AM-5PM

Customer No. [redacted]

Invoice Number: [redacted]
Tag Number: **T158**
Service Advisor: **393 DUANE ISAACS**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
LT PEWTER	02	CHEVROLET TRAILBLAZE	1GNDS13S1224[redacted]		7583	7583

DEL DATE	WARR. EXP.	R.O. OPENED	PROMISED	READY	PO NO.	PAYMENT	INV. DATE
23MAY2002		07:53 30SEP02	WAIT 30SEP02	14:54 30SEP02		CASH	30SEP2002

OPTIONS: STK:A2956 DLR:09133-1)AMERICAN HERITAGE B9198869

A CUSTOMER STATES THE TURN SIGNALS WILL NOT WORK INTERMITTENTLY. ALSO WASHERS NOT WORKING WHEN THIS OCCURS

CAUSE: INTERMITTENT OPERATION
N2355 SWITCH - REPLACE MULTIFUNCTION
287 TELLJOHANN,MARK LIC#: 4630

	W94	1.09 hrs.	1.10 hrs.		1898	6850			68.50	68.50
1		12450067 SWITCH			6762	9467	0	135.25	94.67	94.67

FC: 6D
PART#: 12450067
COUNT: 1
CLAIM TYPE:
AUTH CODE:
OL

6762 9467 TPARTS
1898 6850 TLABOR

VERSION 1 (EMP# 287,30SEP02 13:05): 7583 TURN SIGNALS AND HAZARD LAMPS WORK INTERMITTANT TRACE TO FIND MULTI-FUNCTION TURN SIGNAL SWITCH HAS INTERNAL SHORT CAUSING CONCERN, REPLACED MULTIFUNCTION TURN SIGNAL SWITCH W/CRUISE, TILT AND PULSE WIPERS 287

B CUSTOMER GIVEN RIDE HOME BY FRED DUE TO THE PART HAVING TO COME FROM PARTS WAREHOUSE.**

CAUSE: COURTESY TRANSPORTATION
Z7910 SHUTTLE SERVICE

99	W94	0.00 hrs.	0.00 hrs.		0	500			5.00	5.00

FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

0 0 TPARTS

Joe Johnson
Chevrolet - Oldsmobile
1376 SOUTH MARKET STREET
P.O.BOX 129
TROY, OHIO 45373

TROY (937) 336-0086 DAYTON (937) 222-3921
WWW.JOEJOHNSONCHEVOLDS.COM

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

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

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE.
☐ DISCARD ☐ INITIAL

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPP/ENV FEES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

1. ALL GM PARTS ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. 2. LABOR ON INSTALLED GM PARTS IS WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. 3. ALL PARTS INSTALLED ARE NEW GENUINE GM UNLESS SPECIFIED OTHERWISE. 4. AFTERMARKET OR USED PARTS ONLY CARRY THE WARRANTY ISSUED BY THE SUPPLIER OF THOSE PARTS. 5. IN THE EVENT THAT YOU, THE CUSTOMER, AUTHORIZE COMMENCEMENT OF A REPAIR OR SERVICE, A CHARGE WILL BE IMPOSED FOR DIAGNOSIS, DISASSEMBLY OR REASSEMBLY OR PARTIALLY COMPLETED WORK. SUCH CHARGES WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR OR PARTS INVOLVED IN THE INSPECTION, REPAIR OR SERVICE.

Accounting Copy

p.2
937-3350326
JOE JOHNSON INC.
Oct 29 02 11:44a

[redacted]
VANDALIA, OH [redacted]
HOME [redacted] BUS:
E-Mail Address:

Service-Parts-Body Shop
Mon thru Fri 7:30 AM-5:30PM
Tuesday Eve 7:30AM-8:00PM

Sales
Mon thru Thurs 9AM-8PM
Friday 9AM-6PM
Saturday 9AM-5PM

Customer N [redacted]

Invoice Number: [redacted]
Tag Number: T158
Service Advisor: 393 DUANE ISAACS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
LT PEWTER	02	CHEVROLET TRAILBLAZE	1GNDS13S1224[redacted]		7583	7583

DEL DATE	WARR. EXP.	R.O. OPENED	PROMISED	READY	PO NO.	PAYMENT	INV. DATE
23MAY2002		07:53 30SEP02	WAIT 30SEP02	14:54 30SEP02		CASH	30SEP2002

OPTIONS: STK:A2956 DLR:09133 1)AMERICAN HERITAGE 89198869

0 500 TLABOR

VERSION 1 (EMP# 99,30SEP02 14:00): 7583 COURTESY TRANSPORTATION. SHUTTLE RIDE HOME.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-30-02	08:31	09:35	1.06	W	287	A	
	11:57	11:57	0.00	W	287	A	
	13:03	13:05	0.03	W	287	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	7350	1898		48000	9467	6762	
26301	16817	*******					

COST, SALE, & COMP TOTALS	8660	16817	0

Joe Johnson
Chevrolet - Oldsmobile
1376 SOUTH MARKET STREET
P.O.BOX 129
TROY, OHIO 45373

TROY (937) 336-0096
DAYTON (937) 222-3921
WWW.JOEJOHNSONCHEVOLDS.COM

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☐ DISCARD ☐ INITIAL

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPP/ENV FEES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

1. ALL GM PARTS ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. 2. LABOR ON INSTALLED GM PARTS IS WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. 3. ALL PARTS INSTALLED ARE NEW GENUINE GM UNLESS SPECIFIED OTHERWISE. 4. AFTERMARKET OR USED PARTS ONLY CARRY THE WARRANTY ISSUED BY THE SUPPLIER OF THOSE PARTS. 5. IN THE EVENT THAT YOU, THE CUSTOMER, AUTHORIZE COMMENCEMENT OF A REPAIR OR SERVICE, A CHARGE WILL BE IMPOSED FOR DIAGNOSIS, DISASSEMBLY OR REASSEMBLY OR PARTIALLY COMPLETED WORK. SUCH CHARGES WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR OR PARTS INVOLVED IN THE INSPECTION, REPAIR OR SERVICE.

Accounting Copy

P.3 937-3350326 JOE JOHNSON INC. Oct 29 02 11:44a

[redacted]

[redacted]

VANDALIA, OH
HOME: [redacted] BUS:

ACCOUNTING

DUPLICATE 1
PAGE 1

JOE JOHNSON
CHEVROLET · OLDSMOBILE, INC.
1375 SOUTH MARKET STREET
P.O. BOX 129
TROY, OHIO 45373
TROY (937) 335-0096 DAYTON (937) 222-3921

SERVICE ADVISOR: 372 LYNNE HUMMEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
LT PEWTER	02	CHEVROLET TRAILBLAZE	1GNDS13S122[redacted]		6624/6624	T742

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23MAY2002			WAIT 11SEP02		0.00	CASH	11SEP2002

R.O. OPENED	READY	OPTIONS: STK:A2956 DLR:09133 1)AMERICAN HERITAGE B9196869
08:15 11SEP02	10:20 11SEP02	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES THE HANDLE ON COVER IN REAR COMPARTMENT IS CRACKED - SOP IN											
CAUSE: BROKEN											
C2710 REPLACE REAR COMPARTMENT COVER LATCH											
		319 HOLLER,JASON LIC#: 8499									
		W94		0.30	0.30	518	1868			18.68	18.68
1	15071398	LATCH				2599	3639	0	44.05	36.39	36.39
FC: 1D											
PART#: 15071398											
COUNT: 1											
CLAIM TYPE:											
AUTH CODE:											
VE											
						2599	3639	TPARTS			
						518	1868	TLABOR			
VERSION 1 (EMP# 319,11SEP02 08:53): 6624 BROKEN TECH 319 FOUND THE REAR COMPARTMENT HANDLE/ LATCH BROKEN. REPLACED HANDLE/LATCH WITH SOP PART. NOW COMPARTMENT OPENS CORRECTLY.											
B CUSTOMER STATES THE DRIVERS DOOR WILL NOT LOCK WIHTOUT USING THE REMOTE KEYLESS FOB											
CAUSE: NO TROUBLE FOUND											
CND NORMAL OPERATION OF LOCKS											
		319 HOLLER,JASON LIC#: 8499									
		W94		0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
VERSION 1 (EMP# 319,11SEP02 08:56): 6624 NPF TECH 319 FOUND THE LOCK WILL NOT LOCK WHEN THE DOOR IS OPEN AND THE KEY IS IN THE IGNITION. THIS IS A NORMAL OPERATION TO HELP PREVENT THE OWNER FROM LOCKING THE KEY IN THE VEHICLE. NO PROBLEMS ARE FOUND WITH THE POWER LOCKS AT THIS TIME. LOCKS OPERATE NORMALLY WHEN THE KEY IS OUT OF THE IGNITION.											
C CUSTOMER STATES THIS MORNING 9/6/02 THE HEADLAMPS WERE INOP ON STARTING THE VEHICLE CAME ON LATER AFTER ABOUT 15 MINUTES OR SO											
CAUSE: NO TROUBLE FOUND											

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

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

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DISCLAIMER OF WARRANTIES

Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied including any implied warranty of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performances of the manufacturer's warranty.

CUSTOMER SIGNATURE

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

1. ALL GM PARTS ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. 2. LABOR ON INSTALLED GM PARTS IS WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. 3. ALL PARTS INSTALLED ARE NEW GENUINE GM UNLESS SPECIFIED OTHERWISE. 4. AFTERMARKET OR USED PARTS ONLY CARRY THE WARRANTY ISSUED BY THE SUPPLIER OF THOSE PARTS. 5. IN THE EVENT THAT YOU, THE CUSTOMER, AUTHORIZE COMMENCEMENT OF A REPAIR OR SERVICE, A CHARGE WILL BE IMPOSED FOR DIAGNOSIS, DISASSEMBLY OR REASSEMBLY OR

[redacted]

[redacted]

VANDALIA, OH
HOME: [redacted] BUS:

ACCOUNTING

DUPLICATE 1
PAGE 2

JOE JOHNSON
CHEVROLET · OLDSMOBILE, INC.
1375 SOUTH MARKET STREET
P.O. BOX 129
TROY, OHIO 45373

TROY (937) 335-0096 DAYTON (937) 222-3921

SERVICE ADVISOR: 372 LYNNE HUMMEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
LT PEWTER	02	CHEVROLET TRAILBLAZE	1GNDS13S122[redacted]		6624/6624	T742

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23MAY2002			WAIT 11SEP02		0.00	CASH	11SEP2002

R.O. OPENED	READY	OPTIONS:
08:15 11SEP02	10:20 11SEP02	STK:A2956 DLR:09133 1)AMERICAN HERITAGE B9196869

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	N9995 CHECK OPERATION OF HEADLAMPS, CHECK FOR BULLETINS, COULD NOT DUPLICATE CUSTOMER CONCERN AT THIS TIME										
	319 HOLLER,JASON LIC#: 8499										
		W94		0.14	0.20	345	1245			12.45	12.45
	FC: 9Z PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	OJ										
						0	0	TPARTS			
						345	1245	TLABOR			

VERSION 1 (EMP# 319,11SEP02 08:58): 6624 NPF TECH 319 FOUND THE HEADLIGHTS OPERATING CORRECTLY AT THIS TIME. CHECKED FOR TECHNICAL SERVICE BULLETINS, BUT FOUND NONE RELATED TO THIS CONCERN. HEADLIGHTS CAME ON EVERYTIME ATTEMPTED AT THIS TIME.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-11-02	08:47	09:05	0.30	W	319		A
	09:05	09:05	0.00	W	319		B
	09:05	09:13	0.14	W	319		C

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	3113	863		48000	3639	2599	
26301	6752	*******					

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	3462	6752	0

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

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

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE.
☐ DISCARD ☐ INITIAL

DISCLAIMER OF WARRANTIES

Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied including any implied warranty of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performances of the manufacturer's warranty.

CUSTOMER SIGNATURE

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

1. ALL GM PARTS ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. 2. LABOR ON INSTALLED GM PARTS IS WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. 3. ALL PARTS INSTALLED ARE NEW GENUINE GM UNLESS SPECIFIED OTHERWISE. 4. AFTERMARKET OR USED PARTS ONLY CARRY THE WARRANTY ISSUED BY THE SUPPLIER OF THOSE PARTS. 5. IN THE EVENT THAT YOU, THE CUSTOMER, AUTHORIZE COMMENCEMENT OF A REPAIR OR SERVICE, A CHARGE WILL BE IMPOSED FOR DIAGNOSIS, DISASSEMBLY OR REASSEMBLY OR PARTIALLY COMPLETED WORK. SUCH CHARGES WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR OR PARTS INVOLVED IN THE INSPECTION, REPAIR OR SERVICE

[redacted]

[redacted]

ACCOUNTING

JOE JOHNSON
CHEVROLET · OLDSMOBILE, INC.
1375 SOUTH MARKET STREET
P.O. BOX 129
TROY, OHIO 45373

TROY (937) 335-0096 DAYTON (937) 222-3921

VANDALIA, OH [redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 393 DUANE ISAACS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
LT PEWTER	02	CHEVROLET TRAILBLAZE	1GNDS13S122[redacted]		6294/6294	T551

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23MAY2002			WAIT 04SEP02		0.00	CASH	04SEP2002

R.O. OPENED	READY	OPTIONS:
07:44 04SEP02	09:16 04SEP02	STK:A2956 DLR:09133 1)AMERICAN HERITAGE B9196869

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A 3000 MILE SERVICE.											
3K 3000 MILE SERVICE.											
319 HOLLER,JASON LIC#: 8499											
			CPTF	0.40	0.30	518	695			6.95	6.95
1	25014377		OIL FLTR			375	525	0	6.50	5.25	5.25
7	12345616		OIL10W30Q			826	1085	0	1.55	1.55	10.85
VERSION 1 (EMP# 319,04SEP02 08:14): 6294 MAINT TECH 319 PERFORMED A 3,000 MILE SERVICE.											
B CUSTOMER STATES A/C QUIT WORKING ON SUNDAY BUT HAS WORKED PROPERLY SINCE THEN. IT JUST SHUT OFF DURING OPERATION.											
CAUSE: NO TROUBLE FOUND											
CND TEST DROVE, COULD NOT DUPLICATE CUSTOMER CONCERN AT THIS TIME											
	99	W94		0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
VERSION 1 (EMP# 372,04SEP02 09:13): 6294 CND TIM G ROAD TESTED VEHICLE AND ALSO TALKED WITH CUSTOMER											
C CUSTOMER STATES HANDLE ON COVER IN REAR COMPARTMENT IN FLOOR IS BROKEN.											
CAUSE: BROKEN											
POO PART ON ORDER-CUSTO WILL BE NOTIFIED WHEN PART ARRIVES											
319 HOLLER,JASON LIC#: 8499											
		W94		0.20	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
VERSION 1 (EMP# 319,04SEP02 08:26): 6294 POO/BROKEN TECH 319 ORDERED A REAR FLOOR COMPARTMENT HANDLE/LATCH ASSEMBLY.											
SHOP SUPPLIES & HAZARDOUS MATERIA						0	49				0.49

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-04-02	07:50	08:14	0.40	W	319	A	
	08:14	08:26	0.20	W	319	C	

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

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CUSTOMER SIGNATURE

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

1. ALL GM PARTS ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. 2. LABOR ON INSTALLED GM PARTS IS WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. 3. ALL PARTS INSTALLED ARE NEW GENUINE GM UNLESS SPECIFIED OTHERWISE. 4. AFTERMARKET OR USED PARTS ONLY CARRY THE WARRANTY ISSUED BY THE SUPPLIER OF THOSE PARTS. 5. IN THE EVENT THAT YOU, THE CUSTOMER, AUTHORIZE COMMENCEMENT OF A REPAIR OR SERVICE, A CHARGE WILL BE IMPOSED FOR DIAGNOSIS, DISASSEMBLY OR REASSEMBLY OR PARTIALLY COMPLETED WORK. SUCH CHARGES WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR OR PARTS INVOLVED IN THE INSPECTION, REPAIR OR SERVICE.

[redacted]

[redacted]

VANDALIA, OH [redacted]
HOME: [redacted] BUS:

ACCOUNTING

PAGE 2

JOE JOHNSON
CHEVROLET · OLDSMOBILE, INC.
1375 SOUTH MARKET STREET
P.O. BOX 129
TROY, OHIO 45373

TROY (937) 335-0096 DAYTON (937) 222-3921

SERVICE ADVISOR: 393 DUANE ISAACS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
LT PEWTER	02	CHEVROLET TRAILBLAZE	1GNDS13S122[redacted]		6294/6294	T551

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23MAY2002			WAIT 04SEP02		0.00	CASH	04SEP2002

R.O. OPENED	READY	OPTIONS: STK:A2956 DLR:09133 1)AMERICAN HERITAGE B9196869
07:44 04SEP02	09:16 04SEP02	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46100	695	518		46800	1610	1201	
46200	0	0		6104	49	0	
32400	142	0		22500	2496	*******	
26301	0	*******					

COST, SALE, & COMP TOTALS 1719 2354 0

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

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE.
☐ DISCARD ☐ INITIAL

DISCLAIMER OF WARRANTIES

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	6.95
PARTS AMOUNT	16.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.49
TOTAL CHARGES	23.54
LESS INSURANCE	0.00
SALES TAX	1.42
PLEASE PAY THIS AMOUNT	**24.96**

1. ALL GM PARTS ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. 2. LABOR ON INSTALLED GM PARTS IS WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. 3. ALL PARTS INSTALLED ARE NEW GENUINE GM UNLESS SPECIFIED OTHERWISE. 4. AFTERMARKET OR USED PARTS ONLY CARRY THE WARRANTY ISSUED BY THE SUPPLIER OF THOSE PARTS. 5. IN THE EVENT THAT YOU, THE CUSTOMER, AUTHORIZE COMMENCEMENT OF A REPAIR OR SERVICE, A CHARGE WILL BE IMPOSED FOR DIAGNOSIS, DISASSEMBLY OR REASSEMBLY OR PARTIALLY COMPLETED WORK. SUCH CHARGES WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR OR PARTS INVOLVED IN THE INSPECTION, REPAIR OR SERVICE.

[redacted]

[redacted]

VANDALIA, OH [redacted]
HOME: [redacted] BUS:

ACCOUNTING

PAGE 1

JOE JOHNSON
CHEVROLET · OLDSMOBILE, INC.
1375 SOUTH MARKET STREET
P.O. BOX 129
TROY, OHIO 45373

TROY (937) 335-0096 DAYTON (937) 222-3921

SERVICE ADVISOR: 372 LYNNE HUMMEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
LT PEWTER	02	CHEVROLET TRAILBLAZE	1GNDS13S122[redacted]		4594/4594	T764

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23MAY2002			17:00 07AUG02		0.00	CASH	07AUG2002

R.O. OPENED	READY	OPTIONS:
12:46 05AUG02	12:39 07AUG02	STK:A2956 DLR:09133 1)AMERICAN HERITAGE B9196869

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES THE RIGHT FRONT SEAT BELT GETS TOO TIGHT AT TIMES - SOP IN											
CAUSE: POOR RELEASE											
C9040 BELT, SAFETY FRONT (RETRACTOR SIDE) - R&R OR REPLACE RIGHT											
307 GARMAN,ANDREW LIC#: 0513											
	W94			3.86	2.00	3250	12454			124.54	124.54
1	88955809	BELT KIT				5075	7105	0	71.05	71.05	71.05
1	88950983	BELT KIT				5075	7105	0	72.50	71.05	71.05
FC: 3P PART#: 88955809 COUNT: 2 CLAIM TYPE: AUTH CODE: E OA											
						10150	14210	TPARTS			
						3250	12454	TLABOR			
VERSION 1 (EMP# 307,07AUG02 11:23): 4594 RIGHT SEAT BELT WAS TOO TIGHT DUE TO AN INTERNALLY BINDING SEAT BELT RETRACTOR. TECH 307 INSTALLED NEW RETRACTOR BUT NEW RETRACTOR WAS LOCKED UP AND WOUND NOT ALLOW BELT TO BE RELEASED. TECH 307 INSTALLED ANOTHER BELT KIT. SEAT BELT WORK PROPERLY AFTER REPAIR. 307											
B CUSTOMER STATES WHEN STARTING COLD HAS A ROARING NOISE RPMS HIGH AND VEHICLE WILL NOT ENGAGE RIGHT AWAY											
CAUSE: OUT OF CALIBRATION											
J6355 PROM - REPROGRAMMING ON CAR											
9 REX,JASON LIC#: 5815											
	W94			0.72	0.70	1348	4359			43.59	43.59
FC: 3L PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: NS											
						0	0	TPARTS			
						1348	4359	TLABOR			

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CUSTOMER SIGNATURE

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

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[redacted]

[redacted]

ACCOUNTING

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CHEVROLET · OLDSMOBILE, INC.
1375 SOUTH MARKET STREET
P.O. BOX 129
TROY, OHIO 45373

TROY (937) 335-0096 DAYTON (937) 222-3921

VANDALIA, OH [redacted]
HOME: [redacted] BUS:

PAGE 2

SERVICE ADVISOR: 372 LYNNE HUMMEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
LT PEWTER	02	CHEVROLET TRAILBLAZE	1GNDS13S12[redacted]		4594/4594	T764

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23MAY2002			17:00 07AUG02		0.00	CASH	07AUG2002

R.O. OPENED	READY	OPTIONS:
12:46 05AUG02	12:39 07AUG02	STK:A2956 DLR:09133 1)AMERICAN HERITAGE B9196869

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
VERSION 1 (EMP# 9,06AUG02 11:40): 4594 OUT OF CAL. NPF TECH 9 TEST DROVE COLD WITH NO NOISES OR SHIFT PROBLEMS NOTICED. FLUID LEVEL AND COLOR OK. FOUND THERE ARE SOME UPDATES FOR THE PCM REGARDING UPSHIFT. REPROGRAMMED PCM AND CRANK SHAFT VARIATION. THE CUSTOMER WAS INFORMED LAST TIME IN THAT THERE IS NORMAL FAN CLUTCH NOISE THAT MAY OCCUR AT TIMES ON COLD STARTS AND SHE WAS GIVEN A COPY OF THE DIAGNOSTIC AID CHART. THE FAN NOISE MAY ALSO MAKE THE TRANS SEEM LIKE IT'S NOT SHIFTING WHEN IT ACTUALLY IS THERE WERE NO CODES.											
C** TRANSPORTATION											
CAUSE: COURTESY TRANSPORTATION											
	Z7901 1 DAY RENTAL										
		99	W94	0.00	0.00	0	0			0.00	0.00
	FC: 98 PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	MJ										
						0	0	TPARTS			
						0	0	TLABOR			
VERSION 1 (EMP# 372,07AUG02 11:33): 4594 CSI - BASED ON COMPLAINT HISTORY COLD START CONDITION											

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-06-02	10:57	11:40	0.72	W	9	B	
	13:17	14:35	1.30	W	307	A	
08-07-02	08:49	11:23	2.56	W	307	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	16813	4598		48000	14210	10150	
26301	31023	*******					

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	14748	31023	0

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CUSTOMER SIGNATURE

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

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[redacted]

[redacted]

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VANDALIA, OH
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 372 LYNNE HUMMEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
LT PEWTER	02	CHEVROLET TRAILBLAZE	1GNDS13S12[redacted]		3189/3189	T188

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23MAY2002			17:00 16JUL02		0.00	CASH	18JUL2002

R.O. OPENED	READY	OPTIONS:
07:40 16JUL02	17:37 18JUL02	STK:A2956 DLR:09133 1)AMERICAN HERITAGE B9196869

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A 3000 MILE SERVICE.											
3K 3000 MILE SERVICE.											
417 BISHOP,RYAN SCOTT LIC#: 6576											
			CPTF	0.23	0.30	450	695			6.95	6.95
7	12345616		OIL10W30Q			826	1085	0	1.55	1.55	10.85
1	25014377		OIL FLTR			375	525	0	6.50	5.25	5.25
VERSION 1 (EMP# 417,16JUL02 10:24): 3189 LOF LOF 417											
B CUSTOMER STATES THE RPMS ARE HIGH AT TIMES HAS A LOUD ROARING NOISE IN ENGINE											
CAUSE: NO TROUBLE FOUND											
J9991 TEST COOLING FAN OPERATION, CHECK FOR PCM UPDATES, COULD NOT DUPLICATE CUSTOMER CONCERN AT THIS TIME											
9 REX,JASON LIC#: 5815											
			W94	0.50	0.30	578	1860			18.68	18.68
FC: 9Z PART#: COUNT: 0											
CLAIM TYPE:											
AUTH CODE:											
NS											
						0	0	TPARTS			
						578	1868	TLABOR			
VERSION 1 (EMP# 9,16JUL02 09:22): 3189 NO PROBLEM FOUND TECH 9 TESTED OPERATION OF COOLING FAN. OK. CHECKED FOR UPDATES FRO PCM CALIBRATION. NONE AVAILABLE. THERE IS NORMAL NOISE FROM THE COOLING FAN AND SOMETIMES THE CUSTOMER MAY NOTICE IT BEING VERY LOUD. IF THE NOISE LASTS LONGER THAN A COUPLE MINUTES AT 2000 RPM, THEN THERE MAY BE A PROBLEM. I LEFT A COPY OF THE NOISE CHART IN THE TRUCK.											
C CUSTOMER STATES THE RIGHT FRONT SEAT BELT GETS TOO TIGHT AT TIMES											
CAUSE: BINDING											
P00 PART ON ORDER-CUSTO WILL BE NOTIFIED WHEN PART ARRIVES											
307 GARMAN,ANDREW LIC#: 0513											
			W94	0.59	0.00	0	0			0.00	0.00
						0	0	TPARTS			

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CUSTOMER SIGNATURE

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

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[redacted]

[redacted]

ACCOUNTING

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TROY (937) 335-0096 DAYTON (937) 222-3921

VANDAL[redacted]
HOME: [redacted] BUS:

PAGE 2

SERVICE ADVISOR: 372 LYNNE HUMMEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
LT PEWTER	02	CHEVROLET TRAILBLAZE	1GNDS13S12[redacted]		3189/3189	T188

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
23MAY2002			17:00 16JUL02		0.00	CASH	18JUL2002

R.O. OPENED	READY	OPTIONS:
07:40 16JUL02	17:37 18JUL02	STK:A2956 DLR:09133 1)AMERICAN HERITAGE B9196869

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						0	0	TLABOR			
VERSION 1 (EMP# 307,16JUL02 14:37): 3189 RIGHT FRONT SEAT BELT RETRACTOR INTERNALLY BINDING. TECH 307 ORDERED NEW RETRACTOR 307											
D	TRANSPORTATION										
CAUSE: COURTESY TRANSPORTATION											
	Z7902 2 DAY RENTAL										
		99	W94	0.00	0.00	0	0			0.00	0.00
	FC: 98 PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	MJ										
						0	0	TPARTS			
						0	0	TLABOR			
VERSION 1 (EMP# 372,18JUL02 17:13): 3189 CSI - ONLY VEHICLE											
E	SEND TO BODY SHOP FOR PAINT										
	000 SENT TO COLLISION REPAIR CENTER										
		99	CPTF	0.00	0.00	0	0			0.00	0.00
SHOP SUPPLIES & HAZARDOUS MATERIA						0	49				0.49

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-16-02	08:52	09:22	0.50	W	9	B	
	10:10	10:24	0.23	W	417	A	
	14:02	14:37	0.59	W	307	C	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46100	695	450		46800	1610	1201	
46200	1868	578		6104	49	0	
32400	142	0		22500	2496	*******	
26301	1868	*******					

COST, SALE, & COMP TOTALS 2229 4222 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	6.95
PARTS AMOUNT	16.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.49
TOTAL CHARGES	23.54
LESS INSURANCE	0.00
SALES TAX	1.42
PLEASE PAY THIS AMOUNT	24.96

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Joe Johnson
Chevrolet • Oldsmobile
1375 South Market Street
Troy, OH 45373-0200
Troy: (937) 335-0096 • Dayton: (937) 222-3021 • Watts: (800) 678-6037
Fax: (937) 335-0326 • Website: www.joejohnsonchev-olds.com

STOCK NO. A2956

PURCHASER'S NAME [redacted] DATE 23 MAY 2002

STREET ADDRESS [redacted] PHONE [redacted]

CITY VANDALIA COUNTY MONTGOMERY STATE OH ZIP [redacted] SALESPERSON CURT

ENTER MY ORDER FOR ONE XX NEW ☐ USED ☐ CAR XX TRUCK ☐ DEMONSTRATOR ☐ FACTORY OFFICIAL CAR ☐ RENTAL VEHICLE AS FOLLOWS:

YEAR	MAKE	MODEL	BODY TYPE	COLOR	TRIM
2002	CHEVROLET	TRAILBLAZER	2WD	LT PEWTER	

VIN 1GNDS13S12 [redacted] TO BE DELIVERED ON OR ABOUT 23 MAY 2002 STOCK NO. [redacted]

REMARKS:
XX SEE VEHICLE DELIVERY REPORT ATTACHED
☐ SEE SPOT DELIVERY AGREEMENT BELOW

CASH PRICE OF VEHICLE	$ 24594.50
AFTERMARKET(S)	549.99

DEPOSIT RECEIPT:
Dealer hereby acknowledges receipt of the sum of $ _____ as a Deposit/Partial Payment for the vehicle described above. If this Receipt is for a Deposit Dealer will refrain from selling the described vehicle for 3 days. This Deposit/Partial Payment ☐ IS XX ☐ IS NOT refundable, subject to the following conditions:
CREDIT APPROVAL

NEGATIVE EQUITY ADJUSTMENT:
I am aware the balance owed on my trade-in vehicle exceeds the trade-in allowance from Dealer and, as a result, I have requested that $ _____ of negative equity from my trade-in be included in the cash price of the vehicle.
X

TRADE-IN AND OTHER CREDITS

TRADE-IN ALLOWANCE	2750.00		25144.49
BALANCE OWED ON TRADE	650.00	TAXABLE TOTAL	2750.00
BALANCE OWED TO:			22394.49
NET EQUITY	2100.00		
DEPOSIT	N/A		
CASH ON DELIVERY	582.89		
OTHER REBATES	N/A		
TOTAL CREDIT	2682.89		

ODOMETER MILEAGE STATEMENT
THE ODOMETER OF THE ABOVE DESCRIBED VEHICLE NOW READS 23 MILES/KILOMETERS. AND IS ACCURATE UNLESS CHECKED BELOW
☐ ODOMETER MILEAGE IS NOT ACCURATE
REFER TO THE FEDERAL MILEAGE STATEMENT FOR FULL DISCLOSURE

DOCUMENTARY FEES →	N/A
← SELLING PRICE →	25144.49
X 6.5000 % = SALES TAX	1455.69
COUNTY MONTGOMERY	
TITLE & FILING FEES	15.00
OTHER	N/A
	N/A
	N/A
TOTAL	26615.18
TOTAL CREDIT	2682.89
BALANCE DUE	23932.29

TRADE-IN STOCK NO. YEAR 1995 MAKE FORD MOD PROBE
BODY TYPE VIN 1ZVLT22B1S5[redacted] MILEAGE N/A

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALERS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES, UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY MADE BY DEALER ON ITS OWN BEHALF. DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON ALL GOODS AND SERVICES SOLD BY DEALER. IN THE EVENT THAT A SERVICE CONTRACT IS SOLD BY DEALER ON IT'S OWN BEHALF, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED IN DURATION TO THE TERM OF THE SERVICE CONTRACT.

The front and back of this Order and any agreements attached hereto comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. If this agreement is for a used vehicle see contractual disclosure statement below. I hereby certify that no credit has been extended to me for the purchase of this motor vehicle except as it appears in writing on the face of this agreement. I have read the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature. I certify that I am at least 18 years old, and hereby acknowledge receipt of a copy of this order.

CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) 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.

SPOT DELIVERY AGREEMENT (APPLIES IF BOX ABOVE IN REMARKS IS CHECKED)

Customer and Dealer intend that financing will be obtained from a third party for the Customer's purchase of the vehicle listed on this Agreement. In the event Dealer is unable to obtain third party financing approval for Customer's purchase of the listed vehicle within _____ days of the date hereof, Customer shall immediately upon notice from Dealer return the vehicle or pay to Dealer the balance due as reflected in this Agreement. If Customer returns the vehicle, Dealer shall refund all deposits made by Customer, and Customer shall pay to Dealer the cost of repairing any damage occurring to the vehicle while in Customer's po[redacted]led while in the Customer's possession. Customer agrees to take whatever steps are necessary to ins[redacted]

(APPR[redacted] SIG[redacted] DATE 5/23/02

THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE

Joe Johnson
Chevrolet • Oldsmobile

1375 South Market Street
Troy, OH 45373-0200
Troy: (937) 335-0096 • Dayton: (937) 222-3921 • Wats: (800) 878-6537
Fax: (937) 335-0326 • Website: www.joejohnsonchev-olds.com

AND INSPECTION FORM

OWNER'S NAME [redacted] CO-OWNER'S NAME _____

ADDRESS [redacted]

TELEPHONE (H) [redacted] (W) _____ SALESPERSON Curt

YEAR 1995 MAKE Ford MODEL Probe GT

V.I.N. 1ZVLT22[redacted] BODY _____ COLOR Maroon

Questions to Customer

TO THE BEST OF YOUR KNOWLEDGE:

1. When did you purchase this vehicle? 97
2. Are you the original owner of the vehicle? Yes ☐ No ☒
3. Where did you purchase this vehicle? Bear Townsend
4. In what state is this vehicle titled? Ohio
5. Does this vehicle have a warranty or service contract on it which is transferable? Yes ☐ No ☒
6. Has this vehicle ever been in an accident? Yes ☒ No ☐ Back Drivers Side
7. Has this vehicle ever been titled as a salvage, junk or rebuilt vehicle? Yes ☐ No ☒
8. Has the odometer been repaired or replaced? Yes ☐ No ☒
9. Are the emissions control equipment on this vehicle in good working order? Yes ☐ No ☐
10. Has the airbag in this vehicle ever been deployed or disconnected? Yes ☐ No ☒

If yes, has the airbag been repaired or reconnected? Yes ☐ No ☒

By Whom? _____

Odometer Reading 69,582 miles ☐ Actual ☐ Not Actual

X _____ Customer's Signature

Condition of Individual Components

ITEM	COMMENTS	ITEM	COMMENTS
Body	Rear Bumper + Dent in	Seat Belts	
Paint	Lt Fender = $350	Seats-Carpet	OK
Glass		Gas-Oil-Emissions	
Tires	OK Alum Wheels	Transmission-Clutch	Auto
Trunk		Turbo	
Motor	V-6	Exhaust System	
Front End		Brakes	Squeaky
Rear End		Electrical	
Frame		Heater-Air	OK
Odometer		Stereo	CASS
Power Equipment	P/W P/L	Left Door Frame	
REMARKS:	Recon = $650	Glove Box	$ ACV = 2750 5/21/02

Overall Vehicle Condition: ☐ Clean ☐ Average ☐ Rough

Trade-In Allowance $ _____

Revised Trade-In Allowance $ _____

APPRAISED BY: _____ 5/21/02

DATE:

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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

RECEIVED
DEC 0 6 2002
MSXI

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

Customer Name: [redacted]

Request Number: [redacted]

Personal Use: ✓ Commercial Use: _____

Reason for offering GMPP: RESTORE CONFIDENCE IN VEH; SEEGEN DIFFERENT REGIMES

Vehicle Information: (Circle one below)

Make: Buick Cadillac (Chevrolet) GMC Truck Oldsmobile Pontiac

VIN# 1GNDS13S122 [redacted]

Year: 2002 In-Service Date: 5-23-02 Mileage: 8400

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): CLARENCE DOVAL

Plan Selection: 60/75 GMPP MAJOR GUARD

Team Manager/Supervisor: [signature] Date: 12/9/02

Revised 10/06/01

BRC TAMPA [redacted] [redacted] 02

Contract Registration

GMPP ✓ MRP GM Cert MRP Cert 3/3 PT LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters): 1GNDS13S122 [redacted]

PLAN PURCHASE DATE: 11/29/02

YEAR	MAKE	MODEL	CURRENT ODOMETER	4 WHEEL DRIVE
2002	CHEVROLET	TRAILBLAZER	8400	

Customer

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

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE & PHONE NUMBER [redacted]

MAILING ADDRESS (must include apt. or suite #, if applicable): 317 N. AMERICA BLVD

CITY: VANDALIA STATE: OH 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: CHEVROLET DEALER CODE: 170011 PROMOTION CODE:

ADDRESS: PO BOX 33170 CITY: DETROIT STATE: MI ZIP CODE: 48232

Lienholder

GMAC NAME OR CHEVROLET

ADDRESS: PO BOX 33170 CITY: DETROIT STATE: MI ZIP CODE: 48232

Plan Coverage and Price

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

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 $100	OPTIONAL DEDUCTIBLE $200	PRICE
05/23/02	60/ 75,000			$ 1,440.00

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.

[redacted]

DATE 12/1/02

SUBTOTAL	$	1,440.00
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]
Vandalia, OH [redacted]

Service Request [redacted]

Dear [redacted]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2002 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDS13S12[redacted], is for the following:

- 60 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 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,

Clarence Doak
Customer Relationship Manager

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

GMAC

THANK YOU FOR CHOOSING YOUR DEALER AND GMAC.

PO BOX 217060
AUBURN HILLS MI 48321

FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (HEARING IMPAIRED): 800-833-4622

[redacted]
VANDALIA OH [redacted]

attention : Clarence Doak

MAKE/MODEL: 02 CHEV TRAILBLAZER
VIN: 1GNDS13S122[redacted]

ACCOUNT NUMBER : [redacted]

STATEMENT REFLECTS PAYMENT(S) RECEIVED THROUGH: 10/31/02

ACCOUNT SUMMARY

NEXT PAYMENT DUE		PAST DUE PAYMENTS PAY IMMEDIATELY		OTHER UNPAID AMOUNTS	
Due Date	11/22/02	Due Date	Amount	Late Charge	
Amount Due	551.65			Insurance Premium	
				Miscellaneous	
TOTAL	551.65	TOTAL		TOTAL	

TOTAL PAYMENTS AND OTHER UNPAID AMOUNTS:	551.6

PAYMENTS APPLIED AS FOLLOWS

DUE DATE	SCHEDULED PAYMENT	DATE PAID	UNPAID BALANCE	FINANCE CHARGE	LATE CHARGE	OTHER CHARGE	TOTAL PAID
08/22/02	551.65	08/14/02	494.51	57.14			551.6
09/22/02	551.65	09/23/02	477.04	74.61			551.6
10/22/02	551.65	10/23/02	496.83	54.82			551.6

MESSAGES



REMAINING UNPAID BALANCE $22,505.35. THIS AMOUNT DOES NOT INCLUDE FINANCE CHARGES AND OTHER UNPAID AMOUNTS. PLEASE CALL GMAC FOR YOUR PAYOFF.

GMACFS: LOOKING FOR AN ABOVE AVERAGE RATE OF RETURN? WITH GMAC DEMAND NOTES, A FLOATING RATE MONEY MARKET TYPE OF INVESTMENT, YOU WILL ALWAYS EARN AN ABOVE AVERAGE RATE OF RETURN WHEN COMPARED TO SIMILAR INVESTMENTS. DEMAND NOTES ARE NOT FDIC INSURED AND ARE OFFERED BY PROSPECTUS ONLY. VISIT WWW.DEMANDNOTES.COM OR CALL 1-888-271-4066 FOR MORE INFORMATION.

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
Dickinson Center, NY [redacted]

Service Request: [redacted]

Dear Miss [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,

Hope Kaizer
Customer Relationship Manager

MN0001-T/bam

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

Purchase and Delivery Satisfaction Survey

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

Mr Michael J Flynn
3 Wentworth Ln
Novato CA 94949-5844

Home telephone: (415) 883-4686
Change to: ( )

Please provide us with your preferred Email address:

Dear Mr Michael J Flynn:

Thank you for choosing Chevrolet! We greatly appreciate your business. 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 facilities and personnel. Your timely response is very important to us and will be used to direct the continued efforts of Chevrolet and Novato Chevrolet toward meeting the highest expectations of our customers.

Thank you for buying a Chevrolet.

OCT 0 3 2002

Sincerely,

Dawin L. Wright
Director - Customer & Relationship Services

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.

About Your Chevrolet Dealership's Facilities

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
1. Thinking about your dealership, how satisfied were you with ...					
– The convenience of the dealership's showroom hours?	☐	☐	☒	☐	☐
– The cleanliness and attractiveness of the facilities?	☐	☐	☒	☐	☐
– The variety of vehicles and options available for your inspection?	☐	☐	☒	☐	☐

About Your Sales Consultant

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
2. How satisfied are you that you were treated in a professional and courteous manner?	☐	☒	☐	☐	☐	
3. How satisfied were you with the Sales Consultant's ...						
– Willingness to take the time necessary to thoroughly understand your vehicle needs?	☐	☒	☐	☐	☐	☐
– Knowledge of Chevrolet vehicles?	☐	☒	☐	☐	☐	☐
– Knowledge of other vehicles in the market?	☐	☐	☒	☐	☐	☐
– Assistance in selecting an appropriate vehicle?	☐	☐	☒	☐	☐	☐

	Yes	No	Does Not Apply/Not Required
4. Were you offered a demonstration ride/drive in the model of your choice?	☒	☐	☐
5. When you picked up your 2002 Trailblazer, were you greeted with friendliness and enthusiasm?	☐	☐	☒
6. At the time of delivery, were you offered ...			
– An orientation tour of the dealership, including the Service Department?	☒	☐	☐
– An orientation drive to become familiar with your new vehicle before taking it home?	☒	☐	☐

117686

1GNDT13S1224[redacted] 06599 20020714

Please complete other side

11229309676 00000165542 012 CSI 100846

About Your Sales Consultant - Continued

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you with the explanation of ...						
– Your vehicle's features and operations?	☐	☐	☒	☐	☐	☐
– The warranty, owner's manual, and maintenance schedule?	☐	☐	☒	☐	☐	☐
– Chevrolet's Roadside Assistance?	☐	☐	☒	☐	☐	☐
8. At the time of delivery, how satisfied were you with ...						
– The appearance of your new Chevrolet?	☐	☐	☒	☐	☐	
– The operation of your new Chevrolet?	☐	☐	☒	☐	☐	

9. Since taking delivery of your new vehicle, has your Sales Consultant or another dealership representative contacted you to thank you for your purchase and resolve any concerns?	Yes	No	Don't Know/ Not Sure
	☐	☒	☐ See attached letter

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
10. Overall, how satisfied were you with the assistance you received from your Sales Consultant?	☐	☐	☒	☐	☐

About the Financial Process

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
11. How satisfied were you that ...						
– The vehicle price and/or payments were discussed in a thorough and straightforward manner?	☐	☐	☒	☐	☐	☐
– You were given a thorough explanation of the financing options available?	☐	☐	☒	☐	☐	☐
12. How satisfied were you with the review and explanation of all the paperwork?	☐	☐	☒	☐	☐	☐
13. Overall, how satisfied were you with how the financial process was handled by your dealership?	☐	☐	☒	☐	☐	☐

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
14. Based on your overall purchase/lease and delivery experience, how satisfied are you with Novato Chevrolet?	☐	☐	☐	☒	☐

	Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not
15. Based on your overall purchase/lease and delivery experience, would you recommend this dealership?	☐	☐	☒	☐	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on your experience to date, how satisfied are you with your 2002 Trailblazer?	☐	☐	☐	☒	☐

17. Do you have any comments/recommendations about your:
Dealership: Closer inspection of new vehicles received at dealership is needed
Vehicle: See attached letter

18. Are you ... ☒ Male ☐ Female

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

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

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 10054, TOLEDO, OH 43699-0054

07

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.

1GNDT13S1224[redacted] 06599 20020714
11229309676 6923465415

Ver.2

[redacted]

[redacted]
Novato, CA [redacted]

August 29, 2002

Dear General Motors,

I am writing this letter to tell you how much I am enjoying my **2002 Corvette** that I purchase this past January. The primary purpose of this letter, however, is to let you know how dissatisfied I am with the **2002 TrailBlazer LTZ** I purchased on July 14, 2002.

Shortly after our purchase, my wife and I set off on our vacation. At the start of our trip we were admiring the comfortable and smooth ride of our new car while listening to our 6 disc CD player using the random play function. "Random" is hardly the word I would use to describe the function. I would use "surprise" as we were surprised how quickly songs were repeating themselves. "Random" became an annoying option.

While driving through Idaho, we encountered our second problem. The last 150 miles of our drive to Montana, we had to endure 95+ degree temperatures without the benefit of air conditioning. Luckily the air conditioning problem somehow corrected itself later in the trip. That kept us cool until the next surprise. Please read on.

As you know the wilderness of Montana is quite beautiful and at times (especially at night) can be quite dark. This time the surprise was that our headlights did not work. Automatically or manually, we had no lights to guide us when darkness fell. Unfortunately, we had to make adjustments in our vacation plans to only be on the road for daylight driving. So much for early morning or late evening fishing. Our evening and morning curfew hours left us to spend more time indoors and less time outdoors enjoying the beautiful scenery.

Alas, more problems! Though not as important as having headlights to safely drive the roads, it was just as annoying. Our exterior temperature gauge worked only when it desired.

We tried to remedy the problems by stopping by the Chevrolet dealer as we passed through Jackson, Wyoming. Though the service manager was sypathetic to our problems, he had no spare mechanic and we had no spare time to leave the car in the shop. Did he accidentally blurt out that the TrailBlazer has been having electrical problems or was he trying to put my mind at ease? Hearing the words "electrical problems" associated with the make of car I just purchased did not put my mind at ease, but it did send a chill down my spine.

Upon our return from vacation we set up and appointment with our local Chevrolet dealership where I purchased both of my new vehicles (by the way the sales people and service people were great to work with). Upon identifying the problem with the headlights, we were asked if we had teenagers or anyone that would have installed "blue lights" (what are blue lights?). We don't have children and nobody installed new lights while we were on vacation. The service technician said that "blue lights" had been installed and had blown the wiring for the headlights. Who would have done this? The dealership? The factory? A previous owner? Did I mention that we bought the car new? It had 106 miles on it. Is it second hand?

Anyhow, the car was in the shop from August 6 through the 12th. The headlights were fixed, but the CD player and exterior temperature gauge were not fixed until August 20th.

Problems solved? I wish! Last weekend, August 25th, while driving home from the store, I happened to look down to check my speed when low and behold I was surprised yet again! None of my gauges were functioning. How fast was I going?...I don't know. Did I have any gas left?...I don't know. Is the car going to overheat?...I don't know. Nothing. I drove to the dealership directly to get a witness to this malfunction. Luckily or unluckily I did get a witness. My salesman confirmed that my gauges in fact were not working. They started working again later.

Does this mean another stay in the shop? Owning the car for 7 weeks and 3 trips to the shop they recognized my wife's voice! We were told, however, that unless they could see the problem they could not diagnose it.

I feel that I should send a copy of this letter to my lawyer just in case something electrical happens to the car as I'm driving. Will my airbags deploy should I need them? Will they deploy accidentally? Will I be electrocuted in my heated seats? What if I need 4-wheel drive? Will that work when I need it?

I don't know what I should do about this car. I can't afford to take the loss on a trade-in. But I want to feel safe on the road. I made the move to Chevrolet early this year when I bought my Corvette. I was convinced that Chevrolet produced a quality SUV. I don't know if I can or should continue to be a Chevrolet customer. Please let me know what you think.

Regards,

[redacted]

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

Service Satisfaction Survey

[redacted]
Richmond Hill GA [redacted]

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

Home telephone: (912) 756-4480
Change to: ( )

Please provide us with your preferred Email address:

Dear [redacted]

Our records indicate that you had your **2002 Trailblazer serviced at Coastal Chevrolet on September 3, 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 Coastal 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 SEPTEMBER 3, 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

1GNDS13S822[redacted] 08525

CSI 100860

21236263527 00000189885 256172 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

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
11. When you picked your vehicle up, how satisfied were you with:					
– The time it took to complete the transaction?	☐	☐	☑	☐	☐
– 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 Coastal 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: Limited resources caused my wife to drive with inoperative headlights for 4 days until services could be done. Safety first!

Vehicle: Great vehicle. wouldn't trade it for any thing

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

0199

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.

0199

1GNDS13S822[redacted] 08525
21236263527 9205446912 256172

Ver. 2

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

GMC Purchase Satisfaction Survey

[redacted]
Phoenix AZ [redacted]

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:
[redacted]

Dear [redacted]

Thank you for choosing GMC! We greatly appreciate your business. 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 facilities and personnel. Your timely response is very important to us and will be used to direct the continued efforts of **GMC** and **North Scottsdale GMC Truck** toward meeting the highest expectations of our customers.

Thank you for buying a GMC vehicle.

Sincerely,

Dawin L. Wright
Director – Customer & Relationship Services

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 Envoy, and return the questionnaire.

About Your GMC Dealership's Facilities

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
1. Thinking about your dealership, how satisfied were you with . . .					
– The convenience of the dealership's showroom hours?	☐	☑	☐	☐	☐
– The cleanliness and attractiveness of the facilities?	☐	☑	☐	☐	☐
– The variety of vehicles and options available for your inspection?	☐	☐	☐	☑	☐

About Your Sales Consultant

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
2. How satisfied are you that you were treated in a professional and courteous manner?	☐	☑	☐	☐	☐	
3. How satisfied were you with the Sales Consultant's . . .						
– Willingness to take the time necessary to thoroughly understand your vehicle needs?	☐	☑	☐	☐	☐	☐
– Knowledge of GMC vehicles?	☐	☐	☑	☐	☐	☐
– Knowledge of other vehicles in the market?	☐	☐	☑	☐	☐	☐
– Assistance in selecting an appropriate vehicle?	☐	☐	☐	☐	☐	☑

	Yes	No	Does Not Apply/Not Required
4. Were you offered a demonstration ride/drive in the model of your choice?	☑	☐	☐
5. When you picked up your 2002 Envoy, were you greeted with friendliness and enthusiasm?	☑	☐	☐
6. At the time of delivery, were you offered . . .			
– An orientation tour of the dealership, including the Service Department?	☐	☑	☐
– An orientation drive to become familiar with your new vehicle before taking it home?	☑	☐	☐

Please complete other side

About Your Sales Consultant - continued

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you with the explanation of ...						
– Your vehicle's features and operations?	☐	☐	☑	☐	☐	☐
– The warranty, owner's manual, and maintenance schedule?	☐	☐	☑	☐	☐	☐
– The benefits of GMC's 24-hour Roadside Assistance?	☐	☐	☑	☐	☐	☐
8. At the time of delivery, how satisfied were you with ...						
– The appearance of your new GMC?	☐	☐	☐	☑	☐	
– The operation of your new GMC?	☐	☐	☑	☐	☐	

9. Since taking delivery of your new vehicle, has your Sales Consultant or another dealership representative contacted you to thank you for your purchase and resolve any concerns?	Yes	No	Don't Know/ Not Sure
	☑	☐	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
10. Overall, how satisfied were you with the assistance you received from your Sales Consultant?	☐	☐	☑	☐	☐

About the Financial Process

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
11. How satisfied were you that ...						
– The vehicle price and/or payments were discussed in a thorough and straightforward manner?	☐	☑	☐	☐	☐	☐
– You were given a thorough explanation of the financing options available?	☐	☐	☐	☐	☐	☑
12. How satisfied were you with the review and explanation of all the paperwork?	☐	☐	☑	☐	☐	☐
13. Overall, how satisfied were you with how the financial process was handled by your dealership?	☐	☐	☑	☐	☐	☐

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
14. Based on your overall purchase/lease and delivery experience, how satisfied are you with North Scottsdale GMC Truck?	☐	☐	☑	☐	☐

	Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not
15. Based on your overall purchase/lease and delivery experience, would you recommend this dealership?	☑	☐	☐	☐	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on your experience to date, how satisfied are you with your 2002 Envoy?	☐	☐	☐	☑	☐

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

Dealership: _____

Vehicle: I am experiencing electrical problems with lights blinking and the A/C Compressor not working at times, which is very distyrbing and dangerous when driving at night.

18. Are you ... ☑ Male ☐ Female

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

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

Thank You!!

Your opinions will help us serve you better.

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

GMC, P.O. BOX 10054, TOLEDO, OH 43699-0054

01

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact GMC directly by calling the GMC Customer Assistance Center: 1-800-462-8782.

0100

1GKET16S82[redacted] 08251 20020719
15230071738 8896691480

Ver.2

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
Phoenix, AZ [redacted]

Service Request: [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,

Yolonda Palen
Customer Relationship Manager

RS0006-P/amp

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
Marysville, OH [redacted]

Service Request [redacted]

Dear Ms. [redacted]

We are sorry you have experienced concerns with your 2002 Chevrolet TrailBlazer. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary lube, oil, filter and tire rotation. Present this letter to any Chevrolet dealership for redemption.

If you have future questions, 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,

Earnestine Thomas
Customer Relationship Manager

RS0022-T/skm

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary lube, oil, filter and tire rotation

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]

Service Satisfaction Survey

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

[redacted]
Castle Rock CO [redacted]

Home telephone: [redacted]
Change to: ( )

Please provide us with your preferred Email address:

Dear Mr [redacted]

Our records indicate that you had your **2002 Trailblazer serviced at Ed Bozarth #1 Park Meadow Chevy on October 3, 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 Ed Bozarth #1 Park Meadow Chevy.

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 OCTOBER 3, 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

1GNDT13S822[redacted] 10037

CSI 100860

21239203991 00000184295 176443 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 Ed Bozarth #1 Park Meadow Chevy?	☑	☐	☐	☐	☐

	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: The dim Lights, without any indication of a problem, went out Both Head Lamps. I was driving in the Vehicle dark. Very dangerous Situation. The dealer said they have had other TrailBlazers in with the same problem. G.M. Needs to research and fix this dangerous problem immediately

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

0199 **0199**

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.

1GNDT13S822[redacted] 10037
21239203991 8582488303 176443

Ver. 2

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

Issued by:
GMC

Certificate No. 1GKDT13S522[redacted]

Issue Date: December 12, 2017

Issued exclusively for: [redacted]

Downers Grove, IL [redacted]

Valid through: January 24, 2004

Amount: Three Thousand Seven Hundred Zero Dollars and Zero Cents
******$3,700.00******

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
Downers Grove, IL [redacted]

Service Request: [redacted]

Dear Mr. [redacted]

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 2002 GMC Envoy. Customer satisfaction is a top priority for us at GMC.

Confirming our conversation regarding your GMC, vehicle identification number, 1GKDT13S52[redacted] enclosed is the Owner Loyalty Certificate for the amount of $3,700.00. This certificate is valid through January 24, 2004, towards the purchase of a new, unused GMC. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made GMC your choice when you purchased your 2002 GMC Envoy and trust you will give us the opportunity to retain you as a GMC customer.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

Robert Heinkel
Customer Relationship Manager

RS0027-T/jt

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
North Canton, OH [redacted]

Service Request: [redacted]

Dear Mr. [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,

Julyla Cooper
Customer Relationship Manager

MN0001-P/aln

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

BRC Repurchase

Seibel Request

51-50255796
AMERICHEM
C

PLEASE AUTO-LINK



Name: Georgette Walker Ext: 58432
Repurchase Specialist

RVDC Case# 54056

BRC Case Number	[redacted]
Customer Name	Americhem Inc.
Original VIN	1GNDS13S122[redacted]
BAC	113607
Dealership Name	SPITZER CHEVROLET COMPANY
Dealer Contact/Title	Mike Vanhoose-Service Manager
Dealer Phone	3304993353
Dealer Fax	3304991421
Delivery Date	2001-11-17
Buyback Mileage	40000
Transmission	A
UCC Code(s)	J03
MSRP	27645.00
NADA	19150.00
Case Number	[redacted]
TAC Case Number	
Type of Transaction	SL
Replacement VIN	
Repurchase Type	AVM Voluntary
Repurchase Source	PRA AVM David Newmann
Reason for Repurchase: Engine no start condition.	

Vehicle is going to: Auction	Is Vehicle Drivable? Y	Issue 1099?
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? N	Title Brand?	
Reason for not Retrieving Sales Tax: OWNER DID NOT RECEIVE SALES TAX IN REFUND		
Original Sales Tax Paid in State: OH	Repurchased Under Laws of State: OH	
Vehicle Meets Presumption of LEMON LAW? N		
Closing Schedule: 2003-02-24	Established on: 2003-02-10	
If no, where: BAC is 0		
Location Site Name:		
Contact Name:		
Address 1:		
Address 2:		
City:	State:	Zip:
Phone #:		
Fax #:		
Comment: Customer's check (Americhem, Inc.) should be in customer's name only due to the fact the customer is a company. Approved by Sheldon Bright to process file with current registration only.		
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: 18620.00	Lien Payoff Expires on: 2003-03-30	Per Diem: 0.00
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

Check Information

Customer		***Lienholder***		***Plaintiff's Attorney***	
Check Amt:	544.90			Check Amt:	0.00
Payee1:	Americhem Inc.	Payee1:	Dolen Corporation	Payee1:	
Payee2:		Payee2:	56105	Payee2:	
Address1:	225 Broadway East	Address1:	2315 Sanders Road	Address1:	
Address2:		Address2:		Address2:	
City:	Cuyahoga Falls	City:	Northbrook	City:	
State:	OH	State:	IL	State:	
Zip	44221	Zip	60062	Zip	
Phone #:	330-929-4213	Phone #:	847-412-5241	Phone #:	
Fax #:	330-929-4144	Fax #:		Fax #:	
		Attention:	Heather Weirick	Attention:	
		Account #:	56105	Fed Tax ID:	
				Firm Name:	

Case ID: 54056 | Initiator: gwalker

2-18-03

mileage 39,443

OWNER'S COPY

STATE OF OHIO - BUREAU OF MOTOR VEHICLES

15915

REGISTRATION CARD

SOLD

APPLICATION [redacted]

TYPE	VEH. CLASS	CODE	CODE (1)	TYPE	RESERVE	CODE	REG. DATE	LATE	OFFLINE	GVW
	PASSENGER	PC	R				02/20/02	N	N	

WEIGHT	DATE VEH. PURCHASED	TAX DIST.	AGENCY NO.	ISSUE DATE	EXPIRATION DATE	VALIDATION NO.	LICENSE
	12/05/01	7517	2528	M 01 D 23 Y 02	M 02 D 20 Y 03	3021109549	CH[redacted]E

FEE	REFL/CO. FEE	OWNER NAME	VEH. YR.	MAKE	TYPE (VEH)	CODE (2)	
20.00	0.00	[redacted]	02	CHEV	SW	NV	

COUNTY	ADDITIONAL NAME	VEH. SERIAL NO.	APPLICATN
OLD ST76 NEW ST78	[redacted] 26652276	1GNDS13S122[redacted]	1421

CITY/TOWNSHIP	OWNER HOME ADDRESS	CODE (4)	CERTIFICATE TITLE NO.	SEATING CAP.	OLD LIC.
NORTH CANTON	[redacted]	L	[redacted]		CHY3

TOTAL TAX	INSIDE CORP. LIMITS	Y/N		STATE	ZIP	RESTRICTION CODE-APV ONLY	TOTAL STA
5.00		Y	NO CANTON	OH	44720	1. DAY 2. NIGHT & DAY	25

IS YOUR LICENSE PLATE REGISTRATION UNDER SUSPENSION OR REVOCATION UNDER OHIO FINANCIAL RESPONSIBILITY LAW?	Y/N		EQUIPMENT STANDARDS MET? APV ONLY	OLD APP
	N	2315 SANDERS RD	Y/N BRAKES: MUFFLER SYSTEM Y/N	3929

HAS THE MOTOR VEHICLE BEING REGISTERED BEEN OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO DATE OF THIS APPLICATION?	Y/N				DEPUTY NAME
	Y	NORTHBROOK	IL	60062	[redacted]
IF OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO THIS DATE, HAVE THE REQUIRED REGISTRATION OR TRANSFER FEES BEEN PAID?	Y/N	[redacted]	ODOMETER READING		DEPUTY TOWN
	Y		10		GARANNA LJ

TEAR OFF – INFORMATION BELOW IS FOR YOUR RECORDS

CONVERSION / ADDITIONAL WT.	FROM	TO

FM - FARM
TK - COMM TK
NC - NON-COMM TK
NT - NON-COMM TL

EPA INSPECTION	REVERSAL
EMISSIONS	HVUT CODE HVUT WT.
DATE I.D. NO.	

TRANSFER

TEMPORARY

DATE OF APP.
OLD EXP. DATE
NEW WT./FEE
OLD WT./FEE
ADDITIONAL FEE
OLD GVW

DUPLICATE

DATE VEH. FIRST USED
OLD VEH. YEAR
EVIDENCE OF PURCHASE
NEW VEH. LIC. FEE
MAKE
OLD VEH. LIC. FEE
TYPE
ADDITIONAL FEE
OLD VEH SER. NO.
OLD WT.
GVW

DURING THE CURRENT REGISTRATION YEAR, HAVE YOU BEEN PREVIOUSLY ISSUED A LICENSE PLATE REGISTRATION THAT COULD LEGALLY BE TRANSFERRED TO THIS VEHICLE?

(1) REG. CODE:
N (NEW); R (RENEWAL); C (CONV./ADD. WT.);
T (TRANSFER); E (TEMP.); D (REPLACE); D (DUP.);
(2) VEHICLE CODE: NV (NEW VEH.); UV (USED);
(3) OLD VEH. CLASS: PC (PASS); OTHERS SEPARATE LISTING
(4) OWNER CODE: X-COMMERCIAL; Y-JOINT; S-SINGLE; L-LEASE

REG. APPLIED FOR YEAR

SOLD TO (TRANSFER), PURCHASED FROM (TEMP/REC. VEH.) OR OPERATOR NAME/ADDRESS (NON-RESIDENT PERMIT)

REG. CARD STOLEN, LOST, DAMAGED OR REQUESTED (M/A/R)

NAME
ADD.
CITY
STATE

REPLACEMENT

VAL. STICKER ONLY (M/R/U)

LIC. PLATE (M/R/U)

WERE PLATES (M/R/U) LOST, DAMAGED OR REQUESTED?

PLATES WERE LOST, THE POLICE NOTIFIED?

PROOF OF FINANCIAL RESPONSIBILITY

I AFFIRM THAT THE OWNERS (OR LESSEES OF LEASED VEHICLE) NOW HAVE INSURANCE OR OTHER PROOF OF FINANCIAL RESPONSIBILITY PROOF) COVERING THIS VEHICLE AND WILL NOT OPERATE OR PERMIT THE OPERATION OF ANY VEHICLE WITHOUT FR PROOF; ALL PREV REGISTRATION FEES DUE HAVE BEEN PAID; THIS PLATE CATEGORY IS CORRECT; AND THIS VEHICLE WILL NOT BE USED AS A COMMERCIA FARM VEHICLE UNLESS SO REGISTERED.

SIGNATURE OF OWNER(S) DATE

WARNING - APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13
APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

Deputy Registrar fee is $2.75

*TOTAL STATE FEE DOES NOT INCLUDE DEPUTY REGISTRAR FEE

ORIGINAL - B.M.V. RECORDS
RED - OWNER
GREEN - DEPUTY REGISTR

[redacted]

FEB 18 2003 15:16 FR SITEL TO 918662024308 P.04/23

BRC REPURCHASE WORKSHEET

File Number [redacted]

Customer Name
Americhem Inc.

Worksheet filled out by:
Georgette Walker

Old Vehicle VIN:
1GNDS13S12[redacted]

New Vehicle VIN:

Date:
2/11/03

	TRADE REPURCHASE			STRAIGHT REPURCHASE			LEASE REPURCHASE	
							Lease Terms MO __ MI ___	Lease Usage Mo __ MI __
1	Acct. 231/237 Vehicle Costs	$0.00	1	Base Price	$0.00	1	Dealer Buyout Price	$18,620.00
2	Adjustment to line 1		2	Conversion Price		2	Payments (opt)	
3	Conversion Cost		3	Tax		3	Pre-Payment(s) (Pro-rate)	
4	Tax		4	Reg./Lic./Title (opt)		4	Donlen doc fee	
5	Reg./Lic./Title (opt)		5	Aftermarket Items		5	Tax	
6	Aftermarket Items		6	Finance Charges		6	Aftermarket item	$544.90
7	Other		7	Incentives (deduct)		7	Other	
8			8	**Total Purchase Price**	$0.00	8	**Total Additions**	$19,164.90
9	**Total Replacement Price**	$0.00	9			9		
10	Usage/Depreciation		10	Usage/Depreciation		10	Usage/Depreciation	
11	Damage		11	Damage		11	Damage	
12	Upgrade		12	Over Allowance		12	Over Allowance	
13	Add-Ons		13	Negative Equity		13	Negative Equity	
14	Downgrade (deduct)		14			14	Security Deposit	
15			15	**Total Deductions**	$0.00	15	Incentives	
16	**Total Customer Cost**	$0.00	16			16	**Total Deductions**	$0.00
17			17			17		
18			18	**Total Repurchase Amount**	$0.00	18	**Total Repurchase Amount**	$19,164.90
19			19			19		
20	**Trade Repurchase Amount**	$0.00	20	**Total Payoff Amount**		20	**Dealer Buyout Price** *(From Line 1)*	$18,620.00
21			21			21		
22			22	**Total Refund to Customer**	$0.00	22	**Total Refund to Customer**	$544.90
23			23			23		
24			24			24		
25	Estimated Auction Price		25	Estimated Auction Price	$0.00	25	Estimated Auction Price	$19,150.00
26	Projected Loss	$0.00	26	Projected Loss	$0.00	26	Projected Loss	($14.90)

PAYMENT METHOD

	Payee(s)	Amount	Contact(s)		
A	Credit to Dealership			BAC Code	113607
B	Check to Customer			Dealer Name	Spitzer Chevrolet
C	Check to Lienholder & Customer			Dealer Code	
D	Check to Lienholder				
E	Check to Attorney (1099 Info)				
F	Check to Other				

P. Dillon 2-13-03
GM Signature Date

revised 9/1/2000

B.H.

Heather

Ver.4-9/25/2002

electronic Preliminary Repurchase Authorization (ePRA)

*(**To go from field to field, use the **TAB KEY**)*

1.Date (mm/dd/yyyy): 02/07/2003
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Cuyahoga Falls, Oh [redacted]
5.Primary Customer Phone #: [redacted] Work
6.Additional Customer Phone #: Click here for pull-down:
7.Customer fax #: [redacted]
8. Cust Drivers Licenses #
9. State tax % rate

2/10 11:05

Customer Vehicle Information

10.Year/Make/Model: 2002 Chevrolet Trailblazer
11.VIN (17 Digits): 1GNDS13S122[redacted] 12.Current Mileage: 40,000
13.Purchased: NEW

WALKER

Detail your agreement with the Dealer and Customer on the following items:

Check Shelby Twp

Dealership that will handle entire transaction:
14.Dealership Name: Spitzer Chevrolet Co
15.Dealership Phone #: 330-499-3353 433-9176
16.Dealership Contact Name and **TITLE:** Mike Vanhoose SVC MGR
17.Dealership Contact Phone # (if different than Dealership #):
18.Dealership Contact Fax # 330-499-1421 fax
19.Dealership BAC: 113607 Region: North Central

20.What **GOODWILL TOOLS** were offered?

- ☒ Component Coverage Letter
- ☐ Maintenance Letter
- ☐ Owner Loyalty Certificate
- ☐ GM SmartCare
- ☐ GMPP
- ☐ Miscellaneous Reimbursement
- ☐ American Express Check
- ☐ Other
- ☐ NOTHING OFFERED

21.Was a **TRADE** Repurchase offered? YES
22.If this will not be a Trade Repurchase, Please explain Why? This is a lease repurchase. Customer will be leasing a new trailblazer to replace this unit.

TAC case number is required and If not available, Please explain why not?

23.CAC Case Number: [redacted] 24.TAC Case Number:
25.If no TAC number, Explain: Technician did not contact TAC and set case. Customer will not return for additional repairs.

26.Reason for Repurchase (Include specific mechanical failure): Customer has an ongoing electrical problem causing a no start condition. Dealer has worked on the vehicle six times for this concern.

27.This case was resolved by: Field Voluntary Decision
28.Does this vehicle meet the presumption of Lemon Law in applicable state? NO
29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).
30.Type of TRANSACTION? LEASE (STRAIGHT) REPURCHASE
31.Vehicle Damage (explain what damage is present and who is responsible):

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION:
33.New Vehicle Year/Make/Model:
34..Upgrade ☐ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP):

35.Usage/Depreciation Amount:
(Standard Usage Formula = Current mileage/100,000 *multiplied* by purchase price; **NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)
-Please show how you arrived at this usage amount:

36.Aftermarket Items: ~~Click here for pull-down:~~ YES invoice Tires - $544.90
-If GM will be responsible, please supply detail of the items and cost (transfer cost or other):
37.Lease Termination Terms:
38.Who will be responsible for the **Taxes and/or Fees**? Click here for pull-down:
-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, $ Amount, etc.)
Explain:

39.I have reviewed with the customer what is ***Negative Equity/Overallowance*** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): Click here for pull-down:
**NO Rebates are to be applied to the replacement vehicle*
*****GM Card points*** *are only refunded back to the card; Current points may be applied to replacement vehicle*
Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40.General Comments/Special Instructions: Agreed to repurchase the vehicle for $18,620. Donlan Corp. is the leasing company.

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 02/07/2003
42.Authorizer Name: David Newmann
43.GM Position: AVM
44.VoiceMail Node: 630961 Mailbox Number: 8212
45.Email Address: dave.newmann@gm.com
Save this document using the customers last name plus the last 8 of the VIN as the Filename.
Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com
Forward any supporting documentation to FAX- 866-827-1129

Any questions on lease repurchases or any other unusual circumstances, please contact the BRC Repurchase Group in Tampa at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.

November 06 05:28	BARS	NAODLRAC07	PRT Dealer:11485

2002 TRAILBLAZER LS 2WD
410 ONYX BLACK /L6G
95D MED PENTER/DK PENTER ACCENTS
ORDER NO. DRTBKR/FLS STOCK NO.
VIN 1GN DS13 S1 22[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD80184608

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET LEASE
C815506 TRAILBLAZER LS 2WD	25308.00	22901.03	INVOICE 11/05/01
CAD GVW RATING - 6550 LBS	N/C	N/C	SHIPPED 11/05/01
FE9 50-STATE LOW EMISSION VEHICLE	N/C	N/C	EXP I/T 11/09/01
GT4 REAR AXLE - 3.73 RATIO	N/C	N/C	INT COM 11/09/01
G80 LOCKING DIFFERENTIAL-REAR AXLE	270.00	232.20	PRC EFF 10/11/01
LL8 VORTEC 4200 SFI I6	N/C	N/C	KEYS 5682G 5682G
M30 4 SPEED ELECTRONIC AUTOMATIC TRANSMISSION WITH OVERDRIVE	N/C	N/C	WFP-F MIN OPT-1 FAN: 000804932
QEF P245/70R16 ALL-SEASON WOL	140.00	120.40	BANK: GMAC - 154
TFD RETAIL AMENITY DELETE	0.00	21.87-	CHG-TO 11-485
UP0 AM/FM STEREO W/CASS & CD PLAYER	150.00	128.00	SHIP-TO 28-015
VQ3 FLEET ORDERING & ASSIST. PROG. WITH MONTHLY HOLDBACK	0.00	0.00	SPITZER CHEVROLET NORTH CANTON OH.
VX5 FLEET INCENTIVE INVOICE CREDIT	0.00	1000.00-	
1SC LS PREFERRED EQUIPMENT GROUP 3	1180.00	1024.80	SHIP WT: 4272

- POWER HEATED MIRRORS
- FLOOR MATS, FRONT & REAR
- REAR WINDOW DEFOGGER
- DEEP TINTED GLASS W/DEEP TINT REAR
- CRUISE CONTROL
- BODY SIDE MOLDING
- LEATHER WRAPPED STEERING WHL
- REAR RETRACTABLE COMPARTMENT SHADE
- THEFT DETERRENT SYSTEM
- REMOTE KEYLESS ENTRY

HP: 32.1
GVW: 5550
GVWF: 2950
GVWR: 3200
NTR: 1/2
CUST NO NUMBER: 159155
DAN: 59155
MEMO 1352.25

159155
56105 RECD NOV 7 2001

TOTAL MODEL & OPTIONS	27045.00	23375.56	ACT 237 23164.21
DESTINATION CHARGE	600.00	600.00	N/B 261 811.35
TOTAL	27645.00	23975.56	PAY 310 23975.56

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER RIBATES, 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.

SHEPARD CHEVROLET/DOWLEN CORP.

REMIT TO GMAC NO. 154
VIN 1GNDS13S122312647
$ 23975.56 INV 1AD80184608
DOB 11/09/01 DEALER 11-485

Meaghan WEIRICK
847-412-5241

DONLEN TRUST
2315 SANDERS ROAD
NORTHBROOK, ILLINOIS 60062-6145
847/714-1400

SCHEDULE A
LEASED EQUIPMENT

12/12/01

Americhem Inc.
[redacted]
Cuyohoga Falls, OH [redacted]

Account No. 56105
DONLEN Vehicle No. 159155
Master Contract No. 1780

DRIVERS NAME: Doug Croley

Under the Motor Vehicle Lease Agreement dated 01/21/00 between DONLEN TRUST as Lessor and Americhem Inc. as Lessee, it shall be agreed that the Lessee shall pay in monthly installments the following percentages of the "Original Value" pursuant to paragraph "3" of the Motor Vehicle Lease Agreement:

Depreciation Reserve VAR.% until Accumulated Reserve equals "Original Value."

Rental: 1st Year ****% 2nd Year ****% 3rd Year ****%

4th Year ****% 5th Year ****%

SED ON 50 MONTHLY PAYMENTS OF 560.37.---DEP.&INT. 538.95 ADMIN.FEE 21.42

If the Rental Amount for any month is less than $ 21.42 a monthly amount of $ 21.42 will be substituted.
Extended term of Rental after full depreciation has been charged is $ 21.42 per month.

VEHICLE DATA:

Date in Service 11/17/01
Original Value 23,800.56
INCEPTION LENDING RATE 5.98%

Year & Make 02 CHEV
Model Trailblaz SPT UT
Serial No. 1GNDS13S122[redacted]

COMPUTATION OF ORIGINAL COST:

Additions & Reductions

CREDIT	300.00-
CD FEE	125.00

Base Value 23,975.56

ORIGINAL VALUE 23,800.56

Please advise your Account Manager at Donlen within 10 days if the above information is not correct.

LESSEE COPY - RETAIN FOR YOUR RECORDS



DONLEN TRUST
2315 SANDERS ROAD
NORTHBROOK, ILLINOIS 60062-6145
847/714-1400
FAX 847/714-1500

MASTER MOTOR VEHICLE LEASE AGREEMENT

DONLEN TRUST, a Delaware Business Trust with offices at 2315 Sanders Road, Northbrook, Illinois 60062-6145 ("Lessor"), hereby agrees to lease under this Master Motor Vehicle Lease Agreement (the "Agreement") to Americhem, Inc. whose address is 225 Broadway East, Cuyahoga Falls, Ohio 44221 ("Lessee"), and Lessee hereby agrees to lease from Lessor, the vehicles and equipment hereinafter described upon the terms and conditions hereinafter set forth.

1. **VEHICLES, USE AND EQUIPMENT.**

Each vehicle leased or to be leased hereunder (the "Vehicle(s)") shall be identified and described in a supplement to this Agreement designated as "Schedule A", attached hereto. Each Vehicle shall be equipped with all equipment necessary to its lawful operation and such extra equipment as may be specified for such Vehicle in Schedule A. The term "Vehicle" shall include all equipment specified for such Vehicle. Any Schedule A need not be signed by either Lessor or Lessee, and shall be binding upon Lessor and Lessee from the earlier of the date the Schedule A is sent by Lessor or its agent to Lessee or the date of acceptance of the Vehicle by Lessee. Lessee shall be deemed to have agreed to all rent and other amounts and terms set forth on Schedule A unless the Lessee shall notify the Lessor of any incorrect amount or term within ten days after the date such Schedule A was sent by Lessor to Lessee.

2. **LEASE TERM, DELIVERIES AND DISCLAIMER OF WARRANTIES.**

(a) The term of the lease for each Vehicle (the "Lease Term") shall begin on the earlier of (i) the date the Lessee's representative takes possession of the Vehicle, (ii) the date Lessee's representative signs a receipt for delivery of the Vehicle, or (iii) ten (10) days from the date of the notification to the Lessee's driver or Lessee's representative that a Vehicle is available for delivery (the "Lease Commencement Date"), and shall continue thereafter for a minimum term of 367 days ("Schedule Term") unless such Vehicle is lost, stolen or damaged beyond repair (hereinafter "Casualty Loss"). After the Schedule Term, the Lease Term shall continue until the Vehicle is surrendered to the Lessor as hereinafter provided. The period immediately following the Schedule Term constitutes the "Renewal Lease Term."

(b) The Lessor will assign or otherwise make available to the Lessee all of the Lessor's rights, if any, under the manufacturer's warranty on each Vehicle. Acceptance of delivery of a Vehicle by the Lessee's representative shall constitute Lessee's acknowledgment that: (i) the Vehicle is the make and model and is equipped as specified by Lessee; (ii) the Vehicle is an authorized addition under this Agreement; and (iii) THE LESSOR HAS MADE NO WARRANTIES OF ANY KIND, EXPRESSED OR IMPLIED, WITH RESPECT THERETO AND THERE IS NO IMPLIED WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL LESSOR BE LIABLE FOR CONSEQUENTIAL, SPECIAL OR INCIDENTAL DAMAGES.

3. **MONTHLY RENTAL.**

(a) Each Vehicle leased or to be leased hereunder shall be priced in accordance with the pricing schedule, or schedules, designated as "Schedule B," attached hereto.

(b) Monthly rental payment obligations for any Vehicle shall begin on the first day of the first full calendar month following the Lease Commencement Date and shall cease accruing at the end of the last full calendar month prior to the day the Vehicle is surrendered. In addition, "Interim Rental" in an amount equal to the monthly rental charge pro-rated on a daily basis based upon the actual number of days will be due for the period beginning on the Lease Commencement Date to such first full calendar month and the period beginning the day after the end of the last full calendar month through the day of the Vehicle's surrender.

(c) Monthly rent is computed as set forth in the Schedule A for such Vehicle (including amounts, if any, for additional services or interim interest) provided, however, that (i) an adjustment of rent shall be made by reason of a Casualty Loss, (ii) a late charge of 1.5% per month, or portion thereof, shall be added to any rental payment not paid by Lessee to Lessor by the 15th calendar day of the month for which such payment is due, and (iii) upon the failure to cure a default under Section 16 hereof, the then applicable interest rate set forth in the Financing Section of each Schedule B hereto shall be increased by 200 basis points (2.00%).

(d) Lessor shall render a monthly invoice to the Lessee for Vehicles theretofore delivered to Lessee, and Lessee hereby authorizes Lessor to make by direct automated clearinghouse debit ("ACH Debit"), in advance, from Lessee's account commencing on the 10th day of each month for all amounts due to Lessor through and including the end of such month. Lessee shall furnish Lessor with such information and documents as set forth in Schedule C and as shall be necessary to enable Lessor to effect such automated transfer of funds from Lessee's account to Lessor. Non-payment of rent by ACH Debit by the 15th calendar day of the month for which such payment is due shall, without prior notice to Lessee, constitute an event of default entitling Lessor to immediate relief as provided in paragraph 16 of this Agreement.

(e) If any Vehicle shall be incomplete when delivered to Lessor by reason of special modifications to be made at Lessee's request by other than the manufacturer and it shall be necessary for Lessor to advance funds for payment for such incomplete unit prior to delivery to Lessee, Lessee agrees to pay to Lessor, at the time of delivery of the complete unit, the cost of financing such payment from the time of payment until delivery. The cost of such interim financing shall be 1% over the then existing prime rate at Lessor's principal bank.

4. TITLING, REGISTRATIONS AND INSPECTIONS.

Except for initial registration, titling and licensing, which shall be done by Lessor at Lessee's expense, Lessee shall obtain and pay for all plates, permits or licenses thereafter required to be obtained in the name of Lessor and for all inspections required by any governmental authority. Lessor shall issue to Lessee powers of attorney or other authority to act for it for such purposes.

5. TAXES AND OTHER CHARGES.

Lessee shall pay all use, excise, personal property, sales, gross receipts and other taxes (other than federal or state income taxes on Lessor's income) and all other costs, expenses, fees and charges payable during the term of this Agreement with respect to the use, ownership, possession, rental, transportation, delivery or operation of each Vehicle included in this Agreement. Lessee shall also pay all fines and assessments arising out of parking violations by its operators. In addition, Lessee shall pay a twenty-five dollar ($25.00) administrative charge for each unpaid violation resulting in a judgment paid by Lessor.

6. OPERATING EXPENSES.

Lessee shall pay all costs and expenses of using and operating each Vehicle during the Lease Term, including without limitation, gasoline, oil, grease, anti-freeze, adjustments, repairs, tires, tubes, storage, parking, tolls, fines, towing and servicing.

7. RISK OF LOSS AND MAINTENANCE.

Lessor shall in no way be liable for, and Lessee shall bear and hold harmless Lessor against, any damage, loss, theft or destruction of each Vehicle and of the cargo or contents thereof during the Lease Term. Lessee, at Lessee's own expense, shall at all times maintain each Vehicle in good working order and condition and make all necessary repairs and replacements thereto. Title to any replacement shall vest in Lessor.

8. USAGE.

Lessee shall use and operate, and permit use and operation of each Vehicle in a careful manner and in compliance with all requirements of any governmental authority, including without limitation such requirements as pertain to the age and licensing of drivers and to disclosure of Lessor's interest in the Vehicle. In no event shall any Vehicle be used or operated with Lessee's prior knowledge or consent for any illegal purpose, or by a person under the influence of alcohol or narcotics, or for the transportation of goods or persons for hire, or in any manner or for any purpose that would cause any insurance required hereunder to be canceled or suspended, or outside of the United States of America. Vehicles leased hereunder shall be used and operated solely by lessee and its subsidiary corporations and affiliated corporations, if applicable, and not any third party.

9. INDEMNITY

Lessee shall indemnify and hold harmless the Lessor, Lessor's agents and employees from and against any and all loss, damage, injury, demand, cost and expense (including reasonable legal expenses) whether asserted against Lessor with or without litigation or whether said claim or litigation is a product liability, negligence or contract action arising out of or connected with the use, condition or operation of each Vehicle during the Lease Term, excluding, however, any of the foregoing resulting from the gross negligence or willful misconduct of Lessor. Lessor shall promptly notify Lessee of such asserted loss, damage, injury, demand, cost, expenses or litigation as above set forth, and the Lessee shall be entitled to control the defense of any of the above asserted claims or litigation.

10. INSURANCE.

(a) Without limiting any of the other provisions of this Agreement, Lessee shall, at Lessee's own expense, provide the following insurance on each of the Vehicles during the Lease Term:

(i) Comprehensive fire and theft insurance;

(ii) Collision insurance; and

(iii) Public liability insurance with a combined single limit of not less than $2,000,000 for any one accident for bodily injury or property damage. Lessee will provide Lessor with a certificate of insurance naming Lessor as an additional insured on any Vehicles leased hereunder, with a thirty (30) day cancellation notification to Lessor provision.

(b) Lessee shall also, at Lessee's expense, provide any other insurance and post any bond that may be required by any governmental authority as a condition to or in connection with the use or operation of any Vehicle.

(c) All such insurance shall protect, as their interests may appear, the Lessee, the Lessor, any lender, lien-holder or similar party having an interest in the Vehicle if such party so desires, and any person or organization responsible for the use or operation of the Vehicle. Lessee may provide any of the foregoing insurance either through insurance companies approved by Lessor and furnish Lessor with certificates thereof, or by self-insurance provided Lessee submits to Lessor proof satisfactory to Lessor of Lessee's financial responsibility for the liabilities to be covered by self-insurance. Any insurance proceeds received by Lessor for any loss or casualty that has been made good by Lessee shall be paid to Lessee upon proof satisfactory to Lessor that such loss or casualty has been made good, unless Lessee is then in default in the fulfillment of any other obligation of the Lessee hereunder.

11. **REIMBURSEMENT.**

If Lessee shall fail, for any reason, to perform any provision of paragraphs 4,5,6, 7 or 10 hereof, Lessor may, at its option, and with prior written notification to Lessee, perform the same and Lessee shall reimburse Lessor upon demand for all reasonable sums paid or incurred by Lessor therefor.

12. **SURRENDER AND SALE OF VEHICLES.**

(a) At any time after 367 days from the Lease Commencement Date, and at any time during the Renewal Lease Term of this Agreement with respect to any Vehicle as provided in paragraph 2 hereof, Lessee may, upon thirty (30) days prior written notice of the surrender date, surrender such Vehicle to Lessor for sale. Upon such surrender date, and upon the end of the term hereof with respect to any Vehicle not continued as provided in paragraph 2 hereof, Lessee shall surrender such Vehicle to Lessor at the point where it was originally received by Lessee or at such other point as Lessor and Lessee may agree upon in writing.

(b) If any Vehicle shall be damaged to the extent that, in the Lessee's opinion, it does not warrant repairs or further maintenance, Lessee shall promptly notify Lessor of such event and hold the Vehicle or wreckage thereof for disposal by Lessor. Such Vehicle shall be deemed surrendered by Lessee to Lessor as of the date of Lessor's receipt of such notice. Lessor shall, as soon as practicable, cause the Vehicle or wreckage to be sold. If any Vehicle is lost or stolen, or wreckage is not held by Lessee for disposal by Lessor, Lessee shall notify Lessor thereof and the same shall be deemed to have been surrendered to Lessor, and sold at a price of zero, upon Lessor's receipt of such notice.

(c) Lessor shall sell each Vehicle surrendered by Lessee within sixty (60) days after such surrender, or within such other period as the parties may agree upon. Any sale referred to in this paragraph 12 shall be for cash payable in full upon the delivery of the Vehicle and the title to the purchaser. Lessor shall promptly render to Lessee an accounting of any sale made pursuant to this paragraph 12. If the Net Proceeds of such sale shall exceed the Depreciated Value (as hereinafter defined) of the Vehicle, Lessor shall pay or credit the excess to Lessee as a refund of rentals less a Seventy-Five dollar ($75.00) selling fee. If the Net Proceeds of such sale shall be less than the Depreciated Value, Lessee shall pay the deficiency, as additional rental to Lessor, plus a Seventy-Five dollar ($75.00) selling fee.

(d) As used in this lease:

(i) "Net Proceeds" shall mean the amount received upon the sale of a Vehicle less: (1) all expenses paid or incurred by Lessor in connection with such Vehicle and the sale thereof from the time of surrender to the completion of the sale; (2) all sums due and owing to the Lessor from the Lessee under this Agreement; and (3) all sums for which Lessee is liable in connection with such Vehicle or its use or operation which, if not paid, would constitute a lien on the Vehicle or a liability of Lessor.

(ii) "Depreciated Value" shall mean the capitalized cost of a Vehicle less a sum equal to the depreciation reserve percentage of the capitalized cost (sometimes called "Original Value") shown in Schedule A for such Vehicle from the Lease Commencement Date through the last full calendar month of the Lease Term.

13. **TERMINATION.**

This Agreement may be terminated by either party after 367 days from the date hereof upon thirty (30) days prior written notice to the other, provided that no such termination shall affect the obligations of either party arising prior or subsequent to the effective date of termination.

14. **FORCE MAJEURE AND NO CONSEQUENTIAL DAMAGES.**

Lessor shall not be liable for any failure or delay in delivering any Vehicle or for any failure to perform any provision hereof resulting from fire or other casualty, riots, strikes or other labor difficulties, governmental regulations or restrictions or any cause beyond Lessor's control provided that Lessor acts with reasonable diligence. In no event shall Lessor be liable for any loss of profits or other consequential damages or any inconveniences resulting from any theft, damage to, loss of, defect in or failure of any Vehicle or the time consumed in recovery, repairing, adjusting, servicing or replacing the same and there shall be no abatement or apportionment of rental during such time.

15. **LEASE ONLY.**

This Agreement is one of leasing only and Lessee shall not have or acquire any right, title or interest in or to any Vehicle except the right to use and operate it as provided herein. Neither the Lessee nor any of its agents or employees is in any way the agent of Lessor in processing, using or operating any Vehicle.

16. **DEFAULT.** If (a) the Lessee shall be in default for nonpayment of rent as provided in this Agreement, or if the Lessee shall default in the performance of any other covenant or obligation to be performed by Lessee hereunder and such other default continues for a period of five (5) days after written notice shall have been given to Lessee by Lessor, or (b) there shall be filed by or against Lessee any petition in bankruptcy under any state or federal law, or (c) a receiver or trustee shall be appointed for Lessee's business or property, or (d) Lessee shall make an assignment for the benefit of creditors, or (e) the Lessee shall make or permit any lien, attachment or levy to be asserted against any Vehicle which shall not be removed within 10 days, or (f) there shall be a material adverse change in the financial condition of Lessee, or (g) Lessee shall otherwise be in default under the terms of this Agreement or any other agreement (including, without limitation, any fleet maintenance management agreement or other similar agreement) entered into with Lessor, Donlen Corporation or any of their respective affiliated companies or trusts (the "Other Agreements"), the Lessor may declare the Lessee in default and thereupon, the Lessor may notify the Lessee that all of the rights of the Lessee hereunder or in respect to the Vehicles shall forthwith terminate and all Vehicles leased hereunder shall forthwith be surrendered to the Lessor or Lessor may repossess said Vehicles without court order or other process of law, and for such purpose Lessor (or its designee) may enter upon any premises where the Vehicles may be, remove the same and apply any proceeds towards any amounts owing by the Lessee hereunder or under any Other Agreements, and in connection with any such default, Lessor may exercise any other remedy

at law or equity available to Lessor, notice thereof being expressly waived by Lessee. Lessor's action or failure to act on one remedy constitutes neither an election to be limited thereto nor a waiver of any other remedy or a release of Lessee from the liability to return the Vehicles or for any loss or claim by the Lessor or its affiliates with respect thereto. In the event of such default as provided for herein, and the provisions of paragraphs 2 or 3 to the contrary notwithstanding, the rental for each Vehicle shall terminate on the last day of the calendar month in which such Vehicle shall have been surrendered or repossessed as provided in this paragraph 16. The Lessor may retain all rents and payments and resale proceeds theretofore received including any refunds and other sums, if any, otherwise payable to the Lessee hereunder, and the Lessor shall be entitled to recover from the Lessee any unpaid monthly rents for the rental terms for the Vehicles provided in this paragraph 16 and all additional sums, if any, due and unpaid, together with costs and expenses, including reasonable attorneys' fees, incurred by Lessor in the enforcement of its rights and remedies under this or any other provision of this Agreement. The Lessor may, without notice, but shall not be obligated to, sell such Vehicles or any of them, at a public or private sale, upon such terms as Lessor may deem advisable, and in the event of any such sale or sales the Lessor shall, in addition to all other rights or remedies hereunder, be entitled to retain as liquidated damages and not as a penalty all proceeds of any and all such sales and to recover from the Lessee all additional rents in respect of the Vehicles sold, determined in respect of each Vehicle as provided in paragraphs 12 and 17.

17. OPERATING LEASE PROVISIONS.

In addition to the terms and conditions of paragraph 12, the following conditions shall apply:

(a) For Vehicles sold on or before the end of the Schedule Term, if the Net Proceeds are less than 17% of the capitalized cost, Lessor shall bear the loss of the difference between the Net Proceeds and 17% of the capitalized cost. Lessee shall bear any loss between 17% of the capitalized cost and the Depreciated Value.

(b) For Vehicles sold at the end of any Renewal Lease Term, if the Net Proceeds are less than 13% of the Depreciated Value at the beginning of that Renewal Lease Term, Lessor shall bear the loss of the difference between the Net Proceeds and 13% of that Depreciated Value. Lessee shall bear any loss between 13% of the Depreciated Value at the beginning of that Renewal Lease Term and 100% of the Depreciated Value at the end of that Renewal Lease Term.

18. ASSIGNMENTS

(a) This Agreement may not be assigned nor any Vehicle subleased by Lessee without Lessor's prior written consent.

(b) Lessor may assign this Agreement or any rentals or charges due or to become due hereunder at any time but shall not thereby be relieved from any liability. After notice of any assignment, Lessee shall make all payments to the assignee.

(c) Lessor shall also have the right to place a security interest on any Vehicle covered by this Agreement. Lessee agrees that any such security interest shall be superior to this Agreement and that it will not assert against any assignee or secured party any claim, defense or set-off it may have against the Lessor.

19. MISCELLANEOUS PROVISIONS.

(a) Any notice which may be required to be given hereunder shall be in writing and delivered personally, sent by registered or certified mail, return receipt requested, postage prepaid, or sent by overnight delivery by a nationally recognized air courier, such as, but not limited to Federal Express or Airborne Express, addressed to the parties at the respective addresses as set forth in the preamble to the Agreement. Notices mailed by registered or certified mail shall be effective three (3) business days after the date of mailing; notices sent by nationally recognized air courier shall be effective the next business day after the date of mailing.

(b) This agreement constitutes the entire Agreement between the parties and cannot be modified, altered or otherwise changed except by either (i) written notice by Lessor to Lessee to which Lessee does not object in writing within 10 days after receipt or (ii) an agreement in writing signed by both parties.

(c) This Agreement shall be construed and interpreted in accordance with the laws of the state of Illinois and may be signed in any number of counterparts, each constituting a duplicate original. Lessee consents to the jurisdiction of the state and federal courts in Cook County, Illinois, over any dispute which may arise between the parties hereto.

(d) This Agreement shall be binding upon and inure to the benefit of the parties, their respective successors and assigns and upon all subsidiary corporations and affiliated corporations of Lessee, if any, which may elect to participate herein and Lessee guarantees performance by such subsidiary corporations and affiliated corporations.

IN WITNESS WHEREOF, this agreement has been made and entered into in Northbrook, Illinois, and has been executed by a duly authorized officer of each party on the 25th day of September, 2002.

DONLEN TRUST, LESSOR: DONLEN CORPORATION, AS SERVICER	LESSEE: Americhem, Inc.
By: [signature]	By: [signature]
Title: SVP and CFO	Title: Treasurer

PRICING SCHEDULE
PASSENGER VEHICLES AND LIGHT DUTY TRUCKS
(SCHEDULE B)

☒ Original ☐ Revision

This schedule is attached to and made a part of a certain Motor Vehicle Lease Agreement dated the 25th day of September, 2002 between **DONLEN TRUST**, Lessor and Americhem, Inc., Lessee.

PRICING

(a) All factory ordered passenger vehicles and light duty trucks made by American manufacturers will be capitalized, based on factory invoice, as follows:

For invoice amounts of $16,500 and greater, at invoice Less $300.00

For invoice amounts less than $16,500, at invoice Less $100.00

(b) All factory ordered passenger vehicles and light duty trucks made by foreign manufacturers will be capitalized at factory invoice price plus the dollar or percentage amount indicated below, whichever is greater:

	$	%
Toyota and Foreign ordered Manufacturers		1%

(c) All factory ordered Cadillacs and Lincolns will be capitalized at factory invoice +$200.00.

(d) Dealer courtesy fees and interim interest will be charged to the Lessee and included in capitalized cost.

(e) Purchases from dealers' stock will be marked up $_____ or 2%, whichever is greater, above the Donlen purchase price.

(f) All client negotiated upfit packages will be marked up $25.00 or 2.5%, whichever is greater, above the Donlen purchase price.

FINANCING

(a) Vehicles will be depreciated at 2% per month.

(b) The initial rental rate for each Vehicle shall be determined on the day it goes into service.

(c) Vehicles ordered from the factory will be financed at:
100 Points over Donlen's commercial paper rate if a floating rate is chosen, or at
25 Points under the prime rate if a fixed rate is chosen.

(d) Vehicles purchased from dealers' stock will be financed at:
125 Points over Donlen's commercial paper rate if a floating rate is chosen, or at
25 Points over the prime rate if a fixed rate is chosen.

ADMINISTRATIVE FEE

A monthly administrative fee will be charged for each Vehicle in the amount of .09% of the Vehicle's capitalized cost for the Schedule Term of the Agreement.

OTHER _____

PRIOR SCHEDULE – This schedule supersedes and revokes any and all prior pricing schedules. IN WITNESS WHEREOF, this schedule was duly executed and is effective this 25th day of September, 2002

DONLEN TRUST, LESSOR:
DONLEN CORPORATION, AS SERVICER

By: _____

Title: Vice Pres CFO

LESSEE: Americhem, Inc.

By: _____

Title: Treasurer

Form Rev. 4.00

RIDER

THIS RIDER is attached to and made a part of a certain Motor Vehicle Lease Agreement dated the 24th day of September, 2002 (the "Agreement") by and between Donlen Trust, as lessor ("Lessor"), and Americhem, Inc. as lessee (Lessee").

3. In paragraph 3.(d), delete text of paragraph in its entirety, and substitute the following:

"Lessor shall render a monthly invoice to the Lessee for Vehicles theretofore delivered to Lessee and Lessee agrees to pay Lessor, in advance, on or before the 10th day of each month all amounts due to Lessor through and including the end of such month."

16. In paragraph 16., delete the text of clause (a) and substitute the following:

"the Lessee shall be in default for nonpayment of rent as provided in this Agreement, or if the Lessee shall default in the performance of any other covenant or obligation to be performed by Lessee hereunder and such default continues for a period of five (5) days after written notice shall have been given to Lessee by Lessor, or"

IN WITNESS WHEREOF, this Rider has been executed by a duly authorized officer of each party on the 24th day of September, 2002.

DONLEN TRUST, Lessor
Donlen Corporation, as Servicer

By: _____

Title: VP and CFO

Lessee: Americhem, Inc.

By: _____

Name (Print): John M. Bennett

Title: Treasurer

Form Rev. 8.00

John Volcheck
02/06/03 04:09 PM

To: DAVE.NEWMANN@GM.COM
cc:
Subject: Americhem 2002 Trailblazer

Dave,

Thanks for returning my call. As you requested, I am faxed you the Master Lease Agreement which is signed by a representative of Donlen and an officer of Americhem Inc. The "Schedule A Leased Equipment" document is a mini-lease agreement under the master.

Regarding the $18,820 request, I agree with your figure that the Book Value is $17,721.17 on the lease. The $18,020 is the market value of the car. Donlen determined the fair market price. The price is actually low, considering the AMR Value and we just purchased new tires for $544.80 on 10/21/02. The invoice for the tires is included in the fax that I sent you.

AMR Value
Trade-in $20,025
Loan $18,025
Retail $23,000

We would like to continue to offer General Motors automobiles to our employees and have Doug lease another Trailblazer. We understand that this was an unfortunate incident that is costing Americhem Inc. and General Motors time and money. Please respond to me tomorrow acknowledging that you received the fax and the status of returning the vehicle.

Thank you,

John Volcheck
Controller
Americhem Inc.
(330)929-4213 x1216
(330)929-4144

#8 INS.

$ 18,620.00
AMR

#330 929 4144
FAX
JOHN VOLCHECK

NO JAC
CASE
TAC #

CONNELLY TIRE, INC.

4445 EVERHARD RD NW. ACROSS FROM BELDEN MALL
CANTON, OH 44718
(330)494-5950
FEDERAL TAX ID# 341203429



INVOICE [redacted]

10/21/02 10:06 AM
10/21/02 11:41 AM
TERR: 1856
NONSIG: 901856

PAGE: 01

BILL TO: DOUG CROLEY
232 BACHTEL SE
N CANTON, OH 44720

PHONE 1..... [redacted]
PHONE 2.....
DATE REQUESTED 10/21/02
TIME REQUESTED
RETURN PARTS.. NO
SALESMAN..... 006 / 003

VEH YEAR/MAKE. 02 CHEVY
VEHICLE MODEL. TRAILBALZER
VEHICLE COLOR.
LICENSE/STATE.
ODOMETR IN/OUT 29786 / 29786

ACCOUNT #	COB	TC	CUST#	TYPE/STATE	AUTHORIZATION	CREDIT CARD NO.
18560005!	V	01	07919	0 OH	021617	HDC 4778080020002531

SLSM	TECH	PRODUCT CODE	SC	QTY	DESCRIPTION	PARTS	L3R/EXCISE	LINE TOTAL
006		183-597-416-0	R	4	P245/70R16 106S S2 WHL SR-A OWL TL	116.93	.00	467.72
		QTY. 1 NO. M69LDYWR1001			QTY. 1 NO. M69LDYWR2002 QTY. 2 NO. M69LDYWR4501			
006	040	040-204	R	4	TIRE DISPOSAL CHARGE	1.50	.00	6.00
006	040	041-263	R	4	NEW VALVE STEM	2.75	.00	11.00
006	040	044-263	R	4	WHEEL BALANCE - COMPUTER SPIN	6.25	5.00	29.00

* ANY PROBLEMS, QUESTIONS, OR WARRANTY ?? PLEASE CALL US AT 330-494-5950 OR GOODYEAR ASSIST 1-800-321-2136
** MOST REPAIRS HAVE A LIMITED WARRANTY OF 12 MONTHS OR 12000 MILES, WHICH- EVER COMES FIRST **

CFO/SCP

CUSTOMER AUTHORIZATION FOR TOTAL

		PARTS TOTAL.....	493.72
CHARGED AMOUNT	544.90	LABOR TOTAL.....	20.00
STATE TIRE FEE	4.00	SUB TOTAL.....	513.72
TAXABLE AMOUNT	517.72	SALES TAX.....	[illegible]

INVOICE TOTAL $544.90

SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

HAVE A QUESTION OR PROBLEM?
[illegible]
CUSTOMER ASSISTANCE LINE
1-800-321-2136



Genuine Chevrolet

February 13, 2003

Americhem Inc.
[redacted]
Cuyohoga Falls, OH[redacted]

SETTLEMENT OFFER

Subject: Repurchase of 2002 Chevrolet Trailblazer VIN #1GNDS13S12[redacted] s1-50255796

Dear Mrs[redacted]

We regret that you are dissatisfied with your 2002 Chevrolet Trailblazer VIN #1GNDS13S1[redacted]d that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for $19,164.90. This offer is arrived at, by using the following figures:

Payoff to Donlen Trust	$18,620.00
Plus aftermarkets	$ 544.90
TOTAL CHEVROLET REPURCHASE PRICE	$19,164.90
TOTAL TO CUSTOMER AFTER LEASE PAYOFF	$ 544.90

General Motors will repurchase the VIN #1GNDS13S122312647 in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number (866) 202-4308 or the address below by 02-15-03. The conditions of the lease repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which may impair its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a free and clear title is provided at the time of repurchase
- ⇒ a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed* (supplied by Chevrolet)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by Chevrolet)

If this lease-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Spitzer Chevrolet Co. Allow 7-10 business days for check processing. This office will contact you to set up a closing date. Your will be required to complete the transaction on the closing date. I can be reached at (800) 231-1841 extension 58432 if you have any questions or concerns.

Sincerely,
Georgette Walker
Business Resource Center

You will be required to bring this letter to the closing.

[redacted] 2/17/03
Date

Chevrolet Division
General Motors Corporation, Suite 2300, 5701 E. Hillsborough Avenue, Tampa, FL 33610-5425

RELEASE AGREEMENT

The undersigned, (owner) Americhem Inc. (Releasor(s)), and General Motors Corporation wish to resolve a dispute involving a 2002, Trailblazer, VIN 1GNDS13S12[redacted] owned by the releasor(s). Therefore, in sole consideration of General Motors Corporation's payment to the lienholder (or releasor(s)) Donlen Trust, of $18,620.00, and the lienholder paying off the lien and providing a refund of the difference back to the releasor(s). The Releasor(s), for him/herself, his/her predecessors, successors, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharges General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, cause of action, judgments, executions, damages, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releasor might have or acquire in the future against General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releasor(s) agrees to transfer title and possession of subject vehicle to General Motors Corporation unencumbered by any interest or lien, and undamaged by accident or any other manner including vandalism, upon signing this document and above mentioned funds forwarded to the lienholder.

Releasor(s) agrees that payment of the consideration for this Release Agreement reflects a compromise of disputed claims, that the payment is not to be construed as an admission of liability on the part of General Motors Corporation, and that the payment is intended to resolve this matter without litigation.

Releasor(s) also agrees that the payment represents the sole and total consideration for this Release Agreement and that General Motors Corporation has not made any promise or representation to Releasor(s) other than those contained in this Release Agreement.

Releasor(s) has read all of this Release Agreement and he/she fully understands the terms used and its significance and he/she has signed the Release Agreement voluntarily.

This Release Agreement constitutes the entire agreement of the parties. There is no other agreement, written or oral, expressed or implied, between the parties except this Release Agreement. The terms of this Release Agreement are contractual and not merely a recital.

This Release Agreement is executed this 17th Day of February, 2003

Releasor [redacted]

A

DONLEN
2315 Sanders Road
Northbrook IL 60062-6146

DONLEN PURCHASER ODOMETER DISCLOSURE

Client Name: Americhem Donlen Vehicle No: 159155

Account No [redacted] Client's Vehicle No: _____

Year	Make	Model	Body (Sdn., Wagon, Etc.)	Serial No.
2002	Chev	Trailblazer	SUV	1GNDS13S12[redacted]

Odometer Disclosure

I, _____ state that the odometer now reads _____ miles
(print name of person making disclosure) (no tenths)

and to the best of my knowledge it reflects the actual mileage of the vehicle, unless one of the following statements is checked. **(DO NOT CHECK BOXES UNLESS APPLICABLE)**

☐ 1. I hereby certify that to the best of my knowledge the odometer reading reflects the mileage in excess of its mechanical limits. (Over 100,000 miles if 5 digit odometer)

☐ 2. I hereby certify that the odometer reading is NOT the actual mileage.

Damage Disclosure

This statement certifies on behalf of the lessee or owner of the vehicle that, to the best of the driver or owner's knowledge, the vehicle's condition is as follows: *(If you answer yes to any of these questions, provide details below).*

Yes	No	
☐	☐	Has the vehicle sustained damage from a single occurrence, to the extent that a repair estimate exceeded either $2000 or 25% of the retail value of the vehicle?
☐	☐	Has the vehicle been stolen and recovered?
☐	☐	Has the vehicle been submerged in water or sustained flood damage?
☐	☐	Has the vehicle's pollution control system been removed, altered, or rendered inoperable?
☐	☐	Has the airbag(s) in the vehicle been removed, rendered inoperable, or has an airbag 'on-off' switch been installed?

Damage Detail: _____

_____

Purchaser's Name (Print) _____ Signature _____

Purchaser's Address _____ Date _____

Donlen Signature _____ Date _____

Fax or mail completed form to Donlen Corporation – Vehicle Remarketing (Fax: 847-714-1900)

DONLEN
2315 Sanders Road
Northbrook, IL 60062-6145
(847) 714-1400

DONLEN VEHICLE TERMINATION NOTICE
Client Directed Sale to a Third Party

Client Name: Americhem Donlen Vehicle No: 159155

Account No: [redacted] Client's Vehicle No: 1GNDS13S1[redacted]

Year	Make	Model	Body (Sdn, Wgn, Etc.)	Serial No.
2002	Chev	Trailblazer	SUV	

Location of Purchaser

Purchaser Name*: _____

Address *: _____

City*: _____ State/Prov*: _____ Zip*: _____

Phone*: ___ - _____ Ext ___ Contact Name *(If Purchaser is a business)* _____

Special Instructions: _____

PO Box not accepted. Title will be sent to the lien holder if listed.

Client Sale Information

Purchase Price (must be fair market value) ..... $ 18620.00

Documentation Fee: ..... $ 100.00

Reg. Fee *(IL $148.00, CT & CA $25, OH $50)* $ _____

Sales Tax *(If applicable)*: ..... $ _____

Rush Service with overnight deliv...$40.00 ..... $ _____
(Not Offered in CT, CA, IL, OH or Canada)

Or Only Overnight Delivery...$10.00 ..... $ _____

Other Charges: ..... $ _____

Total: ..... $ _____

A copy of the tax-exempt certificates MUST accompany exempt sales.

Lien Holder ☐ or Mail to Address ☐

Name: _____

Contact: _____

Address 1*: _____

Address 2: _____

City*: _____

State/Prov*: _____ Zip*: _____

Phone*: ___ - _____ Ext _____

Notice: By signing the odometer statement below the client agrees to take full responsibility for the sale of the described vehicle to the listed purchaser as well as to indemnify and hold Donlen harmless from any claims arising out of the sale of this vehicle as directed by client herein.

Odometer Disclosure

I, [redacted] state that the
(print name of person making disclosure)

odometer now reads 39,443 miles and to the best of my
(no tenths)

knowledge it reflects the actual mileage of the vehicle, unless one of the following statements is checked.

(DO NOT CHECK BOXES UNLESS APPLICABLE)

☐ 1. I hereby certify that to the best of my knowledge the odometer reading reflects the mileage in excess of its mechanical limits. (Over 100,000 miles if 5 digit odometer)

☐ 2. I hereby certify that the odometer reading is NOT the actual mileage and should not be relied upon.

Damage Disclosure

This statement certifies on behalf of the lessee or owner of the vehicle that, to the best of the driver or owner's knowledge, the vehicle's condition is as follows:

Yes	No	
☐	☑	Has the vehicle sustained damage from a single occurrence (to the extent that a repair estimate) exceeded either $2000 or 25% of the retail value of the vehicle?
☐	☑	Has the vehicle been stolen and recovered?
☐	☑	Has the vehicle been submerged in water or sustained flood damage?
☐	☑	Has the vehicle's pollution control system been removed, altered, or rendered inoperable?
☐	☑	Has the airbag(s) in the vehicle been removed, rendered inoperable, or has an airbag 'on-off' switch been installed?

If you answered yes to any of the above questions, provide damage/odometer detail): _____

Lessee's Name (Print): Americhem, Inc Signature [redacted]

Lessee's Address: [redacted] Cuyahoga Falls, Oh [redacted] Date: 2/12/03

Donlen Signature: _____ Date: _____

***REQUIRED FIELD**

All sales require a completed termination notice along with certified funds and a purchaser's odometer statement.
Send documents to: Donlen, Vehicle Remarketing, 2315 Sanders Road, Northbrook, Illinois 60062

GENERAL MOTORS
BUSINESS RESOURCE CENTER
STRAIGHT/LEASE REPURCHASE CHECKLIST

✓		DATE	COMMENTS
	Received File	2-10-03	
	Contact Customer	2-10-03	
	BRC Worksheet	2-11-03	
	Offer Letters Sent	2-11-03	
	Offer Letters Received	2-18	
	Forwarded to RVDC	2-19	

APP		APP	
____	GM CARD EARNINGS ON BUYBACK FORM (I.A.)	____ ✓	SIGNED BILL OF SALE ON ORIGINAL VEHICLE
____ ____	COPY OF TITLE OR REGISTRATION	____ ____	ACV ON TRADE-IN DOCUMENTATION (I.A.)
____ ✓	WARRANTY HISTORY	__NA__	BBB/LEMON LAW RULING (I.A.)
____ ✓	INCENTIVES FROM R028 IN BARS	__NA__	RECEIPTS FOR ANY AFTER-MARKET ITEMS (I.A.)
____ ____	DESCRIPTIONS OF INCENTIVES F071 IN BARS	____	SIGNED SETTLEMENT OFFER LETTER
____	CHECK REQUEST FORM	____	SIGNED RELEASE AGREEMENT
__NA__	RVDC SPECIAL INSTRUCTIONS FORM (I.A.)	__NA__	STATEMENT OF FINANCE CHARGES FROM BANK
____ ✓	RVDC CALCULATION WORKSHEET	__NA__	INVOICE FOR ATTORNEY FEES (I.A.)
____ ✓	PRA FORM	__NA__	REPAIR ORDERS FOR REASON FOR REPURCHASE
____ ✓	INVOICE ON ORIGINAL VEHICLE		*(I.A.) MEANS IF APPLICABLE*
__NA__	INVOICE FOR CONVERSION PACKAGE (I.A.)		

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	Americhem Inc.
VIN#	1GNDS13S122[redacted]
Year-Make and Model:	2002 Chevrolet Trailblazer

LIENHOLDER INFORMATION:

Lienholder Name:	Donlen Trust Corporatio
Lender Contact Person and Date:	Heather Weirick
Physical Address:	2315 Sanders Road
City/State/Zip	Northbrooke, IL 60062
Phone:	847-412-5241
Fax Number:	
Account Number:	56105
Dealer Buyout/Payoff Amount:	$18,620.00
Buyout/Payoff Expiration Date:	No date
Per Diem:	none

Additional Information: Letter of title release for amount

mileage 39,443

OWNER'S COPY

STATE OF OHIO - BUREAU OF MOTOR VEHICLES

15915

REGISTRATION CARD

SOLD

APPLICATIO

TYPE	VEH. CLASS	CODE	CODE (1)	TYPE	RESERVE	CODE	REG. DATE	LATE	OFFLINE	GVW
	PASSENGER	PC	R				02/20/02	N	N	

WEIGHT	DATE VEH. PURCHASED	TAX DIST.	AGENCY NO.	ISSUE DATE	EXPIRATION DATE	VALIDATION NO.	LICENSE
	12/05/01	7617	2528	M 01 D 23 Y 02	M 02 D 20 Y 03	[redacted]	CH[illegible]E

FEE	REFL/CO. FEE	OWNER NAME	VEH. YR.	MAKE	TYPE (VEH)	CODE (2)	
20.00	0.00	[redacted]	02	CHEV	SW	NV	

COUNTY	ADDITIONAL NAME	VEH. SERIAL NO.	APPLICATI
OLD ST76 NEW ST76	[redacted]	1GNDS13S122[redacted]	1421

CITY/TOWNSHIP	OWNER HOME ADDRESS	CODE (4)	CERTIFICATE TITLE NO.	SEATING CAP.	OLD LIC.
NORTH CANTON	[redacted]	L	[redacted]		CHY3

LOCAL TAX	INSIDE CORP. LIMIT?	Y/N	POST OFFICE	STATE	ZIP	RESTRICTION CODE-APV ONLY	TOTAL STA
5.00		Y	NO CANTON	OH	44720	1. DAY 2. NIGHT & DAY	25

IS YOUR LICENSE PLATE REGISTRATION UNDER SUSPENSION OR REVOCATION UNDER OHIO FINANCIAL RESPONSIBILITY LAW?	Y/N		EQUIPMENT STANDARDS MET? APV ONLY	OLD APP
	N	2315 SANDERS RD	Y/N BRAKES: Y/N MUFFLER SYSTEM	3929

HAS THE MOTOR VEHICLE BEING REGISTERED BEEN OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO DATE OF THIS APPLICATION?	Y/N				DEPUTY NAME
	Y	NORTHBROOK	IL	60062	MICHAEL E. MALONE

IF OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO THIS DATE, HAVE THE REQUIRED REGISTRATION OR TRANSFER FEES BEEN PAID?	Y/N	ODOMETER READING	DEPUTY TOWN	
	Y	1,0	CANANNA	LJ

TEAR OFF -- INFORMATION BELOW IS FOR YOUR RECORDS

	FROM	TO
CONVERSION		
ADDITIONAL WT.		

FM - FARM
TK - COMM TK
NC - NON-COMM TK
NT - NON-COMM TL

EPA INSPECTION	REVERSAL
EMISSIONS	HVUT CODE HVUT WT.
DATE I.D. NO.	

TEMPORARY

TRANSFER

DATE OF APP.
OLD EXP. DATE
NEW WT. FEE
OLD WT. FEE
ADDITIONAL FEE
OLD GVW
DUPLICATE
DATE VEH. FIRST USED
OLD VEH. YEAR
EVIDENCE OF PURCHASE
NEW VEH. LIC. FEE
MAKE
OLD VEH. LIC. FEE
TYPE
ADDITIONAL FEE
OLD VEH. REG. NO.
OLD WT.
GVW

DURING THE CURRENT REGISTRATION YEAR, HAVE YOU BEEN PREVIOUSLY ISSUED A LICENSE PLATE REGISTRATION THAT COULD LEGALLY BE TRANSFERRED TO THIS VEHICLE?

(1) REG. CODE
N (NEW); R (RENEWAL); C (CONV./ADD. WT.);
T (TRANSFER); B (TEMP.); O (REPLACE); D (DUP.)
(2) VEHICLE CODE: NV (NEW VEH.); UV (USED)
(3) OLD VEH. CLASS: PD (PASS); OTHERS SEPARATE LISTING
(4) OWNER CODE: X-COMMERCIAL; Y-JOINT; S-SINGLE; L-LEASE

REG. APPLIED FOR YEAR

SOLD TO (TRANSFER), PURCHASED FROM (TEMP/REC. VEH.) OR OPERATOR NAME/ADDRESS (NON-RESIDENT PERMIT)

REG. CARD STOLEN, LOST, DAMAGED OR REQUESTED (DUP.)

NAME
ADD.
CITY
STATE

REPLACEMENT

VEH. STOLEN ONLY (YES)
LIC. PLATE(S) STOLEN
WERE PLATE(S) STOLEN, LOST, DAMAGED OR REQUESTED?
PLATES WERE LOST, THE POLICE NOTIFIED?
YEAR

PROOF OF FINANCIAL RESPONSIBILITY

I AFFIRM THAT THE OWNERS (OR LESSEE OF LEASED VEHICLE) NOW HAVE INSURANCE OR OTHER PROOF OF FINANCIAL RESPONSIBILIT PROOF COVERING THIS VEHICLE AND WILL NOT OPERATE OR PERMIT THE OPERATION OF ANY VEHICLE WITHOUT FR PROOF; ALL PREV REGISTRATION FEES DUE HAVE BEEN PAID; THIS PLATE CATEGORY IS CORRECT; AND THIS VEHICLE WILL NOT BE USED AS A COMMERCIA FARM VEHICLE UNLESS SO REGISTERED.

SIGNATURE OF OWNER(S) DATE

WARNING - APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13
APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

Deputy Registrar fee is $2.75

*TOTAL STATE FEE DOES NOT INCLUDE DEPUTY REGISTRAR FEE

ORIGINAL - B.M.V. RECORDS
RED - OWNER
GREEN - DEPUTY REGISTR

O/C

BANK ONE, N.A.
as agent for the
Donlen Corporation
Security, Intercreditor and Trust Agreement
P.O. Box 69
Northbrook, Illinois 60065-0069

Letter of Intent

Trustees
Ronald Prince
Gary Rappaport

To Whom It May Concern:

RE: 2002 CHEV TRAILBLAZER 4X2
Vin. # 1GNDS13S122[redacted]
Veh.#[redacted]

Please be advised that Bank One, N.A. has given full power of attorney to the Donlen Corporation to release all liens pertaining to the above vehicle.

Please make all payments directly to:

Donlen Corporation
2315 Sanders Road
Northbrook, IL 60062-6145

Title will be sent free and clear to GMC on the above mentioned vehicle, as long as Donlen Corporation is notified that your lien is being applied to the title and that we have received full payment and all pertaining paperwork.

Sincerely,

Ketty Jean-Pierre
Credit Manager

"OFFICIAL SEAL"
Veronica Avitia
Notary Public, State of Illinois
My Commission Exp. 09/13/2003

****THE PAYOFF ON THE ABOVE VEHICLE IS $18620.00****

Subscribed and sworn to before on
February 13, 2003
Notary: Veronica Avitia

Lien release

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 183, 2003

Mike Vanhoose
Spitzer Chevrolet Co.

CLOSING CONFIRMATION LETTER

Subject: **Repurchase of 2002 Chevrolet Trailblazer VIN #1GNDS13S122[redacted]s[redacted]**

Dear Mrs.[redacted]

The following parties, [redacted] have agreed to the closing date outlined below as the date that the Repurchase is to be completed.

The closing date has been set for Monday 02-24-03. The customer will be contacting you to set up a TIME appointment for this day. You will receive the necessary papers to close in your Federal Express delivery the day before the closing date.

Thank you for your cooperation

Sincerely,
Georgette Walker
Repurchase Specialist
1-800-231-1841 ext. 58432

cc: Americhem Inc.
[redacted]
Cuyohoga Falls, OH [redacted]

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

Business Resource Center

FAX COVER SHEET

FROM:	Georgette Walker
PHONE:	800-231-1841 extension 58432
FAX:	**866-202-4308**

COMMENTS: INSTRUCTIONS.

Please find attached the following documents:

1. Settlement Offer Letter
2. Release Agreement

These letters need to be reviewed and signed by you in order for me to proceed. Please send signed letter to the above listed fax number.

If you have any questions, please contact me at the above listed number.

Thanks.

Sincerely,

Georgette Walker
Repurchase Specialist

Genuine Chevrolet

February 13, 2003

Americhem Inc.

[redacted]

Cuyohoga Falls, OH [redacted]

SETTLEMENT OFFER

Subject: **Repurchase of 2002 Chevrolet Trailblazer VIN #1GNDS13S12[redacted]**

Dear Mrs. [redacted]

We regret that you are dissatisfied with your **2002 Chevrolet Trailblazer VIN #1GNDS13S122[redacted]** and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for **$19,164.90.** This offer is arrived at, by using the following figures:

Payoff to Donlen Trust	$18,620.00
Plus aftermarkets	$ 544.90
TOTAL CHEVROLET REPURCHASE PRICE	**$19,164.90**
TOTAL TO CUSTOMER AFTER LEASE PAYOFF	**$ 544.90**

General Motors will repurchase the **VIN #1GNDS13S12[redacted]** in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number (866) 202-4308 or the address below by 02-15-03. The conditions of the lease repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which may impair its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a free and clear title is provided at the time of repurchase
- ⇒ a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed* (supplied by Chevrolet)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by Chevrolet)

If this lease-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Spitzer Chevrolet Co. Allow 7-10 business days for check processing. This office will contact you to set up a closing date. Your will be required to complete the transaction on the closing date. I can be reached at (800) 231-1841 extension 58432 if you have any questions or concerns.

Sincerely,
Georgette Walker
Business Resource Center

You will be required to bring this letter to the closing.

Signature Americhem Inc. (Kathy Ball) Date

RELEASE AGREEMENT

The undersigned, (owner) Americhem Inc. (Releasor(s)), and General Motors Corporation wish to resolve a dispute involving a 2002, **Trailblazer,** VIN 1GNDS13S122 [redacted] owned by the releasor(s). Therefore, in sole consideration of General Motors Corporation's payment to the lienholder (or releasor(s)) Donlen Trust, of **$18,620.00**, and the lienholder paying off the lien and providing a refund of the difference back to the releasor(s). The Releasor(s), for him/herself, his/her predecessors, successors, heirs, assigns, administrators, agents or any representatives, hereby release and forever discharges General Motors Corporation, their subsidiaries, divisions, directors, officers, employees, agents and assigns, and any authorized General Motors Dealership, from any and all past, present and future claims, demands, rights, cause of action, judgments, executions, damages, liabilities, costs of expenses, including reasonable attorneys fees or court costs, which Releasor might have or acquire in the future against General Motors Corporation which are known or unknown and which directly or indirectly arise from, are related to or associated with the purchase, repair, operation, financing, use or ownership of the subject vehicle.

Releasor(s) agrees to transfer title and possession of subject vehicle to General Motors Corporation unencumbered by any interest or lien, and undamaged by accident or any other manner including vandalism, upon signing this document and above mentioned funds forwarded to the lienholder.

Releasor(s) agrees that payment of the consideration for this Release Agreement reflects a compromise of disputed claims, that the payment is not to be construed as an admission of liability on the part of General Motors Corporation, and that the payment is intended to resolve this matter without litigation.

Releasor(s) also agrees that the payment represents the sole and total consideration for this Release Agreement and that General Motors Corporation has not made any promise or representation to Releasor(s) other than those contained in this Release Agreement.

Releasor(s) has read all of this Release Agreement and he/she fully understands the terms used and its significance and he/she has signed the Release Agreement voluntarily.

This Release Agreement constitutes the entire agreement of the parties. There is no other agreement, written or oral, expressed or implied, between the parties except this Release Agreement. The terms of this Release Agreement are contractual and not merely a recital.

This Release Agreement is executed this_____Day of_____, 2003

Releasor_____

Americhem Inc. [redacted]

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]



GENERAL MOTORS BUSINESS RESOURCE CENTER

February 18, 2003

Americhem Inc.
[redacted]
Cuyohoga Falls, OH [redacted]

CLOSING CONFIRMATION LETTER

Subject: **Repurchase of 2002 Chevrolet Trailblazer VIN #1GNDS13S122[redacted]**

Dear Mrs. [redacted]

The following parties, [redacted], have agreed to the closing date outlined below as the date that the Repurchase is to be completed.

The closing date has been set for Monday 02-24-03. Please contact [redacted] at [redacted] to set up a TIME appointment for this day.

Thank you for your cooperation

Sincerely,
Georgette Walker
Repurchase Specialist
1-800-231-1841 ext. 58432

cc: Mike Vanhoose
Spitzer Chevrolet Co..

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
Blounstown, FL [redacted]

Service request [redacted]

Dear Mr. [redacted]

Thank you for your recent correspondence dated February 21, 2003. We are sorry you are dissatisfied with your 2002 Chevrolet TrailBlazer. Our continued success depends upon the satisfaction our customers receive.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review your concerns we will be in contact with you to discuss this matter further.

Sincerely,

Kathy Meszaros
Customer Relationship Manager

LC0030-T/mm

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
Blounstown, FL [redacted]

Service request: [redacted]

Dear Mr. [redacted]

Thank you for your recent correspondence dated February 21, 2003. We are sorry you are dissatisfied with your 2002 Chevrolet TrailBlazer. Our continued success depends upon the satisfaction our customers receive.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review your concerns we will be in contact with you to discuss this matter further.

Sincerely,

Kathy Meszaros
Customer Relationship Manager

LC0030-T/lei

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
Blounstown, FL [redacted]

Service request: [redacted]
VIN: 1GNDS13S422[redacted]

Dear Mr. [redacted]

Thank you for your recent correspondence dated February 21, 2003 regarding your 2002 Chevrolet TrailBlazer. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm your scheduled repair opportunity at Rahal Chevrolet located in Marianna, Florida. As per our conversation on March 4, 2003, this repair opportunity will take place on March 5, 2003 at 4 p.m.

If you have any further questions, please contact me at 1-800-231-1841 x57098 between 8:00 a.m. and 5:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

Kathy Meszaros
Customer Relationship Manager

LC0032-T/mm

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

[redacted]
ATTORNEY AT LAW
[redacted]
BLOUNTSTOWN, FLORIDA [redacted]

RECEIVED
FEB 26 2003

BLOUNTSTOWN FL FEB 2 '02
U.S. POSTAGE
0.63
0008316

14

G.M.
CHEVROLET MOTOR DIVISION
CHEVROLET CUSTOMER ASSISTANCE CENTER
P.O. BOX 33170
DETROIT, MI 48232-5170

[redacted] P.A.
ATTORNEY AT LAW

[redacted]

[redacted]
BLOUNTSTOWN, FLORIDA [redacted]

PLEASE REPLY TO:

February 21, 2003

G.M.
Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

Lemon Law Research Unit
Office of Attorney General
The Capital
Tallahassee, FL 32399-1050

Re: MOTOR VEHICLE DEFECT NOTIFICATION

To Whom It May Concern:

I purchased a 2002 Trail Blazer from Rahal/Chevrolet/Buick/Nissan, whose address is P.O. Box 700, Marianna, Florida 32447, on October 24, 2002, vehicle identification #1GNDS13S42[redacted]

This automobile has a continuous problem with the electrical system, which is a substantial defect in that the head lights, break lights, dash lights, etc., will go out. The attempts to have the same corrected are attached hereto.

My home address is: [redacted] Blounstown, Florida [redacted] Home Phone # is [redacted], my Work # is [redacted]

Sincerely,

[redacted]

Certified & Regular U.S. Mail

```
FUNCTION..... ?H
VEHID..... ?HOUSE
CUSTOMER(S) ON FILE WITH THE NAME 'HOUSE'
  1 4330000 HOUSE,DAVID          20012 SW DOGWOOD AVE
  2 4626000 HOUSE,MARY NELL      212 INDIAN SWAMP ROAD
ENTER SEQUENCE NUMBER..... ?1

VEHID [redacted]                          SERIAL NO.   1GNDS13 342[redacted]
[redacted]                                CUSTOMER     4330000
                                          DELV. DATE   24OCT01
BLOUNTSTOWN [redacted]                    IN SERVICE   24OCT01
HOME PHONE [redacted]                     WAR.EXP.DATE  KEY S716J STKR 4330000
BUS. PHONE [redacted]  EXT.               LICENSE NO.
CELL PHONE N/A                            SLSMN        80
PAGER      N/A          CODE              SA
E-MAIL
02 CHEVROLET TRAILBLAZER 22619
Command? (Enter, *, N, VEH, CUST, ?) ....?
```

# of Pages 12

```
*--- 1 of 11 ------------------------------------------- ----------------*
RO No: 150795    Opened: 06JAN03   Closed: 10JAN03   Mileage  22619
Line Code: A  Booker: 20              Comeback: N
Complaint:       CUSTOMER COMPL. SERVICE ENGINE LIGHT ON
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .................
20    70    CTG   MISC                GAS CAP WAS LOOSE.
Line Code: B  Booker: 20            Comeback: N
Complaint:       CUSTOMER COMPL. INTRUMENT CLUSTER GOES OUT BUT COMES BACK ON
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .................
20    70    CTG   MISC                TECH NOR SERVICE MANAGER COULD NOT DUPLI
                                        ICATE AT THIS TIME
Line Code: C  Booker: 20            Comeback: N
Complaint:       CUSTOMER COMPL NO BRAKE LIHGT
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .................
20    70    CTG   MISC                TIGHTENED BULBS
*--- 2 of 11 ------------------------------------------- ----------------*
RO No: 150025    Opened: 10DEC02   Closed: 17DEC02   Mileage  20985
Line Code: A  Booker: 3             Comeback: N

Press return to continue, S# for story, or E to exit:
```

2

3

RO No: [redacted] Opened: 10DEC02 Closed: 17DEC02 Mileage 20985
Line Code: D Booker: 3 Comeback: N
Complaint: RENTAL
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .....
3 70 CTG VOID SEE DESCRIPTION
--- 3 of 11 ----------
RO No: [redacted] Opened: 02DEC02 Closed: 06DEC02 Mileage 19796
Line Code: A Booker: 3 Comeback: N
Complaint: CUST STATES HAS NO HEADLIGHTS
Cause: BOTH FT HIGH BEAM AND LOW BEAM BULBS SHORTING OUT REP.
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .....
3 70 WG N0528 BULBS, LAMP - REPLAC: EXTERIOR
Line Code: B Booker: 3 Comeback: N
Complaint: CUST STATES CK FOR CLICKING NCISE WHEN STO ING OR ACCELERATING
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .....
3 16 CTG VOID CUST COMPLAINT NOT D IPLICATED AT THIS TI
IME BUT DID NOT HEA THIS AFTER BODY SH
OP REPAIRED SEAT
Line Code: C Booker: 3 Comeback: N

Press return to continue, B to page back, S# for story, or E to exit:

4

```
*--- 1 of 9 ----------------------------------------------------------------*
RO No: [redacted]    Opened: 02DEC02   Closed: 06DEC02   Mileage: 19796
Line Code: A  Booker: 3              Comeback: N
Complaint:        CUST STATES HAS NO HEADLIGHTS
Cause: BOTH FT HIGH BEAM AND LOW BEAM BULBS SHORTING OUT REPL
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.............................
3     70    WG    N0528              BULBS, LAMP - REPLACE EXTERIOR
Line Code: B  Booker: 3              Comeback: N
Complaint:        CUST STATES CK FOR CLICKING NOISE WHEN STOPING OR ACCELERATING
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.............................
3     16    CTG   VOID               CUST COMPLAINT NOT DUPLICATED AT THIS TI
                                       IME BUT DID NOT HEAR THIS AFTER BODY SH
                                       OP REPAIRED SEAT
Line Code: C  Booker: 3              Comeback: N
Complaint:        TAKE TO BODY SHOP FOR SEAT
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.............................
3     3     CCG   VOID               JUST FOR NOTE
Line Code: D  Booker: 3              Comeback: N
Complaint:        RENTAL

Press return to continue, S# for story, or E to exit:
```

RO No: [redacted] Opened: 02DEC02 Closed: 06DEC02 Mileage: 19796
Line Code: D Booker: 3 Comeback: N
Cause: RENTAL

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
3	70	WG	Z7901		RENTAL
3		WG	9997		MISC. SHOP CHARGES

--- 2 of 9 ----------
RO No: [redacted] Opened: 18NOV02 Closed: 26NOV02 Mileage: 19185
Line Code: A Booker: 56 Comeback: N
Complaint: RPC C.S.WATER LEAK AROUND LEFT RR DOOR WINDOW
Cause: LOOSE

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
56	3203	WBG	C0341		CHANNEL, REAR DOOR WINDOW RUN (BOLT-ON) - R&R OR REPLACE LEFT

--- 3 of 9 ----------
RO No: [redacted] Opened: 14NOV02 Closed: 20NOV02 Mileage: 19184
Line Code: A Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. FUEL GAUGE INOP.
Cause: SENDER NOT CALIBRATING NEEDS REPLACING,REPLACED FUEL SENDER

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
20	8	WG	L1200		SENDER AND/OR PUMP ASSEMBLY, FUEL (TANK

Press return to continue, B to page back, S# for story, or E to exit:

RO No: [redacted] Opened: 14NOV02 Closed: 20NOV02 Mileage 19184
Line Code: D Booker: 20 Comeback: N
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .....
20 8 CTG MISC SENT TO BODY SHOP
--- 6 of 11 ----------
RO No: [redacted] Opened: 10SEP02 Closed: 27SEP02 Mileage 16540
Line Code: A Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. BRAKE LIGHT OUT IN BACK
Cause: BULB BURNT NEEDS REPLACING,REPLACED BULB
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .....
20 49 WG N0528 BULBS, LAMP - REPLACE EXTERIOR
Line Code: B Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. RATTLES UNDER SEAT IN FRON WHEN ACCEL
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .....
20 49 CTG MISC REPOSITIONED ABS BRAKE LINES
Line Code: C Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL.ENGINE REVES UP WHEN STARTED AND IDLES HIGH
Cause: VCM NEEDED UPDATED, UPDATED VCM
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .....
20 49 WG J6355 POWERTRAIN CONTROLLER - REPROGRAM ON CAR

Press return to continue, B to page back, S# for story, or E to exit:

RO No: [redacted] Opened: 14NOV02 Closed: 20NOV02 Mileage 19184
Line Code: A Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. FUEL GAUGE INOP.
Cause: SENDER NOT CALIBRATING NEEDS REPLACING,REPLACED FUEL SENDER
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .....
20 8 WG L1200 SENDER AND/OR PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE
Line Code: B Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. WHEN WASHING GAS THERE'S A NOISE
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .....
20 8 CTG MISC TECH COULD NOT DUPLICATE CUSTOMER COMPLAINT
Line Code: C Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. BACK DOORS LEAK WHEN IT RAINS
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .....
20 8 CTG MISC SENT TO BODY SHOP
Line Code: D Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. DRIVERS SEAT NOT HOLDING IN PLACE
Cause:

Press return to continue, B to page back, S# for story, or E to exit:

6

RO No: [redacted] Opened: 10SEP02 Closed: 27SEP02 Mileage: 16540
Line Code: A Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. BRAKE LIGHT OUT IN BACK
Cause: BULB BURNT NEEDS REPLACING,REPLACED BULB
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
20 49 WG N0528 BULBS, LAMP - REPLACE EXTERIOR
Line Code: B Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. RATTLES UNDER SEAT IN FRONT WHEN ACCEL
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
20 49 CTG MISC REPOSITIONED ABS BRAKE LINES
Line Code: C Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL.ENGINE REVES UP WHEN STARTED AND IDLES HIGH
Cause: VCM NEEDED UPDATED, UPDATED VCM
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
20 49 WG J6355 POWERTRAIN CONTROLLER - REPROGRAM ON CAR
R
Line Code: D Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. LABOR WHEN SHIFTING
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

Press return to continue, B to page back, S# for story, or E to exit:

RO No: [redacted] Opened: 10SEP02 Closed: 27SEP02 Mileage: 16540
Line Code: D Booker: 20 Comeback: N
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
20 49 CTG MISC SEE LINE C
Line Code: E Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. A/C BLOWER GET STUCK LIKE BLOWS HIGH
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
20 49 CTG MISC A/C WORKING PROP. AT THIS TIME
Line Code: F Booker: 20 Comeback: N
Complaint: 3K 3000 MAINT
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
20 49 CTG 3K 3000 MAINT
--- 5 of 9 ---
RO No: [redacted] Opened: 04JUN02 Closed: 02AUG02 Mileage: 11244
Line Code: A Booker: 3 Comeback: N
Complaint: 3K 3000 MAINT (ENGINE LT COMES ON)
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
3 1

RO No: [redacted] Opened: 04JUN02 Closed: 02AUG02 Mileage: 11244
Line Code: B Booker: 3 Comeback: N
Complaint: C.S. CK A/C ON #1 DOES NOT SEEM TOO COOL
Cause: OPEN CIRCUIT REPL BLOWER RESISOTOR
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
3 19 WG D1002 RESISTOR, BLOWER MOTOR - REPLACE A/C
Line Code: C Booker: 3 Comeback: N
Complaint: C.S. CK ENGINE SEEMS TO ACCELERATE
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
3 19 CTG VOID CUST COMPLAINT NOT DUPLICATED AT THIS TI
IME
Line Code: D Booker: 3 Comeback: N
Complaint: C.S. CK RADIO WHISTLE SOUND
Cause:
SA... TEC

```
RO No: [redacted]    Opened: 04JUN02   Closed: 02AUG02   Mileage: 11244
Line Code: E  Booker: 3              Comeback: N
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....................
3     19    WG    V0852              RECALL 02016
*--- 6 of 9 ------------------------------------------------------------*
RO No:[redacted]    Opened: 04JUN02   Closed: 07JUN02   Mileage: 11243
Line Code: A  Booker: 56             Comeback: N
Complaint: RPC    C.S.WIND NOISE IN LEFT FRT DR
Cause: LOOSE
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....................
56    3103  WBG   B4241              STRIKER, FRONT DOOR LOCK - REPLACE LEFT
Line Code: B  Booker: 56             Comeback: N
Complaint: RPC    C.S.RATTLE IN LEFT RR DR
Cause: NO TROUBLE
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....................
56    3104  WBG   -RPC              NO PROBLEM FOUND
*--- 7 of 9 ------------------------------------------------------------*
RO No: [redacted]    Opened: 14MAR02   Closed: 14MAR02   Mileage: 7790
Line Code: A  Booker: 3              Comeback: N
Complaint: 3K     3000 MAINT
Cause:

Press return to continue, B to page back, S# for story, or E to exit:
```

RO No: [redacted] Opened: 14MAR02 Closed: 14MAR02 Mileage: 7790
Line Code: A Booker: 3 Comeback: N
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
3 64 CTG 3K 3000 MAINT
Line Code: B Booker: 3 Comeback: N
Complaint: CK REAR W/SFLUID NOT COMING OUT
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
3 64 CTG VOID HAD BENT LINE STOPPING FLOW STRAIGHTENED
D
Line Code: C Booker: 3 Comeback: N
Complaint: C.S. CK SOMETIMES IN THE MORNING THE ENGINE ACCELERATOR FOR A
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
3 64 CTG VOID CUST COMPLAINT NOT DUPLICATED AT THIS TI
IME
--- 8 of 9 ----------
RO No: 1[redacted] Opened: 31DEC01 Closed: 31DEC01 Mileage: 4435
Line Code: A Booker: 3 Comeback: N
Complaint: 3K 3000 MAINT
Cause:

Press return to continue, B to page back, S# for story, or E to exit:

RO No: [redacted] Opened: 31DEC01 Closed: 31DEC01 Mileage: 4435
Line Code: A Booker: 3 Comeback: N
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
3 64 CTG 3K 3000 MAINT
--- 9 of 9 ----------
RO No: [redacted] Opened: 23OCT01 Closed: 26OCT01 Mileage: 96
Line Code: A Booker: 3 Comeback: N
Complaint: D-TRADED-TRADE
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
3 13 INTG D-TRADE D-TRADE

Press return or E to exit, S# for story, or B to page back:

RQ17-002

GM

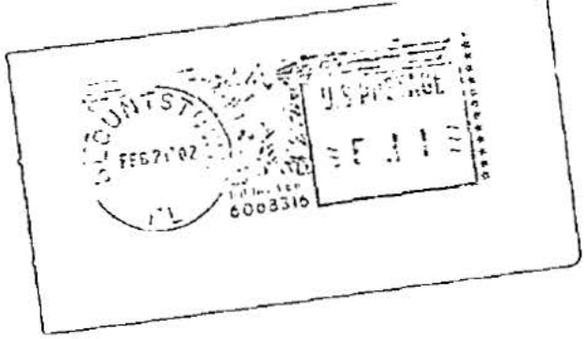
6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]



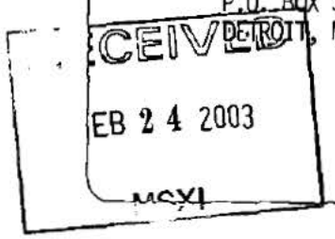


2

[redacted]
BLOUNTSTOWN, FL [redacted]

To

G.M.
CHEVROLET MOTOR DIVISION
CHEVROLET CUSTOMER ASSISTANCE CENTER
P.O. BOX 33170
DETROIT, MI 48232-5170



[redacted] P.A.
ATTORNEY AT LAW

[redacted]

[redacted]
BLOUNTSTOWN, FLORIDA [redacted]

PLEASE REPLY TO:

February 21, 2003

G.M.
Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

Lemon Law Research Unit
Office of Attorney General
The Capital
Tallahassee, FL 32399-1050

Re: MOTOR VEHICLE DEFECT NOTIFICATION

To Whom It May Concern:

I purchased a 2002 Trail Blazer from Rahal/Chevrolet/Buick/Nissan, whose address is P.O. Box 700, Marianna, Florida 32447, on October 24, 2002, vehicle identification #1GNDS13S42[redacted]

This automobile has a continuous problem with the electrical system, which is a substantial defect in that the head lights, break lights, dash lights, etc., will go out. The attempts to have the same corrected are attached hereto.

My home address is: [redacted] Blounstown, Florida [redacted] Home Phone # is ([redacted] my Work # is [redacted]

[redacted]

Certified & Regular U.S. Mail

```
FUNCTION..... ?H
VEHID..... ?HOUSE
CUSTOMER(S) ON FILE WITH THE NAME 'HOUSE'
  1 4330000 [redacted]
  2 4626000
ENTER SEQUENCE NUMBER..... ?1

VEHID [redacted]                          SERIAL NO.   1GNDS13 3422 [redacted]
[redacted]                                CUSTOMER     4330000
[redacted]                                DELV. DATE   24OCT01
BLOUNTSTOWN FL                            IN SERVICE   24OCT01
HOME PHONE [redacted]                     WAR.EXP.DATE  KEY S716J STKR 4330000
BUS. PHONE [redacted]  EXT.               LICENSE NO.
CELL PHONE N/A                            SLSMN        80
PAGER      N/A          CODE              SA
E-MAIL
02 CHEVROLET TRAILBLAZER 22619
Command? (Enter, *, N, VEH, CUST, ?) ....?
```

# of Pages 12

```
*--- 1 of 11 ------------------------------------------------------------------*
RO No: 1[redacted]   Opened: 06JAN03   Closed: 10JAN03   Mileage  22619
Line Code: A  Booker: 20              Comeback: N
Complaint:        CUSTOMER COMPL. SERVICE ENGINE LIGHT ON
Cause:
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION......... ..................
20    70    CTG   MISC                  GAS CAP WAS LOOSE.
Line Code: B  Booker: 20              Comeback: N
Complaint:        CUSTOMER COMPL. INTRUMENT CLUSTER GOES OUT BUT COMES BACK ON
Cause:
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION......... ..................
20    70    CTG   MISC                  TECH NOR SERVICE MANAGER COULD NOT DUPLI
                                         ICATE AT THIS TIME
Line Code: C  Booker: 20              Comeback: N
Complaint:        CUSTOMER COMPL NO BRAKE LIHGT
Cause:
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION......... ..................
20    70    CTG   MISC                  TIGHTENED BULBS
*--- 2 of 11 ------------------------------------------------------------------*
RO No: 150025    Opened: 10DEC02   Closed: 17DEC02   Mileage  20985
Line Code: A  Booker: 3               Comeback: N

Press return to continue, S# for story, or E to exit:
```

2
3

RO No: [redacted] Opened: 10DEC02 Closed: 17DEC02 Mileage 20985
Line Code: D Booker: 3 Comeback: N
Complaint: RENTAL
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .....
3 70 CTG VOID SEE DESCRIPTION
--- 3 of 11 ----------
RO No: [redacted] Opened: 02DEC02 Closed: 05DEC02 Mileage 19796
Line Code: A Booker: 3 Comeback: N
Complaint: CUST STATES HAS NO HEADLIGHTS
Cause: BOTH FT HIGH BEAM AND LOW BEAM BULBS SHORTING OUT REP.
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .....
3 70 WG N0528 BULBS, LAMP - REPLAC: EXTERIOR
Line Code: B Booker: 3 Comeback: N
Complaint: CUST STATES CK FOR CLICKING NCISE WHEN STO ING OR ACCELERATING
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .....
3 16 CTG VOID CUST COMPLAINT NOT D PLICATED AT THIS TI
IME BUT DID NOT HEA THIS AFTER BODY SH
OP REPAIRED SEAT
Line Code: C Booker: 3 Comeback: N

Press return to continue, B to page back, S# for story, or E to exit:

4

```
*--- 1 of 9 ----------------------------------------------------------------*
RO No: [redacted]  Opened: 02DEC02   Closed: 06DEC02   Mileage: 19796
Line Code: A  Booker: 3              Comeback: N
Complaint:        CUST STATES HAS NO HEADLIGHTS
Cause: BOTH FT HIGH BEAM AND LOW BEAM BULBS SHORTING OUT REPL
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.............................
3     70    WG    N0528               BULBS, LAMP - REPLACE EXTERIOR
Line Code: B  Booker: 3              Comeback: N
Complaint:        CUST STATES CK FOR CLICKING NOISE WHEN STOPING OR ACCELERATING
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.............................
3     16    CTG   VOID                CUST COMPLAINT NOT DUPLICATED AT THIS TI
                                        IME BUT DID NOT HEAR THIS AFTER BODY SH
                                        OP REPAIRED SEAT
Line Code: C  Booker: 3              Comeback: N
Complaint:        TAKE TO BODY SHOP FOR SEAT
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.............................
3     3     CCG   VOID                JUST FOR NOTE
Line Code: D  Booker: 3              Comeback: N
Complaint:        RENTAL

Press return to continue, S# for story, or E to exit:
```

RO No: [redacted] Opened: 02DEC02 Closed: 06DEC02 Mileage: 19796
Line Code: D Booker: 3 Comeback: N
Cause: RENTAL

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
3	70	WG	Z7901		RENTAL
3		WG	9997		MISC. SHOP CHARGES

--- 2 of 9 ----------
RO No:[redacted] Opened: 18NOV02 Closed: 26NOV02 Mileage: 19185
Line Code: A Booker: 56 Comeback: N
Complaint: RPC C.S.WATER LEAK AROUND LEFT RR DOOR WINDOW
Cause: LOOSE

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
56	3203	WBG	C0341		CHANNEL, REAR DOOR WINDOW RUN (BOLT-ON) - R&R OR REPLACE LEFT

--- 3 of 9 ----------
RO No: [redacted] Opened: 14NOV02 Closed: 20NOV02 Mileage: 19184
Line Code: A Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. FUEL GAUGE INOP.
Cause: SENDER NOT CALIBRATING NEEDS REPLACING,REPLACED FUEL SENDER

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
20	8	WG	L1200		SENDER AND/OR PUMP ASSEMBLY, FUEL (TANK

Press return to continue, B to page back, S# for story, or E to exit:

RO No: [redacted] Opened: 14NOV02 Closed: 20NOV02 Mileage 19184
Line Code: D Booker: 20 Comeback: N
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .....
20 8 CTG MISC SENT TO BODY SHOP
... 6 of 11 ----------
RO No: [redacted] Opened: 10SEP02 Closed: 27SEP02 Mileage 16540
Line Code: A Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. BRAKE LIGHT OUT IN BACK
Cause: BULB BURNT NEEDS REPLACING,REPLACED BULB
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .....
20 49 WG N0528 BULBS, LAMP - REPLACE EXTERIOR
Line Code: B Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. RATTLES UNDER SEAT IN FRONT WHEN ACCEL
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .....
20 49 CTG MISC REPOSITIONED ABS BRAKE LINES
Line Code: C Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL.ENGINE REVES UP WHEN STARTED AND IDLES HIGH
Cause: VCM NEEDED UPDATED, UPDATED VCM
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .....
20 49 WG J6355 POWERTRAIN CONTROLLER - REPROGRAM ON CAR

Press return to continue, B to page back, S# for story, or E to exit:

7

RO No: [redacted] Opened: 14NOV02 Closed: 20NOV02 Mileage 19184
Line Code: A Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. FUEL GAUGE INOP.
Cause: SENDER NOT CALIBRATING NEEDS REPLACING,REPLACED FUEL SENDER
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .....
20 8 WG L1200 SENDER AND/OR PUMP ASSEMBLY, FUEL (TANK UNIT) - REPLACE
Line Code: B Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. WHEN MASHING GAS THERE'S A NOISE
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .....
20 8 CTG MISC TECH COULD NOT DUPLICATE CUSTOMER COMPLAINT
Line Code: C Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. BACK DOORS LEAK WHEN IT RAINS
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... .....
20 8 CTG MISC SENT TO BODY SHOP
Line Code: D Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. DRIVERS SEAT NOT HOLDING IN PLACE
Cause:

Press return to continue, B to page back, S# for story, or E to exit:

RO No: [redacted] Opened: 10SEP02 Closed: 27SEP02 Mileage: 16540
Line Code: A Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. BRAKE LIGHT OUT IN BACK
Cause: BULB BURNT NEEDS REPLACING,REPLACED BULB
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
20 49 WG N0528 BULBS, LAMP - REPLACE EXTERIOR
Line Code: B Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. RATTLES UNDER SEAT IN FRONT WHEN ACCEL
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
20 49 CTG MISC REPOSITIONED ABS BRAKE LINES
Line Code: C Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL.ENGINE REVES UP WHEN STARTED AND IDLES HIGH
Cause: VCM NEEDED UPDATED, UPDATED VCM
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
20 49 WG J6355 POWERTRAIN CONTROLLER - REPROGRAM ON CAR
R
Line Code: D Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. LABOR WHEN SHIFTING
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

Press return to continue, B to page back, S# for story, or E to exit:

RO No: [redacted] Opened: 10SEP02 Closed: 27SEP02 Mileage: 16540
Line Code: D Booker: 20 Comeback: N
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
20 49 CTG MISC SEE LINE C
Line Code: E Booker: 20 Comeback: N
Complaint: CUSTOMER COMPL. A/C BLOWER GET STUCK LIKE BLOWS HIGH
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
20 49 CTG MISC A/C WORKING PROP. AT THIS TIME
Line Code: F Booker: 20 Comeback: N
Complaint: 3K 3000 MAINT
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
20 49 CTG 3K 3000 MAINT
--- 5 of 9 ----------
RO No: [redacted] Opened: 04JUN02 Closed: 02AUG02 Mileage: 11244
Line Code: A Booker: 3 Comeback: N
Complaint: 3K 3000 MAINT (ENGINE LT COMES ON)
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
3 1

RO No: [redacted] Opened: 04JUN02 Closed: 02AUG02 Mileage: 11244
Line Code: B Booker: 3 Comeback: N
Complaint: C.S. CK A/C ON #1 DOES NOT SEEM TOO COOL
Cause: OPEN CIRCUIT REPL BLOWER RESISOTOR
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
3 19 WG D1002 RESISTOR, BLOWER MOTOR - REPLACE A/C
Line Code: C Booker: 3 Comeback: N
Complaint: C.S. CK ENGINE SEEMS TO ACCELERATE
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
3 19 CTG VOID CUST COMPLAINT NOT DUPLICATED AT THIS TI
IME
Line Code: D Booker: 3 Comeback: N
Complaint: C.S. CK RADIO WHISTLE SOUND
Cause:
SA... TEC

RO No: [redacted] Opened: 04JUN02 Closed: 02AUG02 Mileage: 11244
Line Code: E Booker: 3 Comeback: N
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
3 19 WG V0852 RECALL 02016
--- 6 of 9 ----------
RO No: [redacted] Opened: 04JUN02 Closed: 07JUN02 Mileage: 11243
Line Code: A Booker: 56 Comeback: N
Complaint: RPC C.S.WIND NOISE IN LEFT FRT DR
Cause: LOOSE
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
56 3103 WBG B4241 STRIKER, FRONT DOOR LOCK - REPLACE LEFT
Line Code: B Booker: 56 Comeback: N
Complaint: RPC C.S.RATTLE IN LEFT RR DR
Cause: NO TROUBLE
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
56 3104 WBG RPC NO PROBLEM FOUND
--- 7 of 9 ----------
RO No: [redacted] Opened: 14MAR02 Closed: 14MAR02 Mileage: 7790
Line Code: A Booker: 3 Comeback: N
Complaint: 3K 3000 MAINT
Cause:

Press return to continue, B to page back, S# for story, or E to exit:

```
RO No:[redacted]   Opened: 14MAR02   Closed: 14MAR02   Mileage: 7790
Line Code: A  Booker: 3              Comeback: N
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION.............................
3     64    CTG   3K                    3000 MAINT
Line Code: B  Booker: 3              Comeback: N
Complaint:        CK REAR W/SFLUID NOT COMING OUT
Cause:
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION.............................
3     64    CTG   VOID                  HAD BENT LINE STOPPING FLOW STRAIGHTENED
                                          D
Line Code: C  Booker: 3              Comeback: N
Complaint:        C.S. CK SOMETIMES IN THE MORNING THE ENGINE ACCELERATOR FOR A
Cause:
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION.............................
3     64    CTG   VOID                  CUST COMPLAINT NOT DUPLICATED AT THIS TI
                                          IME
*--- 8 of 9 ------------------------------------------------------------------*
RO No: [redacted]   Opened: 31DEC01   Closed: 31DEC01   Mileage: 4435
Line Code: A  Booker: 3              Comeback: N
Complaint: 3K     3000 MAINT
Cause:

Press return to continue, B to page back, S# for story, or E to exit:
```

RO No: [redacted] Opened: 31DEC01 Closed: 31DEC01 Mileage: 4435
Line Code: A Booker: 3 Comeback: N
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
3 64 CTG 3K 3000 MAINT
--- 9 of 9 ----------
RO No: 1[redacted] Opened: 23OCT01 Closed: 26OCT01 Mileage: 96
Line Code: A Booker: 3 Comeback: N
Complaint: D-TRADED-TRADE
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
3 13 INTG D-TRADE D-TRADE

Press return or E to exit, S# for story, or B to page back:

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
Blonttown, FL [redacted]

Service Request: [redacted]

Dear Ms [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,

Laura Hartman
Customer Relationship Manager

MN0001-T/mrb

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
South Gate, CA [redacted]

Service Request [redacted]

Dear Mr. [redacted]

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

To help us review your request in a timely manner, please 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,

Maria Jarmon-Booker
Customer Relationship Manager

RS0006-A/ril

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
South Gate, CA [redacted]

Service Request [redacted]

Dear Mr [redacted]

We are sorry you have experienced concerns with your 2002 Chevrolet TrailBlazer. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary lube, oil, and filter service. Present this letter to any Chevrolet dealership for redemption.

If you have future questions, 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,

Claudia Calienes
Customer Relationship Manager

RS0022-T/tlc

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]

December 12, 2017

[redacted]
Muntz, LA [redacted]

Service Request: [redacted]

Dear [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,

Pavel Lutskovsky
Customer Relationship Manager

MN0001-P/mjr

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

BRC REPURCHASE WORKSHEET

File Number [redacted]

Customer Name
Freed

Worksheet Filled Out By:
Doug Smith

Old Vehicle VIN:
1GNDT13S8[redacted]

New Vehicle VIN:

Date:
04-Aug-03

TRADE REPURCHASE		STRAIGHT REPURCHASE		PAYMENT / LEASE REPURCHASE	
				Lease Terms MO __ MI ___ Lease Usage Mo __ MI __	
1 Replacement Vehicle Costs	$0.00	1 Base Price	$28,330.00	1 Down Payment	$2,500.00
2 Equipment Transfer	$0.00	2 Conversion Price	$399.99	2 Additional Payments 20@622.88	$12,457.60
3 Sales Tax	$0.00	3 Sales Tax	$0.00	3 Reg./Lic./Title (opt)	$70.33
4 Reg./Lic./Title (opt)	$0.00	4 Reg./Lic./Title (opt)	$0.00	4 Aftermarket Items	$0.00
5 Aftermarket Items	$0.00	5 Finance Charges	$0.00	5 Collateral Costs	$0.00
6 Collateral Costs	$0.00	6 Aftermarket Items	$0.00	6 Pre-Judgement Interest	$0.00
7 Pre-Judgement Interest	$0.00	7 Collateral Costs	$0.00	7 Annoyance / Inconvenience	$0.00
8 Annoyance / Inconvenience	$0.00	8 Pre-Judgement Interest	$0.00	8 Other	
9 Dealer Admin / Vehicle Transfer	$0.00	9 Annoyance / Inconvenience	$0.00	9 **Total Additions**	**$15,027.93**
10 Other		10 Other		10	
11 **Total Replacement Price**	$0.00	11 **Total Purchase Price**	**$28,729.99**	11 Usage 5,341/120K * 28,330.00	$1,260.92
12 Usage/Depreciation	$0.00	12 Usage/Depreciation	$1,260.92	12 Damage	$0.00
13 Tax/Title/Registration Contribution	$0.00	13 Damage	$0.00	13 Over-Allowance	$0.00
14 MSRP Upgrade	$0.00	14 Over-Allowance	$0.00	14 Negative Equity	$0.00
15 Damage	$0.00	15 Negative Equity	$0.00	15 Incentives NONE IN BARS	$0.00
16 MSRP Downgrade	$0.00	16 Incentives (deduct)	$0.00	16 Over Mileage Penalty	
17 **Customer Cost (review L.L.)**	$0.00	17 **Total Deductions**	**$1,260.92**	17 **Total Deductions**	**$1,260.92**
18		18		18	
19 **Repurchase Subtotal**	$0.00	19 **Repurchase Subtotal**	**$27,469.07**	19 **Total Refund to Customer**	**$13,767.01**
20 Loan Payoff	$0.00	20 Loan Payoff	$21,011.54	20 Attorney's Fees	$2,500.00
21 **Total to Dealer & Customer**	$0.00	21 **Total Refund to Customer**	**$6,457.53**	21 Dealer Buy Out / Payoff Amount	$21,011.54
22 Attorney's Fees	$0.00	22 Attorneys Fees	$2,500.00	22	
23 **Total Repurchase**	$0.00	23 **Total Repurchase**	$29,969.07	23 **Total Repurchase Amount**	**$37,278.55**
24 NADA		24 NADA	$19,625.00	24 NADA	$19,625.00
25 Estimated Auction Price	$0.00	25 Estimated Auction Price	$14,522.50	25 Estimated Auction Price	$14,522.50
26 **Projected Loss**	**$0.00**	26 **Projected Loss**	**$15,446.57**	26 **Projected Loss**	**$22,756.05**

OVER ALLOWANCE CALCULATION

PURCHASE PRICE (before t/t/t)	$ 28,330.00	TRADE ALOWANCE		PURCHASE PRICE	$ 28,330.00
MSRP (FROM BARS INVOICE)	$ 28,380.00	PAYOFF OF TRADE		INCENTIVE* (from BARS)	$ -
DIFFERENCE	$ (50.00)	DIFFERENCE	$ -	OVERALLOWANCE	$ -
if positive look for over allowance		if negative=negative equity		ACTUAL PRICE	$ 28,330.00
		TRADE ALOWANCE			
		ACV OF TRADE			
		DIFFERENCE	$ -	do not include fuel file credit	
		acv=actual cash value		include GM card points	

TRADE REPURCHASE WORKSHEET

File Number | **CRM Name** | **Customer Name:**

Old Vehicle VIN: | **Date:** | **New Vehicle VIN:**

TRADE REPURCHASE		BILL OF SALE
Acct. [redacted] Vehicle Costs	$ -	Purchase Price (New Unit)
Adjustment to line 1	$ -	
Conversion Cost	$ -	State Sales Tax
Tax	$ -	
Luxury Tax	$ -	Luxury Tax
Reg./Lic./Title Fees (opt)	$ -	
Miscellaneous	$ -	Reg./Lic./Title Fees (opt)
Other	$ -	
State Fees	$ -	Additional Aftermarket Items
Cost to Transfer Aftermarket Items	$ -	State Fees
Service Contracts/GMPP	$ -	
Transportation Fees	$ -	Miscellaneous
		Other
Total Replacement Price	$ -	
		Subtotal
Tax, Reg./Lic./Title Fees	$ -	
Luxury Tax	$ -	Trade In
Other	$ -	
Additional Aftermarket Items	$ -	Payoff
Usage/Depreciation	$ -	Net Allowance
Damage	$ -	
Upgrade	$ -	**Cash on Delivery**
Downgrade (deducted)	$ -	
Reimbursement of Aftermarkets	$ -	**Total Balance Due**
Other	$ -	
Total Customer Cost	$ -	**Amount to Dealer for additional Fees**
		Amount to Attorney
Trade Repurchase Amount	$ -	
Atty Fees	$ -	
		Estimated Auction Price
Total Repurchase Amount	$ -	Projected (Loss)
Total Payoff Amount	$ -	
PAYOFF GOOD THRU	*1/0/1900*	
Dealer Due to GM	NA	
GM Due to Dealer	NA	
GM Due to Attorney	$ -	

$ -
$ -
$ -
$ -
$ -
$ -
$ -
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$ -

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

Customer Name:	[redacted]	Approval Date:	8/20/2003
CRM Name:	DOUG SMITH		

RVDC Case# 59160
BRC Case [redacted]
Customer Name [redacted]
Original VIN 1GNDT13S822[redacted]
BAC 117822
Dealership Name RANCHO MOTOR CO.
Dealer Contact/Title Al Trudeau, Service Manager
Dealer Phone 7609558200
Dealer Fax 7609554858
Delivery Date 2001-11-05
Buyback Mileage 34539
Transmission A
UCC Code(s) N3404
MSRP 28380.00
NADA 19625.00
Case Number 59160
TAC Case Number
Type of Transaction SR
Replacement VIN
Repurchase Type Legal-Early Resolution-NISM
Repurchase Source Legal CRM, Douglas Smith
Reason for Repurchase: instrument cluster failure
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: CA Repurchased Under Laws of State: CA
Vehicle Meets Presumption of LEMON LAW? Y
Closing Schedule:
2003-08-27 Established on:
2003-08-20

If no, where: BAC is 0
Location Site Name:
Contact Name:
Address 1:
Address 2:
City: State: Zip:
Phone #:
Fax #:

Comment: Customer & Plaintiffs Counsel to receive one check only. Customers share is $13,767.01; Attorneys share is $2,500.00

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: 21204.05 Lien Payoff Expires on: 2003-09-08 Per Diem: 6.21
Customer Due to GM: 0.00 Dealer Due GM: 0.00
Check Information
Customer Lienholder Plaintiff's Attorney
Check Amt: 0.00 Check Amt: 16267.01
Payee1: Kenny & Payee1: GMAC Payee1: Kenny & Robin Freed & The Law
Payee2: Robin Freed Payee2: Acct.#0[redacted] Payee2: Offices of William R. McGee
Address1: 37533 Houston Address1: 2902 West Agua Fria Address1: 16855 West Bernardo
Address2: Road Address2: Freeway, #1095 Address2: Drive, Suite #380
City: Lucerne Valley City: Phoenix City: San Diego
State: CA State: AZ State: CA
Zip 92356-1710 Zip 85027 Zip 92127
Phone #: 760-248-9414 Phone #: 800-200-4622 Phone #: 858-485-9332
Fax #: Fax #: 303-740-5685 Fax #: 858-485-9763
Attention: Payoff Dept. Attention: William McGee
Account #: 085-1428-18614 Fed Tax ID: 33-0875803
Firm Name: William McGee et al
Case ID: 59160 Initiator: smithd01

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

NATIONAL MECHANICAL SERVICE CENTER
P.O. BOX 87173
CHICAGO, IL. 60680
800-631-5590 PHONE
800-947-5675 FAX

MOTORS INSURANCE CORPORATION

Fax

To: DOUGLAS SMITH @ BRC From: **NorthEast Region**

Fax: 1-866-715-8515 Pages:

Phone: Date:

Re: REPURC GMPP CANC FLAT CC:

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• Comments:



TO: GMAC Insurance
Attn: Brian Feldman
Fax # 800-947-5675

FROM: Douglas Smith
BRC Legal Team
Phone #: 800-231-1841, ext 57510
Fax #: 866-715-8515

SUBJECT: **GMPP Cancellation Request from GM Business Resource Center (BRC) or Local Counsel**

VEHICLE ID NUMBER (VIN): 1GNDT13S82[redacted]

CUSTOMER NAME: [redacted]

CUSTOMER ADDRESS: [redacted]

CITY/STATE/ZIP: Lucerne Valley, CA 9[redacted]

REASON FOR CANCELLATION:

[X] Other: Vehicle Repurchased by General Motors as the result of a Legal, BBB, or field settlement

DATE OF CANCELLATION REQUEST: August 21, 2003

GMPP USE ONLY

CHOOSE FROM ONE OF THE FOLLOWING BY MARKING WITH AN "X":

[X] Flat - GMPP will reimburse (credit) the GM division for the total amount of the GMPP. (If no claims have been made against GMPP). +1,095

[ ] Pro-rate – GMPP will reimburse (credit) the GM division (There are claims made against GMPP).

PLEASE RETURN FORM TO SENDER AT THE FAX NUMBER LISTED ABOVE WHEN COMPLETED.

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

12/12/17

Privileged and Confidential Information

CASE ASSESSMENT BY: Doug Smith

Customer Name: [redacted] CARS Request No.: S1-71356923 GM Legal File No.: nism

Vehicle ID No.: 1GNDT13S822[redacted] In Service Date: 11-05-2001 Vehicle is: **new** DLR's BAC Code: 114618

Year, Make & Model: 2002 chev trailblazer

VEHICLE REPAIR HISTORY

CUSTOMERS PRIMARY SYMPTOM/COMPLAINT: **loss of power**

Date:	Mileage:	Days Out:	Description of Repair:
01-24-02	4370	?	? unreadable Ro, called dlr and dlr has been bought out, Called dlr for better copy,
02-08-02	5341	03	C/s veh loss power while driving, no SES, (see inop istructment cluster)

OTHER SYMPTOM/COMPLAINT: **inop instrument cluster**

Date:	Mileage:	Days Out:	Description of Repair:
02-08-02	5341	*	C/s instrument cluster inop at times . Dlr found ignition switch failing, replaced unit
01-08-03	22932	01	C/s dash light all come on at times. Dlr pulled no codes, checked all connectors, could not duplicate.
01-13-03	23206	03	C/s dash light all come on at times., no heater, lack of power. Dlr checked connections, ok, called TAC, replaced and reprogrammed cluster
01-28-03	23918	03	C/s dash warning lights on and off. Dlr replaced front fuse box. Performed recall 0165 transfer case reprogrammmed.
06-17-03	31820	01	Performed recall 03013, instrument panel cluster gauges inoperative.

OTHER SYMPTOM/COMPLAINT: **SES on**

Date:	Mileage:	Days Out:	Description of Repair:
07-23-02	13443	02	C/s SES on, Dlr reprogrammed DTC for coolant fan, also replaced O-2 sensor.

OTHER / MISCELLANEOUS:

Parts ordered for recall 03012 on 06-17-03 @31,820 miles. Trans shift lock & ign key removal.

Total Days Out of Service: 13

VEHICLE MEETS PRESUMPTION: YES: **xx SONG BEV** NO: **Tanner nope**

CRM FINAL OFFER: **Repurchase:** **OFFER TO CUST: $**{Amount} **ATTORNEY FEES: $**{Amount }

RECOMMENDATION:Repurchase based on the instrument panel concerns 5xs. Veh meets Song Bev. PC McGee will file suit and at this juncurre the costs will be less.

TEAM MANAGER APPROVING: BG YES: **XX** NO:

BRC Legal Case Manager:Doug Smith **Ph# 800-231-1841, prompt 9, prompt 5,** 57510 **FAX# 1-866-715-8515**

Reason for Removal

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 5, 2003

VIA FAX ONLY

William R. McGee, Esq.
Law Offices of William R. McGee
16855 West Bernado, Suite 380
San Diego, CA 92127

Re: [redacted]
CARS File No. [redacted]
2002 Chevrolet Trailblazer
VIN # 1GNDT13S82[redacted]

Dear Mr. [redacted]

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2002 Chevrolet Trailblazer for all defendants. This offer is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at any General Motors dealership prior to the issuance of any funds. Please advise my office of the dealership that your client would like to work with in your written response to our offer. My office will then contact the dealership and provide them with necessary documents for the inspection. The dealership will then contact you to arrange an inspection at a mutually agreeable date and time for your client. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year of the vehicle. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments 20 @ 622.88	$12,457.60	(which includes sales tax of $1,260.92)
Total down payment	$2,500.00	
License/Title/Registration	$70.33	
Subtotal:	$15,027.93	
Less Usage/Depreciation	- $1,260.92	
Subtotal:	$13,767.01	
Attorney's Fees	$2,500.00	
Subtotal:	$16,267.01	
* Payoff to lienholder (good through August 8, 2003)	$21,011.54	
Repurchase Offer	$37,278.55	
Total due to attorney and client:	*$16,267.01*	

* The payoff amount is subject to change if this offer letter is not received in time for the current payoff amount to be processed; however, General Motors will be responsible for paying off the lienholder if the amount should change.

In addition, we will pay off the lienholder in the amount of $21,011.54 *good until August 8, 2003* and reasonable attorney fees.

{OPTIONAL PARAGRAPH} This offer requires a contribution of $ {Dollar amount} 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 days from the date of your acceptance of our offer. We will need a copy of your client's registration and social security number and 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, please have your client sign this offer letter as well as the attached release and return them to me at the fax number shown below.

Sincerely,



Douglas Smith
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57510
FAX# 866-715-8515

cc: FILE

Attach.

Client's Signature	Client's Signature
Date	Date

RELEASE OF CLAIM

1. We, [redacted] (hereinafter referred to as "Releasors"), as buyers of a certain 2002 Chevrolet Trailblazer, bearing Vehicle Identification No. 1GNDT13S822[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "Releasee") of $37,278.55, said payment to be made as outlined below, does for themselves and each and all of their representatives, heirs, successors and assigns, hereby releases and discharges Releasee, 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 attorneys 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 in the matter of this claim.

2. As consideration for the payment described above to be tendered in the form of (2) two checks: the first, in the amount of $ 16,267.01, made payable to Kenny & Robin Freed and the Law Offices of William R. McGee; the second in the amount of $ 21,011.54, made payable to GMAC, account # ([redacted]

Note: These checks are subject to change if Releases 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, Releasors will convey clear and unencumbered title of the vehicle to General Motors Corporation, will execute a limited Power of Attorney in favor of General Motors Corporation 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 after Releasors executes this Release, but before Releasee 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, Releasors shall tender said Vehicle with clear title to Releasee upon receipt of $37,278.55, 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, Releasee shall make payment of said consideration to Releasors of $37,278.55, 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 2002 Chevrolet Trailblazer as determined by the NADA book, at the time this Release is executed by Releasors.

(iv) That the Vehicle shall not exceed 50,000 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 .39 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasee or its authorized dealer.

(c) That Releasors 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 Releasee by Releasors;

(d) That neither Releasee'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 wrong doing by Releasee 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 Releasors and their attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasors by counsel prior to its execution;

(f) That Releasors represents and warrants that they are entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasors have not assigned or otherwise transferred any interest in any claims which are the subjects hereof;

(h) That Releasors 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 Releasors do hereby for themselves, their heirs, executors, administrators, successors and assigns convenant to defend, indemnify and save harmless the Releasee from any and every claim or demand of every kind and character arising out of the Complaint referenced above and this release;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasors and that this document of 3 pages contains the entire agreement between Releasors and Releasee.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF _____.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE _____ DATE SIGNED: _____

WITNESS: _____

_____	_____
Claimant's signature	Claimant's signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code
_____	_____
Social Security Number	Social Security Number

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by Kenny and Robin Freed..

_____
Signature of Notary Public

_____
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
Lucerne Valley, CA[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 1GNDT13S822[redacted], is for the following:

- 60 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 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,

Kimberly Lewis
Customer Relationship Manager

RS0011-A/jgg

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

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

MAY 29 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: electrical concerns

Vehicle Information: (Circle one below)

Make: Buick Cadillac (Chevrolet) GMC Truck Oldsmobile Pontiac

VIN# 1GNDT13S822[redacted]

Year: 2002 In-Service Date: 11/5/01 Mileage: 25,000

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): Kimberly Lewis

Plan Selection: Value Guard 12 months / 75,000 miles

Team Manager/Supervisor: Bill Kelley Date: 5/15/03

Contract Registration

GMPP ✓ | MRP | GM Cert | MRP Cert | MRP LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters): 1GNDT13S822 [redacted] | PLAN PURCHASE DATE: 05/15/03

YEAR	MAKE	MODEL	CURRENT ODOMETER	4 WHEEL DRIVE
2002	Chevrolet	Trailblazer	25000	✓

Customer

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

NAME OF BUSINESS OR MUNICIPALITY | AREA CODE & PHONE NUMBER [redacted]

MAILING ADDRESS (must include apt. or suite #, if applicable) [redacted] | CITY: Lucerne Valley | STATE: CA | 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: Chevrolet Division | DEALER CODE: 120011 | PROMOTION CODE

ADDRESS [redacted] | CITY: Detroit | STATE: MI | ZIP CODE [redacted]

Lienholder

GMAC NAME: OR Chevrolet Division

ADDRESS: P.O. Box 33170 | CITY: Detroit | STATE: MI | ZIP CODE: 48232-5170

Plan Coverage and Price

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

MECHANICAL TERM

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
11/05/01	00/ 75,000	$100 $200	.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.	PRICE
		/ ,	.00

SURCHARGES & OPTIONAL COVERAGE (Select all that apply)

BUSINESS	HUMMER BUS	EMERGENCY	SNOWPLOW	TIRE ROAD HAZARD	PRICE
				$	.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: 5/15/03

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. 10/02 701ALL3

ORIGINAL COPY

Sample Coverage Agreements are available online at www.gmprotectionplans.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]





RANCHO
MOTOR COMPANY
"Serving the High Desert Since 1971"





TO: Doug Smith

ATTN: _____

RE: _____

FROM: _____

TOTAL PAGES: 11 including cover sheet

fax # 866-715-8515

15425 Dos Palmas · Victorville, CA 92392 · (760) 955-8200 · 1-800-395-3278
www.ranchomotorco.com

SERVICE APPOINTMENTS ACCEPTED

ALL PARTS NEW UNLESS OTHERWISE STATED

237538

CUSTOMER NO.	ADVISOR	CARD NO.	INVOICE DATE	INVOICE NO.
[redacted]	GERRY x 500	903	07/30/02	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]			[redacted]	LT PEWTER M	408

YEAR/MAKE/MODEL	DELIVERY DATE	DELIVERY MILES
02/CHEVROLET TRUCK/TRAILBLAZER/UT	11/05/01	2

VEHICLE ID. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N D T 1 3 S 8 2 2 2 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		07/23/02

LUCERNE VALLEY, CA [redacted]

RESIDENCE PHONE [redacted] [redacted]

MO: 1344

LABOR & PARTS

J# 1 10CVZ DRIVABILITY HOURS: 1.50 TECH(S):530 96.2

CUSTOMER STATES CHECK ENGINE LIGHT ON ALL TIMES
SEEMS TO RUN OK.
DIAGNOSSIS/SCANER CHECKED SYSTEM D.T.C. 1683 BULL # 01-06-04
-052 & BANK #1 02 SENSOR FAILURE.
REPROGRAMMED D.T.C.COMPUTER FOR COOALNT FAN PERFORMANCE
& REPLACED BANK #1 #1 OXYGEN SENSOR,CLEARED D.T.C. &
ROAD TESTED TO FACTORY SPECS AFTER REPAIR.E

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	24577273	*SENSOR 3.682	42.00	42.00	58.80	58.8
			JOB # 1 COST TOTAL		42.00		
			JOB # 1 TOTAL PARTS				58.8
			JOB # 1 TOTAL LABOR & PARTS				155.0

J# 2+02CVZ ALTER.TRANSPORTATION HOURS: TECH(S):202 0.0

ALTERNATE TRANSPORTATION
(CAR RENTAL)

JOB # 2 TOTAL LABOR & PARTS 0.0

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 2	27043	D997694	07/24/02	WARRANTY CAR RENTAL	60.0
				TOTAL - SUBLET	60.0
				R/O TAX	0.0
				R/O TOTALS	215.0

CHEVROLET

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
61296	215.04
CLAIM TOTALS	215.04

APPROVED BY SIGNATURE



FORM ERA-2-INV DPM-043639 07/01

CUSTOMER NO.	ADVISOR	CARD NO.	INVOICE DATE	IN
[redacted]	GERRY 500	903	07/30/02	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE		COLOR: LT PEWTER M	STOCK NO.: 408
	YEAR / MAKE / MODEL: 02/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE: 11/05/01	DELIVERY MILES: 2
	VEHICLE ID. NO.: 1GNDT13S822[redacted]		SELLING DEALER NO.	PRODUCTION DATE
LUCERNE VALLEY, CA [redacted]	F.T.E. NO. / P.O. NO.		R.O. DATE: 07/23/02	
RESIDENCE PHONE [redacted]	BUSINESS PHONE 6[redacted]			MD: 1344

DCS AUDIT SLIP

DCS DATA FILE: GMGMWA.566
07/30/2002 WARRANTY NEW CLAIM
1100

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
061296	07/23/2002	1GNDT13S822[redacted]	3	39270	13449	194-48-4209

CUSTOMER NAME: FIRST: [redacted] MIDDLE: [redacted]
LAST: [redacted] PHONE:WORK [redacted] HOME: [redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		WB	1	24577273	58.80	6C	J6372	.5			32.08
LN-TOT:		90.88	TECH SSN: 357-50-5788		AUTH CODE:			AUTH. AUTHOR.:				

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	01		WB				6C	J6355	1.0			64.16
LN-TOT:		64.16	TECH SSN: 357-50-5788		AUTH CODE:			AUTH. AUTHOR.:				

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	02		WJ				98	Z7902			60.00	
LN-TOT:		60.00	TECH SSN: 555-55-9469		AUTH CODE:			AUTH. AUTHOR.:				

R.O. TOTAL: 215.04

CHEVROLET

FORM EPA-2-INV GPM-04-2939 07/01

VEHICLE ID. NO. 1G [redacted] | YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/UT | PRODUCTION DATE | STOCK NO. [redacted] | LICENSE NO. | R.O. NO. [redacted]

[redacted]

LUCERNE VALLEY, CA [redacted]

RESIDENCE PHONE [redacted] | BUSINESS PHONE [redacted]

CUSTOMER NO. 22591 | COLOR LT PEWTER MET/MED | DELIVERY DATE 11/05/01 | DELIVERY MILES 20 | SELLING DEALER NO. | R.O. DATE 07/23/0

SERVICE CONTRACT 6807 | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | ADVISOR 50

I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection and delivery. I agree to assume responsibility for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. I agree to pay all charges for repairs and a reasonable storage charge on vehicle not removed within 48 hours after notification that repairs are completed. I grant you a lien on vehicle and guarantee payment within your terms in event of nonpayment by any other party or parties liable. [redacted] ON REVERSE SIDE. PLEASE READ REVERSE SIDE. READ IMPORTANT INFORMATION ON BACK.

SIGNED [redacted]

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE. ☐ SAVE

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. I acknowledge notice and oral approval of an increase in the original estimate price.

SIGNATURE

HAT NO. 90 | MILEAGE 134 | TRANS. | AIR COND. | TURBO | P.S.

FUEL GAUGE | APPOINTMENT DATE | TIME | TIME RECEIVED 08:08am | DATE / TIME PROMISED 07/23/02 02:36pm | PRIORITY 3

STATE REG# AM050729

Hazardous Waste Fee Estimate $ _____ Revised $ _____

IMPORTANT PLEASE DO NOT LEAVE PERSONAL EFFECTS IN YOUR CAR. LOCKERS ARE PROVIDED FOR YOUR PROTECTION. CUST. INITIAL

ORIGINAL EST.	REVISED EST.	TIME	DATE	PERSON CONTACTED BY	PHSN.
$	$	A.M. P.M.			PHN.
ESTIMATE DOES INCLUDE SALES TAX	REVISED EST. $	TIME A.M. P.M.	DATE	PERSON CONTACTED BY	PHSN. PHN.

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

R&R MOCV2 [illegible] CUSTOMER STATES CHECK ENGINE LIGHT ON ALL TIMES SOMETIMES WILL NOT RUN OK

WARRANTY PARTS RETURNED 0 SENSOR 1-24-02

2W Rear Inc P.O. 270413

P1484

P1683

#1 O2 SENSOR STUCK

FAN CLUTCH 2528 RPM DESIRED 1264

Monty's, Inc.

15180 PALMDALE ROAD
VICTORVILLE, CA 92392
(760) 241-3325

B.A.R. # AM-050729 • EPA CAD # 030596761

BY LAW, YOU MAY CHOOSE ANOTHER OFFICIALLY LICENSED FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

Used Motor Oil, Anti-Freeze, Thinners, Solvents, Batteries, and Tire also Oil Filters are regulated **HAZARDOUS WASTE**. They are bein legally transported, stored, and or recycled by a licensed transport for a fee. We, therefore, must charge a Hazardous Waste disposal fe CHARGES WILL VARY DUE TO AMOUNT OF MATERIAL DISPOSED ESTIMATE INCLUDES ALL DISPOSAL FEES.

I AUTHORIZE AFTER MARKET PARTS FOR WHICH I UNDERSTAND THERE IS NO WARRANTY ON LABOR.

X _____
CUSTOMER SIGNATURE

JOB COMPLETED AND ROAD TESTED BY,

NAME _____ TECH

I UNDERSTAND THAT MY ENGINE/TRANSMISSION WILL BE REASSEMBLED WI IN _____ DAYS OF THE DATE ABOVE, IF I CHOOSE NOT TO AUTHORI SERVICES RECOMMENDED. THE CHANGE FOR REASSEMBLY WILL _____

X _____

THANK YO

PAGE 1 OF 1 61296

Aug. 5. 2003 12:36PM Rancho Motor Company No. 0395 P. 4

EMP. NO.	TECHNICIANS COMMENTS INCLUDE DESCRIPTION OF CAUSE	TRBL. CODE	DEALERSHIPS USING DAILY JOB TICKETS SHOULD AFFIX THE JOB STICKERS IN THIS AREA.	LABOR REC
	REPAIR REPROGRAM ECM AS PER SERVICE BULLETIN #01-06-04-052 J-6355		STRAIGHT TIME (HOURS) / FLAT RATE: W / R/O NO. 61296 / OPER. NO. / EMP. NO. 530 / TIME / OFF 7/24/02 / ON	TIME CLOC ON / OFF / ON / OFF / ON / OFF
	A CAUSE DTC 1683 FAN PERFORMANCE SHOWS 2528 RPM. DESIRED 1264			
	REPAIR REPLACE BANK 1 #1 H02 SENSOR		STRAIGHT TIME (HOURS) / FLAT RATE: W / R/O NO. 61296 / OPER. NO. / EMP. NO. 530 / TIME / OFF 7/24/02 / ON	ON / OFF / ON / OFF / ON / OFF
	B CAUSE #1 H02 SENSOR STUCK AT 22MV DOES NOT CHANGE			
	REPAIR			ON / OFF / ON / OFF / ON / OFF
	C CAUSE		STRAIGHT TIME (HOURS): 3300 / FLAT RATE: 1.5 / R/O NO. 61296 / OPER. NO. / EMP. NO. 530 / TIME / OFF 7-30 / ON	ON / OFF / ON / OFF / ON / OFF
	REPAIR			ON / OFF / ON / OFF / ON / OFF
	D CAUSE			

TROUBLE CODES

CODE DESCRIPTION	CODE DESCRIPTION	CODE DESCRIPTION	CODE DESCRIPTION	CODE DESCRIPTION
1. BROKEN	10. PAINT-THIN OR RUBBED THROUGH	37. POOR ENGAGEMENT	55. POOR FIT	72. IMPROPERLY PADDED
2. BROKEN WELD	20. PAINT-CORROSION, CRAZING, CRACKING, CHALKING	38. DOES NOT SEAT	56. INOPERATIVE	73. FUMES
3. STRIPPED	21. PAINT-POOR REPAIR	39. BRASS	57. REGISTERS INCORRECTLY	74. RUSTED OR CORRODED
4. TORN OR PUNCTURED	22. PAINT-FILM SPOTTED	40. NOISY	58. PART IMPROPERLY INSTALLED	75. WRINKLED
5. CRACKED	23. PAINT-FINISH COMES OFF	41. CHATTERS	59. PULLS	77.
6. WORN	24. CHROME PLATING COMES OFF	42. LEAKS	60. ENGINE RING	78. CARBON DEPOSIT
7. SCORED OR SCRATCHED	25. MISADJUSTED	43. SHIFT HARD	61. INCORRECT PRESSURE	79. POOR RELEASE
8. POOR METAL FINISH	26. MISADJUSTED	44. SLIPS OUT OF GEAR	62. FADE OR HARD PEDAL	80.
9. CHIPPED	27. LOOSE	45. WIND NOISE	63. GLAZE	81. HARD RIDE
10. SOILED OR STAINED	28.	46. FLOODS	64. SLIPS	82. SURGE
11. DENT	29. PART OMITTED	47. FLAT SPOT OR RESTRAINED	65. COLLAPSED	83. HARD STARTING (COLD)
12. FOREIGN MATERIAL	30. PONDSITY	48. DISCOLORED	67. EXCESSIVE LUBRICATION OR OIL SOAKED	84. HARD STARTING (HOT)
13. OVERHEATED	31. POOR MACHINING	49. PITTED	68. INSUFFICIENT LUBRICATION	85. SHEARED
14. BURNED	32. GLASS-POOR VISION	50. ELECTRICAL FAILURES	69. POOR OIL RELEASE	86. DISCHARGED
15. SEIZED	33. WEAK	51. NOT CONNECTED	70. POOR CASCADE RELEASE	87. SPECIAL POLICY
16. PAINT-DIRT OR FOREIGN	34. OUT OF BALANCE	52. BRIDS STICKS	71. PULLED LOOSE	88. CAMPAIGN
17. PAINT-DRY SPRAY, MOTTLING SAGS, OFF-COLOR, ROUGH	35. OUT OF ROUND	53. NOT DRILLED	72. BRIDGEMAN	

SERVICE APPOINTMENTS ACCEPTED

ALL PARTS NEW UNLESS OTHERWISE STATED

[redacted]

CUSTOMER NO.	ADVISOR	CARD NO.	INVOICE DATE	INVOICE NO.
[illegible]	GERRY [illegible] 500	[illegible]	02/11/02	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		5841	LT PEWTER M	40

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
02/CHEVROLET TRUCK/TRAILBLAZER/UT	11/05/01	

VEHICLE ID. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 N T 3 8 2 3 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		02/08/02

[redacted]

LUCERNE VALLEY, CA [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

MO: 58

LABOR & PARTS----------

J# 1 10CVZ DRIVABILITY TECH(S):512 WARRANT

CUSTOMER STATES VEHICLE LOST POWER WHILE DRIVING, NO SES LIGHT.
SEE LINE THREE

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

JOB # 1 TOTAL PARTS 0.0

JOB # 1 TOTAL LABOR & PARTS 0.0

J# 2 02CVZ ALTER.TRANSPORTATION TECH(S):512 WARRANT

ALTERNATE TRANSPORTATION

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

JOB # 2 TOTAL PARTS 0.0

JOB # 2 TOTAL LABOR & PARTS 0.0

J# 3 51CVZ BODY ELECTRICAL TECH(S):512 WARRANT

CUSTOMER STATES INSTRUMENT CLUSTER INTERMITTENTLY NON-OP.
INSTALL S.O.P.
DIAG AND CHECK WIRING AND CONNECTIONS AT SWITCH. POWER AND GROUNDS AT ENGINE. FOUND IGNITION SWITCH FAILING.
REPLACED IGNITION SWITCH AND RECHECKED.

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

JOB # 3 1 1245[illegible] SWITCH 2.188 WARRANTY

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

CHEVROLET

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

JOB # 2 60785 634095 02/11/02 RENTAL WARRANTY

TOTAL - SUBLET 0.00

TOTALS----------

THANK YOU FOR LETTING MONTY'S CHEVROLET SERVE YOU!
REMEMBER, ALL PARTS WITH AN * CARRY A LIFETIME WARR
WITH THE NEW GOODWRENCH SERVICE PLUS PROGRAM.

" I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN
INCREASE IN THE ORIGINAL ESTIMATED PRICE."

IF YOU ARE NOT COMPLETLY SATISFIED WITH OUR SERVICE
PLEASE CONTACT ME-RANDY THOMPSON SERVICE MANAGER
I WILL MAKE EVERY EFFORT POSSIBLE TO MAKE SURE
YOU ARE COMPLETLY SATISFIED!!!

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

[redacted]

CUSTOMER SIGNATURE

Jen

DISPATCH NO.

VEHICLE ID. NO.	YEAR / MAKE / MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
[illegible]	02/CHEVROLET TRUCK/TRAILBLAZER/UT		4087		57670

[redacted]

CUSTOMER NO.	COLOR	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
22531	LT PEWTER MET/MED	11/05/01	20		02/08/02

SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR
GMPP				500

I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate below vehicle for purposes of testing, inspection or delivery at my risk. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. I assume full responsibility and guarantee payment within your terms in event of nonpayment by any other party or parties billed for any portion of this work on my behalf.

SUBJECT TO TERMS AND CONDITIONS ON REVERSE SIDE. PLEASE READ REVERSE SIDE. [redacted] ASE READ IMPORTANT INFORMATION ON BACK.

SIGN [redacted] ONLEDGES RECEIPT OF A COPY HEREOF

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE. ☐ SAVE

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. I acknowledge notice and oral approval of an increase in the original estimated price.

SIGNATURE

HAT NO. 599

MILEAGE 5341

TRANS.

AIR COND.

TURBO

P.S.

FUEL GAUGE

LUCERNE VALLEY, CA 9[redacted]

RESIDENCE PHONE [redacted]

BUSINESS PHONE [redacted]

TIME RECEIVED	DATE / TIME PROMISED	PRIORITY
03:25pm	02/12/02 05:00pm	3

OINTMENT YES NO

STATE REGIL AM050729

Hazardous Waste Fee Estimate $ _____ Revised $ _____

IMPORTANT PLEASE DO NOT LEAVE PERSONAL EFFECTS IN YOUR CAR. LOCKERS ARE PROVIDED FOR YOUR PROTECTION.

CUST. INITIAL

ORIGINAL EST.	REVISED EST.	TIME	DATE	PERSON CONTACTED BY	PRSN
$	$	A.M. P.M.			PHN
ESTIMATES DO NOT INCLUDE SALES TAX	REVISED EST. $	TIME A.M. P.M.	DATE	PERSON CONTACTED BY	PRSN PHN

JOB

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

1 [illegible] DRIVABILITY CUSTOMER STATES VEHICLE JUST POWER WHILE DRIVING [illegible] FIGURE

2 [illegible] ALTER TRANSPORTATION ALTERNATE TRANSPORTATION

RO 60785

[illegible] BODY ELECTRICAL CUSTOMER STATES INSTRUMENT CLUSTER [illegible] INSTALL [illegible]

WARRANTY PARTS RETURNED DPL

① - SWITCH

2-11-02

[redacted]

Audit #

232-6340-5

CF #

232-12394-LA

Belen

ADVANTAGE RENT-A-CAR® Nationwide Reservations 1-800-777-5500 advantagerentacar.com Location nearest you 1-800-574-6000

Monty's, Inc. 15180 PALMDALE ROAD VICTORVILLE, CA 92392 (760) 241-3325

B.A.R. # AM-050729 • EPA CAD # 030596761

BY LAW, YOU MAY CHOOSE ANOTHER OFFICIALLY LICENSED FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

Used Motor Oil, Anti-Freeze, Thinners, Solvents, Batteries, and Tires also Oil Filters are regulated **HAZARDOUS WASTE**. They are being legally transported, stored, and or recycled by a licensed transporter for a fee. We, therefore, must charge a Hazardous Waste disposal fee. CHARGES WILL VARY DUE TO AMOUNT OF MATERIAL DISPOSED. ESTIMATE INCLUDES ALL DISPOSAL FEES.

I AUTHORIZE AFTER MARKET PARTS FOR WHICH I UNDERSTAND THERE IS NO WARRANTY ON LABOR.

X _____ CUSTOMER SIGNATURE

JOB COMPLETED AND ROAD TESTED BY,

NAME _____ TECH.

I UNDERSTAND THAT MY ENGINE/TRANSMISSION WILL BE REASSEMBLED WITH IN _____ DAYS OF THE DATE ABOVE, IF I CHOOSE NOT TO AUTHORIZE SERVICES RECOMMENDED. THE CHANGE FOR REASSEMBLY WILL B

X _____

THANK YOU

PAGE

Aug. 5. 2003 12:39PM Rancho Motor Company LNo.0395 P. 7

Aug. 5. 2003 12:40PM Rancho Motor Company No.0396 P. 8

EMP. NO.	TECHNICIANS COMMENTS INCLUDE DESCRIPTION OF CAUSE	TRBL. CODE	DEALERSHIPS USING DAILY JOB TICKETS SHOULD AFFIX THE JOB STICKERS IN THIS AREA.	LABOR RECOR TIME CLOCK
	REPAIR			ON
	A			OFF
	SEE UNIT 3			ON
	CAUSE			OFF
				ON
	REPAIR			OFF
	B			ON
	CAUSE			OFF
				ON
				OFF
	DIDN'T DISENGAGE WHEN TRIED TO LOWER FORKS		STRAIGHT TIME (HOURS) / FLAT RATE / R/O NO. 57670 / 8 / TIME / OFF	ON
	NOT UNITIL OIL PUMP AND CARRIAGE ASSY		W / OPER. NO. / 2-11-02	OFF = 9
	REMOVED OF RESERVOIR IGNITION SWITCH, TRIED		EMP. NO. 512 / ON	ON
	TEST DRIVE TRUCK IT WORKED OK NOT SURE			OFF = 11
	CAUSE:			OFF
	INTERMITTENT INTERNAL N2328 1.5			ON
	REPAIR			OFF
	D			ON
	CAUSE		STRAIGHT TIME (HOURS) / FLAT RATE / R/O NO. 57620 / TIME / OFF	OFF
			1.5 / OPER. NO. 512 / EMP. NO. / ON 2.14	ON
				OFF

TROUBLE CODES

CODE	DESCRIPTION
1	BROKEN
3	BROKEN WELD
4	STRIPPED
5	TEARS OR PUNCTURED
6	FRACTURED
7	WORN
8	SCORED OR SCRATCHED
9	POOR METAL FINISH
10	DAMAGED
11	SOLDER OR BRAZE
12	LEAK
13	INTERFERENCE
14	CORRODED
15	BURNED
16	BENT
17	CRACKED OR PUNCTURED, NOT TUBING/HOSE, DISCOLOR, ROUGH
18	PAINT/PRIMER OR FINISH
19	PAINT/PRIMER RUN, NOT TUBING/HOSE, DISCOLOR, ROUGH
20	PAINT/PRIMER THIN OR FOGGED THROUGH
21	PAINT/PRIMER CONDITION, CRAZING, CRACKING, CHALKING
22	PAINT/PRIMER REPAIR
23	PAINT/PRIMER SPOTTED
24	PAINT/FINISH COVERS OFF
25	CHROME PLATING COMES OFF
26	MISADJUSTED
27	MISADJUSTED
28	LOOSE
29	PART CRACKED
30	PART BROKEN
31	POOR MACHINING
32	GLASS-POOR VISION
33	WEAK
34	OUT OF BALANCE
35	OUT OF ROUND
36	
37	
38	
39	
40	
41	CHATTERS
42	LEAKS
43	SHIFT HARD
44	SLIPS OUT OF GEAR
45	WARPED/OUT
46	FLOATS
47	FLAT SPOT OR FLEXITANGS
48	DISCOLORED
49	PITTED
50	ELECTRICAL FAILURE
51	NOT CONNECTED
52	BINDS STIGGS
53	NOT LUBRICATED
54	
55	
56	
57	POOR ENGAGEMENT
58	DOES NOT SEAT
59	GRABS
60	NOISY
61	CHATTERS
62	LEAKS
63	SHIFT HARD
64	SLIPS OUT OF GEAR
65	WARPED/OUT
66	FLOATS
67	FLAT SPOT OR FLEXITANGS
68	DISCOLORED
69	PITTED
70	ELECTRICAL FAILURE
71	NOT CONNECTED
72	BINDS STIGGS
73	NOT LUBRICATED
74	
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SERVICE APPOINTMENTS ACCEPTED

ALL PARTS NEW UNLESS OTHERWISE STATED

[redacted]

[redacted]	ADVISOR: GERRY 500	CARD NO.: 316	INVOICE DATE: 01/25/02	INVOICE NO.: [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 4370	COLOR: LT PEWTER M
	YEAR / MAKE / MODEL: 02/CHEVROLET ~~TRUCK~~/TRAILBLAZER/UT		DELIVERY DATE: 11/05/01	DELIVERY MILES: 20
	VEHICLE ID. NO.: 1 [redacted]		SELLING DEALER NO.: [redacted]	PRODUCTION DATE
LUCERNE VALLEY, CA [redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE: 01/24/02	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE: [redacted]			MO: 4370

LABOR & PARTS----------

J# 1 510VZ BODY ELECTRICAL TECH(S):512 WARRANTY

CUSTOMER STATES INSTRUMENT CLUSTER INTERMITTENTLY
NON-OP
SPECIAL ORDERED IGNITION SWITCH PER BULLETIN

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	WARRANTY
JOB # 1	1	26070111	SWITCH 2.188		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 47CVZ AXLE/DIFFERENTIAL TECH(S):512 WARRANTY

CUSTOMER STATES SERVICE 4X4 LIGHT ON INTERMITTENTLY.
NORMAL CONDITION WITH WHEEL SLIP.

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

J# 3 02CVZ ALTER.TRANSPORTATION TECH(S):202 WARRANTY

ALTERNATE TRANSPORTATION

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

CHEVROLET

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	WARRANTY
JOB # 3	60480	6238-7	01/25/02	RENTAL	
				TOTAL - SUBLET	0.00

TOTALS----------

THANK YOU FOR LETTING MONTY'S CHEVROLET SERVE YOU!
REMEMBER, ALL PARTS WITH AN * CARRY A LIFETIME WARR
WITH THE NEW GOODWRENCH SERVICE PLUS PROGRAM

" E-ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN
INCREASE IN THE ORIGINAL ESTIMATED PRICE."

IF YOU ARE NOT COMPLETLY SATISFIED WITH OUR SERVICE
PLEASE CONTACT ME RANDY THOMPSON SERVICE MANAGER
I WILL MAKE EVERY EFFORT POSSIBLE TO MAKE SURE
YOU ARE COMPLETLY SATISFIED!!!

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

[redacted]

CUSTOMER SIGNATURE

FORM ERA-2-WW GPM-040829 37/01

DISPATCH NO. | VEHICLE ID. NO. [redacted] | YEAR / MAKE / MODEL | PRODUCTION DATE | STOCK NO. | LICENSE NO. | R.O. NO.

CUSTOMER NO. | COLOR | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE

SERVICE CONTRACT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | ADVISOR

[redacted]

LUCERNE VALLEY, CA 9[redacted]

RES [redacted] BU [redacted]

I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate the vehicle for purposes of testing, inspection or delivery at my risk. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. I assume full responsibility and guarantee payment within your terms in event of nonpayment by any other party or parties billed for any portion of this work on my behalf.

SUBJECT TO TERMS AND CONDITIONS ON REVERSE SIDE. PLEASE READ REVERSE SIDE.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

SIGNED [redacted]

CUSTOMER/AGENT ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE.
☐ SAVE

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.
I acknowledge notice and oral approval of an increase in the original estimated price.

SIGNATURE

FUEL GAUGE

APPOINTMENT ☐ YES ☐ NO

TIME RECEIVED | DATE / TIME PROMISED | PRIORITY

STATE REG NM50729

Hazardous Waste Fee Estimate $ ____ Revised $ ____

IMPORTANT PLEASE DO NOT LEAVE PERSONAL EFFECTS IN YOUR CAR LOCKERS ARE PROVIDED FOR YOUR PROTECTION. CUST. INIT.

ORIGINAL EST. $	REVISED EST. $	TIME	DATE	PERSON CONTACTED BY	PHONE
ESTIMATE DOES NOT INCLUDE SALES TAX	REVISED EST. $	TIME	DATE	PERSON CONTACTED BY	PHONE

JOB **LABOR INSTRUCTIONS**

ORIGINAL ESTIMATE TOTAL

1 M 510WZ [illegible] Stay only when Cylinder Key

2 M 47CWZ [illegible] 4 wheel Cuts

3 M 02CWZ [illegible] P.O. 60480

16 MILES

UNABLE TO DUPLICATE CONCERN

JAN → 1-877-446-8227

Monty's, Inc.

15180 PALMDALE ROAD
VICTORVILLE, CA 92392
(760) 241-3325

B.A.R. # AM-050729 • EPA CAD # 030596761

BY LAW, YOU MAY CHOOSE ANOTHER OFFICIAL LICENSED FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

Used Motor Oil, Anti-Freeze, Thinners, Solvents, Batteries, and Tires also Oil Filters are regulated **HAZARDOUS WASTE**. They are being legally transported, stored, and or recycled by a licensed transporter for a fee. We, therefore, must charge a Hazardous Waste disposal fee. CHARGES WILL VARY DUE TO AMOUNT OF MATERIAL DISPOSED. ESTIMATE INCLUDES ALL DISPOSAL FEES.

I AUTHORIZE AFTER MARKET PARTS FOR WHICH I UNDERSTAND THERE IS NO WARRANTY ON LABOR.

X _____
CUSTOMER SIGNATURE

JOB COMPLETED AND ROAD TESTED BY,

NAME _____ TECH

I UNDERSTAND THAT MY ENGINE/TRANSMISSION WILL BE REASSEMBLED WI IN _____ DAYS OF THE DATE ABOVE, IF I CHOOSE NOT TO AUTHORIZE SERVICES RECOMMENDED. THE CHARGE FOR REASSEMBLY WILL BE _____

X _____

THANK YOU

PAGE 1 OF 1 92364

Aug. 5. 2003 12:41PM Rancho Motor Company No. 0395 P. 10

Aug. 5. 2003 12:42PM Rancho Motor Company No. 0390 P. 11

EMP. NO.	TECHNICIANS COMMENTS INCLUDE DESCRIPTION OF CAUSE	TRBL. CODE	DEALERSHIPS USING DAILY JOB TICKETS SHOULD AFFIX THE JOB STICKERS IN THIS AREA.	LABOR RE TIME CLO
	REPAIR			ON
				OFF
	A SOP OUT [illegible]			ON
				OFF
	CAUSE			ON
				OFF
	REPAIR			ON
	TEST DROVE TRUCK 10 MILES			OFF
	B			ON
	UNABLE TO DUPLICATE CONCERN			OFF
	CAUSE			ON
	WILL SET LIGHT IF IN SKIDDING			OFF
	FACTOR REPAIR ROAD.			ON
				OFF
	C			ON
				OFF
	CAUSE			ON
				OFF
	REPAIR			ON
				OFF
	D			ON
				OFF
	CAUSE			ON
				OFF

TROUBLE CODES

CODE DESCRIPTION	CODE DESCRIPTION	CODE DESCRIPTION	CODE DESCRIPTION	CODE DESCRIPTION
1. BROKEN	19. PAINT-THIN OR RUBBED THROUGH	37. POOR ENGAGEMENT	55. POOR FIT	73. IMPROPERLY PADDED
2. BROKEN WELD	20. PAINT-CORROSION, CRAZING, CRACKING, CHALKING	38. DOES NOT SEAT	56. INOPERATIVE	74. FUMES
3. STRIPPED	21. PAINT-POOR REPAIR	39. GRABS	57. REGISTERS INCORRECTLY	75. HUSTED OR DEGREASED
4. TORN OR PUNCTURED	22. PAINT-FILM REJECTED	40. NOISY	58. PART IMPROPERLY INSTALLED	76. WRINKLED
5. CRACKED	23. PAINT-FINISH COMES OFF	41. CHATTERS	59. PULLS	77
6. WORN	24. CHROME PLATING COMES OFF	42. LEAKS	60. FRIGHT FIND	78. CARBON DEPOSIT
7. SCORED OR SCRATCHED	25. MISALIGNED	43. SLIPS HARD	61. INCORRECT PRESSURE	79. POOR RELEASE
8. INCORRECT FINISH	26. MISADJUSTED	44. SLIPS OUT OF GEAR	62. SADE OR HARD PEDAL	80
9. CHIPPED	27. LOOSE	45. WIND NOISE	63. GLAZE	81. HARD RIDE
10. SOILED OR STAINED	28.	46. FLOODS	64. SLIPS	82. SURGE
11. DENT	29. PART OMITTED	47. FLAT SPOT OR DEVIATES	65. COLLAPSED	83. HARD STARTING (COLD)
12. FOREIGN MATERIAL	30. FORGIVITY	48. DISCOLORED	67. EXCESSIVE LUBRICATION OR OIL SOAKED	84. HARD STARTING (HOT)
13. UNFORMATED	31. POOR MACHINING	49. PITTED	68. INSUFFICIENT LUBRICATION	85. SHEARED
14. RUBBED	32. GLASS-POOR VISION	50. ELECTRICAL FAILURES	69. POOR OIL MILEAGE	86. DISCHARGED
15. SIZED	33. [illegible]	51. NOT CONNECTED	70. POOR GASOLINE MILEAGE	
16. PAINT-DIRT OR FOREIGN	34. OUT OF BALANCE	52. SAND STICKS		
17. HAD-ADDY GRAY, MOTTLING SAGS, OFF-COLOR, ROUGH	35. OUT OF SOUND			

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

The Law Offices of
William R. McGee
Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9332, Fax: (858)485-9961
E-mail: LemonAtty@aol.com

FACSIMILE TRANSMISSION SHEET

PAGE 1 OF 2
(Including this cover sheet)

DATE: August 6, 2003

TO: Douglas Smith, Legal Dept.

RE: [redacted]

FAX NO.: (866)715-8515

FROM: William R. McGee, Esq.

MESSAGE: Enclosed is the duly executed Release of Claim. **Please confirm that there will be one check, jointly payable to my client and I**, as set forth in the Release of Claim. It is my understanding that the settlement check will be forwarded to the appropriate dealership, who will then contact my client to arrange for the exchange of the subject vehicle for the settlement check. Do not hesitate to contact me with any question or comment regarding the above. As always, thank you for your courteous consideration of my client's claim.

If all pages are not received, or there is an error in transmission, please contact sender at (858)485-9332.

THIS MESSAGE IS INTENDED FOR THE USE OF THE SPECIFIC INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAWS. IF THE READER OF THIS COMMUNICATION 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 NOTIFY US IMMEDIATELY BY TELEPHONE.

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasors and that this document of 3 pages contains the entire agreement between Releasors and Releasee.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS Fifth DAY OF August 2003.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 34539 DATE SIGNED: _____

WITNESS: _____

[redacted]
Claimant's signature

[redacted]
Claimant's signature

[redacted]
Address

[redacted]
Address

Lucerne Vly CA [redacted]
City, State, Zip Code

LUCERNE VALLEY CA [redacted]
City, State, Zip Code

[redacted]
Social Security Number

[redacted]
Social Security Number

STATE OF California

COUNTY OF San Bernardino

Sworn to (or affirmed) and subscribed before me this Fifth day of August, 20 03, by Kenny and Robin Freed..

Signature of Notary Public

BRENDA P. HICKS
COMM. #1285799
Notary Public-California
SAN BERNARDINO COUNTY
My Comm. Exp. Nov. 30, 2004

Print, type or stamp Commissioned Name of Notary Public

~~Personally Known~~ _____ OR Produced identification _____

Type of identification _____

My commission expires: November 30, 2004

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]



Law Offices of
William R. McGee
Serving California Residents For 16 Years
www.CaliforniaLemonLawAttorneys.com
16855 West Bernardo Drive, Suite 380
San Diego, CA 92127



General Motors Corporation
Business Resource Center
c/o MSX International
1464 John A. Papalas Drive
Lincoln Park, MI 48146

The Law Offices of
William R. McGee
Bernardo Executive Center
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127
(858)485-9332, Fax: (858)485-9961
E-mail: Experts4u@aol.com

July 14, 2003

General Motors Corporation
Business Resource Center
c/o MSX International
1464 John A. Papalas Drive
Lincoln Park, MI 48146

Re: [redacted]
2002 Chevrolet TrailBlazer
VIN: 1GNDT13S8[redacted]

Dear Gentlemen:

Please be advised that this law firm has been retained by [redacted] to enforce their legal rights regarding the purchase of the above identified vehicle. The purpose of this letter is to set forth the facts of this case, cite the applicable law and attempt to resolve this matter as quickly and efficiently as possible.

[redacted]urchased their new 2002 Chevrolet TrailBlazer on or about November 5, 2001 (A copy of the purchase contract is enclosed for your reference.) [redacted]were understandably excited and proud about their roomy new 2002 Chevrolet TrailBlazer, feeling that they had made a quality choice for their family's driving needs and enjoyment. [redacted] anticipation and excitement, however, have turned to disappointment and frustration due to an excessive number of repair attempts which have substantially impaired the vehicle to them. This is not what [redacted]were promised nor bargained-for when they purchased their new 2002 Chevrolet TrailBlazer.

The subject vehicle has sufferered from serious defects and nonconformities to warranty, the most serious and persistent of which is that a whole group of warning lights will come on (ABS/Brakes/Service 4X4). This has been subject to *five (5) separate repair attempts* (starting at 4,370 miles), yet the condition continues to persist! My client has videotaped this substantial warranty non-conformity. (Copies of the relevant repair documentation in Kenny and Robin Freeds' possession are enclosed for your review.)

[redacted]nderstandably have lost their confidence and faith in the subject vehicle due to this unacceptable repair history. As General Motors Corporation is aware, [redacted]are not required to live with this problematic vehicle and they are herein demanding their entitlement under the Song-Beverly Consumer Warranty Act (the "Lemon Law"), California Civil Code sections 1790 et seq., which provides:

> If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . . However, the buyer shall be free to elect restitution in lieu of replacement.
>
> (B) In the case of restitution, the manufacturer shall make restitution in the amount equal to the actual price paid or payable by the buyer, including any charges for transportation and manufacturer installed options . . . and including any collateral charges such as sales tax, license fees, registration fees and other official fees, plus any incidental damages . . . including but not limited to reasonable repairs, towing and rental car costs actually incurred by the buyer.

Civ. Code § 1793.2(d)(2) (emphasis added).

The Lemon Law goes on to state:

> (a) Any buyer of consumer goods who is damaged by a failure to comply with any obligation under this chapter or under an implied or express warranty or service contract, may bring an action for recovery of damages and other legal and equitable relief. . . .
>
> (c) If the buyer establishes that the failure to comply was willful, the judgment may include, in addition to the amounts recovered, a civil penalty which shall not exceed two times the amount of actual damages. . . .
>
> (d) If the buyer prevails in an action under this section, the buyer shall be allowed by the court to recover as part of the judgment a sum equal to the aggregate amount of costs and expenses, including attorneys' fees, determined by the court to

> have been reasonably incurred by the buyer in connection with the commencement and prosecution of such action.

Civ. Code § 1794 (emphasis added).

In light of the facts of this case as applied to the Lemon Law, there is no doubt that General Motors Corporation is obligated to make restitution to Kenny and Robin Freed for the "lemon" which was sold to them. In this case where liability is clear, denial of your obligations under the Lemon Law can only be described as "willful," triggering the civil penalty provision quoted above.

[redacted] are willing to litigate this matter, however, they would prefer to resolve it short of filing a lawsuit. Furthermore, I believe it is also in General Motors Corporation's best interests to settle this dispute rather than defending a lawsuit which it will ultimately lose and face the concomitant penalties and expenses which that defense will necessarily entail, including interest and legal fees.

At this time [redacted] are willing to return the subject vehicle to General Motors Corporation and settle this matter for a repurchase of the subject vehicle, including restitution in the following amount:

Down payment (less any rebate)	$2,500.00
Monthly payments (20 @ $622.88	12,457.60
2003 license fees (pro-rata)	70.33
Less use (4,370 miles)	(1,046.21)
Attorney's Fees	2,500.00
SUBTOTAL:	$16,481.72

In addition, it will be required that General Motors Corporation satisfy the outstanding balance owing to the lien holder of the subject vehicle, GMAC. Please give this demand the serious consideration it deserves. If I do not hear from you by August 14, 2003, I shall assume that General Motors Corporation is denying its obligations under the law and Kenny and Robin Freed will be left with no choice but to initiate legal proceedings.

Thank you for your prompt attention to this matter.

Very truly yours,

WILLIAM R. McGEE

Enclosures
cc: K[redacted]

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE INTEREST FINANCE CHARGE

TOP

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number 4087

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] LUCERNE VALLEY SAN BERNARDINO CA [redacted]	MONTY'S CHEVROLET, INC. 15180 PALMDALE RD. VICTORVILLE CA 92392

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2002	CHEVROLET TRUCK TRAILBLAZER	20	1GNDT13S82[redacted]	☒ personal, family or household ☐ business ☐ agricultural

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
10.90 %	$ 8658.69(e)	$ 28714.11	$ 37372.80(e)	$ 2500.00 is $ 39872.80(e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	
One Payment of	N/A	
59 Payments	622.88	Monthly, Beginning 12/05/2001
One Final Payment	622.88	11/05/2006

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

ITEMIZATION OF THE AMOUNT FINANCED

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 28729.99 (A)
     - 1. Cash Price Vehicle $ 28330.00
     - 2. Cash Price Accessories $ 399.99
   - B. Document Preparation Fee (not a governmental fee) $ 45.00 (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. Sales Tax (on A + B + C) $ 2156.12 (D)
   - E. Luxury Tax $ N/A (E)
   - F. Service Contract (optional)* $ N/A (F)
   - G. Prior Credit or Lease Balance paid by Seller to _____ $ N/A (G)
     *(see downpayment and trade-in calculation)
   - H. Other (to whom paid)* N/A $ N/A (H)
     For _____
   - **Total Cash Price** (A through H) $ 30930.11 (1)
2. **Amounts Paid to Public Officials**
   - A. License Fees ESTIMATED $ 276.00 (A)
   - B. Registration/Transfer/Titling Fees $ N/A (B)
   - C. Smog Impact Fee $ N/A (C)
   - D. Other CAL TRDPRTY TYPE FEES $ 1.00 (D)
   - E. Other _____ $ N/A (E)
   - **Total Official Fees** (A through E) $ 277.00 (2)
3. **Amount Paid to Insurance Companies**
   (Total premiums from Statement of Insurance column a + b)* $ N/A (3)

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker.

Vehicle Insurance

		Term	Premium
$ N/A	Ded. Comp., Fire & Theft	Mos.	$ N/A
$ N/A	Ded. Collision	Mos.	$ N/A
Bodily Injury $ N/A	Limits	Mos.	$ N/A
Property Damage $ N/A	Limits	Mos.	$ N/A
Medical _____		Mos.	$ N/A
_____		Mos.	$ N/A
Total Vehicle Insurance Premiums			$ N/A

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

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

Buyer X _____
Co-Buyer X _____
Seller X _____

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

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	N/A Mos.		$ N/A
Credit Disability	N/A Mos.		$ N/A
Total Credit Insurance Premiums			$ N/A (b)

Insurance Company Name _____

Home Office Address _____

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the

REGISTRATION VALID FROM | TYPE | LICENSE NUMBER

AUTO 11/08/2002 TO 11/08/2003 11 [redacted]

VEHICLE IDENTIFICATION
1GNDT13S8222 [redacted]
BODY TYPE MODEL
UT
DATE ISSUED
09/20/2002

DATE FIRST SOLD | CLASS | MAKE | YR | Yr. Model
00/00/2001 | HP | CHEV | | 2002

TYPE VEH. | MP | AX | WC | UNLADEN G/CGW | TOTAL FEES PAID
120 | G | | | | $211

3600.

REGISTERED OWNER
[redacted]
P.O BX 1710
LUCERNE VLY CA [redacted]

LIENHOLDER
GMAC
PO BX 8129
COCKEYSVILLE
MD 21030
O

R0030
L0168

[redacted]

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

[redacted]

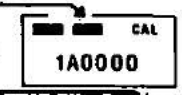
[redacted]

TO REMOVE THE STICKER
FROM THE BACKING,
BEND STICKER AT SLIT AND PEEL SLOWLY.

INSTRUCTIONS FOR
APPLYING STICKER TO LICENSE PLATE

1. CLEAN SURFACE THOROUGHLY. SCRAPE OFF ACCUMULATED STICKERS (STICKER WILL NOT STICK IF WET OR DIRTY).
2. PUT STICKER ON REAR LICENSE PLATE AS SHOWN BELOW:

MOTORCYCLES:
Right Half of This Well



ALL OTHERS:
In Top Right Corner



EXCEPT:
Truck Tractors And Commercial Vehicles Over 10,000 lbs. Unladen-Must Apply Sticker To Front Plate.

4 05 03

10 14 02
KENNY W FREED

SCHEDULED AMOUNT DUE
$622.88

CHECK NUMBER

DATE ISSUED

AMOUNT PAID

DETACH COUPON HERE AND MAIL IN ENVELOPE PROVIDED

ACCOUNT NUMBER
085 1428 18614

DUE DATE
APR 05 03

AMOUNT DUE
$622.88

LATE CHARGE

MISCELLANEOUS

TOTAL PAID

442320-01617

GMAC PAYMENT PROCESSING CENTER
PO BOX 98014
INGLEWOOD CA 90398-8014

DO NOT SEND POST DATED CHECKS. ALL CHECKS WILL BE DEPOSITED UPON RECEIPT.

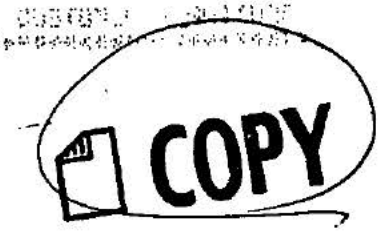
[redacted]

Use this address for PAYMENTS ONLY.
Mail all OTHER CORRESPONDENCE to the return address shown on front cover.
Make Check Payable to GMAC.
DO NOT SEND CASH IN THE MAIL.

[redacted]

1/24/02

CUSTOMER NO.	ADVISOR	HAT NO.	INVOICE DATE	INVOICE NO.
[redacted]				[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted] / MILEAGE IN 13443		COLOR	STOCK NO. [redacted]
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE	
LUCERNE VALLEY, CA [redacted]				
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MILEAGE OUT



NOTE

Best Available Copy

[redacted]

RAR # 80220500

DALE JERRY OR DEBBIE FOR NEW APPOINTMENT
SERVICE HOURS MONDAY THRU FRIDAY 7:30AM TO 6:00PM
SERVICE HOURS ON SATURDAY AND SUNDAY 10 5:00PM

2/11/02

CUSTOMER NO.	ADVISOR	HAT NO.	INVOICE DATE	INVOICE NO.
[redacted]	JERRY 000	[redacted]	02/11/02	[redacted]
[redacted]	LABOR RATE / LICENSE NO. [redacted] / MILEAGE IN 75541		COLOR [redacted]	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 02 [redacted]		DELIVERY DATE 12/05/01	DELIVERY MILES 20
	VEHICLE ID. NO. 1G [redacted]		SELLING DEALER NO. [redacted]	PRODUCTION DATE
LUCERNE VALLEY, CA [redacted]	F.T.E. NO. ---	P.O. NO.	R.O. DATE 02/08/02	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MILEAGE OUT [redacted]

COPY

LABOR & PARTS

JB 1 10CHZ	DRIVABILITY	DTC(S):P0420	WARRANTY
	CUSTOMER STATES VEHICLE LACK POWER WHILE DRIVING, NO DTC'S		
	LOCATE.		
	SEE LINE THREE		

PARTS	QTY	PT-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
				JOB # TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00
JB 2 02CHZ		ALTER. MANF. OPTION	DTC(S):P012		WARRANTY
		ALTERNATE TRANSPORTATION			

PARTS	QTY	PT-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
				JOB # TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00
JB 3 51CHZ		BODY ELECTRICAL	DTC(S):P0420		WARRANTY
		CUSTOMER STATES INSTRUMENT CLUSTER INTERMITTANTLY NON-OP.			
		TECH 1, N.O.P.			
		DRIVE AND CHECK GAUGES AND COMPONENTS AT SWITCH, FOUND			
		GAUGES AT ANGLE. FOUND IGNITION SWITCH FAILING.			
		REPLACED IGNITION SW. TOK 940 W/CHECKLIST.			

PARTS	QTY	PT-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
JOB # 3		12490201	SWITCH 2.38B		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	REF. LAB-TYP.	DATE	DESCRIPTION	
JOB # 2	60715	6340-3	02/11/02	RENTAL	WARRANTY
				R.A. - SUBLET	0.00

TOTALS

THANK YOU FOR LETTING VICTORVILLE CHEVROLET SERVE YOU	TOTAL LABOR.... 0.00
REMEMBER, ALL SALES WITH AN * ARE A LIFETIME WAR	TOTAL PARTS.... 0.00
WHEN YOU PURCHASE THESE SPECIFIC ITEMS	TOTAL SUBLET... 0.00
	TOTAL G.O.A.... 0.00
I ACKNOWLEDGE NOTICE AND GIVE APPROVAL OF AN	TOTAL MISC CHG. 0.00
INCREASE IN THE ORIGINAL ESTIMATED PRICE.	TOTAL MISC DISC 0.00
	TOTAL TAX..... 0.00
IF YOU ARE NOT COMPLETELY SATISFIED WITH OUR SERVICE	TOTAL INVOICE $ 0.00
PLEASE CONTACT THE MANAGER OR SERVICE MANAGER	
WE WILL MAKE EVERY EFFORT POSSIBLE TO SEE	
YOU ARE COMPLETELY SATISFIED!	

NOTE

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Best Available Copy

SERVICE APPOINTMENTS ACCEPTED

ALL PARTS NEW UNLESS OTHERWISE STATED 7/24/02

CUSTOMER NO.	ADVISOR	CARD NO.	INVOICE DATE	INVOICE NO.
[redacted]	GERRI 500	903	07/24/02	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 13443		COLOR LT PEWTER M	STOCK NO. 4087
	YEAR/MAKE/MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/UT		DELIVERY DATE 11/05/01	DELIVERY MILES 20
	VEHICLE ID. NO. 1GNDT13S822[redacted]		SELLING DEALER NO.	PRODUCTION DATE
LUCERNE VALLEY, CA [redacted]	F.T.E. NO. / P.O. NO.		R.O. DATE 07/23/02	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]			RO# 13445

LABOR & PARTS

JB 1 10CVZ DRIVABILITY TECH(S):530 — WARRANTY

CUSTOMER STATES CHECK ENGINE LIGHT ON ALL TIMES
SEEMS TO RUN OK.
DIAGNOSSIS/SCANER CHECKED SYSTEM D.T.C. 1663 BULL #-01-06-04
-052 & BANK #1 02 SENSOR FAILURE.
REPROGRAMMED D.T.C.COMPUTER FOR COOALNT FAN PERFORMANCE
& REPLACED BANK #1 #1 OXYGEN SENSOR,CLEARED D.T.C. &
ROAD TESTED TO FACTORY SPECS AFTER REPAIR.E

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	
JOB # 1	1	24577273	*SENSOR 3.682		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

JB 2-02CVZ ALTER.TRANSPORTATION TECH(S):202 — WARRANTY

ALTERNATE TRANSPORTATION
(CAR RENTAL)

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

SUBLET	PO#	VEND INVH-INV.DATE	DESCRIPTION		
JOB # 2	27043	D997694 07/24/02	WARRANTY CAR RENTAL		WARRANTY
				TOTAL - SUBLET	0.00

TOTALS

THANK YOU FOR LETTING MONTY'S CHEVROLET SERVE YOU!
REMEMBER, ALL PARTS WITH AN * CARRY A LIFETIME WARR
WITH THE NEW GOODWRENCH SERVICE PLUS PROGRAN

" I ACKNOWLEDGE NOTICE AND OKAL APPROVAL OF AN
INCREASE IN THE ORIGINAL ESTIMATED PRICE."

IF YOU ARE NOT COMPLETLY SATISFIED WITH OUR SERVICE
PLEASE CONTACT ME RANDY THOMPSON SERVICE MANAGER
I WILL MAKE EVERY EFFORT POSSIBLE TO MAKE SURE
YOU ARE COMPLETLY SATISFIED!!!

Robert Hurd
CUSTOMER SIGNATURE

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

COPY

1A-2-INV GPM443839 07/01

"VICTORVILLE CHEVROLET"
15180A PALMDALE ROAD
VICTORVILLE,CA.92392
PHONE#(760)241-3325
FAX#(760)241-1100

BAR # AJ223800

COPY

1/8/03

CALL JERRY OR DEBBIE FOR NEXT APPOINTMENT
SERVICE HOURS MONDAY THRU FRIDAY 7:30AM TO 6:00PM
SERVICE HOURS ON SATURDAY ARE 8:00AM TO 2:00PM

CUSTOMER NO.	ADVISOR		HAT NO.	INVOICE DATE	INVOICE NO.
[redacted]	RICH	591	RAA	01/08/03	[redacted]
	LABOR RATE	LICENSE NO.	MILEAGE IN	COLOR	STO [redacted]
		[redacted]	22932	LT PEWTER M	
	YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
	02/CHEVROLET TRUCK/TRAILBLAZE[redacted]T			11/05/01	20
	VEHICLE ID NO.			SELLING DEALER NO.	PRODUCTION DATE
	1G N D T 1 3 S 8 2 2 2 3 [redacted]				
	F.T.E. NO.	P.O. NO.		R.O. DATE	
				01/08/03	
EUCERNE VALLEY, CA [redacted]					
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MILEAGE OUT
[redacted]	[redacted]				22932

LABOR & PARTS---------- WARRANTY

J# 1 00CVZ QUICK SERVICE TECH(S):512

CUSTOEMR STATES THE DASH LIGHT ALL COME ON FOR A WHILE AFTER
INITAL START UP IN AM,THAN WOULD WORK NORMALY REST OF DAY
DIAG AND CHECK FOR ANY CODES NO CODES FOUND
CHECK ALL CONNECTORS AND WIRING
COULD NOT DUPLICATE

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS----------

THANK YOU FOR LETTING"VICTORVILLE CHEVROLET"SERVE YOU
REMEMBER, ALL PARTS WITH AN * CARRY A LIFETIME WARR
WHEN YOU PURCHASE THESE SPECIFIC ITEMS

" I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN
INCREASE IN THE ORIGINAL ESTIMATED PRICE."

IF YOU ARE NOT COMPLETLY SATISFIED WITH OUR SERVICE
PLEASE CONTACT"GREG HELFRICH"THE SERVICE MANAGER
I WILL MAKE EVERY EFFORT POSSIBLE TO MAKE SURE
YOU ARE COMPLETLY SATISFIED!!!

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

Peter Ford

CUSTOMER SIGNATURE

"VICTORVILLE CHEVROLET"
15180A PALMDALE ROAD
VICTORVILLE,CA.92392
PHONE#(760)241-3325
FAX#(760)241-1100

BAR # AJZ23800

CALL JERRY OR DEBBIE FOR NEXT APPOINTMENT
SERVICE HOURS MONDAY THRU FRIDAY 7:30AM TO 6:00PM
SERVICE HOURS ON SATURDAY ARE 8:00AM TO 2:00PM

1/15/03

CUSTOMER NO. [redacted]	ADVISOR RICH 591	HAT NO. 714	INVOICE DATE 01/15/03	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE-IN 23206	COLOR LT PEWTER M	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 02/CHEVROLE TRUCK/TRAILBLAZER/LT			DELIVERY DATE 11405/01	DELIVERY MILES 20
	VEHICLE ID NO. 1GN DT 13S 82 22 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
LUCERNE VALLEY, CA [redacted]	F.T.E. NO.	P.O. NO.		R.O. DATE 01/13/03	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS			MILEAGE-OUT 23218

LABOR & PARTS----------

J# 1 GGCVZ	QUICK SERVICE CUSTOMER STATES ALL WARNING LIGHTS WILL COME ON INTERM,WHEN THIS HAPPEN,NO HEATER,LACK POWER,CHECK AND ADVISE DIAG AND CHECK WIRTING CONNECTIONS AT CLUSTER,OKAY-CALLED TECH LINE REPROGRAM CLUSTER AND RECHECK REPLACED CLUSTER AND REPROGRAMED-TEST DROVE 12 MILES NO FURTHER CONCERNS	TECH(S):512	WARRANTY
	JOB # 1 TOTAL LABOR & PARTS		0.00
J# 2 70CV2	SUBLET SERVICE LOANER PER GREGG 2 LOANER	TECH(S):512	WARRANTY
	JOB # 2 TOTAL LABOR & PARTS		0.00

SUBLET	P0#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	65361	D002256	01/15/03	ENTERPRISE WARRANTY RENTAL	WARRANTY
				TOTAL - SUBLET	0.00

COMMENTS
01/14/03 AT 1300HRS CALLED L.M.A.M. CLUSTER ON ORDER, SHOULD BE IN REV

TOTALS----------

THANK YOU FOR LEYTING"VICTORVILLE CHEVROLET"SERVE YOU
REMEMBER, ALL PARTS WITH AN * CARRY A LIFETIME WARR
WHEN YOU PURCHASE THESE SPECIFIC ITEMS

" I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE."

IF YOU ARE NOT COMPLETLY SATISFIED WITH OUR SERVICE PLEASE CONTACT"GREG HELFRICH"THE SERVICE MANAGER I WILL MAKE EVERY EFFORT POSSIBLE TO MAKE SURE YOU ARE COMPLETLY SATISFIED!!!

Robert Lund
CUSTOMER SIGNATURE

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

COPY

Mac Magruder Chevrolet

A CALIFORNIA CORP.
999 South Palm Canyon Drive
Telephone (760) 325-2901
PALM SPRINGS, CALIFORNIA 92264-8135

BAR # AA003629
EPA # CAD981442841

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

CUSTOMER NO. [redacted]	ADVISOR WARREN W PETERS 77	TAG NO. 741	INVOICE DATE 01/30/03	INVOICE NO. [redacted]
[redacted] LUCERNE VALLEY, CA [redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 23,918	COLOR PEWTER/	STOCK NO.
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/BLAZER/TRAILBLAZE		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GNDT13S8222[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/28/03	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 23918

LABOR & PARTS----------

J# 1 31CVZ CHECK ELECTRICAL UNITS: TECH(S):851 WARRANTY

CUSTOMER STATES AT TIMES WHILE DRIVING WARNING INDICATORS ON
DASH WILL BEGIN TO FLASH ON AND OFF.
INTER OPEN IN CICUIT #142 INSIDE FR FUSE BLOCK WITH
MULTI CODES
REPLACED FR FUSE BLOCK ASSY AND RETESTED OK AT THIS TIME
NO CODES NO PROBLEMS NO LIGHTS U1064 LGM LOST COM WITH BODY
MULTI CONTROL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12193604	RELAY 9.778		WARRANTY
JOB # 1	1	15328300	BLOCK 2.483		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2+96CVZ01065 02 TB TRANSFER REPRO UNITS: TECH(S):506 WARRANTY

SAFETY RECALL.VERIFY PER VIS PRIOR TO REPAIR.CERTAIN 2002
TRAILBLAZER EQUIPPED WITH 4 WHEEL DRIVE MAY HAVE A TRANSFER
CASE MODULE CALIBRATION THAT WILL ALLOW INSUFFICIENT GEAR
ENGAGEMENT AND CAUSE THE VEHICLE TO ROLL IN THE PARK
POSITION.
REPROGRAM
INSPECT AND REPAIR PER BULLETIN.RECALIBRATE TRANSFER CASE
MODULE USING CALIBRATION 12575794 MA/90-V0789-0.4+0.1 ADMIN

Mr Goodwrench

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

GM QUALITY SERVICE PARTS

TOTALS----------

CASH [ ] CK [ ] CK#----------

CREDIT CARD [ ]

WE APPRECIATE YOUR BUSINESS
PLEASE COME BACK AGAIN

COPY

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

 CUSTOMER COPY [END OF INVOICE] 13:48:06

[redacted]

LUCERNE VALLEY, CA [redacted]

RANCHO MOTOR COMPANY
15425 Dos Palmas
Victorville, CA 92392
(760) 955-8200
(800) 395-3278
B.A.R. #Ac171332
E.P.A. #CAD983668849

SERVICE ADVISOR DEBBIE DEMERS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
17JUN03	17JUN03	4087	1GNDT13S82[redacted]	612740	T164		17JUN03	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SA
08:44	09:10	02	CHEVROLET TRAILBLAZE	760-248-9414		05NOV01	213	575

MILEAGE IN	MILEAGE OUT	LICENSE NO.
31820	31820	4UWR313

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL

A PERFORM CAMPAIGN #03012 TRANSMISSION SHIFT LOCK AND IGNITION KEY REMOVAL OVERRIDE
CAUSE: .
2600 PART ORDERED
999WG294 (N/C)

B PERFORM CAMPAIGN #03013 INSTRUMENT PANEL CLUSTER GAUGES INOPERATIVE
CAUSE: .
1450 PERFORM RECALL #03013
137 S,PAUL LIC#: 024459
WG294
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

COPY (N/C)

C YOU MAY RECEIVE A QUESTIONAIRE FROM THE MANUFACTURER. IF FOR ANY REASON YOU CAN'T ANSWER "COMPLETELY SATISFIED", PLEASE CONTACT YOUR SERVICE CONSULTANT BEFORE RETURNING IT. THESE ARE OUR REPORT CARDS

CHEVROLET
Cadillac
Oldsmobile

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
HAZARDOUS WASTE	
PAINT & MATERIAL	
SMOG CERTIFICATION	
TOTAL CHARGES	
LESS INS/ADJ	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____ CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE

WE APPRECIATE YOUR PATRONAGE

THANK YOU

[redacted]

LUCERNE VALLEY, CA [redacted]

inc RANCHO MOTOR COMPANY
15425 Dos Palmas
Victorville, CA 92392
(760) 955-8200
(800) 395-3278
B.A.R. #Ac171332
E.P.A. #CAD983668849

SERVICE ADVISOR DEBBIE DEMERS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
17JUN03	17JUN03	4087	1GNDT13S82[redacted]	[redacted]	T164		17JUN03	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:44	09:10	02	CHEVROLET TRAILBLAZE	[redacted]		05NOV01	213	575

MILEAGE IN	MILEAGE OUT	LICENSE NO.
31820	31820	4UWR313

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL

AND ARE VERY IMPORTANT TO US.
CSI YOU MAY RECEIVE A QUESTIONAIRE FROM THE MANUFACTURER. IF FOR ANY REASON YOU CAN'T ANSWER "COMPLETELY SATISFIED", PLEASE CONTACT YOUR SERVICE CONSULTANT BEFORE RETURNING IT. THESE ARE OUR REPORT CARDS AND ARE VERY IMPORTANT TO US.

999 CGT2 0.00 0.00

EST: 0.00 17JUN03 08:44 SA: 575

COPY

CHEVROLET
Cadillac
Oldsmobile

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE	0.00
PAINT & MATERIAL	0.00
SMOG CERTIFICATION	0.00
TOTAL CHARGES	0.00
LESS INS/ADJ	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

X CUSTOMER SIGNATURE

[redacted]

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE

WE APPRECIATE YOUR PATRONAGE

THANK YOU

THANK YOU FOR YOUR BUSINESS !!

GM Vehicle Inquiry System
Summary

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

Help

VIN:	1GNDT13S822[redacted]

VEHICLE INFORMATION

Merchandising Model:	CT15506 - 2002 TRAILBLAZER 4WD	**Warranty Start Date:**	11/05/2001
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	MONTYS CHEVROLET INC 15180 PALMDALE RD VICTORVILLE, CA 92392-2598 (760) 241-3325	**Selling Source:**	13 - CHEVROLET
		Site Code:	39270
		Business Associate Code:	114618

Service Contract:	No	Branded Title:	No	Warranty Block:	No	PDI Status:	Paid

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
01065	TRANSMISSION TRANSFER CASE - REPROGRAM	N/A	Closed
11191	SOFTWARE UPGRADE MAY BE NECESSARY. REFERENCE BULLETIN 01-06-04-052.	N/A	See Bulletin

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer

36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	11/05/2001	20 miles	11/5/2004	36020 miles
72/100000 SHEET METAL RUST-THROUGH	11/05/2001	20 miles	11/5/2007	100020 miles
36/36000 SHEET METAL CORROSION	11/05/2001	20 miles	11/5/2004	36020 miles
96/80000 PCM/CC EMISSIONS	11/05/2001	20 miles	11/5/2009	80020 miles
36/36000 FEDERAL EMISSIONS	11/05/2001	20 miles	11/5/2004	36020 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
01/28/2003	[redacted]	#	N1730 - ASSEMBLY, WIRING HARNESS JUNCTION - RPL.	23918 miles
01/28/2003		#	V0789 - 01065 - REPROGRAM ATCM	23918 miles
01/14/2003		#	N4187 - INSTRUMENT CLUSTER-ASSEMBLY RETURN TO AC DELCO ESC	23206 miles
01/13/2003		#	N4180 - INST PNL DIGITAL RP	23206 miles
01/13/2003		#	Z7903 - 3-DAY COURTESY TRANSPORTATION	23206 miles
01/08/2003		#	J9993 - CUST COMPLAINT NOT DUPLICATED-ENG. ELECTRICAL	22932 miles
07/23/2002		#	J6355 - POWERTRAIN CONTROLLER - REPROGRAM	13443 miles
07/23/2002		#	J6372 - OXYGEN SENSOR RPL	13443 miles
07/23/2002		#	Z7902 - 2-DAY COURTESY TRANSPORTATION	13443 miles
02/08/2002		#	N2328 - IGNITION SWITCH RPL	5341 miles
02/08/2002		D	N2328 - IGNITION SWITCH RPL	5341 miles
02/08/2002		#	Z7903 - 3-DAY COURTESY TRANSPORTATION	5341 miles
			Z7902 - 2-DAY COURTESY	

01/24/2002	[redacted]	#	TRANSPORTATION	4370 miles
08/22/2001	[redacted]	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

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RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

Business Resource Center

Fax

From: [redacted]
William R. McGee
Company: The Law Offices of William R. McGee
Phone: 858-485-9332
Fax: 8584859961

To: [redacted]
Douglas Smith
Phone: 1-800-231-1841 ext 57510
Fax: 1-866-715-8515
Date: Tuesday, August 05, 2003 5:54:04 PM
Pages: [redacted] 2
(not including cover)

Comments:
Re: [redacted]
CARS File No. [redacted]
2002 Chevrolet Trailblazer
VIN # 1GNDT13S822[redacted]

Release will follow.

Thank you.

Bill McGee

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 the facsimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you.

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 5, 2003

VIA FAX ONLY

William R. McGee, Esq.
Law Offices of William R. McGee
16855 West Bernado, Suite 380
San Diego, CA 92127

Re: [redacted]
CARS File N[redacted]
2002 Chevrolet Trailblazer
VIN # 1GNDT13S82[redacted]

Dear Mr. McGee:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2002 Chevrolet Trailblazer for all defendants. This offer is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at any General Motors dealership prior to the issuance of any funds. Please advise my office of the dealership that your client would like to work with in your written response to our offer. My office will then contact the dealership and provide them with necessary documents for the inspection. The dealership will then contact you to arrange an inspection at a mutually agreeable date and time for your client. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year of the vehicle. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments 20 @ 622.88	$12,457.60	(which includes sales tax of $1,260.92)
Total down payment	$2,500.00	
License/Title/Registration	$70.33	
Subtotal:	$15,027.93	
Less Usage/Depreciation	- $1,260.92	
Subtotal:	$13,767.01	
Attorney's Fees	$2,500.00	
Subtotal:	$16,267.01	
* Payoff to lienholder (good through August 8, 2003)	$21,011.54	
* The payoff amount is subject to change if this offer letter is not received in time for the current payoff amount to be processed; however, General Motors will be responsible for paying off the lienholder if the amount should change.		
Repurchase Offer	$37,278.55	
Total due to attorney and client:	*$16,267.01*	

In addition, we will pay off the lienholder in the amount of $21,011.54 *good until August 8, 2003* and reasonable attorney fees.

{OPTIONAL PARAGRAPH} This offer requires a contribution of ${Dollar amount} 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 days from the date of your acceptance of our offer. We will need a copy of your client's registration and social security number and 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, please have your client sign this offer letter as well as the attached release and return them to me at the fax number shown below.

Sincerely,

Douglas Smith
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57510
FAX# 866-715-8515

cc: FILE

Attach.

Client's Signature

8-5-03
Date

Client's Signature

Date

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
Phelps, KY [redacted]

Service Request: [redacted]

Dear Ms. [redacted]

We are sorry you have experienced concerns with your 2002 Chevrolet TrailBlazer. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary lube, oil, and filter service. Present this letter to any Chevrolet dealership for redemption.

If you have future questions, 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,

Thomas Payne II
Customer Relationship Manager

RS0022-T/jja

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]

December 12, 2017

[redacted]
East Wenathee, WA [redacted]

Service Request [redacted]

Dear Ms. [redacted]

We are sorry you continue to be dissatisfied with the decision made concerning your 2002 GMC Envoy. 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,

James Clark
Customer Relationship Manager

MN0001-A/jhh

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

GENERAL MOTORS BUSINESS RESOURCE CENTER

May 5, 2003

[redacted]

Toms River, NJ [redacted] **STRAIGHT SETTLEMENT OFFER**

Subject: **Repurchase of 2002 GMC Envoy VIN #1GKDT13S4[redacted]**

Dear Mrs. [redacted]

We regret that you are dissatisfied with your 2002 GMC Envoy odel, VIN # 1GKDT13S42[redacted]nd that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied GMC customer. GMC will repurchase your vehicle for **$36,407.75.** This offer is calculated by using the following figures:

Purchase Price	$35,153.00
Plus tax	$2,121.12
Plus title, license fees	$334.00
Plus finance charges	$1,611.87
Less usage	$2,812.24
TOTAL REPURCHASE PRICE	**$36,407.75**
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 5/25/03	$25,376.57
TOTAL AMOUNT TO CUSTOMER	$11,031.18

TOTAL AMOUNT TO CUSTOMER IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase VIN # 1GKDT13S42[redacted] exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 1-866-214-0877 by 5/7/03. The conditions of the straight repurchase are as follows:

⇒ **the vehicle is free from any abnormal damage or alterations which impair its resale value**

⇒ **all factory installed equipment are intact and functional**

⇒ **a free and clear title is provided at the time of repurchase (payoff original loan)**

⇒ **a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed* (supplied by General Motors)**

⇒ **an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)**

If this straight-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to **Lester Glenn .** Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date. I can be reached at (800) 231-1841 ext. 57249 if you have any questions or concerns.

Sincerely,

Frank R. Unisko
Business Resource Center

This letter will be required for you to bring to the signing.

Signature and Date

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

GMAC FINANCIAL SERVICES

RETAIL INSTALMENT SALE CONTRACT

GM

Dealer Number [redacted] Contract Number [redacted]

Buyer (and Co-Buyer) — Name and Address (Include County and Zip Code)	Creditor (Seller Name and Address)
[redacted]	[redacted]

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.

New or Used	Year	Make and Model	Vehicle Identification No.	Use for Which Purchased
[redacted]	[redacted]	[redacted]	[redacted]	☐ personal ☐ agricultural ☐ business ☐ _____

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 $ [redacted] is
[redacted] %	$ [redacted]	$ [redacted]	$ [redacted]	$ [redacted]

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
[redacted]	$ [redacted]	Monthly beginning [redacted]	[redacted]

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. If the vehicle is mainly for personal use and the cash price is $10,000 or less, the maximum charge for each late payment will be $5.

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 this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, prepayment refunds and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including $ _____ sales tax)		$ [redacted] (1)
2 Total Downpayment =		
Net Trade-in $ _____ + Cash Downpayment $ [redacted]		
+ Other (Describe)	$ [redacted]	
Your Trade-in is a _____ Year _____ Make _____ Model		$ [redacted] (2)
3 Unpaid Balance of Cash Price (1 minus 2)		$ [redacted] (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 for the Term of this Contract Paid to the Insurance Company or Companies.		
Life $ _____		
Disability, Accident and Health $ [redacted]	$ [redacted]	
B Other Insurance Paid to the Insurance Company	$ [redacted]	
C Official Fees Paid to Government Agencies	$ [redacted]	
D Taxes Not Included in Cash Price	$ [redacted]	
E Government License and/or Registration Fees (Identify)	$ [redacted]	
F Government Certificate of Title Fees	$ [redacted]	
G Other Charges (Seller must identify who is paid and describe purpose)		
to _____ for	$ [redacted]	
to [redacted] for [redacted]	$ [redacted]	
Total Other Charges and Amounts Paid to Others on Your Behalf		$ [redacted] (4)
5 Amount Financed — Unpaid Balance (3 + 4)		$ [redacted] (5)

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

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

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability, Accident and Health (Buyer Only)

[redacted] (Insurance Company)

[redacted] (Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit, and will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in 4A of the Itemization.

Other Insurance.

☐ _____ _____
Type of Insurance Term

_____
(Insurance Company)

_____
(Home Office Address)

If you choose this insurance, the cost is shown in 4B of the Itemization.
I want the insurance checked above.

_____ _____
Buyer Signature Date

_____ _____
Co-Buyer Signature Date

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and the Creditor relating to this contract. Any change to this contract must be in writing and the Creditor must sign it. No oral changes are binding. If any part of this contract is not valid, all other parts stay valid. The Creditor may delay or refrain from enforcing any of its rights under this contract without losing them. For example, the Creditor may extend the time for making some payments without extending the time for making others. Buyer (and any Co-Buyer) initials _____.

See back for other important agreements.

NOTICE TO RETAIL BUYER

Do not sign this contract in blank.
You are entitled to a copy of the contract at the time you sign.
Keep it to protect your legal rights.

You signed this contract and received a copy when you signed it.

Buyer Signs [redacted] Date Co-Buyer Signs [redacted] 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 co-buyer or other owner knows that the Creditor has a security interest in the vehicle and consents to the security interest.

Other owner signs here _____ Address _____

Creditor Signs _____ Date _____ By _____ Title _____

Motor Vehicle
Retail Order:
☐ New ☐ Used
☐ Demo ☐

FREEHOLD

PONTIAC BUICK GMC

4404 RT. 9 SOUTH
FREEHOLD, NJ 07728
PHONE 732-462-0847
FAX 732-462-9793
Web: www.freeholdautos.com

CUSTOMER [redacted] DATE 05/11/2002
EMAIL STOCK NO. NC1463
ADDRESS [redacted] TOMS RIVER NJ [redacted]
Street City State ZIP
HOME PHONE [redacted] WORK PHONE SALESPERSON DAVID DEJONG
D. L. # [redacted] SOC. SEC. # [redacted] D.O.B. [redacted]
PLEASE ENTER MY ORDER FOR ONE 2002 GMC MODEL ENVOY
(YEAR AND MAKE)
BODY TYPE COLOR WHITE MILES 10 SERIAL NO. 1GKDT13S422449897
INTERIOR TRIM COLOR

Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:
* Cash Purchase * Finance Purchase * Lease

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

TO BE DELIVERED ON OR ABOUT	11 MAY 2002
Price of Unit	35,153.00
Additional Equipment (options)	

IF A LEASE, THE FOLLOWING APPLY:

MONTHLY PAYMENT AMOUNT $ N.A.
TERM: N.A. MONTHS
MILEAGE PER YEAR N.A.
CASH DUE AT DELIVERY $ N.A.

IF A PURCHASE, THE FOLLOWING APPLY:

I understand that the manufacturer does not cover my vehicle's paint against environmental or industrial damage. I have been offered the 5 year CINONIZ SYSTEM 5 program, which would warranty my vehicle against these conditions.

11 MAY 2002

CUSTOMER FURTHER AGREES THAT THIS ORDER CANCELS AND SUPERSEDES ANY PRIOR AGREEMENTS

TOTAL PRICE OF VEHICLE	35,153.00
Less Trade-in	N/A
NET	35,153.00
State Sales Tax	2,121.12
NET PAY-OFF ON TRADE-IN	N/A
Registration/Title Fee	135.00
Documentary Fee ADMINISTRATION FEE $62.50 CLERICAL FEE $67.50 COMPUTER FEE $69.00	$199.00
TOTAL	37,608.12
	N/A
Vehicle Theft Registr	199.00
	N/A
	N/A
	NA
	N/A
	N/A
Rebate	N/A
Deposit	N/A
BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY	
BALANCE DUE ON DELIVERY →	7,500.00
Balance to be Financed	$30,367.12

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 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 customer 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 customer hereby assumes any such risks.

OR

☐ The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 7 days from the date of delivery of such vehicle.

/ / Date X Customer's Signature

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)

The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373).

/ / Date X Customer's Signature

TRADE-IN DESCRIPTION AND ALLOWANCE

Year N/A Make N/A Model N/A
Serial No. Mileage
Trade-in Value N/A Date of
Less Balance Owed N/A
Net Trade-in Allowance N/A
Balance Owed to: NO PAYOFF DUE
Address:
Account No.:
Info. From Good Thru

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.

X Customer's Signature / / Date

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 agreements 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 DOCUMENTARY AND 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. I AM 18 YEARS OF AGE OR OLDER AND OF FULL LEGAL CAPACITY TO ENTER INTO THIS CONTRACT.**

Accepted By: X
Date Dealer or His Authorized Representative Date [redacted]

THIS ORDER NOT SUBJECT TO CANCELLATION—DEPOSIT NON-REFUNDABLE
IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING.

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

1-83350247.03

FAX

Niel & Maureen Caiazzo
515 San Juan Dr
Toms River, NJ 08753

Fax Transmittal Form

To

Name: Krystal
Organization Name/Dept:
CC:
Phone number:
Fax number:

From

[redacted]

Phone [redacted]
Fax: 7
Email: [redacted]

☐ **Urgent**
☐ **For Review**
☐ **Please Comment**
☐ **Please Reply**

Date sent:
Time sent:
Number of pages including cover page:

Message:

D. L
Registration

Thank You
Niel C

DEAR MOTORIST:
HERE IS YOUR NEW REGISTRATION. PLEASE REMEMBER TO USE SEAT BELTS AND ALWAYS DRIVE FRIENDLY. WE APPRECIATE THE OPPORTUNITY TO SERVE YOU.

[redacted]

Diane Legreide, Director

Motor Vehicle Services NEW JERSEY
DIRECTOR DIVISION OF MOTOR VEHICLES

VEHICLE REGISTRATION

[redacted]

TOMS RIVER NJ [redacted]

PLATE NO: [redacted] GOOD THRU: 05/2004
VIN: 1GKDT13S4224[redacted]
[redacted] ENV WC:8
[redacted] PASSENGER 08
DL:C0175 53161 51674
TOMS RIVER NJ [redacted] RENEWAL PT:PA
FEE: 74.00 [redacted]

2003085009842

Motor Vehicle Services NEW JERSEY

ACTING DIRECTOR DIVISION OF MOTOR VEHICLES

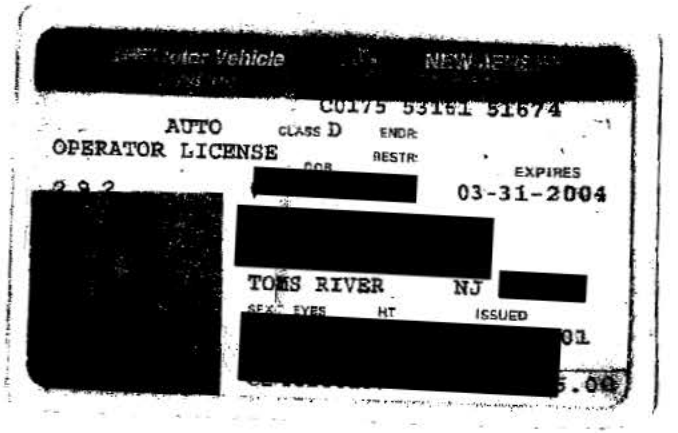
OPERATOR LIC. C0175 04571 10522
CLASS D AUTO ENDR: RESTR:

DOB 10-03-1952

EXPIRES 12-31-2006

[redacted]
TOMS RIVER NJ [redacted]

SEX [redacted] EYES BRN HT 5-11 ISSUED 10-23-2002
REN 16.00



RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

GENERAL MOTORS BUSINESS RESOURCE CENTER

May 5, 2003

[redacted]

Toms River, NJ [redacted] **STRAIGHT SETTLEMENT OFFER**

Subject: **Repurchase of 2002 GMC Envoy VIN #1GKDT13S4[redacted]**

Dear Mrs.[redacted]

We regret that you are dissatisfied with your 2002 GMC Envoy odel, VIN # 1GKDT13S422449897 and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied GMC customer. GMC will repurchase your vehicle for **$34,795.88.** This offer is calculated by using the following figures:

Purchase Price	$35,153.00
Plus tax	$2,121.12
Plus title, license fees	$334.00
Less usage	$2,812.24
TOTAL REPURCHASE PRICE	**$34,795.88**
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 5/25/03	$25,376.57
TOTAL AMOUNT TO CUSTOMER	$9,419.31

TOTAL AMOUNT TO CUSTOMER IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase VIN # 1GKDT13S42[redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 1-866-214-0877 by 5/7/03. The conditions of the straight repurchase are as follows:

- ⇒ **the vehicle is free from any abnormal damage or alterations which impair its resale value**
- ⇒ **all factory installed equipment are intact and functional**
- ⇒ **a free and clear title is provided at the time of repurchase (payoff original loan)**
- ⇒ **a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed* (supplied by General Motors)**
- ⇒ **an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)**

If this straight-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to **Lester Glenn .** Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date. I can be reached at (800) 231-1841 ext. 57249 if you have any questions or concerns.

Sincerely,

Frank R. Unisko
Business Resource Center

This letter will be required for you to bring to the signing.

Signature and Date

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]



LESTER GLENN
AUTO GROUP
BUICK - PONTIAC - GMC - ISUZU - SUBARU - HYUNDAI
230 Route 37 East, Toms River, NJ 08753 phone 732-349-4200 fax 732-244-1862

Fax Cover **This is a confidential message, intended solely for the person to whom it s addressed. If you receive this message in error, please forward it to the correct person, or mail it back to us. Thank you.**

To Cheryl Danzey

Company GM

Fax No. 866 311 2763

From Zina (Lester Glenn)

Subject [redacted]

Date 4/15/03

Pages: 2, **including this one**

LESTER GLENN BUICK
ISUZU SUBARU
230 RT 37 EAST
TOMS RIVER, NJ 0875

MEMORANDUM
ESTIMATE OF REPAIR COSTS

[redacted]

NAME [redacted] DATE 4/14/03

ADDRESS [redacted] PHONE

BELOW IS OUR ESTIMATE TO REPAIR YOUR VIN#1GKDT13S42[redacted] AUTOMOBILE.

MODEL	LICENSE No.	MOTOR No.	SERIAL No.	MILEAGE
GMC ENVOY	MRF 62M			

PARTS NECESSARY AND ESTIMATE OF LABOR REQUIRED	LABOR COST ESTIMATE		PARTS COSTS ESTIMATE	
Bracket 15095236			10	32
Block 15328300			195	42
Cover 15059750			3	76
Harness 15166731			424	40
Harness 15176638			251	22
Cable 88986185			32	94
ESTIMATED Labor STRAIGHT Time operation will be used with Punch Time. Open ESTIMATE may find addition when Dash And Harness Removed.				
LABOR 20.0	1570	20		
This does not include Rental 30 days at $30.				
TOTAL			2488	26
TAX			149	30
GRAND TOTAL				
PARTS AND LABOR ESTIMATE GRAND TOTAL			2637	56

THE ABOVE IS AN ESTIMATE BASED ON OUR INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP. OCCASIONALLY AFTER THE WORK HAS STARTED WORN PARTS ARE DISCOVERED WHICH ARE NOT EVIDENT ON THE FIRST INSPECTION. BECAUSE OF THIS THE ABOVE PRICES ARE NOT GUARANTEED.

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

Fax Cover Sheet

FREEHOLD PONTIAC BUICK GMC
4404 ROUTE 9 SOUTH
FREEHOLD, NEW JERSEY 07728
Phone number 732/462-0847
Fax number 732/303-5473

Send to: Crystal Grant	From: Sue Lanzisero
Attention:	Date: 5/2/03
Office location:	Office location:
Fax number: 866-249-2318	Phone number:

☐ Urgent ☐ Reply ASAP ☐ Please comment ☐ Please review ☐ For your information

Total pages, including cover: 3 pages

Comments:

Crystal if you need any other info please let me know!

Sue

General Motors Car and Truck Divisions
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]
VIN: 1GKDT13S422[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
	$ ~~N/A~~	
	$	
	$	
	$	
	$	
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 GMAC Special Finance Rate
in lieu of 3.9% 60 mos 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 Dea[redacted] below. This vehicle was purchased/leased for personal/business use and not resale and I took deli[redacted]ledge receipt of incentive(s) as described in Item #__ and rel[redacted]n or obligation for incentive(s) on this unit.

Purchaser/Lessee Sig[redacted] Date: 5/1/02

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: 5/1/02
Dealership Name: _____ Dealer Code: _____

* 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)

Motor Vehicle
Retail Order:
☐ New ☐ Used
☐ Demo ☐ ____

FREEHOLD

PONTIAC BUICK GMC

4404 RT. 9 SOUTH
FREEHOLD, NJ 07728
PHONE 732-462-0847
FAX 732-462-9793
Web: www.freeholdautos.com

CUSTOMER [redacted]

DATE 05/11/2002
STOCK NO. NC1463

EMAIL

ADDRESS [redacted] TOMS RIVER NJ [redacted]
City State ZIP

HOME PHONE [redacted] WORK PHONE SALESPERSON DAVID DEJONG

D. L. # [redacted] SOC. SEC. # [redacted] D.O.B. [redacted]

PLEASE ENTER MY ORDER FOR ONE 2002 GMC MODEL ENVOY
(YEAR AND MAKE)

BODY TYPE COLOR WHITE MILES 10 SERIAL NO. 1 6 K D T 1 3 S 4 2 2 [redacted]

INTERIOR TRIM COLOR

Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:
* Cash Purchase * Finance Purchase * Lease

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

TO BE DELIVERED ON OR ABOUT	11 MAY 2002
Price of Unit	35,153.00
Additional Equipment (options)	

IF A LEASE, THE FOLLOWING APPLY:

MONTHLY PAYMENT AMOUNT $ N.A.
TERM: N.A. MONTHS
MILEAGE PER YEAR N.A.
CASH DUE AT DELIVERY $ N.A.

IF A PURCHASE, THE FOLLOWING APPLY:

~~I understand that the manufacturer does not cover my vehicle's paint against environmental or industrial damage. I have been offered the 5 year SIMONIZ SYSTEM 5 program, which would warranty my vehicle against these conditions.~~

11 MAY 2002

~~CUSTOMER FURTHER AGREES THAT THIS ORDER CANCELS AND SUPERSEDES ANY PRIOR AGREEMENTS~~

TOTAL PRICE OF VEHICLE	35,153.00
Less Trade-in	N/A
NET	35,153.00
State Sales Tax	2,121.12
NET PAY-OFF ON TRADE-IN	N/A
Registration/Title Fee	135.00
Documentary Fee ADMINISTRATION FEE $62.50 CLERICAL FEE $67.50 COMPUTER FEE $69.00	$199.00
TOTAL	37,608.12
	N/A
Vehicle Theft Registr	199.00
	N/A
	N/A
	NA
	N/A
	N/A
Rebate	N/A
Deposit	N/A
BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY	
BALANCE DUE ON DELIVERY →	7,500.00
Balance to be Financed.....	$30,307.12

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 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 customer 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 customer hereby assumes any such risks.

OR

☐ The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 7 days from the date of delivery of such vehicle.

__/__/__ Date X _____ Customer's Signature

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)

The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373).

__/__/__ Date X _____ Customer's Signature

TRADE-IN DESCRIPTION AND ALLOWANCE

Year N/A Make N/A Model N/A
Serial No. _____ Mileage _____
Trade-in Value N/A Date of _____
Less Balance Owed N/A
Net Trade-in Allowance N/A
Balance Owed to: NO PAYOFF DUE
Address: _____
Account No.: _____
Info. From _____ Good Thru _____

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.

X _____ Customer's Signature __/__/__ Date

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 agreements 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 DOCUMENTARY AND PRE-DELIVERY SERVICE WHICH IS TO BE PERFORMED. THE AUTOMOTIVE DEALER MAY NOT CHAR[redacted] DEALER IS REIMBURSED BY THE MANUFACTURER. I AM 18 YEARS OF AGE OR OLDER

Accepted By:

X _____ Date _____ Dealer or His Authorized Representative

OF NJ-97 (11/98) [redacted] 86244 (1/01)

THIS ORDER NOT SUBJECT TO CANCELLATION—DEPOSIT NON-REFUNDABLE

IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

GENERAL MOTORS BUSINESS RESOURCE CENTER

May 5, 2003

[redacted]

Toms River, NJ [redacted] STRAIGHT SETTLEMENT OFFER

Subject: **Repurchase of 2002 GMC Envoy VIN #1GKDT13S4[redacted]**

Dear Mrs. [redacted]

We regret that you are dissatisfied with your 2002 GMC Envoy odel, VIN # 1GKDT13S42[redacted] and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied GMC customer. GMC will repurchase your vehicle for **$36,407.75.** This offer is calculated by using the following figures:

Purchase Price	$35,153.00
Plus tax	$2,121.12
Plus title, license fees	$334.00
Plus finance charges	$1,611.87
Less usage	$2,812.24
TOTAL REPURCHASE PRICE	**$36,407.75**
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 5/25/03	$25,376.57
TOTAL AMOUNT TO CUSTOMER	$11,031.18

TOTAL AMOUNT TO CUSTOMER IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase VIN # 1GKDT13S42[redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 1-866-214-0877 by 5/7/03. The conditions of the straight repurchase are as follows:

⇒ **the vehicle is free from any abnormal damage or alterations which impair its resale value**

⇒ **all factory installed equipment are intact and functional**

⇒ **a free and clear title is provided at the time of repurchase (payoff original loan)**

⇒ **a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed* (supplied by General Motors)**

⇒ **an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)**

If this straight-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to **Lester Glenn .** Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date. I can be reached at (800) 231-1841 ext. 57249 if you have any questions or concerns.

Sincerely,

Frank R. Unisko
Business Resource Center

This letter will be required for you to bring to the signing.

_____

Signature and Date

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]



GENERAL MOTORS BUSINESS RESOURCE CENTER

May 15, 2003

[redacted]

RE: VIN# 1GKDT13S42[redacted]2002 GMC Envoy **CLOSING CONFIRMATION LETTER**

Dear Ms Approvato:

The following parties, [redacted] have agreed to the closing date outlined below as the date that the Repurchase is to be completed.

The closing date has been set for **May 20, 2003**.

Thank you for your cooperation

Sincerely,

Frank R. Unisko
Repurchase Specialist
1-800-231-1841 ext. 57249

General Motors Division
5701 East Hillsborough Avenue, Suite #2300, Tampa, FL 33610

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

RVDC Active Case # 56509

RVDC Case# 56509

BRC Case Number	[redacted]
Customer Name	[redacted]
Original VIN	1GKDT13S42[redacted]
BAC	118026
Dealership Name	LESTER GLENN BUICK-PONTIAC-GMC
Dealer Contact/Title	Zina Approvato, Warranty Admin.
Dealer Phone	7323494200
Dealer Fax	7322441862
Delivery Date	2002-05-16
Buyback Mileage	8600
Transmission	A
UCC Code(s)	N0407
MSRP	38000.00
NADA	21000.00
Case Number	56509
TAC Case Number	
Type of Transaction	SR
Replacement VIN	
Repurchase Type	PAR - Product Allegation
Repurchase Source	PAR CRM Krystel Davis - Grant
Reason for Repurchase: Fuse Block overheating	

Vehicle is going to: Auction	Is Vehicle Drivable? N	Issue 1099?
Dealer Admin Fee Applies? Y	Issue Release Y	
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? N		
Closing Schedule: 2003-05-20	Established on: 2003-05-13	
If no, where: BAC is 0		
Location Site Name:		
Contact Name:		
Address 1:		
Address 2:		
City:	State:	Zip:
Phone #:		
Fax #:		
Comment: Vehicle will be repaired. Part for vehicle is on back order		
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: 25376.57	Lien Payoff Expires on: 2003-05-25	Per Diem: 0.00
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

Check Information

Customer		***Lienholder***		***Plaintiff's Attorney***	
Check Amt:	11031.18			Check Amt:	0.00
Payee1:	Maureen A Calazzo and	Payee1:	GMAC	Payee1:	
Payee2:	Lester Glenn GMC	Payee2:	042900965316	Payee2:	
Address1:	515 San Juan Dr.	Address1:	120 Eagle Rock Ave	Address1:	
Address2:		Address2:	Bldg 4 Suite 310	Address2:	
City:	Toms River	City:	East Hanover	City:	
State:	NJ	State:	NJ	State:	
Zip	08753	Zip	07936	Zip	
Phone #:	732-598-9624	Phone #:	800-200-4622	Phone #:	
Fax #:		Fax #:		Fax #:	
		Attention:	Payoff Dept	Attention:	
		Account #:	042900965316	Fed Tax ID:	
				Firm Name:	

Case ID: 56509 | Initiator: uniskof

5-15-03

P.02/16
TO 9186621408877
MAY 15 2003 17:53 FR SITEL

BRC REPURCHASE WORKSHEET

File Number [redacted]

Customer Name [redacted]

Worksheet filled out by: *Frank R. Unisko*

Old Vehicle VIN: 1GKDT13S422[redacted]

New Vehicle VIN:

Date: 5/6/03

	STRAIGHT REPURCHASE			LEASE REPURCHASE	
				Lease Terms MO__ MI___ Lease Usage Mo__ MI__	
1	Base Price	$35,153.00	1	Dealer Buyout Price	
2	Conversion Price		2	Payments (opt)	
3	Tax	$2,121.12	3	Pre-Payment(s) (Pro-rate)	
4	Reg./Lic./Title (opt)	$334.00	4	Cap Cost Reduction	
5	Aftermarket Items		5	Tax	
6	Finance Charges	$1,611.87	6	Reg./Lic./Title (opt)	
7	Incentives (deduct)		7	Other	
8	**Total Purchase Price**	$39,219.99	8	**Total Additions**	$0.00
9			9		
10	Usage/Depreciation	$2,812.24	10	Usage/Depreciation	
11	Damage		11	Damage	
12	Over Allowance		12	Over Allowance	
13	Negative Equity		13	Negative Equity	
14			14	Security Deposit	
15	**Total Deductions**	$2,812.24	15	Incentives	
16			16	**Total Deductions**	$0.00
17			17		
18	**Total Repurchase Amount**	$36,407.75	18	**Total Repurchase Amount**	$0.00
19			19		
20	**Total Payoff Amount**	$25,376.57	20	**Dealer Buyout Price** *(From Line 1)*	$0.00
21			21		
22	**Total Refund to Customer**	$11,031.18	22	**Total Refund to Customer**	$0.00
23			23		
24			24		
25	Estimated Auction Price	$21,000.00	25	Estimated Auction Price	
26	Projected Loss	($15,407.75)	26	Projected Loss	$0.00

PAYMENT METHOD

	Payee(s)	Amount	Contact(s)		
A	Credit to Dealership			BAC Code	
B	Check to Customer			Dealer Name	
C	Check to Lienholder & Customer				
D	Check to Lienholder				
E	Check to Attorney (1099 info)				
F	Check to Other				

Frank R. Unisko 5/6/03
G.M. Signature Date

revised 9/14/2000

[redacted] DEAR MOTORIST:
HERE IS YOUR NEW REGISTRATION. PLEASE REMEMBER TO USE SEAT BELTS AND ALWAYS DRIVE FRIENDLY. WE APPRECIATE THE OPPORTUNITY TO SERVE YOU.

Diane Legreide, Director

Motor Vehicle Services NEW JERSEY

VEHICLE REGISTRATION

[redacted]

PLATE NO: [redacted] GOOD THRU: 05/2004
VIN: 1GKDT13S422[redacted]
[redacted] ENV WC:8
PASSENGER 08
DL:C0175 53181 51674
RENEWAL PT:PA
[redacted]

[redacted]
TOMS RIVER NJ [redacted]

TOMS RIVER NJ [redacted]
FEE: 74.00

2003095008842

Motor Vehicle Services
NEW JERSEY
OPERATOR LIC.
CLASS D AUTO
ENDR:
RESTR:
DOB
EXPIRES
12-31-2008
TOMS RIVER NJ
SEX M
EYES BRN
HT 5-11
ISSUED 10-23-2002
REN
16.00

AUTO
CLASS D
ENDR:
OPERATOR LICENSE
DOB
RESTR:
EXPIRES
03-31-2004
SEX
EYES
HT
ISSUED

GM Vehicle Inquiry System
Summary

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

Help

VIN:	1GKDT13S42[redacted]

VEHICLE INFORMATION

Merchandising Model:	TT15506 - 2002 ENVOY 4WD	**Warranty Start Date:**	05/16/2002
BARS Order Type	70 - RETAIL - STOCK		
Delivering Dealer :	FREEHOLD PONTIAC-BUICK-GMC TRUCK, INC. RTE 9 & CRAIG RD FREEHOLD, NJ 07728-9809 (732) 462-0847	**Selling Source:**	48 - GMC TRUCK
		Site Code:	06527
		Business Associate Code:	115550

Service Contract:	No	Branded Title:	No	Warranty Block:	No	PDI Status:	Paid

CAMPAIGN ELIGIBILITY

Vehicle Has No Current Record Of Outstanding Campaigns.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	05/16/2002	10 miles	5/16/2005	36010 miles
72/100000 SHEET METAL RUST-THROUGH	05/16/2002	10 miles	5/16/2008	100010 miles
36/36000 SHEET METAL CORROSION	05/16/2002	10 miles	5/16/2005	36010 miles
96/80000 PCM/CC EMISSIONS	05/16/2002	10 miles	5/16/2010	80010 miles
36/36000 FEDERAL EMISSIONS	05/16/2002	10 miles	5/16/2005	36010 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
03/24/2003	330730	#	T2020 - WARRANTY TOWING	8400 miles
11/29/2002	188404	#	R0762 - REMOVE RADIO	6397 miles
08/28/2002	178428	#	R4490 - RMT DR LOCK TRANS	3321 miles
04/09/2002	A49897	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 05/05/03
PROCESSING SOURCE: GMC TRUCK 14:47:44
VIN: 1GKDT13S4 2[redacted] SELLG SCE: 48 MDL YR: 02 ORD NO: FBWSW5 PAGE NO: 1
ODATE: 03/01/02 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 48 06527
DDATE: 05/16/02 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:
DLVY DOE: 05/16/02 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: M CAIAZZO
TRD DOE: 515 SAN JUAN DR
SRVC IN: TOMS RIVER NJ 08753
SRVC OUT: CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	48 06527	00021564210	05/17/02	17.67	OA	0.00	9
XMC	01	48 06527	053459	05/25/02	1,556.65	OP	0.00	9

COMMAND ===> ____ NO MORE RECORDS
PF01=HELP 02=CURR INV 03=PRV SCRN PF07=PGUP 08=PGDN
PF09=CURR OPT 10=SPL INST 11=CURR ORD P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 05/05/03
START BROWSE PROCESSING SOURCE: GMC TRUCK 14:47:55
INCENTIVE CODE/LVL: XMC ___ PAGE NO: 1

FN CD (S)	INCTV CD	LVL	DESCRIPTION	START DATE	END DATE	ST CD	LAST ACTIVITY DATE	/ VOLUME
_	XMC	238	GRP 03 GMAC RATE SUPPORT	08/01/02		T		0
_	XMC	237	GRP 02 GMAC RATE SUPPORT	05/19/01		P	05/03/03	1
_	XMC	236	GRP 03 GMAC RATE SUPPORT	08/01/02		P	05/03/03	728
_	XMC	222	GRP 01 GMAC RATE SUPPORT	08/18/00		P	03/18/03	2
_	XMD	031	GRS 03 GMAC SPECIAL RATE SONOMA	08/01/02		P	05/03/03	20
_	XMD	024	GRS 02 GMAC SPECIAL RATE SONOMA	11/19/01		P	03/01/03	2
_	XMD	022	GRS 01 GMAC SPECIAL RATE SONOMA	01/26/01		P		0
_	XMG	015	GRP 03 ISUZU GMAC APR W-SERIES	01/01/03		P	05/03/03	6
_	XMG	014	GRP 02 ISUZU GMAC APR W-SERIES	07/01/01		P	04/30/03	2
_	XMG	010	GRP 01 ISUZU GMAC APR W-SERIES	07/01/01		P		0
_	XNC	011	REG HAWAIIAN DLR DLVRY CREDIT	01/01/93		P	05/03/03	59
_	XPC	010	FLT ** FLEET DISTANT DELIVERY	08/14/92	12/31/00	P	02/20/03	3

COMMAND ===> ____ MORE RECORDS
PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN P/W:

General Motors Car and Truck Divisions
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME [redacted]
VIN: [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
	$ N/A	
	$	
	$	
	$	
	$	
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 GMAC Special Finance Rate
in lieu of 3.9% - 60 or Mos

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 rele[redacted] or obligation for incentive(s) on this unit.

Purchaser/Lessee Sign[redacted] Date: 5/1/02

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: 5/1/02
Dealership Name: _____ Dealer Code: _____

* 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)

Ver.4-9/25/2002

electronic Preliminary Repurchase Authorization (ePRA)

*(**To go from field to field, use the **TAB KEY**)*

1.Date (mm/dd/yyyy): 05/02/2003
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Toms River, Nj 0[redacted]
5.Primary Customer Phone #: [redacted] Home
6.Additional Customer Phone #: [redacted] Mobile
7.Customer fax #:
8. Cust Drivers Licenses # [redacted]
9. State tax % rate 6%

unisko 9750 5.503

Customer Vehicle Information

10.Year/Make/Model: 2002 Gmc Envoy
11.VIN (17 Digits): 1GKDT13S422[redacted] 12.Current Mileage: 8,600
13.Purchased: NEW

Detail your agreement with the Dealer and Customer on the following items:

Dealership that will handle entire transaction:
14.Dealership Name: LESTER GLENN BUICK
15.Dealership Phone #: 7323494200
16.Dealership Contact Name and **TITLE:** Zina Approvato, Warranty Admin
17.Dealership Contact Phone # (if different than Dealership #): ____
18.Dealership Contact Fax # ____
19.Dealership BAC: 118026 Region: Northeast

20.What **GOODWILL TOOLS** were offered?

- ☐ Component Coverage Letter
- ☐ Maintenance Letter
- ☐ Owner Loyalty Certificate
- ☐ GM SmartCare
- ☐ GMPP
- ☐ Miscellaneous Reimbursement
- ☐ American Express Check
- ☐ Other
- ☒ NOTHING OFFERED

21.Was a **TRADE** Repurchase offered? YES
22.If this will not be a Trade Repurchase, Please explain Why? CUST /DEALER NOT ABLE TO LOCATE REPLACEMENT VEHICLE

TAC case number is required and if not available, Please explain why not?
23.CAC Case Number: [redacted] 24.TAC Case Number: ____
25.If no TAC number, Explain: ____
26.Reason for Repurchase (Include specific mechanical failure): FUSE BLOCK

27.This case was resolved by: PAR Group Decision (Tampa)
28.Does this vehicle meet the presumption of Lemon Law in applicable state? NO
29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).
30.Type of TRANSACTION? STRAIGHT REPURCHASE
31.Vehicle Damage (explain what damage is present and who is responsible): NO VISIABLE DAMAGE

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: ____
33.New Vehicle Year/Make/Model: ____
34..Upgrade ☐ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): ____

35.Usage/Depreciation Amount:
(Standard Usage Formula = Current mileage/100,000 *multiplied* by purchase price; **NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)
-Please show how you arrived at this usage amount: ____ 2812.24

36.Aftermarket Items: Click here for pull-down:

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): _____

37.Lease Termination Terms: _____

38.Who will be responsible for the **Taxes and/or Fees?** Click here for pull-down:

-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, $ Amount, etc.)

Explain:_____

39.I have reviewed with the customer what is ***Negative Equity/Overallowance*** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): Click here for pull-down:

**NO Rebates are to be applied to the replacement vehicle*

**GM Card points are only refunded back to the card; Current points may be applied to replacement vehicle*

Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40.General Comments/Special Instructions: CUST IN LOANER

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): _____

42.Authorizer Name: KRYSTEL DAVIS-GRANT/PAR/58130

43.GM Position: CRM/PAR/FTT

44.VoiceMail Node: 58130 Mailbox Number: _____

45.Email Address: KDAVIS@GMEXPERT.COM

Save this document using the customers last name plus the last 8 of the VIN as the Filename.
Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com
Forward any supporting documentation to FAX- 866-827-1129

Any questions on lease repurchases or any other unusual circumstances, please contact the BRC Repurchase Group in Tampa at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.

:002 ENVOY 4WD (4-DOOR)
:0U 50 SUMMIT WHITE /L6G
:52 MEDIUM OAK
)RDER NO. FBWSW5/TRE STOCK NO.
/IN 1GK DT13 S4 22[redacted]

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

**********48*06527S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
T15506 ENVOY 4WD (4-DOOR)	34415.00	31145.58
AR9 DELUXE FRONT BUCKET SEATS	N/C	N/C
B42 REAR CARGO MAT	N/C	N/C
C5N GVW RATING - 5,750 LBS	N/C	N/C
GT5 REAR AXLE - 4.10 RATIO	N/C	N/C
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00
NG1 50-STATE LOW EMISSION VEHICLE	N/C	N/C
R6M NEW JERSEY COST SURCHARGE	0.00	66.00
1SK SLT PROFESSIONAL TECHNOLOGY PACKAGE (SK)	2985.00	2567.10
* RAIN SENSING WIPERS		
* LOCKING DIFFERENTIAL		
* HEATED FRONT SEATS		
* POLISHED ALUMINUM WHEELS		
* CONTENT THEFT ALARM		
* AM/FM STEREO W/6 DISC CD CHANGER		
* TRAVELNOTE DIGITAL RECORDER		
* BOSE AUDIO SYSTEM		
* REAR ENTERTAINMENT - DVD		

RETAIL - STOCK	
INVOICE 04/09/02	
SHIPPED 04/09/02	
EXP I/T 04/18/02	
INT COM 04/18/02	
PRC EFF 04/09/02	
KEYS S458J S458J	
WFP-F QTR OPT-1	
BANK: GMAC - 020	
CHG-TO	06-527
SHIP WT:	4608
HP:	32.1
GVW:	5750
GVWF:	2950
GVWR:	3200
GMS:	33256.68
SUPPLR:	34586.95
NTR: 1/2	
DAN:	YONVO
MEMO	1870.00

TOTAL MODEL & OPTIONS	37400.00	33778.68	ACT 237	33256.68
DESTINATION CHARGE	600.00	600.00	H/B 261	1122.00
DEALER CO-OP ADVERTISING		374.00	ADV 261	374.00
TOTAL	38000.00	34752.68	PAY 310	34752.68

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 33114.45

****

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.

FREEHOLD PONTIAC-BUICK-GMC TRUCK, IN

REMIT TO GMAC NO. 020
VIN 1GKDT13S422449897
$ 34752.68 INV 5AD75735543
DUE 04/18/02 DEALER 06-527

GENERAL MOTORS
BUSINESS RESOURCE CENTER
STRAIGHT/LEASE REPURCHASE CHECKLIST

APP		APP	
____	GM CARD EARING ON BUYBACK FORM (I.A.)	____	SIGNED BILL OF SALE ON ORIGINAL VEHICLE
____	COPY OF TITLE OR REGISTRATION		
____	WARRANTY HISTORY	____	ACV ON TRADE-IN DOCUMENTATION (I.A.)
____	INCENTIVES FROM R028 IN BARS	____	BBB/LEMON LAW RULING (I.A.)
____	DESCRIPTIONS OF INCENTIVES F071 IN BARS	____	RECEIPTS FOR ANY AFTER-MARKET ITEMS (I.A.)
____	CHECK REQUEST FORM	____	SIGNED SETTLEMENT OFFER LETTER
____	RVDC SPECIAL INSTRUCTIONS FORM (I.A.)	____	SIGNED RELEASE AGREEMENT
____	RVDC CALCULATION WORKSHEET	____	SIGNED DEALER CONFIRMATION LETTER
____	PRA FORM	____	GM CARD EARNINGS ON BUYBACK FORM (I.A.)
____	INVOICE ON ORIGINAL VEHICLE	____	STATEMENT OF FINANCE CHARGES FROM BANK
____	INVOICE FOR CONVERSION PACKAGE (I.A.)	____	INVOICE FOR ATTORNEY FEES (I.A.)
	(I.A.) MEANS IF APPLICABLE	____	REPAIR ORDERS FOR REASON FOR REPURCHASE

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	[redacted]
VIN#	1GKDT12S422[redacted]
Year-Make and Model:	2002 GMC Envoy

LIENHOLDER INFORMATION:

Lienholder Name:	GMAC
Lender Contact Person and Date:	Misty 5/5/03
Physical Address:	120 Eagle Rock Ave Blds 4 Suite 310
City/State/Zip	East Hanover, NJ 07936
Phone:	800-200-4622
Account Number:	042900965316
Dealer Buyout/Payoff Amount:	$25,376.57
Buyout/Payoff Expiration Date:	5/25/03
Per Diem:	$0.00

Motor Vehicle Retail Order:
[ ] New [ ] Used
[X] Demo [ ] ____

FREEHOLD
PONTIAC BUICK GMC

FREEHOLD, NJ 07728
PHONE 732-462-0547
FAX 732-462-9793
Web: www.freeholdautos.com

DATE 05/11/2002
STOCK NO. NC1A53

CUSTOMER [redacted]
EMAIL
ADDRESS [redacted] TOMS RIVER NJ [redacted]
HOME PHONE [redacted] WORK PHONE SALESPERSON DAVID DEJONG
D. L. # [redacted] SOC. SEC. # [redacted] D.O.B [redacted]
PLEASE ENTER MY ORDER FOR ONE 2002 GMC (YEAR AND MAKE) MODEL ENVOY [redacted]
BODY TYPE COLOR WHITE MILES 10 SERIAL NO. 1 G K D T 1 3 S 4 [redacted]
INTERIOR TRIM COLOR

Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:
* Cash Purchase * Finance Purchase * Lease

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.
IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

TO BE DELIVERED ON OR ABOUT 11 MAY 2002

Price of Unit	35,153.00
Additional Equipment (options)	

IF A LEASE, THE FOLLOWING APPLY:

MONTHLY PAYMENT AMOUNT $ N.A.
TERM: N.A. MONTHS
MILEAGE PER YEAR N.A.
CASH DUE AT DELIVERY $ N.A.

IF A PURCHASE, THE FOLLOWING APPLY:

~~I understand that the manufacturer does not cover my vehicle's paint against environmental or industrial damage.~~
~~I have been offered the 5 year CHEMIZ SYSTEM 5 program, which would warranty my vehicle against these conditions.~~

11 MAY 2002

~~CUSTOMER FURTHER AGREES THAT THIS ORDER CANCELS AND SUPERSEDES ANY PRIOR AGREEMENTS~~

TOTAL PRICE OF VEHICLE	~~35,153.00~~
~~Less~~ Trade-In	N/A
NET	35,153.00
State Sales Tax	2,121.12
NET PAY-OFF ON TRADE-IN	N/A
Registration/Title Fee	135.00
Documentary Fee ADMINISTRATION FEE $82.50 CLERICAL FEE $87.50 COMPUTER FEE $69.00	$199.00
TOTAL	~~37,608.12~~
	N/A
~~Vehicle Theft Registr~~	~~199.00~~
	N/A
	N/A
	NO
	N/A
	N/A
Rebate	N/A
Deposit	N/A
BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY BALANCE DUE ON DELIVERY →	7,500.00
~~Balance to be Financed~~	~~30,307.12~~

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 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 customer 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 customer hereby assumes any such risks.
OR
[ ] The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES DEALER'S OBLIGATION
The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 7 days from the date of delivery of such vehicle.

/ / X
Date Customer's Signature

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)
This undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373).

/ / X
Date Customer's Signature

TRADE-IN DESCRIPTION AND ALLOWANCE
Year ~~N/A~~ Make ~~N/A~~ Model ~~N/A~~
Serial No. Mileage
Trade-In Value N/A Date of
Less Balance Owed ~~N/A~~
Net Trade-In Allowance ~~N/A~~
Balance Owed to: ~~NO PAYOFF DUE~~
Address:
Account No.:
Info. From Good Thru

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.

X / /
Customer's Signature Date

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 agreements 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 P[redacted]RY SERVICE WHICH IS TO BE PERFORMED. THE AUTOMOTIVE DEALER MAY NOT CHARG[redacted]VE DEALER IS REIMBURSED BY THE MANUFACTURER. I AM 18 YEARS OF AGE OR OLDER A[redacted]

Accepted By:
Date Customer or Authorized Representative

DF NJ-97 (11/98) aj car [redacted] 98344 (1003)

THIS ORDER NOT SUBJECT TO CANCELLATION—DEPOSIT NON-REFUNDABLE

GENERAL MOTORS BUSINESS RESOURCE CENTER

May 5, 2003

[redacted]

Toms River, NJ[redacted] STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2002 GMC Envoy VIN #1GKDT13S422[redacted]83350247

Dear Mrs.[redacted]

We regret that you are dissatisfied with your 2002 GMC Envoy edel, VIN # 1GKDT13S42[redacted]ad that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied GMC customer. GMC will repurchase your vehicle for $36,407.75. This offer is calculated by using the following figures:

Purchase Price	$35,153.00
Plus tax	$2,121.12
Plus title, license fees	$334.00
Plus finance charges	$1,611.87
Less usage	$2,812.24
TOTAL REPURCHASE PRICE	**$36,407.75**
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 5/25/03	$25,376.57
TOTAL AMOUNT TO CUSTOMER	$11,031.18

TOTAL AMOUNT TO CUSTOMER IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase VIN # 1GKDT13S422[redacted]n exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 1-866-214-0877 by 5/7/03. The conditions of the straight repurchase are as follows:

- ⇒ **the vehicle is free from any abnormal damage or alterations which impair its resale value**
- ⇒ **all factory installed equipment are intact and functional**
- ⇒ **a free and clear title is provided at the time of repurchase (payoff original loan)**
- ⇒ **a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed* (supplied by General Motors)**
- ⇒ **an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)**

If this straight-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Lester Glenn. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date. I can be reached at (800) 231-1841 ext. 57249 if you have any questions or concerns.

Sincerely,

[redacted]k R. Unisko
[redacted]iness Resources Center

GENERAL MOTORS BUSINESS RESOURCE CENTER

May 5, 2003

[redacted]

Toms River, NJ [redacted] STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2002 GMC Envoy VIN #1GKDT13S4224[redacted]

Dear Mr. [redacted]

We regret that you are dissatisfied with your 2002 GMC Envoy sold, VIN # 1GKDT13S422[redacted] and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied GMC customer. GMC will repurchase your vehicle for $34,795.88. This offer is calculated by using the following figures:

Purchase Price	[redacted]
Plus tax	$2,121.12
Plus title, license fees	$334.00
Plus finance charges	$1,611.87
Less usage	$2,812.24
TOTAL REPURCHASE PRICE	**$34,795.88**
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 5/25/03	$25,376.57
TOTAL AMOUNT TO CUSTOMER	$11,031.11

TOTAL AMOUNT TO CUSTOMER IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase VIN # 1GKDT13S422[redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 1-866-214-0877 by 5/7/03. The conditions of the straight repurchase are as follows:

- ⇒ **the vehicle is free from any abnormal damage or alterations which impair its resale value**
- ⇒ **all factory installed equipment are intact and functional**
- ⇒ **a free and clear title is provided at the time of repurchase (payoff original loan)**
- ⇒ **a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed* (supplied by General Motors)**
- ⇒ **an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)**

If this straight-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Lester Glenn . Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date. I can be reached at (800) 231-1841 ext. 57249 if you have any questions or concerns.

Sincerely,

Frank R. Uniatowski
Business Resource Center

[redacted]

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

GENERAL MOTORS BUSINESS RESOURCE CENTER

May 5, 2003

[redacted]
Toms River, NJ [redacted]

STRAIGHT SETTLEMENT OFFER

Subject: **Repurchase of 2002 GMC Envoy VIN #1GKDT13S422[redacted]**

Dear Mrs. [redacted]

We regret that you are dissatisfied with your 2002 GMC Envoy odel, VIN # 1GKDT13S422[redacted] and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied GMC customer. GMC will repurchase your vehicle for **$36,407.75.** This offer is calculated by using the following figures:

Purchase Price	$35,153.00
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Plus title, license fees	$334.00
Plus finance charges	$1,611.87
Less usage	$2,812.24
TOTAL REPURCHASE PRICE	**$36,407.75**
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 5/25/03	$25,376.57
TOTAL AMOUNT TO CUSTOMER	$11,031.18

TOTAL AMOUNT TO CUSTOMER IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase VIN # 1GKDT13S422[redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 1-866-214-0877 by 5/7/03. The conditions of the straight repurchase are as follows:

- ⇒ **the vehicle is free from any abnormal damage or alterations which impair its resale value**
- ⇒ **all factory installed equipment are intact and functional**
- ⇒ **a free and clear title is provided at the time of repurchase (payoff original loan)**
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If this straight-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to **Lester Glenn** . Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date. I can be reached at (800) 231-1841 ext. 57249 if you have any questions or concerns.

Sincerely,

Frank R. Unisko
[redacted] Resource Center

[redacted]

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

LESTER GLENN
AUTO GROUP

BUICK - PONTIAC - GMC - ISUZU - SUBARU - HYUNDAI
230 Route 37 East, Toms River, NJ 08753 phone 732-349-4200 fax 732-244-1862

Fax Cover This is a confidential message, intended solely for the person to whom it is addressed. If you receive this message in error, please forward it to the correct person, or mail it back to us. Thank you.

To Crystal Davies Grant

Company GM

Fax No. 1 800 249-2318

From John Schratz Zing

Subject Dealer Trade [redacted]

Date 5/21/03

Pages: 3 , including this one

Dealer Codes

Buick	34860
Pontiac/GMC	12184
Hyundai	NJ032
Subaru	03133
Isuzu	38006

[redacted]

[redacted]

WARRANTY

LESTER GLENN

BUICK-PONTIAC-GMC

230 ROUTE 37 EAST * TOMS RIVER, NJ 08753
PHONE (732) 349-4200 FAX (732) 244-1862

[redacted]
TOMS RIVER, NJ
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 236 ZINA APPROVA PO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	02	GMC ENVOY	1GKDT13S4224[redacted]	[redacted]	8300/8300	49897

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	PAYMENT	INV. DATE
16MAY2002			15:30 21MAY03		CASH	21MAY2003

R.O. OPENED	READY	OPTIONS:
12:11 21MAY03	12:11 21MAY03	DLR:NLG ENG:4.2_Liter,_L6,_MFI,_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RENTAL FOR CAR DOWN CASE NUMBER 1-83350247 CAN NOT GET WIRE HARNESS PART ON BACK ORDER GM REPURCHASED VEHICLE						
	SUBLET	SUBLET					
	99 SUBLET LIC#: 99						
	WG40	0.00			0.00		0.00
				0	0 PARTS		
				0	0 LABOR		
	SUBL RENTAL						
	WG40				1800.00		1800.00
	*** IMPORTANT*** YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY. IF FOR ANY REASON YOU CANNOT ANSWER "COMPLETELY SATISFIED" ON ALL QUESTIONS, "PLEASE" CALL OUR SERVICE DEPT. AS SOON AS POSSIBLE. YOUR SATISFACTION IS OUR #1 CONCERN. THANK YOU**********						

COST, SALE, & COMP TOTALS	0	180000	0

"LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEMS WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF STRICT LIABILITY", NEGLIGENCE OR OTHERWISE. VEHICLES NOT PICKED UP WITHIN 24 HOURS OF COMPLETION MAY BE SUBJECT TO STORAGE CHARGE OF $30.00 PER DAY.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	1800.00
MISC. CHARGES	0.00
TOTAL CHARGES	1800.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1800.00

WARRANTY COPY

LOANER CAR AGREEMENT

LESTER GLENN AUTO GROUP
101 & 230 ROUTE 37 EAST
TOMS RIVER, NJ 08753-5589
www.lesterglenn.com

#19

VIN 3A[redacted] Grey

DATE OUT	TIME OUT	CAR NO.	LICENSE NO.	CAR WILL BE RETURNED BY DATE	CAR WILL BE RETURNED BY TIME	DATE IN	TIME IN
3/21/03	2:10pm	19	[redacted]			5/20/03	7:00 PM

YR	MAKE	MODEL	OUT BY	IN BY	RATE $	PER	PLUS ¢ PER MILE
2003	Hyundai	Sonata					

IMPORTANT - RATES ON ALL LOANER CARS NOT RETURNED ON AGREED DATE WILL BE INCREASED BY _____ PER DAY AND _____ PER MILE ABOVE THE REGULAR CHARGE FOR EACH DAY OVERDUE.

MILEAGE IN	
MILEAGE OUT	
MILES DRIVEN	

Customer is responsible for all motor vehicle violations including E-Z pass tolls.

(X) _____

This is a smoke-free courtesy vehicle. Please be considerate of next user and return with at least 1/4 tank of gas.

(X) _____

DAMAGE NOTED BEFORE CHECK OUT:

DAMAGE NOTED ON CHECK IN:

DRIVER'S LICENSE NO.	STATE	EXP. DATE	AGE
[redacted]	NJ	03/04	

INSURANCE CO.	POLICY NO.
Allstate	

EXPIRATION DATE	AGENT

SUB TOTAL	
60 days @ 30.00 =	1800 00
TAX	—
NET AMOUNT DUE	1800 00

N.J. STATE LAW REQUIRES: PERSONS OPERATING MOTOR VEHICLES MUST RESTRAIN CHILDREN UNDER 18 MONTHS IN A SAFETY SEAT, CHILDREN UNDER 8 YEARS OLD WEIGHING UNDER 80 LBS. MUST BE SECURED IN A CHILD RESTRAINT SYSTEM OR BOOSTER SEAT IN THE VEHICLE'S REAR SEAT, AND FRONT SEAT OCCUPANTS MUST WEAR SEAT BELTS.

CUSTOMER ACKNOWLEDGES THAT THE DEALER IS NOT PROVIDING ANY TYPE OF INSURANCE PROTECTION OR COLLECTING ANY CHARGES THEREFOR. CUSTOMER AGREES TO PAY FOR ALL LOSS AND DAMAGE TO THE DESCRIBED AUTOMOBILE AND TO HOLD DEALER HARMLESS FROM ANY LIABILITY AS A RESULT OF THE CUSTOMER'S USAGE THEREOF.

CUSTOMER'S NAME [redacted] ADDRESS [redacted]

CITY TOMS [redacted] NJ PHONE [redacted]

CUSTOMER'S SIGNATURE [redacted]

ONLY THE FOLLOWING NAMED PERSONS ARE AUTHORIZED AS ADDITIONAL DRIVERS. IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE SIGNED BY CUSTOMER.

1800-249-2318

NAME _____ AGE _____

DRIVER'S LICENSE # _____

NAME _____ AGE _____

DRIVER'S LICENSE # _____

Reorder From: nj car Services, Inc. (609) 883-5056 (L-135275)

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

GENERAL MOTORS BUSINESS RESOURCE CENTER

May 5, 2003

[redacted]
Toms River, NJ [redacted]

STRAIGHT SETTLEMENT OFFER

Subject: **Repurchase of 2002 GMC Envoy VIN #1GKDT13S422[redacted]**

Dear Mrs. [redacted]

We regret that you are dissatisfied with your 2002 GMC Envoy odel, VIN # 1GKDT13S42[redacted]nd that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied GMC customer. GMC will repurchase your vehicle for **$34,795.88.** This offer is calculated by using the following figures:

Purchase Price	$35,153.00
Plus tax	$2,121.12
Plus title, license fees	$334.00
Plus finance charges	$1,611.87
Less usage	$2,812.24
TOTAL REPURCHASE PRICE	**$34,795.88**
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 5/25/03	$25,376.57
TOTAL AMOUNT TO CUSTOMER	$11,031.18

"TOTAL AMOUNT TO CUSTOMER IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase VIN # 1GKDT13S4[redacted]n exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 1-866-214-0877 by 5/7/03. The conditions of the straight repurchase are as follows:

- ⇒ **the vehicle is free from any abnormal damage or alterations which impair its resale value**
- ⇒ **all factory installed equipment are intact and functional**
- ⇒ **a free and clear title is provided at the time of repurchase (payoff original loan)**
- ⇒ **a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed* (supplied by General Motors)**
- ⇒ **an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)**

If this straight-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Lester Glenn . Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date. I can be reached at (800) 231-1841 ext. 57249 if you have any questions or concerns.

Sincerely,

[redacted]
Frank R. Unisko
Business Resource Center

T[redacted]

Si[redacted]

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

GENERAL MOTORS BUSINESS RESOURCE CENTER

May 5, 2003

[redacted]

Toms River, NJ [redacted] **STRAIGHT SETTLEMENT OFFER**

Subject: **Repurchase of 2002 GMC Envoy VIN #1GKDT13S4[redacted]**

Dear Mrs. [redacted]

We regret that you are dissatisfied with your 2002 GMC Envoy odel, VIN # 1GKDT13S4[redacted]nd that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied GMC customer. GMC will repurchase your vehicle for **$34,795.88.** This offer is calculated by using the following figures:

Purchase Price	$35,153.00
Plus tax	$2,121.12
Plus title, license fees	$334.00
Plus finance charges	$1,611.87
Less usage	$2,812.24
TOTAL REPURCHASE PRICE	**$34,795.88**
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 5/25/03	$25,376.57
TOTAL AMOUNT TO CUSTOMER	$11,031.18

TOTAL AMOUNT TO CUSTOMER IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase VIN # 1GKDT13S42[redacted] exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 1-866-214-0877 by 5/7/03. The conditions of the straight repurchase are as follows:

⇒ **the vehicle is free from any abnormal damage or alterations which impair its resale value**

⇒ **all factory installed equipment are intact and functional**

⇒ **a free and clear title is provided at the time of repurchase (payoff original loan)**

⇒ **a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed* (supplied by General Motors)**

⇒ **an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)**

If this straight-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to **Lester Glenn .** Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date. I can be reached at (800) 231-1841 ext. 57249 if you have any questions or concerns.

Sincerely,

Frank R. Unisko
Business Resource Center

This letter will be required for you to bring to the signing.

Signature and Date

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]



BUICK - PONTIAC - GMC - ISUZU - SUBARU - HYUNDAI
230 Route 37 East, Toms River, NJ 08753 phone 732-349-4200 fax 732-244-1862

Fax Cover **This is a confidential message, intended solely for the person to whom it is addressed. If you receive this message in error, please forward it to the correct person, or mail it back to us. Thank you.**

To Cheryl Danzey

Company GM

Fax No. 866 311 2763

From Zina (Lester Glenn)

Subject [redacted]

Date 4/15/03

Pages: 2, **including this one**

LESTER GLENN BUICK
ISUZU SUBARU
230 RT 37 EAST
TOMS RIVER, NJ 08753

MEMORANDUM
ESTIMATE OF REPAIR COSTS

[redacted]

NAME [redacted] DATE 4/14/03

ADDRESS [redacted] PHONE [redacted]

BELOW IS OUR ESTIMATE TO REPAIR YOUR VIN#1GKDT13S422 [redacted] AUTOMOBILE.

MODEL	LICENSE No.	MOTOR No.	SERIAL No.	MILEAGE
GMC ENVOY	[redacted]			

PARTS NECESSARY AND ESTIMATE OF LABOR REQUIRED.	LABOR COST ESTIMATE		PARTS COST ESTIMATE	
Bracket 15095236			10	32
Block 15328300			195	42
Cover 15059750			3	76
Harness 15166731			424	40
Harness 15176638			251	22
Cable 88986185			32	94
ESTIMATED Labor STRAIGHT Time operation will be used with Punch Time. Open ESTIMATE may find addition when Dash And Harness Removed.				
LABOR 20.0	1570	20		
This does not include Rental 30 days at $30.				
TOTAL			2488	26
TAX			149	30
GRAND TOTAL				
PARTS AND LABOR ESTIMATE GRAND TOTAL			2637	56

THE ABOVE IS AN ESTIMATE BASED ON OUR INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP. OCCASIONALLY AFTER THE WORK HAS STARTED WORN PARTS ARE DISCOVERED WHICH ARE NOT EVIDENT ON THE FIRST INSPECTION. BECAUSE OF THIS THE ABOVE PRICES ARE NOT GUARANTEED.

PRINTED IN USA

EAA Inspection Request

Date: 3/27/03

TO: Janice Mondary
EAA/SPX Field Coordinator

Phone: 586-753-3336
Fax: 586-753-3335

From: **Cheryl Danzey**
PAR Customer Relations Mgr

Phone: 800-231-1841 ext.57275
Fax: 866-311-2763
Mailing Address:
GM PAR Investigations
5701 East Hillsborough Avenue
Suite 2300
Tampa, FL 33610

Vehicle Information

VIN#: 1GKDT13S422[redacted]
Year/Make: 2002 GMC
Model: Envoy
Contact's Name: Rich Krajunes
Contact's Number: 732-349-4200
Vehicle Location: Lester Glenn GMC
230 Rte 37 E
Toms River, NJ 08753

Claimant Information

PAR File #:[redacted]

Claimant Name: [redacted]
Claimant Home #: [redacted]
Claimant Work #:
Claimant Cell #:
[redacted]
Tooms River, NJ [redacted]

Required Actions:

- ☒ **Advise PAR CRM via voicemail/email of inspection date.**
- ☒ **Repair Estimate Required**
- ☒ **Review All PAR File information**

Please Use Forms:

☐ Accelerator/Throttle	☐ Restraint-SIR/Seatbelts	☐ Seats
☐ Brake/ABS/TC System(s)	☐ Side Impact	☐ Power Sliding Door
☐ Steering/Suspension/Tires&Wheels	☐ Transmission/Transaxle	☐ Hood/Hood Latch
☐ Engine	☒ Fire Non-Collision	☐ OnStar

Special Instructions:

☒ Interview Owner	☐ Vetronix Requested	☒ Obtain Fire/Police Report
☐ Do Not Interview Owner	☐ Contact PAR CRM After	☐ Other (define)

☐ RUSH ☐ A. Medina ☐ B. Green ☐ G. DePalma ☐ L. Meeks ☐ GM Team Leader

To: SA: Hank Gill	Date E-Mailed to SA: 3-28-03
From: *Janice Mondary*	Due Date: 4-10-03

Case Acceptance/Investigation: ☒ YES ☐ NO

Please acknowledge acceptance of this case promptly by phone or fax.

Report Sent via UPS: (UPS Tracking #) **Date:** ____ **Date Report Faxed to CRM:** ____

GM-PAR-Fire NC, Rev. 06/20/97

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: GMC	Ref [redacted]	VIN: 1GKDT13S422[redacted]
Claimant's Name (LAST, First) [redacted]		

Inspected By HANK GILL Organization: EAA

Phone: (856) 825 8992 Inspection Date: 03/29/03 Mileage at Inspection:UNKNOWN

********** I INSPECTION SUMMARY **********

Following the inspection, summarize the tests and observations.

FUSE BOX BURN PATTERN STARTS AT STARTER RELAY # 12193604 WHICH IS ACTIVATED BY THE IGNITION SWITCH AND PASSES CURRENT TO THE STARTER SOLENOID. THE POWER OUT TERMINAL IS WELDED TO THE PURPLE WIRE AT CONNECTION A8. THIS TERMINAL IS NORMALLY INSIDE THE STARTER RELAY. STARTER RELAY INTERNAL EXAMINATION SHOWS SLIGHT PITTING ON POINTS, BUT NOTHING WAS STUCK OR BURNED TOGETHER AND POINT SEPARATION GAP APPEARED CORRECT INDICATING NORMAL OPERATION EXCEPT FOR WELDED OUTPUT TERMINAL. FUSES CLOSE TO BURN POINT WERE MELTED FROM EXTERNAL HEAT. IGNITION SWITCH WAS FOUND TO HAVE NO TURNING RESISTANCE AS IF STUCK IN "START" POSITION INTERNALLY SINCE TUMBLER MOVED WITH NO BINDING. SWITCH EXAMINATION FOUND NO BURNED OR SHORTED WIRES, NO FOREIGN MATERIAL AND NO LIQUID STAINS OR SPILLS. THE IGNITION SWITCH STARTED WORKING NORMALLY DURING EXAMINATION AND DID NOT STICK AGAIN. TUMBLER EXAMINATION SHOWED NO WEAR PATTERN OR FOREIGN MATERIAL AND CORRECT KEY OPERATION. VEHICLE MAIN HARNESS TO ENGINE, FUSE BOX AND COVER ARE BURNED AND NEED REPLACEMENT. IGNITION SWITCH DISPLAYED STICKING AND SHOULD BE REPLACED. UNABLE TO CHECK STARTER, STARTER SOLENOID OR FLYWHEEL FOR DAMAGE UNTIL BURNED PARTS ARE REPLACED.

********** II INTERVIEW - VEHICLE HISTORY **********

(Note: Please indicate name, address & phone number of person being interviewed): [redacted]
[redacted]. TOMS RIVER, NJ [redacted]

1. Vehicle modifications or after-market equipment? (e.g. radio, phone, CB, tires, wheels, trailer hitch/wiring, trailer brake controller, hydraulic lines, alarm system, etc.)

Item(s), date installed, and by whom (name, phone) NONE

2. Any *prior* collision damage? (when, where, extent, repaired by, etc.) NONE

3. For the following systems, list and describe ***prior*** repairs or ***outstanding*** problems/complaints at time of incident (e.g. no starts, stalls, overheating, loss of coolant, warning lights "On", strange odors, smoke, fluid leaks on driveway, engine noise, engine miss, etc.):

Cooling System (Y/N) N ; Repairs (None, Satisfied, Unsatisfied) N Repaired by: (GM, Non-GM, Owner/Other) ____

Describe ____

A/C System (Y/N) N ; Repairs (None, Satisfied, Unsatisfied) N Repaired by: (GM, Non-GM, Owner/Other) ____

Describe ____

Steering System (Y/N) N ; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Owner/Other) ____

Describe ____

Transmission (Y/N) N ; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Owner/Other) ____

Describe ____

********** II INTERVIEW - VEHICLE HISTORY (Continued) **********

Electrical Systems (Y/N) N; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Owner/Other) ___

Describe _____

Fuel System (Y/N) N; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Owner/Other) ___

Describe _____

Exhaust System (Y/N) N; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Owner/Other) ___

Describe _____

Major Engine (Y/N) N; Repairs (None, Satisfied, Unsatisfied) N Repaired by: (GM, Non-GM, Owner/Other) ___

Describe _____

Brake/ABS/TCS System (Y/N) N; Repairs (None, Satisfied, Unsatisfied) N Repaired by: (GM, Non-GM, Owner/Other) ___

Describe _____

Body (Y/N) N; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Owner/Other) ___

Describe _____

Other (Y/N) N; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Owner/Other) ___

Describe _____

Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Owner/Other): GM

Maintenance records? (Y/N) N Date/description of last maintenance/repair (by whom?) GM / 2 MONTHS

_____

Any other pertinent vehicle history information (from Interviewee or GM Warranty History)? N

_____

Name and address of service who towed (include tow driver's name), stored and/or provided temporary service to the vehicle

UNKNOWN-ROADSIDE CALLED FLATBED

How was vehicle towed? (flat bed, dolly, sling, front or rear lift) FLATBED If towed on wheels, how far? _____

********** III INTERVIEW - INCIDENT DETAILS **********

********** III A INTERVIEW - IMMEDIATELY BEFORE THE FIRE **********

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs) NONE

load description _____ load location _____

Driver's physical description (gender, age, height, weight, disabilities) FEMAL[redacted]LBS, NO DISABILITIES

If vehicle's ignition was "Off" prior to fire, for how long was it "Off" 4 HOURS Were all doors locked? (Y/N) Y

Drive length (if vehicle was parked prior to fire, describe *last* drive): Hrs. _____ Min. 20 Distance traveled 8 MILES

If not parked, vehicle speed estimate 35 MPH Source of estimate DRIVER Posted speed 45 MPH

Fuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) UNKNOWN When last fueled? 5 DAYS

Exact incident location OWNER'S DRIVEWAY

_____

_____

Weather conditions and visibility CLEAR,DRY

Approx. temperature 60 °F. Any physical visual obstructions? NONE

********** III A INTERVIEW - IMMEDIATELY BEFORE THE FIRE (Continued) **********

Road: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? A Describe: _____

Shoulder: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? ____ Describe: GRASS

Road condition: Wet, Dry, Icy or Other? DRY If other, specify _____

Shoulder condition: Wet, Dry, Icy or Other? DRY If other, specify _____

Describe brake operation: (pedal feel, brake pull or grab, vibration, normal, etc.) NORMAL

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N)NONE Describe _____

Electrical systems operation: (normal, other?) NORMAL

Mark an "X" before all electrical systems/devices which were "On" or "Cycled" immediately prior to the incident:

___ Cruise Control	___ Windshield Wipers	_X_ Radio, Built-in Tape/CD Player
___ Traction Control Switch "On"	___ Air Conditioner, on "Max"? (Y/N) ___	___ Auxiliary CD Player
___ Low Beam Headlights	___ Heater	___ Telephone
___ High Beam Headlights	___ Windshield Defogger	___ CB Radio
___ Daytime Running Lights	___ Windshield Defroster	___ Power Window Controls
___ Fog Lamps	___ Rear Window Defroster	___ Power Mirror Controls
___ Turn Signal	___ Outside Mirror Heater	___ Power Seat Controls
___ Hazard Flashers	___ Driver Seat Heater	___ Power Sun Roof Controls
___ Map Lights, Ft ___ Rr ___	___ Passenger Seat Heater	___ Cigar Lighter
___ Other Interior Lights	___ Auxiliary Power Outlet	___ Other _____

Steering operation: (normal, other?) NORMAL

Powertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.NORMAL

Any unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? From where NONE

Did it appear to match engine speed? (Y/N) ____

Describe any unusual odors. From where? BURNING PLASTIC ODOR FROM VENTS

Any smoke? (from where, color, intensity, etc.) NONE

Was anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? NEVER

********** III B INTERVIEW - AT BEGINNING & DURING THE FIRE **********

Any flame? (from where, color, intensity, etc.) NONE

Any steam or smoke? (from where, color, intensity, etc.) SMOKE AT LEFT WHEEL OPENING

Any apparent malfunction of: Cooling System? (Y/N) N Power Steering? (Y/N) N Auto Transmission? (Y/N) N

Electrical Systems? (Y/N) Y Fuel System? (Y/N) N Exhaust System? (Y/N) N Engine? (Y/N) N Brake System?

(Y/N) N Other? (Y/N) ____ Describe: _____ Warning Lights? (Y/N) N

Gauges? (Y/N) N If so, describe: _____

What did you do after you realized something was wrong? Pull Over? (Y/N) _____ Lower Windows? (Y/N) _____ Raise

Windows? (Y/N) _____ Turn Engine Off? (Y/N) _____ Turn on Hazard Flashers? (Y/N) _____ Exit Vehicle? (Y/N) _____

Open Hood? (Y/N) _____ Open Trunk? (Y/N) _____ Other? (Y/N) _____ Describe TURNED IGNITION OFF, PULLED KEY OUT AND VEHICLE KEPT RUNNING.

********** III B INTERVIEW - AT BEGINNING & DURING THE FIRE (Continued) **********

Any other comments or observations that have not been covered? CALLED DEALER WHO SAID TO CALL ROADSIDE. RAISED HOOD DUE TO ODOR AND SMOKE. VEHICLE SHUT OFF AS ROADSIDE DRIVER CAME AND DISCONNECTED BATTERY. SOMETHING IN ENGINE COMPARTMENT MADE SEVERAL LOUD METAL-TO-METAL BANGING SOUNDS JUST AS ENGINE SHUT OFF.

********** IV - VEHICLE INSPECTION **********

The vehicle inspection documents the physical evidence via color photographs and written observations. It is important to also document what does ***not*** appear to be related to the fire. This is necessary because fire cause determination often involves the process of elimination. By recording your observations in the following section, you will be following a methodical inspection format.

A. Take color photographs of the following and enter observations/comments on the form:

Left & right side exterior NO DAMAGE

Front & rear exterior NO DAMAGE

Hood, inner & outer panels NO DAMAGE

Trunk area and Decklid, inner & outer panels NO DAMAGE

Roof NO DAMAGE

Door interior panels NO DAMAGE

Left & right instrument panel & odometer NO DAMAGE

Ashtray(s) area CLEAN

Left & right front seat and carpet NO DAMAGE

Underbody & exhaust (include hangers) NO DAMAGE

Option code label NO DAMAGE

Engine compartment UNDER HOOD FUSE BLOCK BURNED

Radiator, front & rear NO DAMAGE

Coolant recovery bottle NO DAMAGE

Transmission cooler lines/connections NO DAMAGE

Engine compartment engine coolant lines/hoses, connections/clamps NO DAMAGE

Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) NO DAMAGE

All fuel lines/hoses, filter, connections/clamps NO DAMAGE

TBI, injector rail, or carburetor & fuel line connection NO DAMAGE

Engine compartment fuel lines/hoses, connections & o-ring NO DAMAGE

Power steering lines/hoses, connections/clamps NO DAMAGE

Generator & attached wiring NO DAMAGE

********** IV - VEHICLE INSPECTION (Continued) **********

Battery & attached cables DISCONNECTED

Engine block (note precise location of cracks, holes, etc.) NO DAMAGE

Engine oil pan NO DAMAGE

Engine compartment hinge torque rods NO DAMAGE

Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) INTACT

Any item which is alleged to be the cause/source FUSE BLOCK BURN AT STARTER RELAY, IGNITION SWITCH INOPERATIVE

Anything on vehicle which is after-market NONE

Anything on vehicle which is a modification NONE

Anything on vehicle which is unusual, or out-of-place, etc. NONE

B. Enter observations/comments for the following on the form and take color photographs as necessary.

For the following fluids, comment on the fluid level, smell (burned?), feel (gritty?), color (dark?), and apparent condition (normal, water, particles, etc.):

Engine coolant CLEAN AND FULL

Engine oil CLEAN AND FULL

Transmission fluid CLEAN AND FULL

Power steering fluid CLEAN AND FULL

Brake fluid CLEAN AND FULL

List all driver electrical controls which are in the "On" position (include ignition) NONE

Fuses (identify all open or ***not*** proper size) NONE OPEN

Wiring insulation at fuse blocks FUSE BLOCK BURN AT STARTER RELAY, A8 CONNECTION FUSED AT RELAY

Fusible links (identify all open) NONE OPEN

Spark plug wiring and boot condition GOOD

Fuel filler "Lead Free" restrictor in place? (Y/N) Y Describe

Location of fuel filler cap (or evidence of remains) IN PLACE

Catalytic converter (any discoloration or swelling?) NONE

Position of windows (if glass missing, do further inspection) CLOSED

C. Photograph any damage to claimant's vehicle relating to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available): STARTER RELAY BURNED FUSE BOX AT A8 CONNECTION(MELTED TO RELAY TERMINAL) WHICH IS POWER OUT TO STARTER SOLENOID. INTERNAL RELAY PARTS APPEAR TO OPERATE NORMALLY. IGNITION SWITCH TUMBLER MOVES AND KEY COMES OUT WHILE SWITCH REMAINS ENGAGED IN "START" MODE FEEDING POWER TO STARTER RELAY. NO FOREIGN MATERIAL FOUND.

********** V SITE INSPECTION **********

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas cans, water heaters or other flame or spark source, tall grass, dry leaves, ruts indicating vehicle was stuck, etc.
If significant other property damage occurred due to the fire, if possible, take pictures of the damage and make notes as necessary.

Comments: NO INSPECTION-ALL DAMAGE CONTAINED IN 1 FOOT AREA UNDER HOOD AT FUSE BLOCK

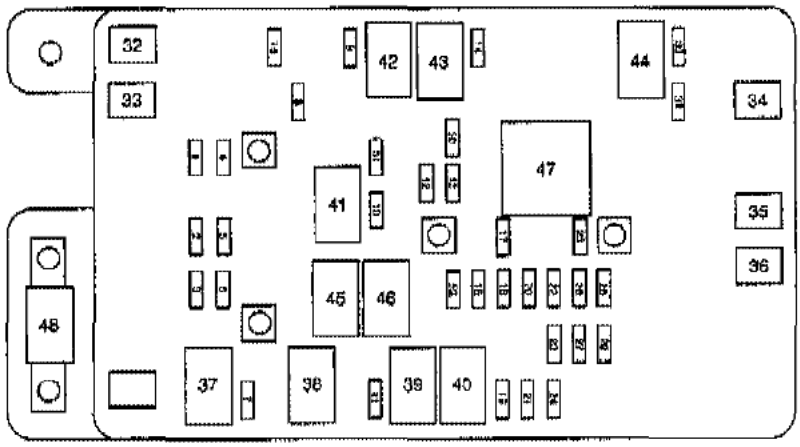
Document ID # 750602
2002 GMC Truck Envoy - 4WD

16W

Electrical Center Identification Views

Table 1: Fuse Block - Underhood, Label Usage
Table 2: Fuse Block -- Underhood C1
Table 3: Fuse Block -- Underhood C2
Table 4: Fuse Block -- Underhood C3
Table 5: Fuse Block -- Underhood C4
Table 6: Fuse Block -- Underhood C5
Table 7: Fuse Block -- Underhood C6
Table 8: Fuse Block -- Underhood C7
Table 9: Fuse Block - Rear (Body Type VIN 3, Short Wheelbase), Label Usage
Table 10: Fuse Block - Rear (Body Type VIN 6, Long Wheelbase), Label Usage
Table 11: Fuse Block -- Rear C1
Table 12: Fuse Block -- Rear C2
Table 13: Fuse Block -- Rear C3
Table 14: Fuse Block -- Rear C4

Fuse Block - Underhood, Label



MINIFUSES

1 - EGAS (30A)
2 - HI HDLP-RT (10A)
3 - LOW HDLP-RT (10A)
4 - TRLR BAT (10A)
5 - HI HDLP-LT (10A)
6 - LOW HDLP-LT (10A)
7 - WASH (20A)
8 - ATC (25A)
9 - W/S WASH (15A)
10 - PCM B (20A)
11 - FOG LP (10A)
12 - ST/LP (20A)
13 - CIGAR (20A)
14 - COILS (10A)
15 - RIDE (10A)
16 - TRC IGN 1 (10A)
17 - CRANK (10A)
18 - PSIR (10A)
19 - ELEK BRK (30A)
20 - FAN (10A)
21 - HORN (15A)
22 - IGN E (10A)
23 - ETC (10A)
24 - IPC/DIC (10A)
25 - BTSI (10A)
26 - ENG 1 (10A)
27 - BACK UP (15A)
28 - PCM 1 (15A)
29 - O2 (10A)
30 - A/C (10A)
31 - TBC 1 (10A)
50 - TRL R TRN (10A)
51 - TRL L TRN (10A)
52 - FLASH (25A)

J-CASE FUSES

32 - TRAILER (30A)
33 - ABS (60A)
34 - IGN A (40A)
35 - BLOWER (40A)
36 - IGN B (40A)

MICRO RELAYS

37 - HDLP WASH
38 - REAR WASH
39 - FOG LP
40 - HORN
41 - FPMP
42 - W/S WASH
43 - HDLP-HI
44 - A/C

SOLID STATE RELAYS

45 - FAN
46 - HDM

MINI RELAYS

47 - STARTER

MISCELLANEOUS

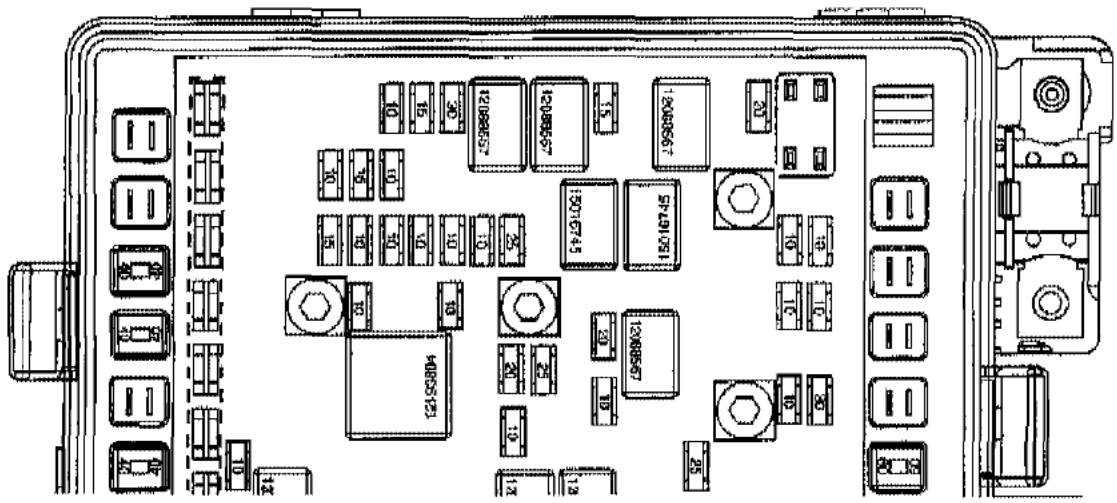
48 - I/P BATT (125A)

Fuse Block - Underhood, Label Usage

Fuse	Rating	Description
ECAS Fuse	30A	Automatic Level Control Compressor
HI HDLP-RT Fuse	10A	Right high-beam headlamp
LOW HDLP-RT Fuse	10A	Right low-beam headlamp (daytime running lamp)
TRLR B/U Fuse	10A	Trailer Connector
HI HDLP-LT Fuse	10A	Left high-beam headlamp
LOW HDLP-LT Fuse	10A	Left low-beam headlamp (daytime running lamp)
WASH Fuse	20A	HDLP WASH Relay
ATC Fuse	25A	Transfer Case Shift Control Module, Transfer Case Encoder Motor
W/S WASH Fuse	15A	W/S WASH Relay
PCM B Fuse	20A	F/PMP Relay, Powertrain Control Module (PCM)
FOG LAMP Fuse	15A	FOG LP Relay
ST/LP Fuse	25A	Stoplamp Switch
CIGAR Fuse	20A	Data Link Connector (DLC), Cigar Lighter
COILS Fuse	10A	HDLP-HI Relay, Hi beam headlamps
RIDE Fuse	--	Not Used
TBC IGN I Fuse	10A	Body Control Module (BCM)
CRANK Fuse	10A	Powertrain Control Module
SIR Fuse	10A	Inflatable Restraint Sensing and Diagnostic Module (SDM)
ELEK BRK Fuse	30A	Trailer Brake Wiring
FAN Fuse	10A	FAN Relay (Fan Driver Module)
HORN Fuse	15A	HORN Relay
IGN E Fuse	10A	IGN I Relay, A/C Relay, Park/Neutral Position (PNP) Switch, Headlamp Leveling Actuators, Inverting Driver Module, Stop Lamp Switch, Traction Control Switch, Headlamp Leveling Switch, Instrument Panel Cluster, Turn Signal/Multifunction Switch, Inside Rearview Mirror
ETC Fuse	10A	Powertrain Control Module (PCM)
IPC/DIC Fuse	10A	Instrument Panel Cluster (IPC)
BTSI Fuse	10A	Stop lamp switch, A/T Shift Lock Actuator
ENG I Fuse	10A	EVAP Canister Purge Solenoid, EVAP Canister Vent Solenoid
BACK UP Fuse	15A	Park/Neutral Position (PNP) Switch
PCM I	15A	Powertrain Control Module (PCM), Fuel Injectors, Ignition Coils
O2 Fuse	10A	Heated Oxygen Sensors
A/C Fuse	10A	A/C Relay
TBC I Fuse	10A	Body Control Module (BCM), and (BAE only) Theft Deterrent Alarm and Theft Deterrent Module

TRLR RT TURN Fuse	10A	Trailer Connector
TRLR LT TURN Fuse	10A	Trailer Connector
FLASH Fuse	25A	Turn Signal/Hazard Flasher Module
TRAILER	30A	Trailer Connector
ABS Fuse	60A	Electronic Brake Control Module (EBCM)
IGN A Fuse	40A	Starter Relay, Ignition Switch
BLOWER Fuse	40A	Blower Motor Resistor Assembly (CJ3), Blower Motor Control Processor (CJ2)
IGN B Fuse	40A	Ignition Switch
HDLP WASH Relay	--	Headlamp Washer Pump
REAR WASH Relay	--	Rear Window Washer Fluid Pump
FOG LP Relay	--	Front Fog Lamps
HORN Relay	--	Horns
F/PMP Relay	--	Fuel Pump
W/S WASH Relay	--	Windshield Washer Fluid Pump
HDLP-HI Relay	--	Body Control Module (BCM)
A/C Relay	--	Headlamp - High Beam - Left
FAN Relay	--	Engine Cooling Fan
HDM Relay	--	Headlamp Driver Module; low beam headlamps (daytime running lamps)
STARTER Relay	--	Starter Solenoid
I/P BATT Fuse	125A	Fuse Block-Rear

Fuse Block - Underhood, Top View



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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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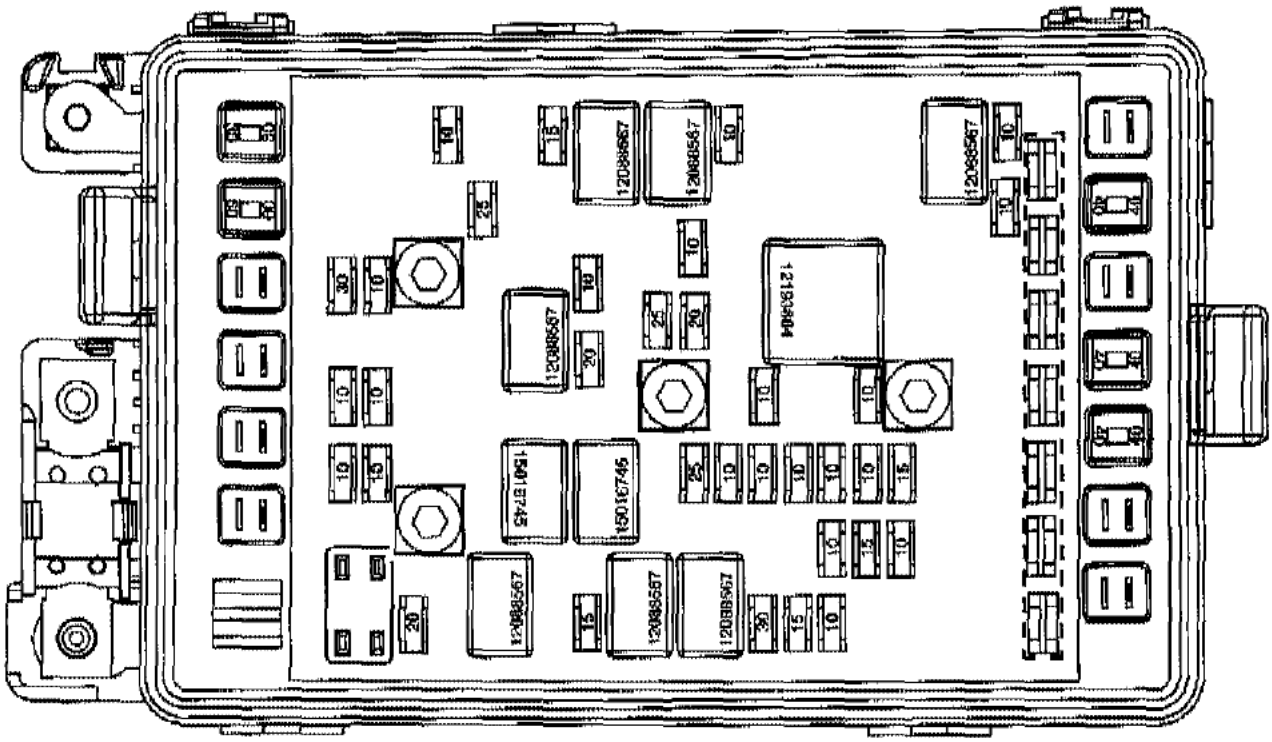
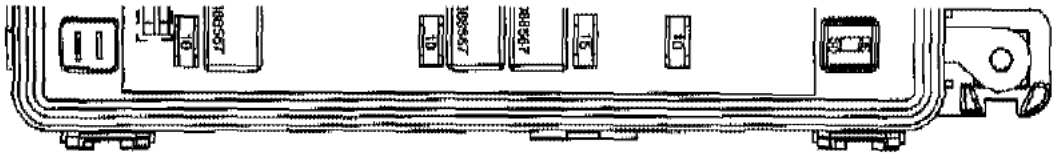
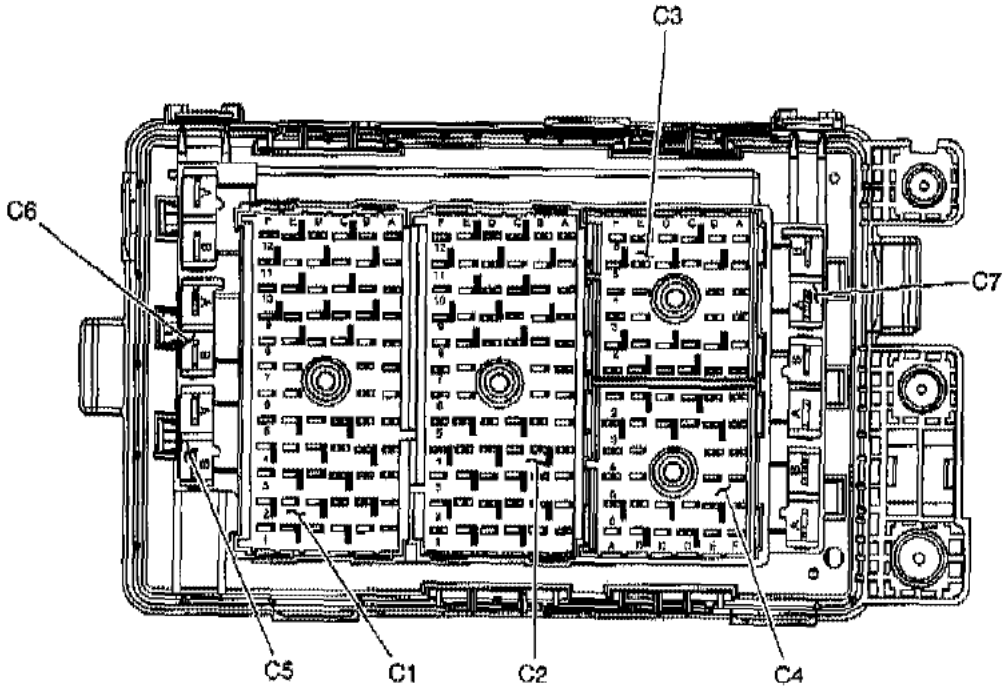
Document ID # 812023
2001 GMC Truck Sonoma Pickup - 2WD





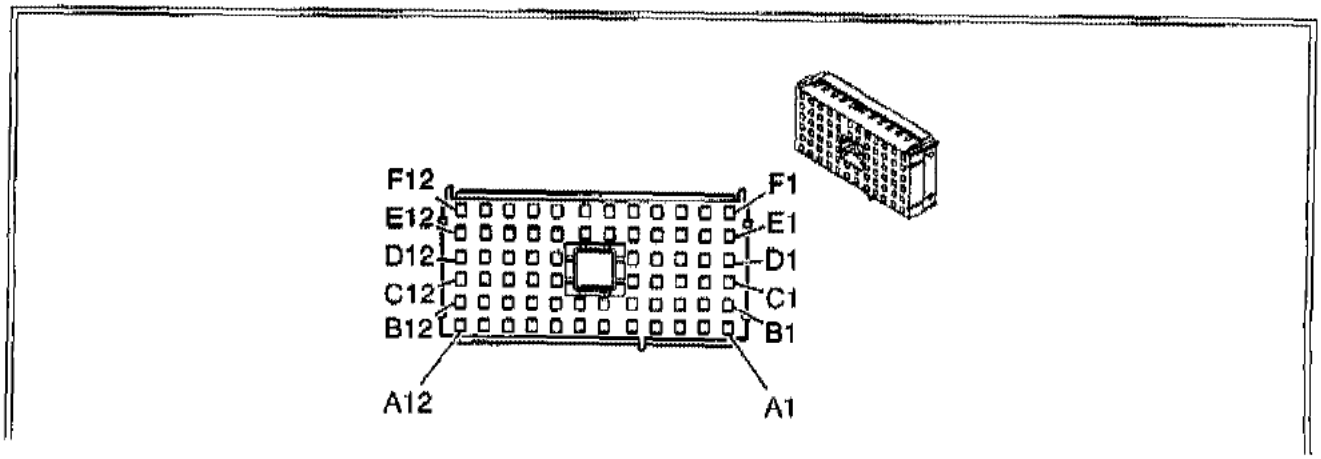


Fuse Block - Underhood, Bottom View





Fuse Block -- Underhood C1





Connector Part Information	• 15319897 • 68-Way F Metri-Pack 280 Series Flexlock (LT GRY)		
Pin	**Wire Color**	**Circuit No.**	**Function**
A1	--	--	Not Used
A2	PNK	839	Ignition 1 Voltage
A3-A4	--	--	Not Used
A5	PNK	639	Ignition 1 Voltage
A6-A7	--	--	Not Used
A8	PPL	6	Starter Solenoid Crank Voltage
A9	GRY	1524	Backup Lamp Supply Voltage
A10	YEL	1737	Neutral Safety Switch Park/Neutral Signal
A11	DK GRN/ WHT	465	Fuel Pump Relay Control - Primary
A12	--	--	Not Used
B1	--	--	Not Used
B2	PNK	339	Ignition 1 Voltage
B3-B4	--	--	Not Used
B5	PNK	239	Ignition 1 Voltage
B6	--	--	Not Used
B7	LT GRN	275	Park Neutral Position Switch Park Signal
B8	--	--	Not Used
B9	WHT	1310	EVAP Canister Vent Solenoid Control
B10	ORN/BLK	463	Requested Torque Signal
B11-B12	--	--	Not Used
C1	--	--	Not Used
C2	PNK	539	Ignition 1 Voltage
	PNK	539	Ignition 1 Voltage
C3-C4	--	--	Not Used
C5	PNK	439	Ignition 1 Voltage
	PNK	439	Ignition 1 Voltage
C8-C9	--	--	Not Used
C10	BLK	550	Ground
C11	TAN/BLK	464	Delivered Torque Signal
C12	--	--	Not Used
D1	--	--	Not Used
D2	PNK	1020	Off/Run/Crank Voltage
D3	BLK	350	Ground
D4	--	--	Not Used

GM-PAR-Photo, Rev. 06/20/97

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division:GMC	Ref# S1-[redacted]	VIN: 1GKDT13S422[redacted]
Claimant's Name (LAST, First) [redacted]		

Inspected By: HANK GILL Organization: EAA

Phone: (856) 825-1380 Inspection Date: 03/29/03 Mileage at Inspection: UNKNOWN

Roll Number _1___ OWNER STATES MILEAGE 8600

Neg.#	Description
0	
1.	PAR INFORMATION
2.	VIN
3.	NO DAMAGE TO FRONT OR LEFT SIDE
4.	NO DAMAGE TO RIGHT SIDE
5.	NO DAMAGE TO REAR
6.	NO UNDER HOOD DAMAGE EXCEPT FUSE BLOCK AREA
7.	FUSE BLOCK HAS OILY SUBSTANCE FROM UPPER COVER MELT
8.	TOP OF FUSE BOX SHOWS AREA OVER STARTER RELAY AS HOTSPOT
9.	BURN HOLE IN FACTORY INSTALLATION PANEL OVER STARTER RELAY
10.	FUSE PANEL LID
11.	FUSE BLOCK MELTED AT STARTER RELAY (HOLE IN CENTER)
12.	STARTER RELAY WITH ONE TERMINAL MISSING
13.	PURPLE WIRE HAS MISSING STARTER RELAY TERMINAL MELTED AND FUSED TO WIRE END.
14.	ID OF STARTER RELAY AFTER CLEANING
15.	CIRCUIT OF STARTER RELAY. #87 IS MELTED TERMINAL
16.	RELAY SHOWS SIGNS OF HEAT. ALL PARTS MOVE FREELY.
17.	DISENGAGEMENT SPRING IN TACT AND WORKING
18.	CONTACT SHOWS SLIGHT PITTING. CONTACT WAS OPEN WHEN INSPECTED.
19.	OPPOSITE CONTACT SHOWS SLIGHT PITTING. CONTACTS WERE IN OPEN (NORMAL) POSITION.
20.	CORE OF RELAY STILL IN TACT
21.	BATTERY TERMINAL TO STARTER SHOWS NO DAMAGE OR FOREIGN MATERIAL
22.	PURPLE WIRE CORRECTLY ATTACHED AT STARTER
23.	DISTANT PICTURE OF STARTER WIRES WITH NO DAMAGE
24.	IGNITION SWITCH AND TUMBLER HAVE NO FOREIGN MATERIAL OR SHORTED WIRES
25.	LOWER SWITCH WIRES AND RELEASE SOLENOID HAVE NO DAMAGE
26.	WIRES UNDER STEERING COLUMN IN GOOD CONDITION

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

PAR GMWA

Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	5/27/03	**Service Request #**	[redacted]
Customer Name	[redacted]		
VIN	1GKDT13S422[redacted]		
In-Service Date	5/16/02	**Service Contract?**	N
Current Mileage	8300	**Purchased New/Used?**	N/A
Warranty Blocked?	N	**Purchase Date**	N/A
Branded Title?	N	**Mileage at Purchase**	N/A

Dealer and Claim Information			
Dealer Name	LESTER GLENN		
Dealer Svc Mgr		**Dlr Warranty Admin:**	ZINA APPROVATO
Dealer Phone	732-349-4200	**Dealer Fax**	732-244-1862
Dealer BAC	118026		
	Divisions (15-Olds, 16-Pont, 48-GMC, 13-Chev, 12-Cad, 11-Bui, 10-Izusu)		
Dealer Division and Code	**48-12184**		
Repair Order Number	207003		
Repair Order Close Date	5/21/03		
Labor Op. Code Z1242	Dollar Amt:	$1,800.00	
Cause Code (CC)	**MJ**		
Failure Code (FC)	**98**		
PUT EVERYTHING IN NET AMOUNT			
Labor Hours and OLH:	**DO NOT** PUT IN HOURS		
Parts and Labor Costs:	**DO NOT** PUT IN COSTS		
Net Amount:	$1,800.00		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN ANY AUTH CODE		
Additional Cmnts for Dlr:	YOU MAY SUBMIT THIS CLAIM ON OR AFTER JUNE 3, 2003		

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE FAX A COPY OF THE DCS AUDIT SLIP TO KRYSTEL DAVIS-GRANT @ 1-866-249-2318.

Retain Copy with Dealer Repair Order

Complaint:	CUST STATES THERMAL EVENT CONCERN
Cause:	FUSE BLOCK
Correction:	REPURCHASE DUE TO PART ON BACK ORDER W/O ETA
Justification:	***GOODWILL GESTURE FOR CUSTOMER SATISFACTION***
PAR CRM	CHERLY DANZEY
FTT CRM	**Krystel Davis-Grant/800-231-1841 EXT 58130**
Date Entered/Forwarded	5/27/03
IF Forwarded to who?	

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

W01PATH ID: HZQS82 GMWA PRE-AUTHORIZATION 2003/05/27 12:44:43

PRSN CODE: 9182

DIV	DLR CODE	RO NBR	LBR OP	AUTH CODE	VIN	TOTAL
48	12184	[redacted]	Z1242	WGLP_	1GKDT13S4224[redacted]	_1800 . 00

COMMENTS: ISSUE TO PAY DEALERSHIP FOR RENTAL DUE TO PRODUCT
_ALLEGATION W/THERMAL EVENT FOR CUST SATISFACTION AND CUST GOODWILL

__ _____ _____ _____ _____ _____ _____ . __
COMMENTS: _____
_____

__ _____ _____ _____ _____ _____ _____ . __
COMMENTS: _____
_____

__ _____ _____ _____ _____ _____ _____ . __
COMMENTS: _____
_____

PF: 3-EXIT 4-CLM INQUIRY 5-CLM DETAIL 6-CLM COMMENTS
9-REJ DETAIL 10-DEBIT 12-MANUAL DB

MESSAGE: SUBMIT THE PRE-AUTHORIZATIONS? (PF1 = YES ; PF2 = NO)

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

EAA Inspection Request

Date: *3/27/03*

TO: Janice Mondary
EAA/SPX Field Coordinator

Phone: 586-753-3336
Fax: 586-753-3335

From: **Cheryl Danzey**
PAR Customer Relations Mgr

Phone: 800-231-1841 ext.57275
Fax: 866-311-2763
Mailing Address:
GM PAR Investigations
5701 East Hillsborough Avenue
Suite 2300
Tampa, FL 33610

Vehicle Information

VIN#: 1GKDT13S42[redacted]
Year/Make: 2002 GMC
Model: Envoy
Contact's Name: Rich Krajunes
Contact's Number: 732-349-4200
Vehicle Location: Lester Glenn GMC
230 Rte 37 E
Toms River, NJ 08753

Claimant Information

PAR File #: S[redacted]

Claimant Name: [redacted]
Claimant Home #:
Claimant Work #:
Claimant Cell #:
[redacted]
Tooms River, NJ[redacted]

Required Actions:

- ☒ **Advise PAR CRM via voicemail/email of inspection date.**
- ☒ **Repair Estimate Required**
- ☒ **Review All PAR File information**

Please Use Forms:

☐ Accelerator/Throttle	☐ Restraint-SIR/Seatbelts	☐ Seats
☐ Brake/ABS/TC System(s)	☐ Side Impact	☐ Power Sliding Door
☐ Steering/Suspension/Tires&Wheels	☐ Transmission/Transaxle	☐ Hood/Hood Latch
☐ Engine	☒ Fire Non-Collision	☐ OnStar

Special Instructions:

☒ Interview Owner	☐ Vetronix Requested	☒ Obtain Fire/Police Report
☐ Do Not Interview Owner	☐ Contact PAR CRM After	☐ Other (define)

☐ RUSH 🗗 A. Medina 🗗 B. Green 🗗 G. DePalma 🗗 L. Meeks 🗗 GM Team Leader

EAA Internal Use Only

To: SA: **Hank Gill**	Date E-Mailed to SA: **3-28-03**
From: *Janice Mondary*	Due Date: **4-10-03**

EAA SA Use Only

Case Acceptance/Investigation: ☒ YES ☐ NO

Please acknowledge acceptance of this case promptly by phone or fax.

Report Sent via UPS: (UPS Tracking #) **Date: 04/03/03** **Date Report Faxed to CRM: 04/03/03** **11 PAGES**

GM-PAR-Fire NC, Rev. 06/20/97

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: GMC	Ref# [redacted]	VIN: 1GKDT13S4[redacted]
Claimant's Name (LAST, First) [redacted]		

Inspected By HANK GILL Organization: EAA

Phone: (856) 825 8992 Inspection Date: 03/29/03 Mileage at Inspection:UNKNOWN

********** I INSPECTION SUMMARY **********

Following the inspection, summarize the tests and observations.

FUSE BOX BURN PATTERN STARTS AT STARTER RELAY # 12193604 WHICH IS ACTIVATED BY THE IGNITION SWITCH AND PASSES CURRENT TO THE STARTER SOLENOID. THE POWER OUT TERMINAL IS WELDED TO THE PURPLE WIRE AT CONNECTION A8. THIS TERMINAL IS NORMALLY INSIDE THE STARTER RELAY. STARTER RELAY INTERNAL EXAMINATION SHOWS SLIGHT PITTING ON POINTS, BUT NOTHING WAS STUCK OR BURNED TOGETHER AND POINT SEPARATION GAP APPEARED CORRECT INDICATING NORMAL OPERATION EXCEPT FOR WELDED OUTPUT TERMINAL. FUSES CLOSE TO BURN POINT WERE MELTED FROM EXTERNAL HEAT. IGNITION SWITCH WAS FOUND TO HAVE NO TURNING RESISTANCE AS IF STUCK IN "START" POSITION INTERNALLY SINCE TUMBLER MOVED WITH NO BINDING. SWITCH EXAMINATION FOUND NO BURNED OR SHORTED WIRES, NO FOREIGN MATERIAL AND NO LIQUID STAINS OR SPILLS. THE IGNITION SWITCH STARTED WORKING NORMALLY DURING EXAMINATION AND DID NOT STICK AGAIN. TUMBLER EXAMINATION SHOWED NO WEAR PATTERN OR FOREIGN MATERIAL AND CORRECT KEY OPERATION. VEHICLE MAIN HARNESS TO ENGINE, FUSE BOX AND COVER ARE BURNED AND NEED REPLACEMENT. IGNITION SWITCH DISPLAYED STICKING AND SHOULD BE REPLACED. UNABLE TO CHECK STARTER, STARTER SOLENOID OR FLYWHEEL FOR DAMAGE UNTIL BURNED PARTS ARE REPLACED.

********** II INTERVIEW - VEHICLE HISTORY **********

(Note: Please indicate name, address & phone number of person being interviewed): [redacted]
[redacted] TOMS RIVER, N[redacted]

1. Vehicle modifications or after-market equipment? (e.g. radio, phone, CB, tires, wheels, trailer hitch/wiring, trailer brake controller, hydraulic lines, alarm system, etc.)

Item(s), date installed, and by whom (name, phone) NONE

2. Any *prior* collision damage? (when, where, extent, repaired by, etc.) NONE

3. For the following systems, list and describe ***prior*** repairs or ***outstanding*** problems/complaints at time of incident (e.g. no starts, stalls, overheating, loss of coolant, warning lights "On", strange odors, smoke, fluid leaks on driveway, engine noise, engine miss, etc.):

Cooling System (Y/N) N ; Repairs (None, Satisfied, Unsatisfied) N Repaired by: (GM, Non-GM, Owner/Other)

Describe

A/C System (Y/N) N ; Repairs (None, Satisfied, Unsatisfied) N Repaired by: (GM, Non-GM, Owner/Other)

Describe

Steering System (Y/N) N ; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Owner/Other)

Describe

Transmission (Y/N) _____N_____; Repairs (None, Satisfied, Unsatisfied) ___N_ Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

********** II INTERVIEW - VEHICLE HISTORY (Continued) **********

Electrical Systems (Y/N) N ; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Owner/Other)

Describe

Fuel System (Y/N) N ; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Owner/Other)

Describe

Exhaust System (Y/N) N ; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Owner/Other)

Describe

Major Engine (Y/N) N ; Repairs (None, Satisfied, Unsatisfied) N Repaired by: (GM, Non-GM, Owner/Other)

Describe

Brake/ABS/TCS System (Y/N) N ; Repairs (None, Satisfied, Unsatisfied) N Repaired by: (GM, Non-GM, Owner/Other)

Describe

Body (Y/N) N ; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Owner/Other)

Describe

Other (Y/N) N ; Repairs (None, Satisfied, Unsatisfied) N Repaired by (GM, Non-GM, Owner/Other)

Describe

Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Owner/Other): GM

Maintenance records? (Y/N) N Date/description of last maintenance/repair (by whom?) GM / 2 MONTHS

Any other pertinent vehicle history information (from Interviewee or GM Warranty History)?

N

Name and address of service who towed (include tow driver's name), stored and/or provided temporary service to the vehicle

UNKNOWN-ROADSIDE CALLED FLATBED

How was vehicle towed? (flat bed, dolly, sling, front or rear lift) FLATBED If towed on wheels, how far?

********** III INTERVIEW - INCIDENT DETAILS **********

********** III A INTERVIEW - IMMEDIATELY BEFORE THE FIRE **********

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer (in lbs)

NONE

load description load location

Driver's physical description (gender, age, height, weight, disabilities) FEMALE, [redacted] BS, NO DISABILITIES

If vehicle's ignition was "Off" prior to fire, for how long was it "Off" 4 HOURS Were all doors locked? (Y/N) Y

Drive length (if vehicle was parked prior to fire, describe *last* drive): Hrs. Min. 20 Distance traveled 8 MILES

If not parked, vehicle speed estimate 35 MPH Source of estimate DRIVER Posted speed 45 MPH

Fuel gauge reading (Empty, 1/4, 1/2, 3/4, Full) UNKNOWN When last fueled? 5 DAYS

Exact incident location OWNER'S DRIVEWAY

Weather conditions and visibility CLEAR,DRY

Approx. temperature 60 °F. Any physical visual obstructions? NONE

********** **III A INTERVIEW - IMMEDIATELY BEFORE THE FIRE (Continued)** **********

Road: **C**oncrete, **A**sphalt, **G**ravel, Crushed **R**ock, **D**irt, or **O**ther? A Describe:

Shoulder: **C**oncrete, **A**sphalt, **G**ravel, Crushed **R**ock, **D**irt, or **O**ther? ____ Describe: GRASS

Road condition: **W**et, **D**ry, **I**cy or **O**ther? DRY If other, specify

Shoulder condition: **W**et, **D**ry, **I**cy or **O**ther? DRY If other, specify

Describe brake operation: (pedal feel, brake pull or grab, vibration, normal, etc.)

NORMAL

Any warning lights "On", high/low gauge readings, or messages displayed? (Y/N)NONE Describe

Electrical systems operation: (normal, other?) NORMAL

Mark an "**X**" before all electrical systems/devices which were "On" or "Cycled" immediately prior to the incident:

___ Cruise Control	___ Windshield Wipers	_X_ Radio, Built-in Tape/CD Player
___ Traction Control Switch "On"	___ Air Conditioner, on "Max"? (Y/N) ___	___ Auxiliary CD Player
___ Low Beam Headlights	___ Heater	___ Telephone
___ High Beam Headlights	___ Windshield Defogger	___ CB Radio
___ Daytime Running Lights	___ Windshield Defroster	___ Power Window Controls
___ Fog Lamps	___ Rear Window Defroster	___ Power Mirror Controls
___ Turn Signal	___ Outside Mirror Heater	___ Power Seat Controls
___ Hazard Flashers	___ Driver Seat Heater	___ Power Sun Roof Controls
___ Map Lights, Ft ___ Rr ___	___ Passenger Seat Heater	___ Cigar Lighter
___ Other Interior Lights	___ Auxiliary Power Outlet	___ Other _____

Steering operation: (normal, other?) NORMAL

Powertrain: (any engine miss, sluggish, surge, stall, loss of power or speed, etc.NORMAL

Any unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? From where NONE

Did it appear to match engine speed? (Y/N) ____

Describe any unusual odors. From where? BURNING PLASTIC ODOR FROM VENTS

Any smoke? (from where, color, intensity, etc.) NONE

Was anyone smoking? (Y/N) N How long since someone last smoked in the vehicle? NEVER

********** **III B INTERVIEW - AT BEGINNING & DURING THE FIRE** **********

Any flame? (from where, color, intensity, etc.) NONE

Any steam or smoke? (from where, color, intensity, etc.) SMOKE AT LEFT WHEEL OPENING

Any apparent malfunction of: Cooling System? (Y/N) N Power Steering? (Y/N) N Auto Transmission? (Y/N) N

Electrical Systems? (Y/N) Y Fuel System? (Y/N) N Exhaust System? (Y/N) N Engine? (Y/N) N Brake System?

(Y/N) N Other? (Y/N) ____ Describe: Warning Lights? (Y/N) N

Gauges? (Y/N) N If so, describe:

What did you do after you realized something was wrong? Pull Over? (Y/N) _____ Lower Windows? (Y/N) _____ Raise Windows? (Y/N) _____ Turn Engine Off? (Y/N) _____ Turn on Hazard Flashers? (Y/N) _____ Exit Vehicle? (Y/N) _____ Open Hood? (Y/N) _____ Open Trunk? (Y/N) _____ Other? (Y/N) _____ Describe TURNED IGNITION OFF, PULLED KEY OUT AND VEHICLE KEPT RUNNING.

********** **III B INTERVIEW - AT BEGINNING & DURING THE FIRE (Continued)** **********

Any other comments or observations that have not been covered? CALLED DEALER WHO SAID TO CALL ROADSIDE. RAISED HOOD DUE TO ODOR AND SMOKE. VEHICLE SHUT OFF AS ROADSIDE DRIVER CAME AND DISCONNECTED BATTERY. SOMETHING IN ENGINE COMPARTMENT MADE SEVERAL LOUD METAL-TO-METAL BANGING SOUNDS JUST AS ENGINE SHUT OFF.

********** **IV - VEHICLE INSPECTION** **********

The vehicle inspection documents the physical evidence via color photographs and written observations. It is important to also document what does ***not*** appear to be related to the fire. This is necessary because fire cause determination often involves the process of elimination. By recording your observations in the following section, you will be following a methodical inspection format.

A. Take color photographs of the following and enter observations/comments on the form:

Left & right side exterior NO DAMAGE

Front & rear exterior NO DAMAGE

Hood, inner & outer panels NO DAMAGE

Trunk area and Decklid, inner & outer panels NO DAMAGE

Roof NO DAMAGE

Door interior panels NO DAMAGE

Left & right instrument panel & odometer NO DAMAGE

Ashtray(s) area CLEAN

Left & right front seat and carpet NO DAMAGE

Underbody & exhaust (include hangers) NO DAMAGE

Option code label NO DAMAGE

Engine compartment UNDER HOOD FUSE BLOCK BURNED

Radiator, front & rear NO DAMAGE

Coolant recovery bottle NO DAMAGE

Transmission cooler lines/connections NO DAMAGE

Engine compartment engine coolant lines/hoses, connections/clamps NO DAMAGE

Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) NO DAMAGE

All fuel lines/hoses, filter, connections/clamps NO DAMAGE

TBI, injector rail, or carburetor & fuel line connection NO DAMAGE

Engine compartment fuel lines/hoses, connections & o-ring NO DAMAGE

Power steering lines/hoses, connections/clamps NO DAMAGE

Generator & attached wiring NO DAMAGE

********** **IV - VEHICLE INSPECTION (Continued)** **********

Battery & attached cables DISCONNECTED

Engine block (note precise location of cracks, holes, etc.) NO DAMAGE

Engine oil pan NO DAMAGE

Engine compartment hinge torque rods NO DAMAGE

Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) INTACT

Any item which is alleged to be the cause/source FUSE BLOCK BURN AT STARTER RELAY, IGNITION SWITCH INOPERATIVE

Anything on vehicle which is after-market NONE

Anything on vehicle which is a modification NONE

Anything on vehicle which is unusual, or out-of-place, etc. NONE

B. Enter observations/comments for the following on the form and take color photographs as necessary.

For the following fluids, comment on the fluid level, smell (burned?), feel (gritty?), color (dark?), and apparent condition (normal, water, particles, etc.):

Engine coolant CLEAN AND FULL

Engine oil CLEAN AND FULL

Transmission fluid CLEAN AND FULL

Power steering fluid CLEAN AND FULL

Brake fluid CLEAN AND FULL

List all driver electrical controls which are in the "On" position (include ignition) NONE

Fuses (identify all open or ***not*** proper size) NONE OPEN

Wiring insulation at fuse blocks FUSE BLOCK BURN AT STARTER RELAY, A8 CONNECTION FUSED AT RELAY

Fusible links (identify all open) NONE

OPEN

Spark plug wiring and boot condition GOOD

Fuel filler "Lead Free" restrictor in place? (Y/N) Y Describe

Location of fuel filler cap (or evidence of remains) IN PLACE

Catalytic converter (any discoloration or swelling?) NONE

Position of windows (if glass missing, do further inspection)

CLOSED

C. Photograph any damage to claimant's vehicle relating to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available): STARTER RELAY BURNED FUSE BOX AT A8 CONNECTION(MELTED TO RELAY TERMINAL) WHICH IS POWER OUT TO STARTER SOLENOID. INTERNAL RELAY PARTS APPEAR TO OPERATE NORMALLY. IGNITION SWITCH TUMBLER MOVES AND KEY COMES OUT WHILE SWITCH REMAINS ENGAGED IN "START" MODE FEEDING POWER TO STARTER RELAY. NO FOREIGN MATERIAL FOUND.

********** **V SITE INSPECTION** **********

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures as necessary. Examples: building electrical, gas cans, water heaters or other flame or spark source, tall grass, dry leaves, ruts indicating vehicle was stuck, etc.
If significant other property damage occurred due to the fire, if possible, take pictures of the damage and make notes as necessary.

Comments: NO INSPECTION-ALL DAMAGE CONTAINED IN 1 FOOT AREA UNDER HOOD AT FUSE BLOCK

GM-PAR-Photo, Rev. 06/20/97

PRELIMINARY PAR INSPECTION

GM-PAR-Photo, Rev. 06/20/97

PRELIMINARY PAR INSPECTION
FIELD PHOTOGRAPHIC NOTES

Division:GMC	Ref# [redacted]	VIN: 1GKDT13S42[redacted]
Claimant's Name (LAST, First) [redacted]		

Inspected By: HANK GILL Organization: EAA

Phone: (856) 825-1380 Inspection Date: 03/29/03 Mileage at Inspection: UNKNOWN

Roll Number _1___ OWNER STATES MILEAGE 8600

Neg.#	Description
0	
1.	PAR INFORMATION
2.	VIN
3.	NO DAMAGE TO FRONT OR LEFT SIDE
4.	NO DAMAGE TO RIGHT SIDE
5.	NO DAMAGE TO REAR
6.	NO UNDER HOOD DAMAGE EXCEPT FUSE BLOCK AREA
7.	FUSE BLOCK HAS OILY SUBSTANCE FROM UPPER COVER MELT
8.	TOP OF FUSE BOX SHOWS AREA OVER STARTER RELAY AS HOTSPOT
9.	BURN HOLE IN FACTORY INSTALLATION PANEL OVER STARTER RELAY
10.	FUSE PANEL LID
11.	FUSE BLOCK MELTED AT STARTER RELAY (HOLE IN CENTER)
12.	STARTER RELAY WITH ONE TERMINAL MISSING
13.	PURPLE WIRE HAS MISSING STARTER RELAY TERMINAL MELTED AND FUSED TO WIRE END.
14.	ID OF STARTER RELAY AFTER CLEANING
15.	CIRCUIT OF STARTER RELAY. #87 IS MELTED TERMINAL
16.	RELAY SHOWS SIGNS OF HEAT. ALL PARTS MOVE FREELY.
17.	DISENGAGEMENT SPRING IN TACT AND WORKING
18.	CONTACT SHOWS SLIGHT PITTING. CONTACT WAS OPEN WHEN INSPECTED.
19.	OPPOSITE CONTACT SHOWS SLIGHT PITTING. CONTACTS WERE IN OPEN (NORMAL) POSITION.
20.	CORE OF RELAY STILL IN TACT
21.	BATTERY TERMINAL TO STARTER SHOWS NO DAMAGE OR FOREIGN MATERIAL
22.	PURPLE WIRE CORRECTLY ATTACHED AT STARTER
23.	DISTANT PICTURE OF STARTER WIRES WITH NO DAMAGE
24.	IGNITION SWITCH AND TUMBLER HAVE NO FOREIGN MATERIAL OR SHORTED WIRES
25.	LOWER SWITCH WIRES AND RELEASE SOLENOID HAVE NO DAMAGE
26.	WIRES UNDER STEERING COLUMN IN GOOD CONDITION

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

Ferman

CHEVROLET

Oldsmobile

9751 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-2411
STATE OF FLORIDA REGISTRATION NUMBER MV-11072

9808 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-6600
STATE OF FLORIDA REGISTRATION NUMBER MV-11069

PLEASE SEE REVERSE SIDE FOR INFORMATION REGARDING REPAIRS

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	KIMBERLY PHILLIPS 5747	7408	08/18/02	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 13138	COLOR SUMMIT WHIT	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/2WD T		DELIVERY DATE 05/22/01	DELIVERY MILES 4
TAMPA, FL [redacted]	VEHICLE I.D. NO. 1GNDS13S222[redacted]	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS	R. O. DATE 08/18/02	
			MO: 13138	

LABOR & PARTS

J# 1 08CTZ (R)ENGINE PERFORMANC HOURS: 1.10 TECH(S):5611 WARRANTY

CUSTOMER STATES THAT SES LIGHT IS ON AND SEEMS TO BE SLUGGISH//MS//
WS 3L J6355 1.1
REPROGRAM PCM. FOUND UPDATE FOR SETTING FALSE CODES
DIAG FOUND P0116 ECT PERFORMANCE. INSPECTION OF ECT AND RELATED WIRING FOUND NO PROBLEM. CHECKED FOR UPDATES AND FOUND UPDATE FOR SETTING FALSE DTCS. REPROGRAM PCM. RELEARN CKS W/ RELEARN. CLEAR DTCS.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 08CTZ1 (R)ENGINE PERFORMANC HOURS: TECH(S):5611 WARRANTY

CUSTOMER STATES THAT ENGINE SEEMS TO REV UP AND RPM'S RAISE ALSO.LIKE TRUCK IS NOT GOING ANYWHERE///PG
POSSIBLE SPECIAL BULLENTIN # 11191

SEE JOB ONE FOR REPAIR

JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

PAYMENT METHOD

CASH MASTER CARD/VISA AMERICAN EXPRESS

CHECK # CARTE BLANCH GMCPP 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

FERMAN MOTOR CAR COMPANY'S GOAL IS 100% CUSTOMER SERVICE SATISFACTION! WHEN YOU RECEIVE A CUSTOMER SATISFACTION SURVEY, PLEASE TAKE A MOMENT TO FILL IT OUT. THIS IS OUR REPORT CARD!! THE INFORMATION YOU GIVE WILL HELP US TO SERVE YOU BETTER. IF YOU CAN'T ANSWER THIS SURVEY "COMPLETELY SATISFIED", PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU FOR COMING TO FERMAN MOTOR CAR CO. AND ALLOWING US TO SERVE YOUR AUTOMOTIVE NEEDS.
* INDICATES LIFETIME GUARANTEE FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

GM Goodwrench Service Plus

Fernan

CHEVROLET

Oldsmobile

9751 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-2411
STATE OF FLORIDA REGISTRATION NUMBER MV-11072

9809 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-6500
STATE OF FLORIDA REGISTRATION NUMBER MV-11069

PLEASE SEE REVERSE SIDE FOR INFORMATION REGARDING REPAIRS

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	KIMBERLY PHILLIPS 6747	7551	06/26/02	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 13283		COLOR: SUMMIT WHIT	STOCK NO.
	YEAR / MAKE / MODEL: 02/CHEVROLET TRUCK/TRAILBLAZER/2WD T		DELIVERY DATE: 05/22/01	DELIVERY MILES: 4
TAMPA, FL [redacted]	VEHICLE I.D. NO: 1GNDS13S222 [redacted] / F. T. E. NO. / O. NO.		SELLING DEALER NO.	PRODUCTION DATE
			P. O. DATE: 06/21/02	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS	MO: 13283	

LABOR & PARTS

J# 1 06CTZ *ELECTRICAL HOURS: 0.90 TECH(S):501025 WARRANTY

CUSTOMER STATES THAT STARTED TRUCK UP AND THEN DIED AND THEN WILL NOT START CLICK OR DO ANYTHING//PN7
OPEN SHORT IN ING. SWITCH
PN 6F M232A 0.9
REPLACE ING. SWITCH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12450251	SWITCH 2.188		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2+00CTZ RENTAL RENTAL HOURS: TECH(S):5471 WARRANTY

RENTAL VEHICLE
RENTAL
RENTAL

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

J# 3+09CTZ (R)TRM/GLS/MLDG/GEN HOURS: 0.40 TECH(S):501025 WARRANTY

PERFORM SERVICE BULLENTIN # I11917/MA
MI 93 J6355 0.4
REPROGRAM PCM

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

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION		
JOB # 2	RA37331	RA37331	06/26/02	5 DAY CHEV CTSY RENTAL		WARRANTY
				TOTAL - SUBLET		0.00

TECHNICIAN CERTIFICATION

5471 STEVEN DORAN CHEV/ASE

Goodwrench Service Plus

[CONTINUED ON NEXT PAGE]







9751 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-2411
STATE OF FLORIDA REGISTRATION NUMBER MV-11072

9809 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-6600
STATE OF FLORIDA REGISTRATION NUMBER MV-11068

PLEASE SEE REVERSE SIDE FOR INFORMATION REGARDING REPAIRS

CUSTOMER NO.	ADVISOR	TAX NO.	INVOICE DATE	INVOICE NO.
[redacted]	KIMBERLY PHILLIPS 5747	7551	08/28/02	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 13283	COLOR SUMMIT WHIT	STOCK NO.
	YEAR/MAKE/MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/2WD LT		DELIVERY DATE 05/22/01	DELIVERY MILES 4
TAMPA, FL [redacted]	VEHICLE I.D. NO. 1GNDS13S22[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P. T. & NO.	P. O. NO.	R. O. DATE 08/21/02	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS MD: 13283		

TOTALS

PAYMENT METHOD

CASH MASTER CARD/VISA AMERICAN EXPRESS

CHECK # CARTE BLANCH GMCPP 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

FERMAN MOTOR CAR COMPANY'S GOAL IS 100% CUSTOMER SERVICE SATISFACTION! WHEN YOU RECEIVE A CUSTOMER SATISFACTION SURVEY, PLEASE TAKE A MOMENT TO FILL IT OUT. THIS IS OUR REPORT CARD!! THE INFORMATION YOU GIVE WILL HELP US TO SERVE YOU BETTER. IF YOU CAN'T ANSWER THIS SURVEY "COMPLETELY SATISFIED", PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU FOR COMING TO FERMAN MOTOR CAR CO. AND ALLOWING US TO SERVE YOUR AUTOMOTIVE NEEDS.
* INDICATES LIFETIME GUARANTEE FOR CUSTOMER PAY REPAIRS





CUSTOMER SIGNATURE

Fernan

CHEVROLET

9751 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-2411
STATE OF FLORIDA REGISTRATION NUMBER MV-11072

Oldsmobile

9509 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-6800
STATE OF FLORIDA REGISTRATION NUMBER MV-T1089

PLEASE SEE REVERSE SIDE FOR INFORMATION REGARDING REPAIRS

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	KIMBERLY PHILLIPS 5747	7863	07/11/02	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 13297	COLOR SUMMIT WHIT	STOCK NO.
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/2WD T		DELIVERY DATE 05/22/01	DELIVERY MILES 4
TAMPA, FL [redacted]	VEHICLE ID. NO. 1GNDS13S222 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. S. NO.	P. O. NO.	R. O. DATE 07/09/02	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS	MO: 13297	

LABOR & PARTS

J# 1 08CTZ *ELECTRICAL HOURS: 0.40 TECH(S):501038 WARRANTY

CUSTOMER STATES THAT CAR WILL NOT START AFTER CAR SITS MORE SO AND WILL NOT COME OUT OF GEAR//PN//SEE HISTORY
LEAKING
PN 2K N0110 .4
REPLACED BATTERY AND CLEAN CABLES AND NETRALIZED ACID.
REPLACED POS. BOLT AND RETESTED. OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	786YR	19001632		WARRANTY
JOB # 1	1	12354949	BOLT,BATT 8.965		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2+08CTZ (R)ENGINE PERFORMANC HOURS: 0.50 TECH(S):5723 WARRANTY

CUSTOMER STATE STHAT WILL SHIFT OUT OF PARK SOMETIMES//OL
MISADJUSTED
OL 3A K5180 .5
CHECK TRANS PARK LOCK CONTROLS. ADJUSTED TRANS CABLE.
WORKING PROPERLY AFTER ADJUSTMENT.

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

J# 3+09CTZET1 EXT TRIM & NLDG HOURS: 0.30 TECH(S):5723 WARRANTY

CUSTOMER STATES TAHT HEADLAMPS ARE INOP//OJ/
COMPONENT'S OPEN
OJ 6F N0528 .3
REPLACED BOTH LOW BEAM HEADLIGHT BULB'S

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	2	1999366	BULB 2.727		WARRANTY
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

TECHNICIAN CERTIFICATION

5723 CHRISTOPHER M WICKHAM CHEV/ASE

Goodwrench Service Plus

 [CONTINUED ON NEXT PAGE]

Ferman

CHEVROLET

Oldsmobile

8751 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-2411
STATE OF FLORIDA REGISTRATION NUMBER MV-11072

9609 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-6900
STATE OF FLORIDA REGISTRATION NUMBER MV-11089

PLEASE SEE REVERSE SIDE FOR INFORMATION REGARDING REPAIRS

[redacted]	ADVISOR: KIMBERLY PHILLIPS 5747	TAG NO.: 7863	INVOICE DATE: 07/11/02	INVOICE NO.: [redacted]
[redacted]	LABOR RATE	LICENSE NO	MILEAGE: 13287	COLOR: SUMMIT WHIT
	YEAR / MAKE / MODEL: 02/CHEVROLET TRUCK/TRAILBLAZER/2WD T		DELIVERY DATE: 05/22/01	DELIVERY MILES: 4
TAMPA, FL [redacted]	VEHICLE I.D. NO.: 1GNDS13S222[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E NO.	P. O. NO.	P. O. DATE: 07/09/02	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS	MO: 13287	

TOTALS

PAYMENT METHOD

CASH MASTER CARD/VISA AMERICAN EXPRESS

CHECK # CARTE BLANCH GMCPP 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

FERMAN MOTOR CAR COMPANY'S GOAL IS 100% CUSTOMER SERVICE SATISFACTION! WHEN YOU RECEIVE A CUSTOMER SATISFACTION SURVEY, PLEASE TAKE A MOMENT TO FILL IT OUT. THIS IS OUR REPORT CARD!! THE INFORMATION YOU GIVE WILL HELP US TO SERVE YOU BETTER. IF YOU CAN'T ANSWER THIS SURVEY "COMPLETELY SATISFIED", PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU FOR COMING TO FERMAN MOTOR CAR CO. AND ALLOWING US TO SERVE YOUR AUTOMOTIVE NEEDS.
* INDICATES LIFETIME GUARANTEE FOR CUSTOMER PAY REPAIRS

Goodwrench Service Plus

CUSTOMER SIGNATURE

Ferman

CHEVROLET

Oldsmobile

9751 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-2411
STATE OF FLORIDA REGISTRATION NUMBER MV-11072

9809 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-6800
STATE OF FLORIDA REGISTRATION NUMBER MV-11069

PLEASE SEE REVERSE SIDE FOR INFORMATION REGARDING REPAIRS

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	KIMBERLY PHILLIPS 5747	7557	10/09/02	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 15580	COLOR SUMMIT WHIT	STOCK NO.
TAMPA, FL [redacted]	YEAR/MAKE/MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/2WD T		DELIVERY DATE 05/22/01	DELIVERY MILES 4
	VEHICLE I.D. NO. 1GNDS13S222[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 10/09/02	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS MO: 15580		

LABOR & PARTS

J# 1 09CTZET EXTERIOR TRIM HOURS: 0.30 TECH(S):5723 WARRANTY

CUSTOMER STATES TAHT LEFT SIDE HEADLAMP IS INOP ALL THE TIME
//DJ/
SEE HISTORY
COMPONENT OPEN
OJ 6F N0528 .3
REPLACED THE LEFT LOW BEAM HEADLIGHT BULB

PARTS	QTY	PN NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	1999866	BULB 2.727		

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

TECHNICIAN CERTIFICATION

5723 CHRISTOPHER M WICKHAM CHEV/ASE

TOTALS

PAYMENT METHOD

CASH MASTER CARD/VISA AMERICAN EXPRESS

CHECK # CARTE BLANCH GMCPP 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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* INDICATES LIFETIME GUARANTEE FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

Copyright 1996 Jim Reynolds and Reynolds Company BRNAJTRNVE CUST GMPA0000H 0000

Ferman

CHEVROLET Oldsmobile

9751 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-2411
STATE OF FLORIDA REGISTRATION NUMBER MV-11072

9809 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-6800
STATE OF FLORIDA REGISTRATION NUMBER MV-11069

PLEASE SEE REVERSE SIDE FOR INFORMATION REGARDING REPAIRS

CUSTOMER NO.		ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]		DAVID TU	501088	8069	04/15/03	[redacted]
[redacted]		LABOR RATE	LICENSE NO.	MILEAGE 20151	COLOR SUMMIT WHIT	STOCK NO.
		YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/2WD T			DELIVERY DATE 06/22/01	DELIVERY MILES 4
TAMPA, FL [redacted]		VEHICLE I.D. NO. 1GNDS13S222[redacted]			SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. NO.	P.O. NO.		R. O. DATE 04/14/03	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS			MO: 20151	

LABOR & PARTS

J# 1 08CT2 (R)ENGINE PERFORMANC HOURS: 2.10 TECH(S):5646 WARRANTY
CUSTOMER STATES SES LIGHT COMES ON. VEHICLE IDLE HIGH//WG//
CODE P0495 FAN CLUTCH HIGH SPEED. CHECK CLUTCH PERFORMANCE
FAILED, CLUTCH LOCKED UP
WG 3P J3390 2.1
REPLACE FAN CLUTCH AND RECHECK. OPERATING NORMALLY
J3390

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15192192	CLUTCH 1.050		
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 08CT21SS FULL CIRCLE INSPECT HOURS: TECH(S):5646 0.00
FERMAN FULL CIRCLE INSPECTION
FULL CIRCLE INSPECTION COMPLETE

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

TOTALS

PAYMENT METHOD

CASH MASTER CARD/VISA AMERICAN EXPRESS
CHECK # CARTE BLANCH GMCPP 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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* INDICATES LIFETIME GUARANTEE FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

Copyright © 1995 DealerTrack and Reynolds and Reynolds Company ERA-IGNITE (08CT) 02-00041 (R/08)

[redacted]

Customer Copy
Label 11-B September 2002

EXPRESS MAIL
UNITED STATES POSTAL SERVICE

Post Office To Addressee

ORIGIN (POSTAL USE ONLY)

PO ZIP Code: 33601	Day of Delivery: ☑ Next ☐ Second	Flat Rate Envelope: ☐	
Date In: Mo. 4 Day 15 Year 03	☑ 12 Noon ☐ 3 PM	Postage: $ 13.65	
Time In: ☐ AM ☑ PM	Military: ☐ 2nd Day ☐ 3rd Day	Return Receipt Fee	
Weight: lbs. 4 ozs.	Int'l Alpha Country Code	COD Fee: $	Insurance Fee
No Delivery: ☐ Weekend ☐ Holiday	Acceptance Clerk Initials: X	Total Postage & Fees: $ 13.65	

FROM: (PLEASE PRINT) PHONE: 222-1877

[redacted]

Tampa, FL [redacted]

FOR PICKUP OR TRACK [redacted] 222-1811

www.usps.com

PLEASE HARD. [illegible]

DELIVERY (POSTAL USE ONLY)

Delivery Attempt: Mo. Day	Time: ☐ AM ☐ PM	Employee Signature
Delivery Attempt: Mo. Day	Time: ☐ AM ☐ PM	Employee Signature
Delivery Date: Mo. Day	Time: ☐ AM ☐ PM	Employee Signature

CUSTOMER USE ONLY

PAYMENT BY ACCOUNT
Express Mail Corporate Acct. No.

Federal Agency Acct. No. or Postal Service Acct. No.

☐ WAIVER OF SIGNATURE (Delivery Only)
Additional merchandise insurance is void if waiver of signature is requested.
I wish delivery to be made without obtaining signature of addressee or addressee's agent if delivery employee judges that article can be left in secure location, and I authorize that delivery employee's signature constitutes valid proof of delivery.

NO DELIVERY ☐ Weekend ☐ Holiday

Customer Signature

TO: (PLEASE PRINT) PHONE: ( )

Chevrolet Motor Division
Customer Assistance Center
P.O. BOX 33170
Detroit, Michigan

4 8 2 3 2 + 5 1 7 0

Motor Vehicle Defect Notification

(Please print clearly in ink)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- ⊙ 3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s)

SEE ATTACHED DESCRIPTION OF PROBLEMS

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make Chevrolet Model Trailblazer Year 2002

VIN 1GNDS13S122[redacted] Date of Delivery 5/22/01

Name and City/State of selling dealer or leasing company (if applicable)

Ferman Chevrolet, 9751 Adamo Drive, Tampa, Florida 33619

Name and City/State of authorized service agent(s) attempting previous repairs:

Ferman Chevrolet, 9751 Adamo Drive, Tampa, Florida 33619

Consum[redacted] Hom[redacted]

Address[redacted] Work[redacted]

Tampa, Florida [redacted] Signa[redacted]

Date Mailed 4/7/03 (1/98)

See attached description of problems.

MOTOR VEHICLE DEFECT NOTIFICATION (continued from page 1)

[redacted]

The problem with the truck started with the engine straining to shift gears and seeming to struggle to reach higher speeds. This was initially checked and supposedly fixed on June 18, 2002. After that repair was supposedly made, it resulted in trips back to the dealer on June 26, 2002, July 11, 2002, September 30, 2002, and October 9, 2002. The truck would not start at all on June 26, 2002, July 11, 2002 and September 29-30, 2002. The dealer towed the truck in at its own expense because it would not start on September 30, 2002, but did not give me a repair order. The dealer claimed that the truck started and that there was nothing wrong with it. Failure of the headlights was supposedly fixed on July 11, 2002 and October 9, 2002. All the problems appear to relate to the same defect. The car is again running loudly and straining to shift gears just as it did on June 18, 2002, which precipitated the alleged battery problems when it did not start and the headlight problems.

********** -COMM. JOURNAL- ********** DATE MAY-19-2003 ***** TIME 11:36 **********

MODE = MEMORY TRANSMISSION START=MAY-19 11:35 END=MAY-19 11:36

FILE NO.=182

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001	OK	a	2773899999918218662156750	002/002	00:00:36

-SMITH CLARK PA -

********** -SMITH CLARK PA - ***** - - **********

SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

Attorneys & Counselors at Law

100 NORTH TAMPA STREET
SUITE 2120
TAMPA, FL 33602
P.O. BOX 2938 - 33601

TELEPHONE (813) 229-1000
FACSIMILE (813) 229-1070
www.scbmk.com

Fax Cover Sheet

Date: May 19, 2003

To

Name: Rebecca Johnson

Company: General Motors

Fax No.: 866-215-6750
Phone No.: 800-231-1841 ext. 57716

From

Name: [redacted]

Charge Code: Personal

Number of Pages Including this Page: 2

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Please notify us immediately if any pages are not received.

Transmitted by:_____

SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

Attorneys & Counselors at Law

100 NORTH TAMPA STREET
SUITE 2120
TAMPA, FL 33602
P.O. BOX 2939 - 33601

TELEPHONE (813) 226-1680
FACSIMILE (813) 226-1878
www.sclegal.com

Fax Cover Sheet

	Date:	**May 19, 2003**
To	**Name:**	**Rebecca Johnson**
	Company:	**General Motors**
	Fax No.:	**866-215-6750**
	Phone No.:	**800-231-1841 ext. 57716**
From	**Name:**	[redacted]
	Charge Code:	**Personal**
	Number of Pages Including this Page:	**2**

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Message: Being transmitted herewith is my letter of this date.

Please notify us immediately if any pages are not received.

Transmitted by:_____

SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

ATTORNEYS & COUNSELORS AT LAW

JOHN C. BIERLEY
ROBERT W. CLARK
JAMES C. DELESIE, SR.
J. CRAIG DELESIE, JR.
K. MITCH ESPAT
DAVID J. KADYK
D. JAMES KADYK
JOHN H. MUELLER
NANCIE J.M. NEAL
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J. DANFORTH BROWNE
(1921 - 2001)

CHARLES F. CLARK
(1918 - 1998)

May 19, 2003

VIA FACSIMILE

Rebecca Johnson
General Motors Corporation
P.O. Box 33170
Detroit, Michigan 48232

Re: Robert W. Clark - Vin No. 1GNDS13S22[redacted]
Case No[redacted]

Dear Ms. Johnson:

Please accept this as a follow up to our telephone conversations and my letters to you of April 11, 2003 and April 14, 2003, concerning my 2002 Chevrolet Trailblazer.

I explained to you that all of the problems with my vehicle appear to me to be interrelated. They start with the truck straining to shift gears and then thereafter the headlights and/or the battery fail. Since the April 15, 2003 final inspection one of the headlights has now failed.

Since I have previously completed the Florida Lemon Law Motor Vehicle Defect Notification and General Motors has had an opportunity to perform the final inspection, it is my understanding that I am now obligated to arbitrate before the Better Business Bureau. I am therefore in the process of filing my arbitration claim with the Better Business Bureau.

[redacted]

[redacted]

-COMM. JOURNAL- DATE APR-14-2003 TIME 15:21

MODE = MEMORY TRANSMISSION START=APR-14 15:20 END=APR-14 15:21

FILE NO.-297

STN NO.	COMM.	ONE-TOUCH/ ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK	a	2773#999999#2#18662156750	002/002	00:00:32

-SMITH CLARK PA -

SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

Attorneys & Counselors at Law

108 NORTH TAMPA STREET
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TAMPA, FL 33602
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Fax Cover Sheet

	Date:	**April 14, 2003**
To	**Name:**	**Rebecca Johnson**
	Company:	**General Motors**
	Fax No.:	**866-215-6750**
	Phone No.:	**800-231-1841 ext. 57716**
From	**Name:**	[redacted]
	Charge Code:	**Personal**

Number of Pages including this Page: 2

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SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

Attorneys & Counselors at Law

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TAMPA, FL 33602
P.O. BOX 2958 - 33601

TELEPHONE (813) 226-1660
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Fax Cover Sheet

	Date:	**April 14, 2003**
To	**Name:**	**Rebecca Johnson**
	Company:	**General Motors**
	Fax No.:	**866-215-6750**
	Phone No.:	**800-231-1841 ext. 57716**
From	**Name:**	[redacted]
	Charge Code:	**Personal**
	Number of Pages Including this Page:	**2**

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J. DANFORTH BROWNE
(1921 - 2001)

CHARLES F. CLARK
(1918 - 1998)

April 14, 2003

VIA FACSIMILE

Rebecca Johnson
General Motors Corporation
P.O. Box 33170
Detroit, Michigan 48232

Re: [redacted]
Case No. [redacted]

Dear Ms. Johnson:

This will confirm our telephone conversation of this date in which you advised me that General Motors would perform its final inspection on my vehicle on April 15, 2003.

[redacted]

RWC:jc

********** -COMM. JOURNAL- ********** DATE APR-11-2003 ***** TIME 15:07 *********

MODE = MEMORY TRANSMISSION START=APR-11 15:06 END=APR-11 15:07

FILE NO.=265

STN NO.	COMM.	ONE-TOUCH/ ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK	m	2773#999999#2#18662156750	002/002	00:00:40

-SMITH CLARK PA -

********** - ***** - ********** -

SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

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P.O. BOX 2939 - 33601

TELEPHONE (813) 229-1660
FACSIMILE (813) 226-1679
www.sclegal.com

Fax Cover Sheet

Date: April 11, 2003

To

Name: Rebecca Johnson

Company: General Motors

Fax No.: 866-215-6730
Phone No.: 800-231-1841 ext. 57716

From

Name: [redacted]

Charge Code: Personal

Number of Pages Including this Page: 2

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Message: Being transmitted herewith is my letter of this date.

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SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

Attorneys & Counselors at Law

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P.O. BOX 2939 - 33601

TELEPHONE (813) 226-1550
FACSIMILE (813) 226-1879
www.sclegal.com

Fax Cover Sheet

	Date:	**April 11, 2003**
To	**Name:**	**Rebecca Johnson**
	Company:	**General Motors**
	Fax No.:	**866-215-6750**
	Phone No.:	**800-231-1841 ext. 57716**
From	**Name:**	[redacted]
	Charge Code:	**Personal**
	Number of Pages Including this Page:	**2**

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SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

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J. DANFORTH BROWNE
(1921 - 2001)

CHARLES F. CLARK
(1918 - 1998)

April 11, 2003

VIA FACSIMILE and Regular Mail
Rebecca Johnson
General Motors Corporation
P.O. Box 33170
Detroit, Michigan 48232

Re: [redacted]
Case No. [redacted]

Dear Ms. Johnson:

Please accept this as a follow up to our telephone conference of April 10, 2003 concerning this matter.

As I explained to you in our telephone conference, I believe all of the problems that I have experienced with my Trailblazer are interrelated. If General Motors wants to exercise its right to designate a repair facility to conform the motor vehicle to the warranty within the applicable ten day period, please advise me immediately.

In our telephone conference you indicated that you would only consider whether the car would start if you made such an inspection and none of the other defects qualified for such an inspection. However, you also said you would not waive any of your rights.

In the interim, I have a car that is barely operable, which I consider unsafe to drive. It will be a great help to me if General Motors would either exercise its rights to designate a reasonably accessible repair facility to conform the car to the warranty or waive its right

Thank you for your consideration.

[redacted]

RWC:jc

Fernan

CHEVROLET

Oldsmobile

9751 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-2411
STATE OF FLORIDA REGISTRATION NUMBER MV-11072

9809 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-6600
STATE OF FLORIDA REGISTRATION NUMBER MV-11089

PLEASE SEE REVERSE SIDE FOR INFORMATION REGARDING REPAIRS

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	KIMBERLY PHILLIPS 5747	7409	06/18/02	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 13138	COLOR SUMMIT WHIT	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/2WD T		DELIVERY DATE 05/22/01	DELIVERY MILES 4
TAMPA, F[redacted]	VEHICLE I.D. NO. 1GNDS13S22[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/18/02	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS	MO: 13139	

LABOR & PARTS----------

J# 1 08CTZ (R)ENGINE PERFORMANC HOURS: 1.10 TECH(S):5511 WARRANTY

CUSTOMER STATES THAT SES LIGHT IS ON AND SEEMS TO BE
SLUGGISH//WG//
WG 3L J6355 1.1
REPROGRAM PCM. FOUND UPDATE FOR SETTING FALSE CODES
DIAG FOUND P0116 ECT PERFORMANCE. INSPECTION OF ECT AND
RELATED WIRING FOUND NO PROBLEM. CHECKED FOR UPDATES
AND FOUND UPDATE FOR SETTING FALSE DTCS. REPROGRAM PCM.
RELEARN CKS V/ RELEARN. CLEAR DTCS.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 08CTZ1 (R)ENGINE PERFORMANC HOURS: TECH(S):5511 WARRANTY

CUSTOMER STATES THAT ENGINE SEEMS TO REV UP AND RPM'S
RAISE ALSOLIKE TRUCK IS NOT GOING ANYWHERE///PG
POSSIBLE SPECIAL BULLENTIN # 11191

SEE JOB ONE FOR REPAIR

JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS----------

PAYMENT METHOD

CASH MASTER CARD/VISA AMERICAN EXPRESS

CHECK # CARTE BLANCH GMCPP 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

FERMAN MOTOR CAR COMPANY'S GOAL IS 100% CUSTOMER SERVICE SATISFACTION! WHEN YOU RECEIVE A CUSTOMER SATISFACTION SURVEY, PLEASE TAKE A MOMENT TO FILL IT OUT. THIS IS OUR REPORT CARD!! THE INFORMATION YOU GIVE WILL HELP US TO SERVE YOU BETTER. IF YOU CAN'T ANSWER THIS SURVEY "COMPLETELY SATISFIED", PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU FOR COMING TO FERMAN MOTOR CAR CO. AND ALLOWING US TO SERVE YOUR AUTOMOTIVE NEEDS.
* INDICATES LIFETIME GUARANTEE FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

GM Goodwrench Service Plus

Fernan

CHEVROLET

Oldsmobile

9751 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-24[illegible]1
STATE OF FLORIDA REGISTRATION NUMBER MV-11072

9809 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-6800
STATE OF FLORIDA REGISTRATION NUMBER MV-11069

PLEASE SEE REVERSE SIDE FOR INFORMATION REGARDING REPAIRS

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	KIMBERLY PHILLIPS 5747	7551	06/26/02	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE: 13283	COLOR: SUMMIT WHIT	STOCK NO.
	YEAR - MAKE - MODEL: 02/CHEVROLET TRUCK/TRAILBLAZER/2WD T		DELIVERY DATE: 05/22/01	DELIVERY MILES: 4
TAMPA, [redacted]	VEHICLE I.D. NO.: 1GNDS13S222[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE: 06/21/02	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE: [redacted]	COMMENTS: MO: 13283		

LABOR & PARTS

J# 1 06CTZ	*ELECTRICAL	HOURS: 0.90 TECH(S):501025	WARRANTY
	CUSTOMER STATES THAT STARTED TRUCK UP AND THEN DIED AND THEN WILL NOT START CLICK OR DO ANYTHING//PN/		
	OPEN SHORT IN ING. SWITCH		
	PN 6F N2328 0.9		
	REPLACE ING. SWITCH		

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12450251	SWITCH 2.188		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2+00CTZ	RENTAL	HOURS: TECH(S):5471	WARRANTY
	RENTAL VEHICLE		
	RENTAL		
	RENTAL		

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

J# 3+09CTZ	(R)TRM/GLS/MLDG/GEN	HOURS: 0.40 TECH(S):501025	WARRANTY
	PERFORM SERVICE BULLENTIN # I1191//MA		
	MH 93 J6355 0.4		
	REPROGRAM PCM		

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

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
JOB # 2	RA37331	RA37331	06/26/02	5 DAY CHEV CTSY RENTAL		WARRANTY
				TOTAL SUBLET		0.00

TECHNICIAN CERTIFICATION

5471	STEVEN DORAN	CHEV/ASE

CUSTOMER COPY

[CONTINUED ON NEXT PAGE]

16:14:48

Fermun

CHEVROLET

Oldsmobile

9751 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-2411
STATE OF FLORIDA REGISTRATION NUMBER MV-11072

9809 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-8600
STATE OF FLORIDA REGISTRATION NUMBER MV-11069

PLEASE SEE REVERSE SIDE FOR INFORMATION REGARDING REPAIRS

CUSTOMER NO	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	KIMBERLY PHILLIPS 5747	7551	06/26/02	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 13283	COLOR SUMMIT WHIT	STOCK NO.
2005 BRITANY DR	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/2WD T		DELIVERY DATE 05/22/01	DELIVERY MILES 4
TAMPA, FL [redacted]	VEHICLE I.D. NO 1GNDS13S[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.U.V. NO	P.O. NO	R.O. DATE 06/21/02	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENT	MD: 13283	

TOTALS----------

PAYMENT METHOD

CASH MASTER CARD/VISA AMERICAN EXPRESS

CHECK # CARTE BLANCH GMCPP CHARGE

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

FERMAN MOTOR CAR COMPANY'S GOAL IS 100% CUSTOMER SERVICE SATISFACTION! WHEN YOU RECEIVE A CUSTOMER SATISFACTION SURVEY, PLEASE TAKE A MOMENT TO FILL IT OUT. THIS IS OUR REPORT CARD!! THE INFORMATION YOU GIVE WILL HELP US TO SERVE YOU BETTER. IF YOU CAN'T ANSWER THIS SURVEY "COMPLETELY SATISFIED", PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU FOR COMING TO FERMAN MOTOR CAR CO. AND ALLOWING US TO SERVE YOUR AUTOMOTIVE NEEDS.
* INDICATES LIFETIME GUARANTEE FOR CUSTOMER PAY REPAIRS

Goodwrench Service Plus

CUSTOMER SIGNATURE

CUSTOMER COPY

[END OF INVOICE]

16:14:48

Fermuan

CHEVROLET

Oldsmobile

9751 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-2411
STATE OF FLORIDA REGISTRATION NUMBER MV-11072

9809 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-6600
STATE OF FLORIDA REGISTRATION NUMBER MV-11069

PLEASE SEE REVERSE SIDE FOR INFORMATION REGARDING REPAIRS

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	KIMBERLY PHILLIPS 5747	7863	07/11/02	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 13297	COLOR SUMMIT WHIT	
TAMPA, FL [redacted]	YEAR MAKE MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/2WD T		DELIVERY DATE 05/22/01	DELIVERY MILES 4
	VEHICLE I.D. NO. 1GNDS13S2221[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE 07/09/02	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS MO: 13297		

LABOR & PARTS

J# 1 06CTZ *ELECTRICAL HOURS: 0.40 TECH(S):501038 — WARRANTY

CUSTOMER STATES THAT CAR WILL NOT START AFTER CAR SITS MORE SO AND WILL NOT COME OUT OF GEAR//PN//SEE HISTORY
LEAKING
PN 2K N0110 .4
REPLACED BATTERY AND CLEAN CABLES AND NETRALIZED ACID.
REPLACED POS. BOLT AND RETESTED. OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	786YR	19001632		WARRANTY
JOB # 1	1	12354949	BOLT,BATT 8.965		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2+08CTZ (R)ENGINE PERFORMANC HOURS: 0.50 TECH(S):5723 — WARRANTY

CUSTOMER STATE STHAT WILL SHIFT OUT OF PARK SOMETIMES//OL
MISADJUSTED
OL 3A K5180 .5
CHECK TRANS PARK LOCK CONTROLS. ADJUSTED TRANS CABLE.
WORKING PROPERLY AFTER ADJUSTMENT.

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

J# 3+09CTZET1 EXT TRIM & MLDG HOURS: 0.30 TECH(S):5723 — WARRANTY

CUSTOMER STATES TAHT HEADLAMPS ARE INOP//OJ
COMPONENT'S OPEN
OJ 6F N0528 .3
REPLACED BOTH LOW BEAM HEADLIGHT BULB'S

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	2	1999366	BULB 2 727		WARRANTY
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

TECHNICIAN CERTIFICATION

5723	CHRISTOPHER M WI[illegible]KHAM	CHEV/ASE

Goodwrench Service Plus

CUSTOMER COPY

[CONTINUED ON NEXT PAGE]

16:58:10

Fermun

CHEVROLET

Oldsmobile

9751 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-2411
STATE OF FLORIDA REGISTRATION NUMBER MV-11072

9809 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-6600
STATE OF FLORIDA REGISTRATION NUMBER MV-11069

PLEASE SEE REVERSE SIDE FOR INFORMATION REGARDING REPAIRS

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	KIMBERLY PHILLIPS 5747	7863	07/11/02	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 13297	COLOR SUMMIT WHIT	STOCK NO.
	YEAR / MAK / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/2WD T		DELIVERY DATE 05/22/01	DELIVERY MILES 4
TAMPA, FL [redacted]	VEHICLE I.D. NO. 1GNDS13S22[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P. T. E. NO. / P. O. NO.		R. O. DATE 07/09/02	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS MO: 13297		

TOTALS----------

PAYMENT METHOD

CASH MASTER CARD/VISA AMERICAN EXPRESS

CHECK # CARTE BLANCH GMCPP 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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* INDICATES LIFETIME GUARANTEE FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

Goodwrench Service Plus

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Ferman

CHEVROLET

Oldsmobile

9751 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-2411
STATE OF FLORIDA REGISTRATION NUMBER MV-11072

9809 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-6600
STATE OF FLORIDA REGISTRATION NUMBER MV-11069

PLEASE SEE REVERSE SIDE FOR INFORMATION REGARDING REPAIRS

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	KIMBERLY PHILLIPS 5747	7557	10/09/02	[redacted]
	LABOR RATE / LICENSE NO / MILEAGE: 15580		COLOR: SUMMIT WHIT	
	YEAR / MAKE / MODEL: 02/CHEVROLET TRUCK/TRAILBLAZER/2WD T		DELIVERY DATE: 05/22/01	DELIVERY MILES: 4
TAMPA, FL [redacted]	VEHICLE I.D. NO.: 1GNDS13S22[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO		R. O. DATE: 10/09/02	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE: [redacted]	COMMENTS	MO: 15580	

LABOR & PARTS----------
J# 1 09CTZET EXTERIOR TRIM HOURS: 0.30 TECH(S):5723 WARRANTY
CUSTOMER STATES TAHT LEFT SIDE HEADLAMP IS INOP ALL THE TIME
//OJ/
SEE HISTORY
COMPONENT OPEN
OJ 6F N0528 .3
REPLACED THE LEFT LOW BEAM HEADLIGHT BULB

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	1999366	BULB 2.727		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

TECHNICIAN CERTIFICATION----------
5723 CHRISTOPHER M WICKHAM CHEV/ASE

TOTALS----------

PAYMENT METHOD

CASH MASTER CARD/VISA AMERICAN EXPRESS

CHECK # CARTE BLANCH GMCPP 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

FERMAN MOTOR CAR COMPANY'S GOAL IS 100% CUSTOMER SERVICE SATISFACTION! WHEN YOU RECEIVE A CUSTOMER SATISFACTION SURVEY, PLEASE TAKE A MOMENT TO FILL IT OUT. THIS IS OUR REPORT CARD!! THE INFORMATION YOU GIVE WILL HELP US TO SERVE YOU BETTER.IF YOU CAN'T ANSWER THIS SURVEY "COMPLETELY SATISFIED", PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU FOR COMING TO FERMAN MOTOR CAR CO. AND ALLOWING US TO SERVE YOUR AUTOMOTIVE NEEDS.
* INDICATES LIFETIME GUARANTEE FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

Goodwrench Service Plus

 CUSTOMER COPY [END OF INVOICE] 10:56:55

Fernan

CHEVROLET

Oldsmobile

9751 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-2411
STATE OF FLORIDA REGISTRATION NUMBER MV-11072

9809 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-6800
STATE OF FLORIDA REGISTRATION NUMBER MV-11069

PLEASE SEE REVERSE SIDE FOR INFORMATION REGARDING REPAIRS

CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	DAVID TU	501086	8069	04/15/03	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 20151	COLOR SUMMIT WHIT	STOCK NO.
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/2WD T			DELIVERY DATE 05/22/01	DELIVERY MILES 4
TAMPA, FL [redacted]	VEHICLE I.D. NO. 1GNDS13S22[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. I. E. NO.	P. O. NO		R. O. DATE 04/14/03	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS MO: 20151			

LABOR & PARTS

J# 1 08CTZ (R)ENGINE PERFORMANC HOURS: 2.10 TECH(S):5646 — WARRANTY

CUSTOMER STATES SES LIGHT COMES ON..VEHICLE IDLE HIGH//WG//
CODE P0495 FAN CLUTCH HIGH SPEED. CHECK CLUTCH PERFORMANCE
FAAILED. CLUTCH LOCKED UP
WG 3P J3390 2.1
REPLACE FAN CLUTCH AND RECHECK. OPERATING NORMALLY
J3390

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15192192	CLUTCH 1.050		
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 00CTZ15S FULL CIRCLE INSPECT HOURS: TECH(S):5646 — 0.00

FERMAN FULL CIRCLE INSPECTION
FULL CIRCLE INSPECTION COMPLETE

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

TOTALS

PAYMENT METHOD

CASH MASTER CARD/VISA AMERICAN EXPRESS
CHECK # CARTE BLANCH GMCPP 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

FERMAN MOTOR CAR COMPANY'S GOAL IS 100% CUSTOMER SERVICE SATISFACTION! WHEN YOU RECEIVE A CUSTOMER SATISFACTION SURVEY, PLEASE TAKE A MOMENT TO FILL IT OUT. THIS IS OUR REPORT CARD!! THE INFORMATION YOU GIVE WILL HELP US TO SERVE YOU BETTER. IF YOU CAN'T ANSWER THIS SURVEY "COMPLETELY SATISFIED", PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU FOR COMING TO FERMAN MOTOR CAR CO. AND ALLOWING US TO SERVE YOUR AUTOMOTIVE NEEDS.
* INDICATES LIFETIME GUARANTEE FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

Copyright © 1986 The Reynolds and Reynolds Company 61641-01-NYB (04/02)

Customer Copy
Label 11-B September 2002

[redacted]

EXPRESS MAIL
UNITED STATES POSTAL SERVICE®

Post Office To Addressee

ORIGIN (POSTAL USE ONLY)

PO ZIP Code [illegible]	Day of Delivery ☐ Next ☐ Second	Flat Rate Envelope ☐
Date In Mo. Day Year [illegible]	☐ 12 Noon ☐ 3 PM	Postage $ [illegible]
Time In ☐ AM ☐ PM	Military ☐ 2nd Day ☐ 3rd Day	Return Receipt Fee
Weight lbs oz.	Int'l Alpha Country Code	COD Fee $ / Insurance Fee
No Delivery ☐ Weekend ☐ Holiday	Acceptance Clerk Initials	Total Postage & Fees $ [illegible]

FROM: (PLEASE PRINT) PHONE ([illegible]

[redacted]

FOR PICKUP OR TRACKING [illegible]

www.usps.com

DELIVERY (POSTAL USE ONLY)

Delivery Attempt Mo. Day	Time ☐ AM ☐ PM	Employee Signature
Delivery Attempt Mo. Day	Time ☐ AM ☐ PM	Employee Signature
Delivery Date Mo. Day	Time ☐ AM ☐ PM	Employee Signature

CUSTOMER USE ONLY

PAYMENT BY ACCOUNT
Express Mail Corporate Acct. No.

Federal Agency Acct. No. or Postal Service Acct. No.

☐ [illegible] (Domestic Only). Additional merchandise insurance is void if waiver of signature is requested.
I wish delivery to be made without obtaining signature of addressee or addressee's agent (if delivery employee judges that article can be left to secure location) and authorize that delivery employee's signature constitutes valid proof of delivery.

NO DELIVERY
☐ Weekend Holiday ☐

Customer Signature

TO: (PLEASE PRINT) PHONE ( )

[illegible]
[illegible]
P.O. BOX 33170
[illegible]

4 8 2 3 2 + 5 1 7 0

ZIP + 4

Motor Vehicle Defect Notification

(Please print clearly in ink)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- ⊙ 3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s)

SEE ATTACHED DESCRIPTION OF PROBLEMS

(NOTE: this is not a complete description the manufacturer should ascertain all appropriate information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make Chevrolet Model Trailblazer Year 2002

VIN 1GNDS13S122[redacted] Date of Delivery 5/22/01

Name and City/State of selling dealer or leasing company (if applicable)

Ferman Chevrolet, 9751 Adamo Drive, Tampa, Florida 33619

Name and City/State of authorized service agent(s) attempting previous repairs:

Ferman Chevrolet, 9751 Adamo Drive, Tampa, Florida 33619

Consume[redacted] Home pho[redacted]

Address [redacted] Work phor

Tampa, Florida [redacted] Signature

Date Mailed 4/7/03 (1/98)

See attached description of problems.

MOTOR VEHICLE DEFECT NOTIFICATION (continued from page 1)

[redacted]

The problem with the truck started with the engine straining to shift gears and seeming to struggle to reach higher speeds. This was initially checked and supposedly fixed on June 18, 2002. After that repair was supposedly made, it resulted in trips back to the dealer on June 26, 2002, July 11, 2002, September 30, 2002, and October 9, 2002. The truck would not start at all on June 26, 2002, July 11, 2002 and September 29-30, 2002. The dealer towed the truck in at its own expense because it would not start on September 30, 2002, but did not give me a repair order. The dealer claimed that the truck started and that there was nothing wrong with it. Failure of the headlights was supposedly fixed on July 11, 2002 and October 9, 2002. All the problems appear to relate to the same defect. The car is again running loudly and straining to shift gears just as it did on June 18, 2002, which precipitated the alleged battery problems when it did not start and the headlight problems.

********** -COMM. JOURNAL- ********** DATE MAY-19-2003 ***** TIME 11:36 *********

MODE = MEMORY TRANSMISSION START=MAY-19 11:35 END=MAY-19 11:36

FILE NO.=182

STN NO.	COMM.	ONE-TOUCH/ ABBR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK	#	27'3#499999#2#18662156750	002/002	00:00:36

-SMITH CLARK PA -

********** -SMITH CLARK PA - ***** - - **********

SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

Attorneys & Counselors at Law

00 NORTH TAMPA STREET
SUITE 2120
TAMPA, FL 33602
P.O. BOX 2939 - 33601

ELEPHONE (813) 228-1850
ACSIMILE (813) 228-1878
www.sclegal.com

Fax Cover Sheet

	Date:	**May 19, 2003**
To	**Name:**	**Rebecca Johnson**
	Company:	**General Motors**
	Fax No.:	**866-215-6750**
	Phone No.:	**800-231-1841 ext. 57716**
From	**Name:**	[redacted]
	Charge Code:	**Personal**
	Number of Pages Including this Page:	**2**

This facsimile transmission is intended for the addressee indicated above. It may contain information that is privileged, confidential, or otherwise protected from disclosure. Any review, dissemination, or use of this transmission or its contents by persons other than the addressee is strictly prohibited. If you have received this transmission in error, please notify us immediately by telephone.

Message: Being transmitted herewith is my letter of this date.

Please notify us immediately if any pages are not received. Transmitted by:_____

SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

Attorneys & Counselors at Law

100 NORTH TAMPA STREET
SUITE 2120
TAMPA, FL 33602
P O BOX 2939 - 33601

TELEPHONE (813) 226-1880
FACSIMILE (813) 226-1879
www.sclegal.com

Fax Cover Sheet

	Date:	**May 19, 2003**
To	**Name:**	**Rebecca Johnson**
	Company:	**General Motors**
	Fax No.:	**866-215-6750**
	Phone No.:	**800-231-1841 ext. 57716**
From	**Name:**	[redacted]
	Charge Code:	**Personal**
	Number of Pages Including this Page:	**2**

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Transmitted by:_____

SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

ATTORNEYS & COUNSELORS AT LAW

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J. CRAIG DELESIE, JR.
K. MITCH ESPAT
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D. JAMES KADYK
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H. VANCE SMITH

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TAMPA, FLORIDA 33602
POST OFFICE BOX 2939 - 33601
TELEPHONE (813) 226-1880
FACSIMILE (813) 226-1879
RCLARK@SCLEGAL.COM

J. DANFORTH BROWNE
(1921 - 2001)

CHARLES F. CLARK
(1918 - 1998)

May 19, 2003

VIA FACSIMILE

Rebecca Johnson
General Motors Corporation
P.O. Box 33170
Detroit. Michigan 48232

Re: Robert W. Clark - Vin No. 1GNDS13S22[redacted]
Case No.[redacted]

Dear Ms. Johnson:

Please accept this as a follow up to our telephone conversations and my letters to you of April 11, 2003 and April 14, 2003, concerning my 2002 Chevrolet Trailblazer.

I explained to you that all of the problems with my vehicle appear to me to be interrelated. They start with the truck straining to shift gears and then thereafter the headlights and/or the battery fail. Since the April 15, 2003 final inspection one of the headlights has now failed.

Since I have previously completed the Florida Lemon Law Motor Vehicle Defect Notification and General Motors has had an opportunity to perform the final inspection, it is my understanding that I am now obligated to arbitrate before the Better Business Bureau. I am therefore in the process of filing my arbitration claim with the Better Business Bureau.

[redacted]

RWC:jc

SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

ATTORNEYS & COUNSELORS AT LAW

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ROBERT W. CLARK
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TAMPA, FLORIDA 33602
POST OFFICE BOX 2939 - 33601
TELEPHONE (813) 226-1880
FACSIMILE (813) 226-1879
RCLARK@SCLEGAL.COM

J. DANFORTH BROWNE
(1921 - 2001)

CHARLES F. CLARK
(1918 - 1998)

April 14, 2003

VIA FACSIMILE

Rebecca Johnson
General Motors Corporation
P.O. Box 33170
Detroit, Michigan 48232

Re: [redacted]
Case No. [redacted]

Dear Ms. Johnson:

This will confirm our telephone conversation of this date in which you advised me that General Motors would perform its final inspection on my vehicle on April 15, 2003.

[redacted]

RWC:jc

SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

ATTORNEYS & COUNSELORS AT LAW

JOHN C. BIERLEY
ROBERT W. CLARK
JAMES C. DELESIE, SR.
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D. JAMES KADYK
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110 NORTH TAMPA STREET
SUITE 2120
TAMPA, FLORIDA 33602
POST OFFICE BOX 2939 - 33601
TELEPHONE (813) 226-1880
FACSIMILE (813) 226-1879
RCLARK@SCLEGAL.COM

J. DANFORTH BROWNE
(1921 - 2001)

CHARLES F. CLARK
(1918 - 1998)

April 11, 2003

VIA FACSIMILE and Regular Mail
Rebecca Johnson
General Motors Corporation
P.O. Box 33170
Detroit, Michigan 48232

Re: [redacted]
Case No[redacted]

Dear Ms. Johnson:

Please accept this as a follow up to our telephone conference of April 10, 2003 concerning this matter.

As I explained to you in our telephone conference, I believe all of the problems that I have experienced with my Trailblazer are interrelated. If General Motors wants to exercise its right to designate a repair facility to conform the motor vehicle to the warranty within the applicable ten day period, please advise me immediately.

In our telephone conference you indicated that you would only consider whether the car would start if you made such an inspection and none of the other defects qualified for such an inspection. However, you also said you would not waive any of your rights.

In the interim, I have a car that is barely operable, which I consider unsafe to drive. It will be a great help to me if General Motors would either exercise its rights to designate a reasonably accessible repair facility to conform the car to the warranty or waive its right

Thank you for your consideration.

[redacted]

RWC:jc

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

Attorneys & Counselors at Law

100 NORTH TAMPA STREET
SUITE 2120
TAMPA, FL 33602
P.O. BOX 2939 - 33601

TELEPHONE (813) 226-1660
FACSIMILE (813) 226-1679
www.sclegal.com

Fax Cover Sheet

	Date:	**April 11, 2003**
To	**Name:**	**Rebecca Johnson**
	Company:	**General Motors**
	Fax No.:	**866-215-6750**
	Phone No.:	**800-231-1841 ext. 57716**
From	**Name:**	[redacted]
	Charge Code:	**Personal**
	Number of Pages Including this Page:	**2**

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Message: Being transmitted herewith is my letter of this date.

Please notify us immediately if any pages are not received.

Transmitted by: _____

SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

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FACSIMILE (813) 226-1879
RCLARK@SCLEGAL.COM

J. DANFORTH BROWNE
(1921 - 2001)

CHARLES F. CLARK
(1918 - 1998)

April 11, 2003

VIA FACSIMILE and Regular Mail
Rebecca Johnson
General Motors Corporation
P.O. Box 33170
Detroit, Michigan 48232

Re: [redacted]
Case No. [redacted]

Dear Ms. Johnson:

Please accept this as a follow up to our telephone conference of April 10, 2003 concerning this matter.

As I explained to you in our telephone conference, I believe all of the problems that I have experienced with my Trailblazer are interrelated. If General Motors wants to exercise its right to designate a repair facility to conform the motor vehicle to the warranty within the applicable ten day period, please advise me immediately.

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Thank you for your consideration.

[redacted]

RWC:jc

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

FERMAN MOTOR CAR COMPANY INC.
9751 ADAMO DRIVE
TAMPA FL 33619 (813)623-2411

Your choice for service, selection and value Since 1895

PURCHASER		CO-PURCHASER		VEHICLE	
NAME	[redacted]			STOCK # [redacted]	YEAR 2002
STREET	[redacted]			DEAL # [redacted]	MAKE CHEVROLET T
CITY	TAMPA			CUST. #	MODEL TRAILBLAZER
STATE	FL ZIP [redacted]			SALE TYPE RETAIL	BODY 2WD COLOR SUMMIT
HOME PHONE	[redacted]			N/U/D NEW	MILEAGE 4
WORK PHONE	[redacted]			SLS. #1 [redacted]	
D.O.B.	11/14/51			SLS. #2	
D.L.#	[redacted]			VIN 1GNDS13S22 [redacted]	

LIEN INFORMATION

INSTITUTION
ADDRESS
CITY, STATE, ZIP
LIEN AMOUNT N/A BY WHOM

#1 TRADE-IN #2

#1 TRADE-IN		#2	
YEAR 1996	MILEAGE 55430	YEAR	MILEAGE
MAKE CHEVROLET	BODY 4 DO	MAKE	BODY
MODEL TAHOE	COLOR WHITE	MODEL	COLOR
VIN NO. 1GNEK13R2TJ[redacted]		VIN NO.	
PAY OFF N/A		PAY OFF N/A	
LIENHOLDER		LIENHOLDER	

Purchaser acknowledges that dealer has not made any representations to purchaser, either in writing or orally, concerning the history of the use of the vehicle, any prior damage to the vehicle, or any prior repair work that may have been done to the vehicle.

In the event of breach or default on the part of the purchaser as to any of the terms and conditions of this agreement the purchaser shall pay the dealer reasonable attorney's fees and court costs which it may incur as a result thereof.

Purchaser by execution of this Agreement certifies that he is 18 years of age or older and acknowledges that he has read its terms and conditions, and has received a true copy of this order. Buyer hereby waives a right to a jury trial in any legal action arising out of or anyway relating to this transaction or its subject matter.

Purchaser(s) authorizes dealer to check purchaser(s) credit and employment history, and authorizes dealer to impart to concerned agencies and/or companies information regarding purchaser(s) credit experience with dealer.

USED CAR BUYERS GUIDE. 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 following options are not products of the manufacturer. The warranty of these items is not through the manufacturer and should the need arise, you should contact the selling dealer or vendor that provided the option.

Power Windows ☐ Cruise Control ☐ Tinted Windows ☐
AM/FM Stereo ☐ Cassette ☐ Disc Player ☐
Power Locks ☐ Air Conditioning ☐ Extended Warranty ☐
Other ☐

I ac[redacted]
Witn[redacted]

BUYER [redacted] DATE 05/22/01
CO-BUYER'S SIGNATURE DATE
SALES MANAGER DATE 05/22/01
BUSINESS MANAGER MICHELLE R FRANCIS DATE 05/22/01

PRICE OF VEHICLE	32500.00
DEALER INSTALLED OPTIONS	
VEHICLE PRICE	32500.00
LESS TRADE-IN ALLOWANCE	15000.00
NET DIFFERENCE	17500.00
DEALER SERVICES This charge represents costs and profit to the seller/dealer for items such as inspecting, cleaning and adjusting new and used vehicles and preparing documents related to the sale.	299.95
	N/A
	N/A
FLORIDA TIRE & BATTERY FEE	6.50
ELECTRONIC FILING	N/A
TOTAL VEHICLE PRICE	17806.45
STATE SALES TAX	1068.39
COUNTY SALES TAX	37.50
FEDERAL LUXURY TAX	N/A
TAG/TITLE FEES	128.00
M.V.W.T.F.	2.00
SUBTOTAL	19042.34
PAYOFF BALANCE	N/A
SUBTOTAL	19042.34
MOTOR VEHICLE SERVICE AGREEMENT	N/A
MOTOR VEHICLE SERVICE AGREEMENT TAX	N/A
TOTAL BALANCE DUE	19042.34
REBATE	3368.50
DEPOSIT	N/A
ADDITIONAL CASH DOWN	15673.84
UNPAID BALANCE	$0.00

General Motors Car and Truck Divisions
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

[redacted]

CUSTOMER NAME: GMDS13S22[redacted]

VIN: _____ **(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
Gm Card rebate	$ 3368.50	UNC
	$	
	$	
	$	
	$	
Total Incentive Amount Received	$3368.50	

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 released the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] Date: 05 22 01 ___/___/___

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.

FERMAN MOTOR CAR COMPANY INC. 05 22 01 26-137

Authorized Dealer Signature: _____ Date: ___/___/___

Dealership Name: _____ Dealer Code: _____

* 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

Forman

FERMAN MOTOR CAR COMPANY INC
9751 ADAMO DRIVE
TAMPA FL 33615 (813)62[illegible]

Your choice for service, selection and value
Since 1895

PURCHASER		CO-PURCHASER	VEHICLE	
NAME	[redacted]		STOCK # [redacted]	YEAR 2002
STREET	[redacted]		DEAL # [illegible]	MAKE CHEVROLET T
CITY	TAMPA		CUST. #	MODEL TRAILBLAZER
STATE	FL ZIP [redacted]		SALE TYPE RETAIL	BODY [illegible] COLOR SUMMIT
HOME PHONE	[redacted]		N/U/D NEW	MILEAGE 4
WORK PHONE	[redacted]		SLS. #1 [redacted]	
D.O.B.	[redacted]		SLS. #2 [redacted]	
D.L.#	[redacted]		VIN 1GNDS13S22[redacted]	

LIEN INFORMATION

INSTITUTION

ADDRESS

CITY, STATE, ZIP

LIEN AMOUNT N/A BY WHOM

TRADE IN

YEAR 1996	MILEAGE 55430	YEAR	MILEAGE
MAKE CHEVROLET	BODY 4 00	MAKE	BODY
MODEL TAHOE	COLOR WHITE	MODEL	COLOR
VIN NO. 1GNCK13R[redacted]		VIN NO.	
PAY OFF N/A		PAY OFF N/A	
LIENHOLDER		LIENHOLDER	

Purchaser acknowledges that dealer has not made any representations to purchaser, either in writing or orally, concerning the history of the use of the vehicle, any prior damage to the vehicle, or any prior repair work that may have been done to the vehicle.

In the event of breach or default on the part of the purchaser as to any of the terms and conditions of this agreement the purchaser shall pay the dealer reasonable attorney's fees and court costs which it may incur as a result thereof.

Purchaser by execution of this Agreement certifies that he is 18 years of age or older and acknowledges that he has read its terms and conditions, and has received a true copy of this order. Buyer hereby waives a right to a jury trial in any legal action arising out of or anyway relating to this transaction or its subject matter.

Purchaser(s) authorizes dealer to check purchaser(s) credit and employment history, and authorizes dealer to impart to concerned agencies and/or companies information regarding purchaser(s) credit experience with dealer.

USED CAR BUYERS GUIDE. 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 following options are not products of the manufacturer. The warranty of these items is not through the manufacturer and should the need arise, you should contact the selling dealer or vendor that provided the option.

Power Windows ☐ Cruise Control ☐ Tinted Windows ☐
AM/FM Stereo ☐ Cassette ☐ Disc Player ☐
Power Locks ☐ Air Conditioning ☐ Extended Warranty ☐
Other ☐ _____

I acknowledge and understand _____
Witness _____

[redacted]	DATE [illegible]
CO-BUYER'S SIGNATURE	DATE
SALES MANAGER	DATE [illegible]
BUSINESS MANAGER	DATE [illegible]

PRICE OF VEHICLE	32500.00
DEALER INSTALLED OPTIONS	
VEHICLE PRICE	32500.00
LESS TRADE-IN ALLOWANCE	15000.00
NET DIFFERENCE	17500.00
DEALER SERVICES This charge represents costs and profit to the seller/dealer for items such as inspecting, cleaning and adjusting new and used vehicles and preparing documents related to the sale.	299 95
	N/A
	N/A
FLORIDA TIRE & BATTERY FEE	[illegible]
ELECTRONIC FILING	N/A
TOTAL VEHICLE PRICE	17800.[illegible]
STATE SALES TAX	1069.[illegible]
COUNTY SALES TAX	[illegible]
FEDERAL LUXURY TAX	[illegible]
TAG/TITLE FEES	1[illegible].00
M.V.W.T.F.	[illegible].00
SUBTOTAL	19041.[illegible]
PAYOFF BALANCE	N/A
SUBTOTAL	19041.[illegible]
MOTOR VEHICLE SERVICE AGREEMENT	N/A
MOTOR VEHICLE SERVICE AGREEMENT TAX	N/A
TOTAL BALANCE DUE	19041.[illegible]
REBATE	[illegible]
DEPOSIT	[illegible]
ADDITIONAL CASH DOWN	15[illegible]
UNPAID BALANCE	[illegible]

8598 (F43702) Reynolds + Reynolds LITHO IN U.S.A.

General Motors Car and Truck Divisions
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAM[redacted]

VIN: _____ **(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
GM Card Rebate	$ 3368.50	[illegible]
	$	
	$	
	$	
	$	
Total Incentive Amount Received	$ 3368.50	

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 released the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] Date: 05 22 01 ___/___/___

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: [illegible] Date: 05 22 01 ___/___/___

Dealership Name: _____ Dealer Code: _____

* 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

To reorder call Colorfast Printing & Graphics at (727) 531-9506 Form #GM0999

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
Tampa, FL [redacted]

Service Request: [redacted]

Dear Mr. [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,

Rebecca Johnson
Customer Relationship Manager

MN0001-T/mm

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

To: Stephen Nichols
Fax#: 18665893987
From: Rhonda Eakins
Jun 25, 2003

Re: Chevrolet/CHV0341873
TotalPages: 3

SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

ATTORNEYS & COUNSELORS AT LAW

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100 NORTH TAMPA STREET
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TAMPA, FLORIDA 33602
POST OFFICE BOX 2939 - 33601
TELEPHONE (813) 226-1840
FACSIMILE (813) 226-1879
RCLARK@SCLEGAL.COM

J. DANFORTH BROWNE
(1921 - 2001)

CHARLES F. CLARK
(1918 - 1998)

June 13, 2003

VIA FACSIMILE

Rhonda Eakins
BBB Auto Line
4200 Wilson Boulevard
Suite 800
Arlington, Virginia 22203

Re: Case No. [redacted]
Chevrolet Trailblazer

Dear Ms. Eakins:

When we talked last week or the week before, I asked you if General Motors would be producing the employees of Ferman Chevrolet who had performed the service work on my vehicle. You said that you would ask General Motors and let me know. I have not heard anything from them. I received a notice asking me to bring my witnesses to the hearing. Those are my witnesses. Please let me know whether General Motors intends to cooperate and produce each of the representatives who worked on my vehicle.

Thank you for your assistance.

[redacted]

RWC:jc

SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

ATTORNEYS & COUNSELORS AT LAW

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RCLARK@SCLEGAL.COM

J. DANFORTH BROWNE
(1921 - 2001)

CHARLES F. CLARK
(1918 - 1998)

June 17, 2003

VIA FACSIMILE

Rhonda Eakins
BBB Auto Line
4200 Wilson Boulevard
Suite 800
Arlington, Virginia 22203

Re: Case No. [redacted]
Chevrolet Trailblazer

Dear Ms. Eakins:

The purchase price reflected on the Agreement to Arbitrate is incorrect because it deducts a rebate of $3,368.50 from the $32,500.00 purchase price. The $3,368.50 is an amount paid on my behalf to Ferman Chevrolet by my GM credit card. It was represented to me by the GM credit card that this was cash I could use to purchase a GM vehicle. I earned the amount by spending money with my GM credit card. The GM card received compensation from the merchants where I purchased items with my GM Mastercard. GM paid Ferman Chevrolet the $3,368.50 because of my contract with the GM credit card company. Therefore, the purchase price should properly be reflected at $32,500.00, not $29,131.50.

[redacted]

RWC:jc

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

INTERIM REPAIR DECISION

Customer: [redacted] Case No.: [redacted]

Manufacturer: Chevrolet

The manufacturer shall repair, within 30 days from the manufacturer's receipt of the customer's acceptance of this Decision, the following components/symptoms in the **2002 Chevy Trailblazer** ("vehicle") owned or leased by the customer.

(List all components/systems to be repaired)

1. Headlights

The manufacturer will contact the customer to make all arrangements for the completion of these repairs which shall take place at a dealership chosen by the manufacturer.

The customer will have 30 days to test drive the vehicle after the repairs have been completed. If the repairs are not completed properly, the customer must notify the BBB in writing before the test drive period expires. The arbitrator will be informed and will make a decision in your case. Before making a decision, the arbitrator(s) will reconvene the hearing. If the customer does not notify the BBB within the test drive period, this decision will become final.

Date: June 26, 2003 Arbitrator: Deana Marshall

LEMON LAW REASONS FOR DECISION FACT SHEET

Consumer: [redacted] Manufacturer: Chevrolet Case No.: [redacted]

For each problem (current and past) listed on the Agreement to Arbitrate, indicate the following information. List briefly the relevant evidence in support of each of your conclusions (i.e. repair order numbers, dates, testimony, inspection and/or test drives, technical expert reports, etc.).

Problem (as listed on Agreement to Arbitrate)	Exists Now? (Explain)	Number of Repair Attempts	Number of Days Out of Service
1. Headlight	YES Consumer's testimony; Inspection	2 RO# [redacted] on 7/9/02 RO# [redacted] on 10/9/02	5 RO# [redacted] on 7/9/02 (4 days); Even though the RO indicates 3 days, the consumer testified that the vehicle was towed to the dealership on 7/8, and the manufacturer agrees to 4 days. RO# [redacted] on 10/9/02 (1 day)
2. Engine Straining to Shift Gears	NO Consumer's testimony.	1 RO# [redacted] on 6/18/02 The consumer testified that this problem was reported to the dealer on 4/14/03 (RO [redacted] however, the RO does not indicate that the dealer examined or attempted to repair the problem on that date. Thus, the arbitrator is not counting that date as a repair attempt.	1 RO# [redacted] on 6/18/02 (1 day); The consumer testified that based on his recollection, he took the vehicle to the dealer either on 6/17 or 6/18, and he got the vehicle back on either 6/18 or 6/19. The RO shows the RO date as 6/18 and the invoice date as 6/18. Since the consumer was uncertain as to the dates, the arbitrator concludes that based on the RO dates, the vehicle was out of service for 1 day.
3. Failure to Start	NO Consumer's testimony; Inspection.	3 RO# [redacted] on 6/21/02 RO# [redacted] on 7/9/02 RO# [redacted] on 9/30/02	13 RO# [redacted] on 6/21/02 (6 days) RO# [redacted] on 7/9/02 (4 days) Even though the RO indicates 3 days, the consumer testified that the vehicle was towed to the dealership on 7/8, and the manufacturer agrees to 4 days. RO# [redacted] on

			9/30/02 (3 days)
4. Engine Loud	NO Consumer's testimony; Inspection.	2 RO# [redacted] on 6/18/02 RO# [redacted] on 4/14/03	3 RO# [redacted] on 6/18/02 (1 day); The consumer testified that based on his recollection, he took the vehicle to the dealer either on 6/17 or 6/18, and he got the vehicle back on either 6/18 or 6/19. The RO shows the RO date as 6/18 and the invoice date as 6/18. Since the consumer was uncertain as to the dates, the arbitrator concludes that based on the RO dates, the vehicle was out of service for 1 day. RO#CTCS418805 on 4/14/03 (2 days)
5. Not Turn Over/Key Stuck	NO Consumer's testimony; Inspection.	3 RO# [redacted] on 6/21/02 RO# [redacted] on 7/9/02 RO# [redacted] on 9/30/02 Based on the testimony of the consumer and manufacturer, the arbitrator is counting this problem and the failure to start problem as the same	13 RO# [redacted] on 6/21/02 (6 days) RO# [redacted] on 7/9/02 (4 days) Even though the RO indicates 3 days, the consumer testified that the vehicle was towed to the dealership on 7/8, and the manufacturer agrees to 4 days. RO#CTCS397253 on 9/30/02 (3 days)
6. SRS Light Comes on	NO Consumer's testimony; Inspection.	2 RO# [redacted] on 6/18/02 RO# [redacted] on 4/14/03	3 RO# [redacted] on 6/18/02 (1 day); The consumer testified that based on his recollection, he took the vehicle to the dealer either on 6/17 or 6/18, and he got the vehicle back on either 6/18 or 6/19. The RO shows the RO date as 6/18 and the invoice date as 6/18. Since the consumer was uncertain as to the dates, the arbitrator concludes that based on the RO dates, the vehicle was out of service for 1 day.

			RO[redacted]on 4/14/03 (2 days)

LEMON LAW REASONS FOR DECISION

1. *For each problem listed on the Fact Sheet, please explain whether or not you believe the problem was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty. Please explain how you reached your conclusion.*

The problem with the headlight is a manufacturing defect. The manufacturer testified that possible causes for this problem could be an electrical concern with the battery or a burned out bulb. There was no claim by the manufacturer that the consumer had unreasonably used, neglected, or modified the headlight to cause the problem. The consumer testified that all of the problems are interrelated, and that the headlight goes out as a consequence of the other problems. The manufacturer testified that this problem was not a normal operating condition of the vehicle. Therefore, this problem is a defect in materials or workmanship.

Even though the problems with the engine straining to shift gears, the failure to start, the loud engine (idling high), and SES light coming on are not current problems, they are manufacturing defects. The manufacturer did not give any testimony regarding the possible causes for these problems; however, the consumer provided a letter from the Chevrolet Motor Division dated June 2003. The letter indicated that some 2002 Chevrolet Trailblazers may experience a cracking of an engine cylinder bore liner, which will cause engine noise, poor performance, and/or stalls with no engine re-start. The manufacturer did testify that he did not believe the consumer's engine cylinder bore was cracked because when a diagnostic test was run on the vehicle by hooking it up to the computer, no codes were set for that particular problem. There was no claim by the manufacturer that the consumer had unreasonably used, neglected, or modified the vehicle to cause the problems. The manufacturer testified that these problems were not a normal operating condition of the vehicle. Therefore, these problems are defects in materials or workmanship.

2. *For each problem you decided was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty, please explain whether or not you believe this problem is a substantial impairment of the use, value, or safety of the vehicle.*

The problem with the headlight is not a substantial impairment to the use, value, or safety of the vehicle. The consumer testified that because the headlight was not working, he could not drive the vehicle at night or in the rain. However, he also testified that prior to the problems with the headlight, he only drove the vehicle 2 to 3 times a week in the dark. He drives the vehicle primarily to and from work. Based on this testimony and the fact that the other headlight is properly working, the arbitrator concludes that there is no

substantial impairment to the use of the vehicle because the consumer can still drive the vehicle on a daily basis. Further, if the consumer sold the vehicle, he would most likely receive fair market value even with this minor problem. Finally, the safety of the vehicle is not substantially impaired by the nonfunctioning headlight because the other headlight is working. Because the arbitrator finds no substantial impairment of the vehicle, this problem is not covered under the Florida Lemon Law as a nonconformity. The Lemon Law defines a "nonconformity" as a defect or condition that substantially impairs the use, value or safety of a vehicle.

On the other hand, the problems with the engine straining to shift gears, the failure to start, the loud engine (idling high), and SES light coming on are substantial impairments to the use, value, and safety of the vehicle. The consumer testified that because of these problems he is not comfortable driving the car on trips. The presence of these types of problems would inhibit the consumer's use of the vehicle. The consumer testified that if he sold the vehicle, he would have to disclose these problems, and these types of problems would substantially affect the resale value of the vehicle. These problems could also cause safety concerns. Even though these problems are covered under the Florida Lemon Law as "nonconformities," they have been corrected.

3. *Please address the following aspects of your state's lemon law below:*

   a. *During the applicable time period specified by this state's lemon law, the vehicle has been out of service by reason of repair to vehicle problems for a cumulative total of* 17 *days.*

RO# [redacted] on 6/18/02 (1 day)
RO# [redacted] on 6/21/02 (6 days)
RO# [redacted] on 7/9/02 (4 days)
RO# [redacted] on 9/30/02 (3 days)
RO# [redacted] on 10/9/02 (1 day)
RO# [redacted] on 4/14/03 (2 days)

   b. *Has the standard for a reasonable number of repair attempts under this state's lemon law been met? Please explain how you reached this conclusion.*

NO

The presumption for a reasonable number of repair attempts can be met if during the lemon law rights period: the same nonconformity has been subject to repair at least three times by the manufacturer or its authorized service agent, plus a final attempt by the manufacturer after receiving the registered or express mail notice from the consumer, and the nonconformity continues to exist, or the vehicle has been out of service by reason of repair of one or more nonconformities (done by the manufacturer or it authorized agent) for a cumulative total of 30 or more days (the manufacturer must also have had the opportunity for a final attempt after receiving notice following 15 cumulative days out of service).

In this case, the presumption of a reasonable number of repair attempts has not been met for the headlight problem. The arbitrator has concluded that the problem with the headlight is not a "nonconformity" as defined under the Florida Lemon Law. However, pursuant to the General Motors' Program Summary, the arbitrator has the authority to order repair as a remedy for a defect in materials or workmanship. The manufacturer testified that the vehicle needed to be inspected and repaired. The manufacturer requested that a technical expert examine the vehicle to determine the possible causes of the problem; however, the consumer did not agree because the vehicle had already been examined 6 times by the technicians at the dealership. The consumer testified that he mailed a defect notification letter to the manufacturer via express mail on 4/7/03. The manufacturer received the letter on 4/8/03, and responded by setting up a final repair attempt on 4/14/03. Even though the manufacturer had a final repair attempt, the vehicle was only exhibiting 2 problems at that time: the SES light was on and the vehicle was idling high (R[redacted]). The manufacturer has only attempted to repair the headlight problem 2 times, and has not had the opportunity for a final repair for that problem.

Moreover, the vehicle has only been out of service for all of the problems for a cumulative total of 17 days. The above-mentioned headlight problem has not been subject to a reasonable number of repair attempts. Therefore, because the presumption of a reasonable number of repair attempts has not been met in this case, the arbitrator concludes that the standard has not been met.

c. *Is this consumer entitled to a repurchase or replacement under all other provisions of this state's lemon law (i.e. eligible consumer, eligible vehicle, applicable time frames, notice provisions, etc.?) Please explain how you reached this conclusion.*

NO

The standards of the Florida Lemon Law state the vehicle must be initially purchased in Florida to transport persons or property, the owner must use the vehicle for primarily personal, family, or household purposes, the vehicle must have a nonconformity (a defect or condition that substantially impairs the use, value, or safety of the vehicle) that arose within the first two years, the consumer must notify the manufacturer in writing after three repair attempts, the manufacturer must be given a final repair attempt, and the manufacturer must repurchase or replace the vehicle if it is not repaired after a reasonable number of attempts.

In this case, only some of the above standards have been met. The consumer purchased the vehicle in Florida and the vehicle receives personal, family, and/or household use only. However, the vehicle does not currently have any nonconformities that arose within the first two years of ownership. The inoperation of the headlight is not a "nonconformity" as defined by the Florida Lemon Law. The problems with the engine straining to shift gears, the failure to start, the loud engine (idling high), and SES light coming on are nonconformities,

but these problems do not currently exist. Therefore, the consumer is not entitled to repurchase or replacement under the Lemon Law.

4. *A* **REPAIR** *decision is appropriate for the following reasons:*

The arbitrator believes that the manufacturer should have one more opportunity to attempt to repair the headlight problem based on the manufacturer's request for a technical expert, and the manufacturer's testimony regarding the need for an inspection and repair of the vehicle. It appeared from the testimony that the manufacturer believes the dealership may be able to fix the problem. The arbitrator has determined that the following problems have been corrected, and thus no further repairs are necessary at this time: (1) the engine straining to shift gears, (2) the failure to start, (3) the engine loud (idling high), and (4) the SES light coming on. The arbitrator has further concluded that the inoperable headlight problem does not meet the definition of a "nonconformity" under the Lemon Law, and therefore is ineligible for the remedies provided under the Lemon Law (i.e. replacement or repurchase). However, even though this problem is not a "nonconformity," General Motors' Program Summary provides other remedies that are not included in the Lemon Law (i.e. repair). Thus, based on the authority of the Program Summary, the arbitrator is ordering that a repair attempt be performed on the headlight.

5. *If awarding a repurchase or replacement:*

a. *Show the formula you used for making a reasonable use deduction and the amount deducted, or explain why no reasonable use deduction was made.*

Not Applicable

b. *List any damage to the vehicle beyond normal wear and tear, and explain how you arrived at any amount deducted for the damage.*

Not Applicable

c. *If you've decided not to award all collateral or incidental charges that were requested on the Agreement to Arbitrate, please indicate your reason so.*

Not Applicable

Date: June 26, 2003 Arbitrator: Deane Marshall

ADDENDUM TO
REASONS FOR DECISION
(Florida)

Customer: [redacted] Case No.: [redacted]

Manufacturer: Chevrolet Date: June 26, 2003

The following materials and documents were submitted by the parties as part of this arbitration. Those marked with an asterisk ("*") were relied upon by the arbitrator(s) in making a decision in this case.

Materials/Documents Submitted by the Customer

* RO# [redacted] (6/18/02)
* RO# [redacted] (6/21/02)
* RO# [redacted] (7/9/02)
* RO# [redacted] (10/9/02)
* RO# [redacted] (4/14/03)
* Letter from Chevrolet Motor Division with enclosure dated June 2003
* Letter from Chevrolet Motor Division dated May 2003
* Florida Vehicle Registration
* Agreement to Arbitrate
* Customer Claim Form
* Sales Agreement from Ferman Motor Car Company
* Customer Incentive Acknowledgment and/or Assignment
* Express Mail receipt
* Motor Vehicle Defect Notification
* Letter to Rebecca Johnson dated April 11, 2003
* Letter to Rebecca Johnson dated April 14, 2003
* Letter to Rebecca Johnson dated May 19, 2003
* Letter to Deana Marshall dated June 24, 2003

Materials/Documents Submitted by the Manufacturer

* RO# [redacted] (9/30/02)
* GM Vehicle Inquiry System
* Bulletin regarding OBD System Improvements/SES Light
* Letter to Emelda/Staff regarding the GM Card dated 6/19/03
* General Motors' Program Summary
* GM Card Earnings Program Rules
* GM Card Earnings and Redemption Allowance Program Rules

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

GENERAL MOTORS BUSINESS RESOURCE CENTER

James Tanguma
Jack Sivilay
512-356-1131

FROM: **STEPHEN NICHOLS**
GM/BRC
ALTERNATIVE DISPUTE RESOLUTION
MY FAX NUMBER: 1-866-589-3987
MY PHONE NUMBER: 1-800-231-1841 EXT 58859
EMAIL: snichols@gmexpert.com
5701 East Hillsborough Avenue, Suite 2300, Tampa, FL 33610

TO: GM CARD ....EMELDA OR STAFF

FAX: 1-866-278-1777 **PAGES:** 5
PHONE: **DATE:** 6/19/2003

FOLLOWING ARE:
1: AGREEMENT TO ARBITRATE FOR CUST ROBERT W. CLARK (3pages)
2: FROM BARS INCENTIVES: CODE UDC FOR GM CARD POINTS FOR MR. [redacted] (1page)

THE ARBITRATOR, MS. DEANNA MARSHALL WILSON, HAS REQUESTED CLARIFICATION ON THE GM CARD PROGRAM SUMMARY FOR CUSTOMERS WHO PURCHASE A NEW GM VEHICLE....

There is an issue: Is there any language indicating that the "points" would be returned to the Customer's GM Card in the event of a repurchase ... OR ... would cash money be returned to the Customer? I have discussed this briefly with Emelda and there seems to be language in the Program Summary that would clarify this issue.

Please fax a copy of the GM Card Program Summary to Ms. MARSHALL Wilson at 727-530-5863 as soon as possible. PLEASE INCLUDE THIS PAGE WITH YOUR FAX TO THE BBB R[redacted]

Thank you very much for your quickest response. It is necessary for the Arbitrator to have this document in order to complete her Decision.

Stephen Nichols

Stephen Nichols
Alternative Dispute Resolution
Business Resource Center

JUN 20 2003 11:30 FR BUSINESS RES CNTR #1 8136354051 TO 918665893987 P.01/06

BBB AUTO LINE

NOTICE OF HEARING/INSPECTION

Date: 06/05/03 Case Number: [redacted]

Customer: [redacted]

Business: Chevrolet

Mfr-Info: 1716 FL 1GNDS13S2[redacted]

Arbitrator(s): Ms. Deana Marshall

Hearing Date, Time, Place: 06/19/03 2:30 PM

BBB of West Florida, Inc.

2653 McCormick Drive

Clearwater FL 337590000

Manner in Which Parties Will Participate:

Customer is being represented by : yes Self no Attorney

Attorney Name:

Attorney Phone Number:

Attorney Fax Number:

Customer:	☒ in person	☐ by phone	☐ in writing
Manufacturer:	☐ in person	☒ by phone	☐ in writing

INSTRUCTIONS

1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.
3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.

Hearing Site Phone Number: 7275355483 Hearing Site Fax Number: 7275305863

JUN 20 2003 11:30 FR BUSINESS RES CNTR #1 8136354051 TO 918665893987 P.02/06

BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 06/04/03 Case Number: [redacted]

Customer: [redacted]

Business: Chevrolet

Mfr-Info: 1716 FL 1GNDS13S2[redacted]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Chevrolet Trailblazer
Year : 2002

All parties named above submit to arbitration the following:

1) headlight
2) engine straining to shift gears
3) failure to start
4) engine loud
5) not turn over/key stuck
6) ses light comes on

The parties have come to agreement on the following: N/A

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase
Manufacturer : Denial

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are:
Purchase price: $29,131.50 ($32,500.00 minus $3,368.50 rebate)
*tire/battery fee: $6.50
*dealer fee: $299.95
*sales tax: $1,068.39
*county tax: $27.50
*tag, title & fees: $128.00

JUN 20 2003 11:30 FR BUSINESS RES CNTR #1 8136354051 TO 918665893987 P.03/06

BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 06/04/03 Case Number: [redacted]

Customer: [redacted]

Business: Chevrolet

Mfr-Info: 1716 FL 1GNDS13S22[redacted]

*other incidental / collateral charges: (to be determined)
*earned finance charges: (to be determined)
TOTAL: (to be determined)

(* Indicates additional remedies that can only be included if a lemon law repurchase is awarded)

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: N/A

20 2003 11:31 FR BUSINESS RES CNTR #1 8136354051 TO 918665893987 P.04/06

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 07/13/02
PROCESSING SOURCE: CHEVROLET 18:21:38
PAGE: 1

VIN: 1GNDS13S2 22[redacted] SELLG SCE: 13 MDL YR: 02 ORD NO: DDJDHP

ODATE: 02/15/01 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 26187
DDATE: 05/22/01 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 05/23/01 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: RW CLARK
TRD DOE: 2605 BRYANT CIR
SRVC IN: TAMPA FL 33629
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 26187	[redacted]	05/24/01	19.59	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00019577430 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
UDC	01	13 26187	[redacted]	05/24/01	3,368.50	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00019577430 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

JUN 20 2003 11:31 FR BUSINESS RES CNTR #1 8136354051 TO 918665893987 P.05/06

** TX STATUS REPORT ** AS OF JUN 19 2003 18:48 PAGE.01
BUSINESS RES CNTR #1

	DATE	TIME	TO/FROM	MODE	MIN/SEC	PGS	JOB#	STATUS
01	06/19	18:48	RightFax	G3--S	00'26"	001	230	OK

GENERAL MOTORS BUSINESS RESOURCE CENTER

FROM: **STEPHEN NICHOLS**
GM/BRC
ALTERNATIVE DISPUTE RESOLUTION
MY FAX NUMBER: 1-866-589-3987
MY PHONE NUMBER: 1-800-231-1841 EXT 68859
EMAIL: snichols@gmexpert.com
5701 East Hillsborough Avenue, Suite 2300, Tampa, FL 33610

TO: GM CARD REDEMPTION CENTER.... JAMES TANGUMA
FAX: 1-866-278-1777 **PAGES:** 1
PHONE: 512-356-1131 **DATE:** 6/19/2003

Mr. Tanguma (I hope I spelled your name correctly):

FIRST OFF: the Arbitrators name is Deanna Marshall, I was typing while the hearing was going on....I don't know where Wilson came from....sorry.

If you can not fax the information requested by the Arbitrator please FED EX or similar to the hearing site address:

attn: Deanna Marshall/Todd Elkenberry
BBB of West Florida
2653 McCormick Drive
Clearwater, FL 33759

Thank you for your time and considerations.

Stephen Nichols
Alternative Dispute Resolution
Business Resource Center

JUN 20 2003 11:31 FR BUSINESS RES CNTR #1 8136354051 TO 918665893987 P.06/06

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

ATTN:
REBECCA

04/10/2003 SUMMARY HISTORY DISPLAY 3030
11:54:17 PAGE 1

CUSTOMER NAME [redacted] SERIAL NO. [redacted]
TOTAL R/O'S 10 TOTAL SERV. DAYS 20 MAKE CT CHEVROLET TRUCK

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	[redacted]	03/20/2003	19863	A 501086				
				T 501098	1	C	00CTZ03S	*OIL & FILTER SE
				T 501098	2	C	00CTZZBAL	*BALANCE TIRE
				T 501098	3	C	00CTZ15S	FULL CIRCLE INSP
2		10/09/2002	15500	A 5747				
				T 5723	1	W	09CTZET	EXTERIOR TRIM
3		09/30/2002	15472	A 5747				
				T 501038	1	W	06CTZ	*ELECTRICAL
				T 5471	2	I	12CTZZ	VEHICLE TOWED IN
4		07/09/2002	13297	A 5747				
				T 501038	1	W	06CTZ	*ELECTRICAL
				T 5723	2	W	08CTZ	(R)ENGINE PERFOR
				T 5723	3	W	09CTZET1	EXT TRIM & MLDG
5		06/21/2002	13283	A 5747				
				T 501025	1	W	06CTZ	*ELECTRICAL
				T 5471	2	W	00CTZRENTAL	RENTAL
				T 501025	3	W	09CTZ	(R)TRM/GLS/MLDG/
6		06/18/2002	13138	A 5747				
				T 5511	1	W	08CTZ	(R)ENGINE PERFOR
				T 5511	2	W	08CTZ1	(R)ENGINE PERFOR
7		03/18/2002	9372	A 5989				
				T 5903	1	C	00CTZ062	7500 SCH II (PLA
8		05/23/2001	5	A 5315				
				T 5816	1	I	82CTZDEL	DEMO CLEAN
9		05/11/2001	5	A 5315				
				T 5015	1	I	82CTZWX	
10	[redacted]	05/10/2001	5	A 5755				
				T 5036	1	W	80CTZ	NEW VEHICLE PREP

Ferman

CHEVROLET Oldsmobile

9751 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-2411
STATE OF FLORIDA REGISTRATION NUMBER MV-11072 STATE (

09 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-6600
FLORIDA REGISTRATION NUMBER MV-11069

PLEASE SEE REVERSE SIDE FOR INFORMA ON REGARDING REPAIRS

CUSTOMER NO. [redacted]	ADVISOR: KIMBERLY PHILLIPS 5747	TAG NO.: 7408	INVOICE DATE: 06/18/02
	LABOR RATE	LICENSE NO.	MILEAGE: 13138
	YEAR / MAKE / MODEL: 02/CHEVROLET TRUCK/TRAILBLAZER/2WD T		COLOR: SUMMIT WHT
TAMPA, FL [redacted]	VEHICLE I.D. NO.: 1GNDS13S22 [redacted]		DELIVERY DATE: 05/22/01
	R. T. E. NO.	R. O. NO.	SELLING DEALER NO.
			R. O. DATE: 06/18/02
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS	MO: 13139

LABOR & PARTS

J# 1 08CTZ (R)ENGINE PERFORMANC HOURS: 1.10 TECH(S):5511 WARRANT

CUSTOMER STATES THAT SES LIGHT IS ON AND SEEMS TO BE SLUGGISH//WG//
WG 3L J6355 1.1
REPROGRAM PCM. FOUND UPDATE FOR SETTING FALSE CODES
DIAG FOUND P0116 ECT PERFORMANCE. IMSPECTION OF ECT AND RELATED WIRING FOUND NO PROBLEM. CHECKED FOR UPDATES AND FOUND UPDATE FOR SETTING FALSE DTCS. REPROGRAM PCM. RELEARN CKS V/ RELEARN. CLEAR DTCS.

JOB # 1 TOTAL LABOR & PARTS 0.0

J# 2 08CTZ1 (R)ENGINE PERFORMANC HOURS: TECH(S):5511 WARRANT

CUSTOMER STATES THAT ENGINE SEEMS TO REV UP AND RPM'S RAISE ALSOLIKE TRUCK IS NOT GOING ANYWHERE///PG
POSSIBLE SPECIAL BULLENTIN # I1191

SEE JOB ONE FOR REPAIR

JOB # 2 TOTAL LABOR & PARTS 0.0

TOTALS

PAYMENT METHOD

CASH MASTER CARD/VISA AMERICAN EXPRESS
CHECK # CARTE BLANCH GMCPP CHARGE

TOTAL LABOR....	0.0
TOTAL PARTS....	0.0
TOTAL SUBLET...	0.0
TOTAL G.O.G....	0.0
TOTAL MISC CHG.	0.0
TOTAL MISC DISC	0.0
TOTAL TAX.....	0.0
TOTAL INVOICE $	0.0

FERMAN MOTOR CAR COMPANY'S GOAL IS 100% CUSTOMER SERVICE SATISFACTION! WHEN YOU RECEIVE A CUSTOMER SATISFACTION SURVEY, PLEASE TAKE A MOMENT TO FILL IT OUT. THIS IS OUR REPORT CARD!! THE INFORMATION YOU GIVE WILL HELP US TO SERVE YOU BETTER. IF YOU CAN'T ANSWER THIS SURVEY "COMPLETELY SATISFIED", PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU FOR COMING TO FERMAN MOTOR CAR CO. AND ALLOWING US TO SERVE YOUR AUTOMOTIVE NEEDS.
* INDICATES LIFETIME GUARANTEE FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

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CHEVROLET

Oldsmobile

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PHONE: (813) 623-2411
STATE OF FLORIDA REGISTRATION NUMBER MV-11072 STATE

09 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-6600
FLORIDA REGISTRATION NUMBER MV-11069

PLEASE SEE REVERSE SIDE FOR INFORM ION REGARDING REPAIRS

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	KIMBERLY PHILLIPS 5747	7551	06/26/02	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 13283	COLOR SUMMIT WHIT	STOCK NO.
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/2WD T		DELIVERY DATE 05/22/01	DELIVERY MILES 4
TAMPA, FL [redacted]	VEHICLE I.D. NO. 1GNDS13S22[redacted]	P. O. NO.	SELLING DEALER NO.	PRODUCTION DATE
	P. T. E. NO.		R. O. DATE 06/21/02	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS	MO: 13283	

LABOR & PARTS

J# 1 06CTZ *ELECTRICAL HOURS: 0.90 TECH(S):501025 WARRANTY
CUSTOMER STATES THAT STARTED TRUCK UP AND THEN DIED AND THEN WILL NOT START CLICK OR DO ANYTHING//PN/
OPEN SHORT IN ING. SWITCH
PN 6F N2328 0.9
REPLACE ING. SWITCH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12450251	SWITCH 2.188		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2+00CTZRENTAL RENTAL HOURS: TECH(S):5471 WARRANTY
RENTAL VEHICLE
MJ 98 Z7903
3 DAYS RENTAL

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

J# 3+09CTZ (R)TRM/GLS/MLDG/GEN HOURS: TECH(S):501025 WARRANTY
PERFORM SERVICE BULLENTIN # I1191//MA
REPROGRAM PCM

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

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 2	RA37331	RA37331	06/26/02	3 DAY	WARRANTY
JOB # 2	RA37331	RA37331	06/26/02	2 DAY	INTERNAL
				TOTAL - SUBLET	0.00

TECHNICIAN CERTIFICATION
5471 STEVEN DORAN CHEV/ASE

SERVICE SUPREMACY

GM Goodwrench Service Plus

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CHEVROLET Oldsmobile

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PHONE: (813) 623-2411
STATE OF FLORIDA REGISTRATION NUMBER MV-11072 STATE C

9 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-6600
FLORIDA REGISTRATION NUMBER MV-11069

PLEASE SEE REVERSE SIDE FOR INFORMA ON REGARDING REPAIRS

CUSTOMER NO. [redacted]	ADVISOR KIMBERLY PHILLIPS 5747	TAG NO. 7551	INVOICE DATE 06/26/02
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 13283	COLOR SUMMIT WHIT	INVOICE NO. [redacted]
[redacted]	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/2WD T		DELIVERY DATE 05/22/01	STOCK NO.
TAMPA, FL 3[redacted]	VEHICLE I.D. NO. 1GNDS13S222[redacted]		SELLING DEALER NO.	DELIVERY MILES 4
	F. T. E. NO.	P. O. NO.	R. O. DATE 06/21/02	PRODUCTION DATE
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS	MO: 13283	

TOTALS

PAYMENT METHOD

CASH MASTER CARD/VISA AMERICAN EXPRESS

CHECK # CARTE BLANCH GMCPP CHARGE

TOTAL LABOR....	0.0(
TOTAL PARTS....	0.0(
TOTAL SUBLET...	0.0(
TOTAL G.O.G....	0.0(
TOTAL MISC CHG.	0.0(
TOTAL MISC DISC	0.0(
TOTAL TAX.....	0.0(
TOTAL INVOICE $	0.0(

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CUSTOMER SIGNATURE

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CHEVROLET

Oldsmobile

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STATE OF FLORIDA REGISTRATION NUMBER MV-11072

9 09 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-6600
STATE C FLORIDA REGISTRATION NUMBER MV-11069

PLEASE SEE REVERSE SIDE FOR INFORMA ON REGARDING REPAIRS

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	KIMBERLY PHILLIPS 5747	7863	07/11/02	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 13297	COLOR SUMMIT WHIT	STOCK NO.
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/2WD T		DELIVERY DATE 05/22/01	DELIVERY MILES 4
TAMPA, FL [redacted]	VEHICLE I.D. NO. 1GNDS13S222[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 07/09/02	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS	MO: 13297	

LABOR & PARTS----------

J# 1 06CTZ *ELECTRICAL HOURS: 0.40 TECH(S):501038 WARRANTY
CUSTOMER STATES THAT CAR WILL NOT START AFTER CAR SITS MORE
SO AND WILL NOT COME OUT OF GEAR//PN//SEE HISTORY
LEAKING
PN 2K N0110 .4
REPLACED BATTERY AND CLEAN CABLES AND NETRALIZED ACID.
REPLACED POS. BOLT AND RETESTED. OK

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	786YR	19001632		WARRANTY
JOB # 1	1	12354949	BOLT,BATT 8.965		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2+08CTZ (R)ENGINE PERFORMANC HOURS: 0.50 TECH(S):5723 WARRANTY
CUSTOMER STATE STHAT WILL SHIFT OUT OF PARK SOMETIMES//OL
MISADJUSTED
OL 3A K5180 .5
CHECK TRANS PARK LOCK CONTROLS. ADJUSTED TRANS CABLE.
WORKING PROPERLY AFTER ADJUSTMENT.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.0(
			JOB # 2 TOTAL LABOR & PARTS		0.0(

J# 3+09CTZET1 EXT TRIM & MLDG HOURS: 0.30 TECH(S):5723 WARRANT
CUSTOMER STATES TAHT HEADLAMPS ARE INOP//OJ/
COMPONENT'S OPEN
OJ 6S N0528 0.3
REPLACED BOTH LOW BEAM HEADLIGHT BULB'S

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	2	1999366	BULB 2.727		WARRANT
			JOB # 3 TOTAL PARTS		0.0(
			JOB # 3 TOTAL LABOR & PARTS		0.0(

TECHNICIAN CERTIFICATION----------
5723 CHRISTOPHER M WICKHAM CHEV/ASE

SERVICE SUPREMACY

GM Goodwrench Service Plus

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 [CONTINUED ON NEXT PAGE 12:03pm

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CHEVROLET

Oldsmobile

9751 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-2411
STATE OF FLORIDA REGISTRATION NUMBER MV-11072 STATE C

09 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-6600
FLORIDA REGISTRATION NUMBER MV-11069

PLEASE SEE REVERSE SIDE FOR INFORMA ON REGARDING REPAIRS

CUSTOMER NO. [redacted]	ADVISOR KIMBERLY PHILLIPS 5747	TAG NO. 7863	INVOICE DATE 07/11/02
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 13297
TAMPA, FL [redacted]	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/2WD T		COLOR SUMMIT WHIT
	VEHICLE I.D. NO. 1GNDS13S22[redacted]		DELIVERY DATE 05/22/01
	F. T. E. NO.	P. O. NO.	DELIVERY MILES 4
			SELLING DEALER NO.
			PRODUCTION DATE
			R. O. DATE 07/09/02
			REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS	

INVOICE NO. [redacted]

MO: 13297

TOTALS

PAYMENT METHOD

CASH MASTER CARD/VISA AMERICAN EXPRESS

CHECK # CARTE BLANCH GMCPP 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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CUSTOMER SIGNATURE

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Ferman

CHEVROLET Oldsmobile

9751 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-2411
STATE OF FLORIDA REGISTRATION NUMBER MV-11072 STATE

09 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-6600
FLORIDA REGISTRATION NUMBER MV-11069

PLEASE SEE REVERSE SIDE FOR INFORM ION REGARDING REPAIRS

CUSTOMER NO. [redacted]	ADVISOR: KIMBERLY PHILLIPS 5747	TAG NO.: 7543	INVOICE DATE: 10/02/02
[redacted]	LABOR RATE:	LICENSE NO.:	MILEAGE: 15472
	YEAR / MAKE / MODEL: 02/CHEVROLET TRUCK/TRAILBLAZER/2WD T		COLOR: SUMMIT WHIT
	VEHICLE I.D. NO.: 1GNDS13S22[redacted]		DELIVERY DATE: 05/22/01
TAMPA, F[redacted]	F. L. E. NO.:	P. O. NO.:	DELIVERY MILES: 4
			SELLING DEALER NO.:
			PRODUCTION DATE:
			R. O. DATE: 09/30/02
[redacted]	BUSINESS PHONE [redacted]	COMMENTS	

INVOICE NO.: [redacted]
STOCK NO.:

MO: 15472

LABOR & PARTS

J# 1 06CTZ *ELECTRICAL HOURS: TECH(S):501038 WARRANT

CUSTOMER STATES THAT WILL NOT START//PN//
SEE HISTORY
ROADTESTED VEHICLE CHECK ELECTRICAL NO CONDTION FOUND

JOB # 1 TOTAL LABOR & PARTS 0.0

J# 2+12CTZZ VEHICLE TOWED IN HOURS: TECH(S):5471 INTERNA

VEHICLE TOWED IN
VEHICLE TOWED IN
VEHICLE TOWED IN

JOB # 2 TOTAL LABOR & PARTS 0.0

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 2	350043TS	12463	09/30/02	TOW CHARGE 12463	INTERNA

TOTAL - SUBLET 0.0

TECHNICIAN CERTIFICATION

5471 STEVEN DORAN CHEV/ASE

TOTALS

PAYMENT METHOD

CASH MASTER CARD/VISA AMERICAN EXPRESS

CHECK # CARTE BLANCH GMCPP CHARGE

TOTAL LABOR....	0.0
TOTAL PARTS....	0.0
TOTAL SUBLET...	0.0
TOTAL G.O.G....	0.0
TOTAL MISC CHG.	0.0
TOTAL MISC DISC	0.0
TOTAL TAX.....	0.0
TOTAL INVOICE $	0.0

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* INDICATES LIFETIME GUARANTEE FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

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PAGE 1 OF 1 ACCOUNTING COPY [END OF INVOICE 12:03pm

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CHEVROLET

Oldsmobile

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PHONE: (813) 623-2411
STATE OF FLORIDA REGISTRATION NUMBER MV-11072

09 ADAMO DRIVE TAMPA, FL 33619
PHONE: (813) 623-6600
STATE OF FLORIDA REGISTRATION NUMBER MV-11069

PLEASE SEE REVERSE SIDE FOR INFORMATION REGARDING REPAIRS

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	KIMBERLY PHILLIPS 5747	7557	10/09/02	[redacted]
	LABOR RATE / LICENSE NO.	MILEAGE 15580	COLOR SUMMIT WHIT	STOCK NO.
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/2WD T		DELIVERY DATE 05/22/01	DELIVERY MILES 4
TAMPA, FL [redacted]	VEHICLE I.D. NO. 1GNDS13S222[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	O. NO.	R. O. DATE 10/09/02	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS	MO: 15580	

LABOR & PARTS
J# 1 09CTZET EXTERIOR TRIM HOURS: 0.30 TECH(S):5723 WARRANT
CUSTOMER STATES TAHT LEFT SIDE HEADLAMP IS INOP ALL THE TIME
//OJ/
SEE HISTORY
COMPONENT OPEN
OJ 6F N0528 .3
REPLACED THE LEFT LOW BEAM HEADLIGHT BULB

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANT
JOB # 1	1	1999366	BULB 2.727		
				JOB # 1 TOTAL PARTS	0.0
				JOB # 1 TOTAL LABOR & PARTS	0.0

TECHNICIAN CERTIFICATION
5723 CHRISTOPHER M WICKHAM CHEV/ASE

TOTALS

PAYMENT METHOD

CASH MASTER CARD/VISA AMERICAN EXPRESS

CHECK # CARTE BLANCH GMCPP CHARGE

TOTAL LABOR....	0.0
TOTAL PARTS....	0.0
TOTAL SUBLET...	0.0
TOTAL G.O.G....	0.0
TOTAL MISC CHG.	0.0
TOTAL MISC DISC	0.0
TOTAL TAX.....	0.0
TOTAL INVOICE $	0.0

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* INDICATES LIFETIME GUARANTEE FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE
********** D U P L I C A T E I N V O I C E **********

SERVICE SUPREMACY

GM Goodwrench Service Plus

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RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
Tampa, FL [redacted]

Service request: [redacted]
VIN: 1GNDS13S22[redacted]1

Dear Mr [redacted]

Thank you for your recent correspondence dated April 8, 2003 regarding your 2002 Chevrolet TrailBlazer. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm your scheduled repair opportunity at Ferman Motor Car Company, Inc. located in Tampa, FL. As per our conversation on April 14, 2003 this repair opportunity will take place on April 15, 2003.

If you have any further questions, please contact me at 1-800-231-1841 extension 57716 between 8:00 a.m. and 5:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

Rebecca Johnson
Customer Relationship Manager

LC0032-T/th

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

1-88858208.10

December 12, 2017

[redacted]
Tampa, FL [redacted]

Service request: [redacted]

Dear Mr [redacted]

Thank you for your recent correspondence dated April 8, 2003 regarding your 2002 Chevrolet TrailBlazer. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

On April 10, 2003, we attempted to schedule a repair at Ferman Motor Car Company, Inc.. At that time, you advised me that you are delaying the final repair because you are not currently experiencing a "no start" concern.

We regret that we did not have the opportunity to assist you further. If you have questions in the future, please feel free to contact me at 1-800-231-1841 extension 57716 between 8:00 a.m. and 5:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Sincerely,

Rebecca Johnson
Customer Relationship Manager

LC0031-T/mm

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

To: Ronald Bartow
Fax#: 18664302713
From: Rhonda Eakins
Jun 16, 2003

Re: Chevrolet/CHV0341873
TotalPages: 2

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J. DANFORTH BROWNE
(1921 - 2001)

CHARLES P. CLARK
(1918 - 1998)

June 13, 2003

VIA FACSIMILE

Rhonda Eakins
BBB Auto Line
4200 Wilson Boulevard
Suite 800
Arlington, Virginia 22203

Re: Case No. [redacted]
Chevrolet Trailblazer

Dear Ms. Eakins:

When we talked last week or the week before, I asked you if General Motors would be producing the employees of Ferman Chevrolet who had performed the service work on my vehicle. You said that you would ask General Motors and let me know. I have not heard anything from them. I received a notice asking me to bring my witnesses to the hearing. Those are my witnesses. Please let me know whether General Motors intends to cooperate and produce each of the representatives who worked on my vehicle.

Thank you for your assistance.

[redacted]

RWC:jc

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

9. Which vehicles are eligible? GM Card Earnings may be applied toward the retail purchase or lease of any eligible new General Motors vehicle delivered in the 50 United States or the District of Columbia. Eligible vehicles include any new:

- Chevrolet
- Oldsmobile
- Cadillac
- Pontiac
- Buick
- GMC

Earnings may not be applied to any Saturn, Saab, EV1, GM company-used vehicles (PEP), any unit sold as a fleet vehicle, any vehicle sold at an auction or Special Event Vehicles. Other vehicles may be considered ineligible. See your authorized GM dealer for eligibility.

10. Can I combine GM Card Earnings? Your GM Card Earnings may not be transferred from one GM Card Earnings Program Account to another. In certain cases however, earnings may be transferred to a member of your immediate family (see "11. Can my GM Card Earnings be transferred to my family?"). When redeeming GM Card Earnings toward the retail purchase or lease of an eligible new GM vehicle, you may use earnings from only one GM Card Earnings Program Account for each vehicle. No combining or pooling is allowed. You may only redeem earnings from either one GM Card or one GM Gold Card Account. (Exceptions may apply to certain GM Line of Credit Accountholders. If you are a GM Line of Credit Accountholder, please see your GM Line of Credit Earnings Program Rules for details.) Any person, whose name is included on The GM Card Earnings Program Account, may redeem GM Card Earnings on that Account toward the retail purchase or lease of an eligible new GM vehicle. GM is not responsible, and bears no liability, for disagreements between participants concerning use of GM Card Earnings accumulated in an Earnings Program Account.

11. Can my GM Card Earnings be transferred to my family? As the primary GM Cardmember, you may transfer your GM Card Earnings to an immediate family member, including parents, spouse, siblings and children. However, the family member must reside at your address and must not be a current GM Cardmember at the time of transfer. You may be required to provide proof of the relationship. In order to transfer your earnings to an immediate family member, you must call The GM Card Customer Center to authorize the transfer and provide the required information. At the time of redemption, your family member must tell the dealer that he or she is The GM Card Earnings recipient.

GM Card Earnings are not your property as a participant in the Earnings Program. GM Card Earnings may not be brokered, bartered or sold and may not be transferred as part of a domestic relations matter.

12. Am I responsible for tax liability? As the primary GM Cardmember, you are solely responsible for the determination of income or other tax liability related to participation in this Earnings Program. GM, Household Bank (SB), N.A., Household Bank (Nevada), N.A., (the issuing banks) and Household Credit Services, Inc., (the servicer) do not make any representations as to Earnings Program participants' current or future tax consequences as a result of crediting, transfer, use, redemption, termination or disposition of GM Card Earnings.

13. What if I change my address or name? If you wish to make an address change, you may call The GM Card Customer Center at 1-800-947-1000, or visit us online at gmcard.com. Or, you may submit the change in writing to: The GM Card Customer Center, P.O. Box 80032, Salinas, CA 93912-0032. You must include your GM Card Account number and your signature.

Name changes must be submitted in writing to the address above and must include your Account number, signature and a clear copy of supporting legal documentation, such as a marriage certificate.

Other Important Information

Audits. GM reserves the right to audit The GM Card Earnings Program Accounts for compliance with these rules. In the event the audit reveals discrepancies, the processing of GM Card Earnings may be delayed until such discrepancies are resolved.

Changes. GM may, from time to time, change the Earnings Program Rules, restrictions or benefits, in whole or in part, with or without notice to you.

Termination. The GM Card Earnings Program has no predetermined termination date. GM may terminate the Earnings Program or portions thereof at any time, with or without notice to you. In that event, participants will have 365 days from the date the Earnings Program termination is announced to redeem their accumulated GM Card Earnings.

To receive a GM Card, simply complete and return a GM Card Application. Applications are available to you through your local Chevrolet, Pontiac, Oldsmobile, Buick, Cadillac or GMC dealer. Or, you may call 1-800-8GM-CARD, or visit us online at gmcard.com.

GM is responsible for operation and administration of The GM Card Earnings Program. Household Bank (SB), N.A., Household Bank (Nevada), N.A., and their affiliate, Household Credit Services, Inc., are responsible for operation and administration of cardmember credit matters and maintain their own Customer Center to answer credit-related questions.

CHEVROLET PONTIAC OLDSMOBILE BUICK CADILLAC GMC

BLUE/GOLD

The GM Card®

The GM Gold Card®

EARNINGS PROGRAM RULES

These Earnings Program Rules apply to both The GM Card® and The GM Gold Card®. On the following pages, both cards will be referred to as The GM Card, unless otherwise stated. If you are a GM Line of Credit Accountholder, please see your GM Line of Credit Earnings Program Rules (also referred to as GM Line of Credit Program Rules) for details.

As a GM Cardmember, you are automatically enrolled in The GM Card Earnings Program. Participation in this Earnings Program gives you the opportunity to enjoy all the benefits of The GM Card, including GM Card Earnings. With this benefit, 5% of your net GM Card purchase amount is available to you to use toward the retail purchase or lease of an eligible new GM car or truck (see "9. Which GM vehicles are eligible?" for limited exceptions). Up to $1,000 of your eligible purchases qualify for GM Card Earnings each Account Year* (see "2. How do I accumulate GM Card Earnings?"). From time to time, GM may offer special promotions that give you additional opportunities to receive GM Card Earnings.

Your GM Card activity is recorded on a monthly billing statement. Each statement contains a "GM Card Earnings Summary" which reflects your total accumulation of earnings up to the close of that billing cycle.

For your convenience, General Motors maintains a Customer Center to answer questions about your GM Card. Customer Center representatives will assist you in redeeming your GM Card Earnings toward the retail purchase or lease of a new Chevrolet, Pontiac, Oldsmobile, Buick, Cadillac or GMC. To contact The GM Card Customer Center, simply call 1-800-947-1000.

*Account Year (12-month period) begins the date your GM Card Account is initially opened.

JUN-24-2003 09:13 P.01

Following are important rules that apply to The GM Card Earnings Program. After you have read these rules, please save this guide and any supplements for future reference.

1. How do I participate? The GM Card Earnings Program and its benefits are offered at the sole discretion of General Motors Corporation ("GM"). To participate you must be:

- A GM Cardmember in good standing with the issuing bank (see "8. What does 'Account in good standing' mean?")
- An individual — corporations, partnerships and other entities may not participate
- A resident of the 50 United States or the District of Columbia

Enrollment in the Earnings Program occurs automatically upon issuance of your GM Card, under the same name or names as on The GM Card® Account. GM reserves the right to disqualify any person from the Earnings Program if, in GM's sole judgment, that person or another person named on the Account has violated any of these Earnings Program Rules. Disqualification may result in termination of individual's participation, termination of the participation of others named on the Account, and loss of any accumulated GM Card Earnings.

2. How do I accumulate GM Card Earnings? The GM Card Earnings Program currently provides earnings at a rate of 5% of eligible purchases up to $500.00 in earnings per Account Year. The $500.00 cap does not apply to earnings under special GM Card promotions or additional opportunities to receive GM Card Earnings offered from time to time by The GM Card — for example, earnings for the Annual Fee paid by GM Gold Cardmembers.

Your anniversary date is the date your GM Card Account is initially opened or otherwise modified. This date marks the *beginning* of each Account Year in which you may accumulate GM Card Earnings.

Your GM Card Earnings are non-negotiable and cannot be redeemed in whole or in part for cash or applied to the balance of your GM Card Account.

GM reserves the right to change these rules at any time without prior notice to the cardmember.

3. How long do GM Card Earnings last? Unless used or terminated under these Program Rules, Earnings are valid for seven years from the end of the billing cycle in which they were earned. In the eighth year, GM Card Earnings accumulated during the first year will expire, and GM Card Earnings accumulated in the eighth year will be added in their place, and so on. Expiration after seven years will occur month-by-month, so seven full years of Earnings are maintained.

If your GM Card Account is closed by the issuing bank because it is not in good standing, all of your GM Card Earnings will expire immediately and will not be available for redemption (see "8. What does 'Account in good standing' mean?").

If GM terminates The GM Card Earnings Program, participants will have 365 days from the date Earnings Program termination is announced to redeem their accumulated GM Card Earnings. If you close your GM Card Account, or if the issuing bank closes your Account due to inactivity, all of your accumulated earnings must be redeemed within 90 days thereafter. GM Card Earnings not redeemed within these grace periods expire at midnight on the last day of the grace period.

4. What if I converted my GM Card to or from a GM Gold Card? If you converted your GM Card Account to a GM Gold Card Account, or if you converted your GM Gold Card Account to a GM Card Account, the beginning date of your Account Year does not change. Your 12-month period begins with the anniversary date of your initial GM Card or GM Gold Card. At the time that your new card is issued, all your GM Card Earnings are automatically transferred to your new Account.

5. Which purchases are eligible for GM Card Earnings? Your GM Card purchases are eligible for GM Card Earnings if they are made for your personal, family or household use. Any earnings accumulated through purchases for business or commercial use are subject to forfeiture.

Other ineligible purchases and transactions include:

- Purchases that are returned or are to be credited to your GM Card Account
- Cash Advances
- Convenience Checks
- Automated Teller Machine (ATM) withdrawals
- Finance charges, fees and certain other non-product/service transactions

When offered, your first two Initial Balance Transfer Checks posted within 60 days of opening your GM Card Account may be eligible for 5% Earnings. See the terms accompanying your specific Initial Balance Transfer offer for eligibility. Other Balance Transfers are not eligible unless a special program is implemented. You may make eligible purchases anywhere in the world; however, your GM Card Earnings may only be applied to retail purchase or lease of an eligible new GM vehicle in the 50 United States and District of Columbia.

GM will keep track of your GM Card Earnings for you and will report your total earnings in each monthly billing statement. Earnings from purchases will be reported to your GM Card Account at the time the purchase is posted by the issuing bank to your GM Card Account.

6. When will I receive my statement? Each month, you will receive a GM Card billing statement from the issuing bank for The GM Card. Information about The GM Card Earnings Program and your accumulated GM Card Earnings is included in this statement.

If there is no activity on your GM Card Account, you will not receive a monthly billing statement and you may not receive information concerning your GM Card Earnings. If you have questions about your earnings, or you want to obtain current Earnings Program information, call 1-800-947-1000 or visit us online at gmcard.com. Or you may write to The GM Card Customer Center, P.O. Box 80082, Salinas, CA 93912-0082. Generally, information about a particular GM Card Account will only be provided to persons named on that Account. Any Earnings Program Account discrepancy for which an adjustment is being sought will be handled by GM. Questions about your GM Card Account balance and other credit matters will be handled by Household Credit Services, Inc. Both can be reached by calling 1-800-947-1000 or visit us online at gmcard.com.

7. When and how do I redeem my GM Card Earnings? You can redeem your unexpired GM Card Earnings any time you like. When you are ready to buy or lease an eligible new GM vehicle, simply:

1. Visit the authorized Chevrolet,® Pontiac® Oldsmobile® Buick® Cadillac® or GMC® dealership of your choice.
2. Choose an eligible new vehicle and negotiate your best price.
3. Identify yourself as a GM Cardmember and let the dealer representative know you would like to redeem your earnings.
4. Have the dealer contact The GM Card Customer Center through the dealer hotline.
5. Verify requested cardmember identification information and then confirm your total amount of GM Card Earnings.

During your transaction, The GM Card Customer Center will ask the dealer representative for certain vehicle sale information and then issue an authorization number to complete the transaction. At this point, your earnings will be applied to the purchase or lease price of your new GM vehicle, and the amount will be deducted from your current earnings balance. You will receive confirmation of redemption in a future GM Card billing statement or in a *separate* communication.

At any time, you may redeem as many GM Card Earnings as you have posted on your latest GM Card billing statement.

8. What does "Account in good standing" mean? Your Account is in good standing as long as you fully comply with the terms and conditions in your Cardmember Agreement and Disclosure Statement, as well as the information provided to you in these Earnings Program Rules. You may not redeem your GM Card Earnings if your GM Card Account is in default under the most current terms and conditions of the GM Cardmember Agreement and Disclosure Statement provided by the issuing bank. This includes any amendments that may have been made to the terms and conditions after your GM Card was issued.

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COPPER/PLATINUM

CHANGE OF ADDRESS

If you wish to make an address change, you may call The GM Card Customer Care Center at 1-800-947-1000 or visit us online at gmcard.com. Or, you may submit the change in writing to: The GM Card Customer Care Center, P.O. Box 80882, Salinas, CA 93912-0082. You must include your GM Card Account Number and your signature. –

Name changes must be submitted in writing to the address above and must include your Account Number, your signature and a clear copy of supporting legal documentation, such as a marriage certificate.

OTHER IMPORTANT INFORMATION

Audits. GM reserves the right to audit GM Card Accounts for compliance with these GM Card Earnings and Redemption Allowance Program Rules. In the event the audit reveals discrepancies, the processing of GM Card Earnings may be delayed until such discrepancies are resolved.

Changes. GM may, from time to time, change these GM Card Earnings and Redemption Allowance Program Rules, restrictions or benefits, in whole or in part, with or without notice to you.

Termination. The GM Card Earnings and Redemption Allowance Program has no predetermined termination date. GM may terminate The GM Card Earnings and Redemption Allowance Program or portions thereof at any time, with or without notice to you. In this event, participants will have 365 days from the date The GM Card Earnings and Redemption Allowance Program termination is announced to redeem accumulated GM Card Earnings.

To receive a GM Card, simply complete and return a GM Card Application. Applications are available to you through your local Chevrolet, Pontiac, Oldsmobile, Buick, Cadillac or GMC dealership. Visit our Website at gmcard.com or call 1-800-SGMCARD to apply or request that an application be sent to you.

GM is responsible for operation and administration of The GM Card Earnings and Redemption Allowance Program. Household Bank (SB), N.A., Household Bank (Nevada), N.A., and their affiliate, Household Credit Services, Inc., are responsible for operation and administration of Cardmember credit matters and maintain their own Customer Care Center to answer credit related questions.

GM

CHEVROLET PONTIAC OLDSMOBILE BUICK CADILLAC GMC

GM-IN2497 8 NPWK-PR 9/01

THE GM CARD EARNINGS AND REDEMPTION ALLOWANCE PROGRAM RULES

The GM Card Earnings and Redemption Allowance Program Rules apply to The GM Card, publicly announced March 23, 2000, and The GM Platinum Card.™ On the following pages, these products will be referred to as The GM Card, unless otherwise stated.

OVERVIEW

As a holder of The GM Card ("Cardmember"), you are automatically enrolled in The GM Card Earnings and Redemption Allowance Program. Participation in The GM Card Earnings and Redemption Allowance Program gives you the opportunity to enjoy all the benefits of The GM Card, including GM Card Earnings. With this benefit, 5% of your net GM Card purchase amount is available to you as "Earnings" or "GM Card Earnings" for use toward the retail purchase or lease of an eligible new GM car, truck or SUV (see "Earnings Redemption for GM Vehicles" for details). From time to time, GM may offer special promotions that give you additional opportunities to receive GM Card Earnings.

Your GM Card activity is recorded on the monthly billing statement. Each statement contains a "GM Card Earnings Summary" which reflects your total accumulation of Earnings up to the close of that billing cycle.

For your convenience, General Motors Corporation ("GM") maintains a Customer Care Center to answer questions about your GM Card Earnings. Customer Care Center representatives will also assist you in redeeming your GM Card Earnings toward available rewards. To contact The GM Card Customer Care Center, simply call 1-800-947-1000.

The GM Card

1

Following are important rules that apply to The GM Card Earnings and Redemption Allowance Program, publicly announced March 23, 2000. After you have read these rules, please save this guide and any supplements for future reference.

PARTICIPATION

The GM Card Earnings and Redemption Allowance Program and its benefits are offered at the sole discretion of General Motors Corporation ("GM"). To participate you must be:

- A GM Cardmember in good standing with the issuing bank (see "Good Standing")
- An individual — corporations, partnerships and other entities may not participate
- A resident of the 50 United States or the District of Columbia

Enrollment in The GM Card Earnings and Redemption Allowance Program occurs automatically upon issuance of your GM Card, under the same name or names as on your GM Card Account. GM reserves the right to disqualify any person from The GM Card Earnings and Redemption Allowance Program if, in GM's sole judgment, that person or another person named on the Account has violated any of these Program Rules. Disqualification may result in termination of an individual's participation, termination of the participation of others named on the Account and loss of any accumulated GM Card Earnings.

EARNINGS ACCUMULATION

The GM Card Earnings and Redemption Allowance Program currently provides Earnings at a rate of 5% of eligible purchases with no annual limit on the amount of Earnings that can be accumulated in an Account Year (12-month period). The Account Year begins the date your GM Card Account is initially opened or otherwise modified. From time to time, GM may offer opportunities to accumulate Earnings in other ways or at rates other than 5%. (For details on Earnings redemption see "Earnings Redemption for GM Vehicles.")

Your GM Card Earnings are non-negotiable and cannot be redeemed in whole or in part for cash or applied to the balance of your GM Card Account.

GM reserves the right to change these rules at any time without prior notice to the Cardmember.

EARNINGS DURATION

Unless used or terminated under these Program Rules, Earnings are valid for seven years from the end of the billing cycle in which they were earned. In the eighth year, GM Card Earnings accumulated during the first year will expire, and GM Card Earnings accumulated in the eighth year will be added in their place, and so on. Expiration after seven years will occur month-by-month, so seven full years of Earnings are maintained.

If your GM Card Account is closed by the issuing bank because it is not in good standing, all of your GM Card Earnings will expire immediately and will not be available for redemption (see "Good Standing"). If GM terminates The GM Card Earnings and Redemption Allowance Program, you will have 365 days from the date The GM Card Earnings and Redemption Allowance Program termination is announced to redeem accumulated GM Card Earnings. If you close your GM Card Account or if the issuing bank closes your Account due to inactivity, all of your accumulated Earnings must be redeemed within 90 days thereafter. GM Card Earnings not redeemed within these grace periods expire at midnight on the last day of the grace period.

CONVERSION BETWEEN GM CARD ACCOUNTS

This section applies to GM Cardmembers who convert to this GM Card Program.

- Earnings from your existing GM Card will automatically transfer to this GM Card Account.
- All prior and future GM Card Earnings on this Account will be subject to these Program Rules.
- Your GM Card Account and GM Card Earnings cannot be converted to any other prior or existing GM Card Programs.
- Your anniversary date and year do not change.

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ELIGIBLE PURCHASES

Your GM Card purchases are eligible for GM Card Earnings if they are made for your personal, family or household use. Any Earnings accumulated through purchases for business or commercial use are subject to forfeiture.

Other ineligible purchases and transactions include:

- Purchases that are returned or are to be credited to your GM Card Account
- Cash Advances
- Convenience Checks
- Automated Teller Machine (ATM) withdrawals
- Finance charges, fees and certain other non-product/service transactions

When offered, your first two initial Balance Transfer Checks posted within 60 days of opening your GM Card Account may be eligible for 5% Earnings. See the terms accompanying your specific initial Balance Transfer offer for eligibility. Other Balance Transfers are not eligible unless a special program is implemented. You may make eligible purchases anywhere in the world; however, redemption of Earnings toward the retail purchase or lease of an eligible new GM vehicle is only valid in the 50 United States or the District of Columbia.

GM will keep track of your GM Card Earnings for you and your total Earnings will be reported in each monthly billing statement. Earnings from purchases will be reported to your GM Card Account at the time the purchase is posted by the issuing bank to your GM Card Account.

STATEMENTS

Each month, you will receive a GM Card billing statement from the issuing bank. A summary of The GM Card Earnings and Redemption Allowance Program and your accumulated GM Card Earnings is included in this statement.

If there is no activity on your GM Card Account, you will not receive a monthly billing statement and you may not receive information concerning your GM Card Earnings. If you have questions about your Earnings or if you want to obtain current Earnings and Redemption Allowance Program information, call 1-800-947-1000 or visit us online at gmcard.com. Or you may write to The GM Card Customer Care Center, P.O. Box 80032, Salinas, CA 93912-0032. Generally, information about a particular GM Card Account will be provided only to persons named on that Account. GM will handle any Earnings and Redemption Allowance Program Account discrepancy for which an adjustment is being sought. The issuing bank will handle questions about your GM Card Account balance and other credit matters. Both can be reached by calling 1-800-947-1000 or visit us online at gmcard.com.

REDEMPTIONS

You can redeem your GM Card Earnings at any time consistent with these Program Rules. GM Card Earnings are eligible for redemption in the amount posted on your latest GM Card billing statement, subject to correction for returns and credits. Your oldest eligible Earnings are redeemed first.

EARNINGS REDEMPTION FOR GM VEHICLES

There is a limit ("Redemption Allowance") on the amount of GM Card Earnings that may be applied to any eligible GM vehicle. The Redemption Allowance is the maximum amount of GM Card Earnings that can be applied toward the purchase or lease of each eligible GM vehicle. Redemption Allowances are established for the duration of each vehicle's model year. Redemption Allowances may increase during promotional periods and will never be less than $1,000 on new model year introductions.

Current Redemption Allowances and other applicable restrictions for all eligible GM vehicles will be made available to all GM Cardmembers on our Website, gmcard.com, or by calling The GM Card Customer Care Center at 1-800-947-1000.

To redeem your Earnings toward the retail purchase or lease of an eligible GM vehicle, simply:

- Visit the authorized Chevrolet,® Pontiac,® Oldsmobile® Buick,® Cadillac® or GMC® dealership of your choice.
- Choose an eligible new vehicle and negotiate your best price.
- Identify yourself as a GM Cardmember and let the dealer representative know you would like to redeem, up to the Redemption Allowance maximum, your eligible Earnings.
- Have the dealer representative contact The GM Card Customer Care Center through the dealer hotline.
- Verify requested Cardmember identification information and then confirm your total amount of eligible GM Card Earnings, up to the Redemption Allowance maximum.

During the transaction, The GM Card Customer Care Center will ask the dealer representative for certain vehicle sale information and then issue an authorization number to complete the transaction.

At this point, your eligible Earnings will be applied to the purchase or lease price of your new GM vehicle, and the amount, up to the Redemption Allowance

(continued on back)

JUN-24-2003 09:15 P.05

maximum, will be deducted from your Earnings balance. You will receive confirmation of redemption in a subsequent GM Card billing statement.

ELIGIBLE GM VEHICLES

GM Card Earnings may be applied toward the retail purchase or lease of any eligible new General Motors vehicle delivered from an authorized GM dealer in the 50 United States or the District of Columbia. Eligible vehicles include models from the following divisions:

Chevrolet® • Pontiac® • Oldsmobile® • Buick® • Cadillac® • GMC®

Eligible vehicles must be from the current vehicle model year, the previous two vehicle model years or the next vehicle model year.

Earnings may not be applied to any Saturn, Saab, EV1, GM company-owned vehicles (PEP and other vehicles), vehicles sold through The GM Employee Purchase Program; GMO (GM Order) and GMS (GM Out-of-Stock), vehicles sold through the GM Dealership Employee Purchase Program, vehicles sold through GM Supplier Purchase Programs; any vehicle sold as a fleet vehicle or any vehicle sold or obtained at an auction and Special Events vehicles. Other vehicles may also be considered ineligible. See your authorized GM dealer for eligibility.

GOOD STANDING

Your Account is in good standing as long as you fully comply with the terms and conditions in your Cardmember Agreement and Disclosure Statement, as well as the terms of these GM Card Earnings and Redemption Allowance Program Rules. You may not redeem GM Card Earnings if your GM Card Account is in default under the most current terms and conditions of The GM Cardmember Agreement and Disclosure Statement provided by the issuing bank. This includes any amendments that may have been made to such terms and conditions after your GM Card was issued.

EARNINGS COMBINATION

GM Card Earnings from multiple GM Card Accounts may not be pooled for redemption. In certain cases however, Earnings may be transferred to a member of your immediate family (see "Earnings Transfer to Other Parties").

When redeeming GM Card Earnings, you may use Earnings from only one GM Card Earnings Account for each GM vehicle reward. No combining or pooling is allowed. Any person whose name is included on The GM Card Account may redeem GM Card Earnings from that Account. GM is not responsible and bears no liability for disagreements between participants concerning use of Earnings accumulated in a GM Card Account.

EARNINGS TRANSFER TO OTHER PARTIES

As the primary GM Cardmember, you may transfer your GM Card Earnings to the following immediate family members: parents, spouse, siblings or children. However, the family member must reside at your address and must not have a GM Card Account at the time of transfer. You may be required to provide proof of relationship.

In order to transfer your Earnings to an immediate family member, you must call The GM Card Customer Care Center to authorize the transfer and provide the required information. If the transferred GM Card Earnings are used toward the purchase or lease of an eligible GM vehicle, your family member must tell the dealer that he or she is The GM Card Earnings recipient.

GM Card Earnings are not the property of the participant in The GM Card Earnings and Redemption Allowance Program. GM Card Earnings may not be brokered, bartered or sold, and may not be transferred as part of a domestic relations matter.

TAX LIABILITY

As the primary GM Cardmember, you are solely responsible for the determination of income or other tax liability related to participation in this GM Card Earnings and Redemption Allowance Program. GM, Household Bank (SB) N.A. and Household Bank (Nevada) N.A. (the issuing banks) and Household Credit Services, Inc. (the servicer) do not make any representations as to The GM Card Earnings and Redemption Allowance Program participants' current or future tax consequences as a result of crediting, transfer, use, redemption, termination or disposition of GM Card Earnings.

P.06
JUN-24-2003 09:15

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

To: Ron Bartow
Fax#: 18664302713
From: Rhonda Eakins
Jun 04, 2003

Re: /CHV0341873
TotalPages: 3

Customer Claim Form

Case Number : [redacted]
Contact Date : 05/20/03
Start Date : 05/20/03
Have you contacted the mfr regarding your claim.? ☒ YES ☐ NO

Customer Name Address

[redacted]
TAMPA, FL [redacted]

Day Phone : [redacted]
Fax Number [redacted]
Customer Contact Info:

Evening Phone:
E-mail address : [redacted]

Vehicle Information

Name(s) that appear on vehicle title: Robert W. Clark
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: 20852
Vehicle Identification Number: 1GNDS13S22[redacted]
Servicing Dealer/City/State : Ferman Motors,
Selling Dealer/City/State : Ferman Motors, Tampa, FL
Insurance Carrier : State Farm 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: 05/22/01 Mileage at purchase: 4
Purchased As : New
Is the vehicle in your possession? yes
Lienholder's Name: none
Address:
City/St/Zip:
Phone: ( ) -
Lienholder Acct # :

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

I request my vehicle bought back at fair market value.

Request that my vehicle be repurchased at amount determined under Florida Lemon Law.

Signature of Owner(s) [redacted] Date 5/27/03

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: Mr. [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
headlight not working	Ferman Motors	yes	3	7-9-02 10-9-02	13297 15580	3 1
engine straining to shift gears	" "	~~no~~ yes	2	6-18-02 7-9-02 10-9-02	13139 13297 15580	1 3 1
failure to start on several occasions	" "	no	3	6-21-02 7-9-02 9-30-02	13283 13297	1 3 1
engine running loud - idles high	" "	no	2	6-18-02	13138	1
car would not turn over, key stuck in ignition	" "	no	2	6-21-02 4-14-03	13,283 20,151	6 1
ses light comes on	" "	no	2	6-18-02 4-14-03	13,138 20,151	1 1
Vehicle has problems that appear to be interrelated-engine runs loud and strains to shift gears (2 repairs) which later resulted in the car failing to start (3 repairs) and headlight failure (3 repairs). Headlights are currently not operable.						
*no repair order given.						

(Please indicate whether each problem is current)

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

Attorneys & Counselors at Law

100 NORTH TAMPA STREET
SUITE 2120
TAMPA, FL 33602
P.O. BOX 2939 - 33601

TELEPHONE (813) 226-1880
FACSIMILE (813) 226-1879
www.sclegal.com

Fax Cover Sheet

Date: May 19, 2003

To
Name: Rebecca Johnson
Company: General Motors
Fax No.: 866-215-6750
Phone No.: 800-231-1841 ext. 57716

From
Name: [redacted]
Charge Code: Personal

Number of Pages Including this Page: 2

This facsimile transmission is intended for the addressee indicated above. It may contain information that is privileged, confidential, or otherwise protected from disclosure. Any review, dissemination, or use of this transmission or its contents by persons other than the addressee is strictly prohibited. If you have received this transmission in error, please notify us immediately by telephone.

Message: Being transmitted herewith is my letter of this date.

Please notify us immediately if any pages are not received.

Transmitted by:_____

SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

ATTORNEYS & COUNSELORS AT LAW

JOHN C. BIERLEY
ROBERT W. CLARK
JAMES C. DELESIE, SR.
J. CRAIG DELESIE, JR.
K. MITCH ESPAT
DAVID J. KADYK
D. JAMES KADYK
JOHN H. MUELLER
NANCIE J.M. NEAL
H. VANCE SMITH

100 NORTH TAMPA STREET
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TAMPA, FLORIDA 33602
POST OFFICE BOX 2939 - 33601
TELEPHONE (813) 226-1880
FACSIMILE (813) 226-1879
RCLARK@SCLEGAL.COM

J. DANFORTH BROWNE
(1921 - 2001)

CHARLES F. CLARK
(1918 - 1998)

May 19, 2003

VIA FACSIMILE

Rebecca Johnson
General Motors Corporation
P.O. Box 33170
Detroit, Michigan 48232

Re: [redacted] Vin No. 1GNDS13S2[redacted]
Case No [redacted]

Dear Ms. Johnson:

Please accept this as a follow up to our telephone conversations and my letters to you of April 11, 2003 and April 14, 2003, concerning my 2002 Chevrolet Trailblazer.

I explained to you that all of the problems with my vehicle appear to me to be interrelated. They start with the truck straining to shift gears and then thereafter the headlights and/or the battery fail. Since the April 15, 2003 final inspection one of the headlights has now failed.

Since I have previously completed the Florida Lemon Law Motor Vehicle Defect Notification and General Motors has had an opportunity to perform the final inspection, it is my understanding that I am now obligated to arbitrate before the Better Business Bureau. I am therefore in the process of filing my arbitration claim with the Better Business Bureau.

[redacted]

RWC:jc

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

...delivery.
...upon receipt, please telephone:
Name: _____
Tel. No.: ( ) _____

DESTINATARIO
El remitente ha requerido notificación inmediata contra entrega.
Por favor llame a:
Nombre: _____
Teléfono: ( ) _____

UNITED STATES POSTAL SERVICE
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U.S. POSTAGE
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33601
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EXPRESS MAIL
UNITED STATES POSTAL SERVICE
www.usps.com

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[redacted]

Addressee Copy
Label 11-B September 2002

EXPRESS MAIL
UNITED STATES POSTAL SERVICE®

Post Office To Addressee

ORIGIN (POSTAL USE ONLY)			
PO ZIP Code 33601	Day of Delivery ☐ Next ☐ Second	Flat Rate Envelope ☐	
Date in Mo. Day Year	☐ 12 Noon ☐ 3 PM	Postage $ 13.65	
Time in ☐ AM ☐ PM	Military ☐ 2nd Day ☐ 3rd Day	Return Receipt Fee	
Weight lbs. oz.	Int'l Alpha Country Code	COD Fee $	Insurance Fee
No Delivery ☐ Weekend ☐ Holiday	Acceptance Clerk Initials	Total Postage & Fees $ 13.65	

FROM: (PLEASE PRINT) PHONE ( ) 222-1277

APR 0 8 2003

DELIVERY (POSTAL USE ONLY)		
Delivery Attempt Mo. 4 Day 8	Time ☐ AM ☐ PM	Employee Signature
Delivery Attempt Mo. Day	Time ☐ AM ☐ PM	Employee Signature
Delivery Date Mo. Day	Time ☐ AM ☐ PM	Employee Signature

CUSTOMER USE ONLY

PAYMENT BY ACCOUNT
Express Mail Corporate Acct. No.

Federal Agency Acct. No. or Postal Service Acct. No.

NO DELIVERY ☐ Weekend Holiday ☐

☐ WAIVER OF SIGNATURE (Domestic Only)
Additional merchandise insurance is void if waiver of signature is requested.
I wish delivery to be made without obtaining signature of addressee or addressee's agent (if delivery employee judges that article can be left in secure location) and I authorize that delivery employee's signature constitutes valid proof of delivery.

Customer Signature

TO: (PLEASE PRINT) PHONE ( )

P.O. BOX 33170

4 8 2 3 2 + 5 1 7 2
ZIP + 4

FOR PICKUP OR TRACKING CALL 1-800-222-1811
www.usps.com
EMS
PRESS HARD. You are making 3 copies.

SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

ATTORNEYS & COUNSELORS AT LAW

100 NORTH TAMPA STREET
SUITE 2120
TAMPA, FLORIDA 33602

Chevrolet Motor Division
Customer Assistance Center
P.O. Box 33170
Detroit, Michigan 48232-5170

Motor Vehicle Defect Notification

(Please print clearly in ink)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- ○ **The vehicle has been out of service at least 15 days to repair one or more substantial defects.**
- ⊙ **3 or more repair attempts have been made to repair the same substantial defect or condition.**

Description of continuing defect(s) or condition(s)
SEE ATTACHED DESCRIPTION OF PROBLEMS

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make Chevrolet Model Trailblazer Year 2002

VIN 1GNDS13S12[redacted] Date of Delivery 5/22/01

Name and City/State of selling dealer or leasing company (if applicable)
Ferman Chevrolet, 9751 Adamo Drive, Tampa, Florida 33619

Name and City/State of authorized service agent(s) attempting previous repairs:
Ferman Chevrolet, 9751 Adamo Drive, Tampa, Florida 33619

Consumer [redacted]
Address [redacted]
Tampa, Florida [redacted]

Home ph[redacted]
Work ph[redacted]
Signature [redacted]
Date Mailed 4/7/03

(1/98)

See attached description of problems.

MOTOR VEHICLE DEFECT NOTIFICATION (continued from page 1)
[redacted]

The problem with the truck started with the engine straining to shift gears and seeming to struggle to reach higher speeds. This was initially checked and supposedly fixed on June 18, 2002. After that repair was supposedly made, it resulted in trips back to the dealer on June 26, 2002, July 11, 2002, September 30, 2002, and October 9, 2002. The truck would not start at all on June 26, 2002, July 11, 2002 and September 29-30, 2002. The dealer towed the truck in at its own expense because it would not start on September 30, 2002, but did not give me a repair order. The dealer claimed that the truck started and that there was nothing wrong with it. Failure of the headlights was supposedly fixed on July 11, 2002 and October 9, 2002. All the problems appear to relate to the same defect. The car is again running loudly and straining to shift gears just as it did on June 18, 2002, which precipitated the alleged battery problems when it did not start and the headlight problems.

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
Tampa, FL [redacted]

Service request: [redacted]

Dear Mr [redacted]

Thank you for your recent correspondence dated April 8, 2003. We are sorry you are dissatisfied with your 2002 Chevrolet TrailBlazer. Our continued success depends upon the satisfaction our customers receive.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review your concerns we will be in contact with you to discuss this matter further.

Sincerely,

Rebecca Johnson
Customer Relationship Manager

LC0030-T/th

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

Attorneys & Counselors at Law

100 NORTH TAMPA STREET
SUITE 2120
TAMPA, FL 33602
P.O. BOX 2939 - 33601

TELEPHONE (813) 226-1880
FACSIMILE (813) 226-1879
www.sclegal.com

Fax Cover Sheet

	Date:	**April 14, 2003**
To	**Name:**	**Rebecca Johnson**
	Company:	**General Motors**
	Fax No.:	**866-215-6750**
	Phone No.:	**800-231-1841 ext. 57716**
From	**Name:**	[redacted]
	Charge Code:	**Personal**
	Number of Pages Including this Page:	**2**

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Message: Being transmitted herewith is my letter of this date.

Please notify us immediately if any pages are not received.

Transmitted by:_____

SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

ATTORNEYS & COUNSELORS AT LAW

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RCLARK@SCLEGAL.COM

J. DANFORTH BROWNE
(1921 - 2001)

CHARLES F. CLARK
(1918 - 1998)

April 14, 2003

VIA FACSIMILE

Rebecca Johnson
General Motors Corporation
P.O. Box 33170
Detroit, Michigan 48232

Re: [redacted]
Case No. [redacted]

Dear Ms. Johnson:

This will confirm our telephone conversation of this date in which you advised me that General Motors would perform its final inspection on my vehicle on April 15, 2003.

[redacted]

RWC:jc

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

BBB AUTO LINE

NOTICE OF HEARING/INSPECTION

Date: 06/05/03 Case Number: [redacted]

Customer: [redacted]

Business: Chevrolet

Mfr-Info: 1716 FL 1GNDS13S22[redacted]

Arbitrator(s): Ms. Deana Marshall

Hearing Date, Time, Place: 06/19/03 2:30 PM

BBB of West Florida, Inc.

2653 McCormick Drive

Clearwater FL 337590000

Manner in Which Parties Will Participate:

Customer is being represented by : yes Self no Attorney

Attorney Name:

Attorney Phone Number:

Attorney Fax Number:

Customer:	☒ in person	☐ by phone	☐ in writing
Manufacturer:	☐ in person	☒ by phone	☐ in writing

INSTRUCTIONS

1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.
3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.

Hearing Site Phone Number: 7275355483 Hearing Site Fax Number: 7275305863

BBB AUTO LINE

ARBITRATOR SELECTION LIST

Customer: [redacted]

Case Number: [redacted]

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: Deana Marshall

Arbitrator's Occupation: legal representation

Arbitrator's Biography:

Ms. Marshall's legal education and employment experience have prepared her to be effective and impartial. She thoroughly understands how to apply the law to the facts of the particular case.

BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 06/04/03 Case Number: [redacted]

Customer: [redacted]

Business: Chevrolet

Mfr-Info: 1716 FL 1GNDS13S22[redacted]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Chevrolet Trailblazer
Year : 2002

All parties named above submit to arbitration the following:

1) headlight
2) engine straining to shift gears
3) failure to start
4) engine loud
5) not turn over/key stuck
6) ses light comes on

The parties have come to agreement on the following: N/A

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase
Manufacturer : Denial

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are:
Purchase price: $29,131.50 ($32,500.00 minus $3,368.50 rebate)
*tire/battery fee: $6.50
*dealer fee: $299.95
*sales tax: $1,068.39
*county tax: $27.50
*tag, title & fees: $128.00

BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 06/04/03 Case Number: [redacted]

Customer: [redacted]

Business: Chevrolet

Mfr-Info: 1716 FL 1GNDS13S222[redacted]

*other incidental / collateral charges: (to be determined)
*earned finance charges: (to be determined)
TOTAL: (to be determined)

(* Indicates additional remedies that can only be included if a lemon law repurchase is awarded)

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: N/A

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

SMITH CLARK DELESIE BIERLEY MUELLER & KADYK
ATTORNEYS & COUNSELORS AT LAW
100 NORTH TAMPA STREET
SUITE 2120
TAMPA, FLORIDA 33602

22

APR 11 '03
FL

U.S. POSTAGE
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RECEIVED
APR 15 2003
MSXI

Rebecca Johnson
General Motors Corporation
P.O. Box 33170
Detroit, Michigan 48232

48232451 70 51

SMITH CLARK DELESIE BIERLEY MUELLER & KADYK

ATTORNEYS & COUNSELORS AT LAW

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RCLARK@SCLEGAL.COM

J. DANFORTH BROWNE
(1921 - 2001)

CHARLES F. CLARK
(1918 - 1998)

April 11, 2003

VIA FACSIMILE and Regular Mail
Rebecca Johnson
General Motors Corporation
P.O. Box 33170
Detroit, Michigan 48232

Re: [redacted]
Case No[redacted]

Dear Ms. Johnson:

Please accept this as a follow up to our telephone conference of April 10, 2003 concerning this matter.

As I explained to you in our telephone conference, I believe all of the problems that I have experienced with my Trailblazer are interrelated. If General Motors wants to exercise its right to designate a repair facility to conform the motor vehicle to the warranty within the applicable ten day period, please advise me immediately.

In our telephone conference you indicated that you would only consider whether the car would start if you made such an inspection and none of the other defects qualified for such an inspection. However, you also said you would not waive any of your rights.

In the interim, I have a car that is barely operable, which I consider unsafe to drive. It will be a great help to me if General Motors would either exercise its rights to designate a reasonably accessible repair facility to conform the car to the warranty or waive its right

Thank you for your consideration.

[redacted]

RWC:jc

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

CHEVROLET

C03019

June, 2003

Dear Chevrolet Customer:

As the owner of a 2002 Chevrolet TrailBlazer your satisfaction with our product is very important to us. Your vehicle was provided with a new vehicle warranty, which covers certain parts of your vehicle for a specified period. These warranties are of considerable value to you if you should experience problems with your vehicle.

This letter is intended to make you aware that some 2002 model year Chevrolet TrailBlazer model vehicles may experience a cracking of an engine cylinder bore liner. This will cause engine noise, poor performance, and/or stalls with no engine re-start.

This is not a recall. Do not take your vehicle to your Chevrolet dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: To address the above mentioned condition, General Motors is providing owners with special warranty coverage. If this condition occurs on your 2002 Chevrolet TrailBlazer within seven (7) years of the date your vehicle was originally placed in service or 100,000 miles (160,000 km), whichever occurs first, the condition will be repaired for you at **no charge**.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to call the service department at 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. Keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special policy condition. Reimbursement requests are to be submitted by June 30, 2004.

GENERAL MOTORS
SPECIAL POLICY CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this special policy condition corrected before June 27, 2003, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check from General Motors,
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the Chevrolet Customer Assistance Center at 1-800-630-2438. The deaf, hearing impaired, or speech impaired should call 1-800-833-2438 (Utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

If you experience any trouble scheduling your vehicle or you have any questions regarding this recall action, please contact the Chevrolet Customer Assistance Center at 1-800-630-2438. The deaf, hearing impaired, or speech impaired should call 1-800-833-2438 (Utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

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.

Chevrolet Motor Division
General Motors Corporation

Enclosure

03019

GENERAL MOTORS
SPECIAL POLICY CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT

Date Claim Submitted: _____

Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ ZIP Code _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: $_____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
  (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this special policy.

Claimant's Signature: _____

Please mail this claim form and the required documents to:

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

All recall reimbursement questions should be directed to the following number:
1-800-204-0261



Recall Information Processing Center
P.O. Box 8056
Royal Oak, MI 48068-8056

00000114718 42875
03019 1GNDS13S22[redacted]-I
[redacted]
TAMPA FL [redacted]

DAJMSMM 33623

May, 2003

Dear Chevrolet Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall: General Motors has decided that certain 2002 model year Chevrolet TrailBlazer and TrailBlazer EXT vehicles fail to conform to Federal Motor Vehicle Safety Standard 114, Theft Protection. These vehicles are equipped with a mechanical override that could allow the ignition key to be removed with the shift lever in a position other than PARK, and have an override that can allow the transmission to be shifted out of PARK with the ignition in the OFF position. These overrides are not permitted unless the vehicle has a locking steering column and the overrides have covers that can only be removed with a screwdriver or other tool.

In addition, these vehicles may have an intermittent condition at vehicle start-up in which the instrument panel cluster may not power up, resulting in most of the displays, telltale lights, and functions being inoperative.

What Will Be Done: To eliminate these conditions, your Chevrolet dealer will disable the overrides, reprogram the instrument panel cluster, and update your Owner's Manual. These services will be performed for you at no charge.

How Long Will The Repair Take? These service corrections will take approximately 35 minutes. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Contacting Your Dealer: Please contact your Chevrolet dealer as soon as possible to arrange a service date. Parts are available and instructions for making this correction have been sent to your dealer. Your Chevrolet dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the Chevrolet Customer Assistance Center at 1-800-630-2438. The deaf, hearing impaired, or speech impaired should call 1-800-833-2438 (utilizes Text Telephones, TTY).

If, after contacting the Chevrolet Customer Assistance Center, you are still not satisfied that 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, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

CHEVROLET PONTIAC Oldsmobile BUICK Cadillac GMC

GM OWNER: Present this card to your GM dealer to help identify the correction required to your vehicle.
PLEASE CHECK (X) THE APPROPRIATE BOX IF ANY OF THE CONDITIONS LISTED BELOW ARE APPLICABLE.
SUPPLY THE INFORMATION REQUESTED AND RETURN IN THE ENVELOPE PROVIDED.

☐ I have never owned this vehicle ☐ Vehicle damaged beyond repair ☐ Vehicle stolen and not recovered

☐ Campaign Completed on Date ____/____/____ by ☐ Self ☐ Other ☐ Vehicle Sold/Traded/Returned to:

00000114718
03013 1GNDS13S22[redacted]C-I
[redacted]

NEW OWNER/FIRM NAME

ADDRESS

CITY STATE ZIPCODE

(AREA CODE) PHONE NUMBER

Customer Reply Card: The attached customer reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the attached and mailing it in the postage paid envelope.

Courtesy Transportation: If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Chevrolet Motor Division
General Motors Corporation

Enclosure



Recall Information Processing Center
P.O. Box 8056
Royal Oak, MI 48068-8056

SAFETY RECALL NOTICE

DAJHSMM 30624

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
Tampa, FL [redacted]

Service request: [redacted]

Dear Mr [redacted]

Thank you for your recent correspondence dated April 8, 2003 regarding your 2002 Chevrolet TrailBlazer. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

Unfortunately, my attempts to contact you have been unsuccessful to schedule a repair opportunity for your vehicle. I have tried to contact you on the following dates April 16, 2003 and April 17, 2003, I left a message but did not receive a returned call.

As soon as you are available, I need you to contact me to schedule a repair opportunity for your vehicle.

Please contact me at 1-800-231-1841 extension 57716 Monday through Friday Eastern Standard Time 8:00 a.m. to 4:00 p.m. and I would be happy to assist you.

Sincerely,

Rebecca Johnson
Customer Relationship Manager

LC0033-T/mm

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
Chino, CA [redacted]

Service Request: S1-91057908

Dear Mr. [redacted]

Thank you for your recent comments regarding your 2002 Chevrolet TrailBlazer. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our Chevrolet Customer Assistance Center to resolve your concern. If this is not the case and 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 Managers will be happy to assist you. 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,

Kenneth Harrelson
Customer Relationship Manager

SU0003-T/rt

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]

Chino CA [redacted]

Dear [redacted]

Our records indicate that you had your **2002 Trailblazer serviced at Rancho Valley Chevrolet on March 5, 2003.** 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 Rancho Valley 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 MARCH 5, 2003, 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?	X	☐	☐	☐	☐

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

	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?	X	☐	☐	☐	☐

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?	X	☐	☐	☐	☐

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

	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?	X	☐	☐	☐	☐	☐

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

Please complete other side

1GNDS13S022[redacted] 20530

CSI 100860

21309090989 00000114548 113456 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

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
11. When you picked your vehicle up, how satisfied were you with:					
– The time it took to complete the transaction?	☐	☒	☐	☐	☐
– 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)

5 TRIPS AND 18 DAYS IN THE SHOP AND I'm STILL NOT SURE IF ITS REPAIRED

- ☐ 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 Rancho Valley 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: _____

Vehicle: MY VEHICLE HAS NOW BEEN "FIXED" AFTER 5 TRIPS AND 18 DAYS IN THE SHOP FOR THE "EXACT SAME" THING → ELECTRICAL → GAUGES AND LIGHTS GO OUT

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

05

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

0500

1GNDS13S02[redacted] 20530

21309090989 6292786909 113456

Ver. 2

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

December 12, 2017

[redacted]
Calhoun, GA [redacted]

Service Request [redacted]

Dear Mr [redacted]

Chevrolet is pleased to provide service coverage for the Tail Light Assembly on your 2002 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDS13S022416515. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until March 19, 2007, or 60,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

Tail light assembly rear circuit boards.

Chevrolet will not be responsible for conditions arising from tampering, abuse, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your TrailBlazer. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership.

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,

Justin Hill
Customer Relationship Manager

RS0025-P

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

RVDC Active Case # 57386

GM RVDC

RVDC Case# 57386

BRC Case Number	[redacted]
Customer Name	[redacted]
Original VIN	1GKDT13SX2[redacted]
BAC	116248
Dealership Name	DENNY HECKER'S CADILLAC-PONTIAC-GMC,
Dealer Contact/Title	Ron Bibeau, Svc Mgr
Dealer Phone	6514302900
Dealer Fax	6514301162
Delivery Date	2002-07-01
Buyback Mileage	10755
Transmission	A
UCC Code(s)	R4202 R1002
MSRP	38320.00
NADA	23350.00
Case Number	57386
TAC Case Number	6388090
Type of Transaction	TR
Replacement VIN	1GKDT13S132[redacted]
Repurchase Type	AVM Voluntary
Repurchase Source	PRA AVM Christopher Sterling
Reason for Repurchase: Radio and Lights Intermittently turn off	

Vehicle Is going to: Auction	Is Vehicle Drivable? Y	Issue 1099?
Dealer Admin Fee Applies? Y	Issue Release Y	
This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase		
Retrieve Sales Tax? N	Title Brand?	
Reason for not Retrieving Sales Tax: TRADE REPURCHASE		
Original Sales Tax Paid in State: MN	Repurchased Under Laws of State: MN	
Vehicle Meets Presumption of LEMON LAW? Y		
Closing Schedule: 2003-06-27	Established on: 2003-06-20	
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: 0.00	Lien Payoff Expires on:	Per Diem: 0.00
Customer Due to GM: 0.00		Dealer Due GM: 0.00

Check Information

	Customer	***Lienholder***	***Plaintiff's Attorney***	
Check Amt:	33574.15		Check Amt:	0.00
Payee1:	[redacted]	Payee1:	Payee1:	
Payee2:	Denny Hecker's Pontiac-GMC Inc	Payee2:	Payee2:	
Address1:	5445 Jamaca Blvd N	Address1:	Address1:	
Address2:		Address2:	Address2:	
City:	[redacted]	City:	City:	
State:	MN	State:	State:	
Zip	[redacted]	Zip	Zip	
Phone #:	[redacted]	Phone #:	Phone #:	
Fax #:		Fax #:	Fax #:	
		Attention:	Attention:	
		Account #:	Fed Tax ID:	
			Firm Name:	

Case ID [redacted] Initiator: wasikg

JUN 2 2 2003

GENERAL MOTORS
BUSINESS RESOURCE CENTER
TRADE REPURCHASE CHECKLIST

	APP			APP	
____		CHECK REQUEST FORM (CIF)	____	ML	SIGNED BILL OF SALE ON ORIGINAL VEHICLE
____	MW	RVDC CALCULATION WORKSHEET	____		SIGNED SETTLEMENT OFFER LETTER
____	____	SIGNED BILL OF SALE ON NEW VEHICLE	____		SIGNED RELEASE AGREEMENT
____	MW	INVOICE ON REPLACEMENT VEHICLE	____	____	SIGNED DEALER CONFIRMATION LETTER
____	MW	PRA FORM	____		RVDC SPECIAL INSTRUCTIONS FORM
____		INCENTIVE SHUT-OFF REQUEST	____	____	DEALER PROFIT OTHER THAN ADMIN FEE
____		COPY OF TITLE OR REGISTRATION	____	____	INVOICE FOR ATTORNEY FEES (If Applicable)
____	ML	WARRANTY HISTORY	____	____	REPAIR ORDERS FOR REASON FOR REPURCHASE
____	ML	INVOICE ON ORIGINAL VEHICLE			(FLORIDA ONLY)

☐ Substitution of Collateral ☐ New Retail/Lease Contract

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	[redacted]
VIN#	1GKDT13SX2[redacted]
Year-Make and Model:	2002 GMC Envoy

LIENHOLDER INFORMATION:

Lienholder Name:	
Lender Contact Person and Date:	
Physical Address:	
City/State/Zip	
Phone:	
Fax Number:	
Account Number:	
Dealer Buyout/Payoff Amount:	
Buyout/Payoff Expiration Date:	
Per Diem:	

NO LIEN

Additional Information

GW

BRC REPURCHASE WORKSHEET

File Number [redacted]

Customer Name [redacted]

Worksheet filled out by: *Gayle Wasik*

Old Vehicle VIN: 1GKDT13SX[redacted]

New Vehicle VIN: 1GKDT13S132[redacted]

Date: 6/10/03

TRADE REPURCHASE		BILL OF SALE	
Acct [redacted] Vehicle Costs	35,103.15	Purchase Price (New Unit)	35,479.15
Adjustment to line 1	0.00		
Conversion Cost	376.00	State Sales Tax	123.83
Tax	0.00		
Luxury Tax	0.00	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	0.00		
Miscellaneous	0.00	Reg./Lic./Title Fees (opt)	415.50
Other	0.00		
State Fees	0.00	Additional Aftermarket Items	0.00
Cost to transfer Aftermarket Items	0.00	State Fees	0.00
Service Contracts/GMPP	0.00		
Attorney's Fees	0.00	Miscellaneous	0.00
Transportation Fees	0.00		
		Other	0.00
Total Replacement Price	35,479.15		
		Subtotal	36,018.48
Tax	123.83		
Luxury Tax	0.00	Trade In	33,574.15
Reg./Lic./Title Fees (opt)	415.50		
Additional Aftermarket Items	0.00	Payoff	0.00
Usage/Depreciation	0.00	Net Allowance	33,574.15
Damage	0.00		
Upgrade	1,905.00	**Deposit (from GM)**	**0.00**
Downgrade (deducted)	0.00		
Reimbursement of Aftermarkets	0.00	**Total Balance Due**	**2,444.33**
Other	0.00		
Total Customer Cost	2,444.33	**Amount to Dealer for additional Fees**	**0.00**
Trade Repurchase Amount	33,574.15		
			6/10/03
		GM Authorized Signature	Date
Total Payoff Amount	**0.00**		
PAYOFF GOOD THRU(mm/dd/y			
Dealer Due to GM	NA		
GM Due to Dealer	33,574.15		
Estimated Auction Price	23,350.00	****This is a "work in process" until signed**	
Projected (Loss)	(10,224.15)	**by a GM Authorized Representative****	

MADA SERVICES, INC (651) 291-0400 MADA-DH-BG100 7/99

Denny Hecker's
CADILLAC
PONTIAC-GMC

14702 North 60th St.
Stillwater, MN 55082
Phone: (651) 430-2900
Fax: (651) 430-1162

WI PC
NP REF
PHONE

SAW AD 22779 YES XX NO
WHERE
DATE 06/19/03

[redacted] FIRST [redacted] MIDDLE ANN DOB 01 [redacted]

BUYER #2-LAST FIRST MIDDLE DOB DL# 2

STREET ADDRESS [redacted] HOME PHONE [redacted]

CITY LAKE ELMO STATE MN COUNTY WASHINGTON ZIP [redacted] STOCK #

YEAR	MAKE	MODEL	COLOR	SALESPERSON
2003	GMC	ENVOY		THOMAS J COLLINS

Ser. No. 1GKDT13S132 [redacted] SSN 1 SSN 2

DEALERSHIP DESCRIPTION OF VEHICLE SOLD:

NEW VEHICLE 2003 GMC ENVOY CUSTOMER'S SIGNATURE _____ MGR'S INITIALS _____

DLR DEMO _____ CUSTOMER'S SIGNATURE _____ MGR'S INITIALS _____

USED VEHICLE _____ CUSTOMER'S SIGNATURE _____ MGR'S INITIALS _____

RENTAL RETURN _____ CUSTOMER'S SIGNATURE _____ MGR'S INITIALS _____

LEASE RETURN _____ CUSTOMER'S SIGNATURE _____ MGR'S INITIALS _____

DO NOT SIGN UNLESS DEALERSHIP HAS DESIGNATED WHAT KIND OF VEHICLE YOU HAVE PURCHASED

TRADE IN VEHICLE

YEAR	MAKE	MODEL	LIC #	EXP. DATE
2002	GMC			

BODY ENVOY MILEAGE N/A SERIAL NO. 1GKDT13SX22 [redacted]

OWNER DESCRIPTION OF TRADE IN VEHICLE:

ACTUAL MILES N/A CUSTOMER'S SIGNATURE _____ MGR'S INITIALS _____

MILES UNKNOWN N/A CUSTOMER'S SIGNATURE _____ MGR'S INITIALS _____

HAIL DAMAGE VEHICLE _____ CUSTOMER'S SIGNATURE _____ MGR'S INITIALS _____

SALVAGE TITLE _____ CUSTOMER'S SIGNATURE _____ MGR'S INITIALS _____

I certify that the vehicle I am trading in is free and clear of any liens except: _____
Buyer's Signature ✓ _____

Transferor (seller) hereby certifies, to the best of his/her knowledge, that the pollution control system on this vehicle, including the restricted gasoline pipe, has not been removed, altered, or rendered inoperative.

DEALER'S DISCLAIMER OF WARRANTY

The Dealer expressly disclaims all warranties, either express or implied on the vehicles sold, except any warranties altered and explained in Paragraphs 10 through 13 on the back of this contract. Buyer acknowledges receiving this information before the sale and further acknowledges having read and understood the provisions on the back of this contract.

Buyer's Signature ✓ _____

PURCHASE PRICE	35479.15	PAY-OFF ON TRADE-IN	N/A
AFTERMARKET TAXABLE	N/A	TOTAL PRICE	2444.33
TAX EXEMPT	N/A	CASH DEPOSIT	N/A
CUSTOMER REBATE	N/A	CASH DOWN	N/A
OTHER REBATE	N/A	BALANCE DUE AT DELIVERY OR FINANCE AMOUNT	2444.33
TRADE ALLOWANCE	33574.15		
SUBTOTAL	1905.00		
TAX 6.50 %	123.83		
DOCUMENT ADMINISTRATION FEES	[redacted] 50.00		
LICENSE	394.00		
TITLE & TRANSFER FEES	21.50		

UNLESS YOU WERE OTHERWISE INFORMED, IF A SERVICE CONTRACT WAS PURCHASED, PLEASE BE ADVISED THAT THE COVERAGE IS NOT PROVIDED BY [redacted] CORPORATION, ITS PARENT, SUBSIDIARIES OR ITS AFFILIATES ✓ [redacted]

THE FOLLOWING AFTERMARKET ITEM(S) NOT WARRANTED BY _____.

CUSTOMER SIGNATURE ✓ _____

REBATES **REBATE AMOUNT**

REBATE TO DEALER N/A CUSTOMER'S SIGNATURE _____ MGR'S INITIALS _____

REBATE TAKEN OFF PRICE N/A CUSTOMER'S SIGNATURE _____ MGR'S INITIALS _____

REBATE ADDED TO TRADE N/A CUSTOMER'S SIGNATURE _____ MGR'S INITIALS _____

REBATE AS CASH DOWN N/A CUSTOMER'S SIGNATURE _____ MGR'S INITIALS _____

The front and back of this CONTRACT comprise the entire CONTRACT affecting this purchase. The DEALER will not recognize any verbal agreement, or any other agreement or understanding of any nature. You certify that no credit has been extended by dealer for the purchase of this motor VEHICLE. You certify that you are 18 years of age or older, and acknowledge receiving a copy of this contract.
The terms of this CONTRACT were agreed upon and the CONTRACT signed in this dealership on the date noted at the top of this form. If DEALER is arranging credit for YOU, this CONTRACT is not valid until a credit disclosure is made as described in Regulation Z and you have accepted the credit extended. NOTICE OF SALESPERSON'S LIMITED AUTHORITY. This contract is not valid unless signed and accepted by Sales manager or Officer of Dealership.

IMPORTANT: THIS MAY BE A BINDING CONTRACT AND YOU MAY LOSE ANY DEPOSITS IF YOU DO NOT PERFORM ACCORDING TO ITS TERMS.

CUSTOMER(S) AUTHORIZES DEALERSHIP TO OBTAIN A CONSUMER CREDIT REPORT IN CONNECTION WITH THE FINANCING OF THIS VEHICLE.

Accepted _____ _____
Buyer's Signature Accepting Terms of Contract

This ODOMETER DISCLOSURE STATEMENT and ASSIGNMENT Refers to Vehicle Being Sold

Federal and State Law require 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 (we), DENNY HECKER'S CADILLAC-PONTIAC-GMC (Dealership Name, Print), the owner(s) of the vehicle described below, certify the vehicle is free of all security interests, warrant title, assign the registration tax and the vehicle to the person(s) named below and certify that the odometer now reads N/A (no tenths) miles and to the best of my knowledge the odometer mileage is:

394
21.50

February 13 05:45	BARS	NAODLRAC07	FRT Dealer:30239

2003 ENVOY 4WD (4-DOOR) — PONTIAC/GMC DIVISION
86U MAGNETIC RED METALLIC /L6G — GENERAL MOTORS CORPORATION
952 MEDIUM VENTER — 100 RENAISSANCE CENTER
ORDER NO. FKKV9T/TRF [redacted] STOCK NO. — DETROIT MI 48243-1114
VIN 1GK DT13 81 32[redacted] — VEHICLE INVOICE $AD80018729

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TT15506 ENVOY 4WD (4-DOOR)	35320.00	31964.60	INVOICE 02/13/03
AJ7 SIDE IMPACT AIR BAGS	350.00	301.00	SHIPPED 02/11/03
BVE RUNNING BOARDS	375.00	322.50	EXP I/T 02/21/03
CF5 POWER SUNROOF	800.00	688.00	INT COM 02/21/03
C5N GVW RATING - 5,750 LBS	N/C	N/C	PRC EFF 02/11/03
FE9 50-STATE EMISSIONS	N/C	N/C	KEYS $151F $151F
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	WFP-F QTR OPT-1
G67 LOAD LEVELING SUSPENSION	375.00	322.50	BANK: GMAC - 007
G80 LOCKING DIFFERENTIAL	270.00	232.20	CHG-TO 30-239
K05 ENGINE BLOCK HEATER	35.00	30.10	
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	SHIP WT: 4651
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	HP: 32.1
			GVW: 5750
N80 POLISHED ALUMINUM WHEELS	495.00	425.70	GVWF: 2950
PRC SLT COMFORT & CONVENIENCE PKG	1165.00	1001.90	GVWR: 3200
* RAIN SENSING WIPERS			CMS: 35128.15
* HEADLAMP WASHERS			SUPPLR: 36533.28
* HEATED FRONT SEATS			MRM: 40225.00
* CONTENT THEFT ALARM			NTR: 1/2
* TRAVELNOTE DIGITAL RECORDER			MEMO 1953.75
* 6TR AM/FM STEREO, CD/CASSETTE (REPLACES STD/OPT PKG RADIO)			
* BOSE PREMIUM SOUND SYSTEM			
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
UC6 AM/FM STEREO, W/6 DISC CD CHANGER (REPLACES STD/OPT PKG RADIO)	245.00	210.70	
VK3 FRONT LICENSE PLATE MOUNT	N/C	N/C	
1SC SLT STANDARD PACKAGE	N/C	N/C	
86U MAGNETIC RED METALLIC	95.00	81.70	

TOTAL MODEL & OPTIONS	39575.00	35640.40	ACT 237 35103.15
DESTINATION CHARGE	650.00	650.00	H/B 261 1187.25
LAM DEALER CONTRIBUTION		395.75	ADV 261 395.75
LAM GROUP CONTRIBUTION		197.88	EXP 65A 197.88
TOTAL	40225.00	36884.03	PAY 310 36884.03
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		35166.98	

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.

ROOTSON MOTORS, INC.

REMIT TO GMAC NO. 007
VIN 1GKDT13S132289771
$ 36884.03 INV $AD80018729
DUE 02/21/03 DEALER 30-239

New

403369

Ver.4-9/25/2002

electronic Preliminary Repurchase Authorization (ePRA)

*(**To go from field to field, use the **TAB KEY**)* Reg+Title at DLR

1.Date (mm/dd/yyyy): 04/27/2003
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Lake Elmo, Mn [redacted] Fax to dlr.
5.Primary Customer Phone #: [redacted] Home
6.Additional Customer Phone #: [redacted] Work
7.Customer fax #:
8. Cust Drivers Licenses # [redacted]
9. State tax % rate .065

Wasik 9404964 1 4-28-03 2:05

Customer Vehicle Information No Lien

10.Year/Make/Model: 2002 Gmc Envoy
11.VIN (17 Digits): 1GKDT13SX2[redacted] 2.Current Mileage: 10,755
13.Purchased: NEW

Detail your agreement with the Dealer and Customer on the following items:

Dealership that will handle entire transaction: Be bo
14.Dealership Name: Denny Hecker's Routson Motors
15.Dealership Phone #: 651-430-2900
16.Dealership Contact Name and **TITLE**: Ron Bibeau Service Manager
17.Dealership Contact Phone # (if different than Dealership #):
18.Dealership Contact Fax # 651-439-1365
19.Dealership BAC: 116248 Region: North Central

Shelly Schmitt - Title Clerk
Tax 6½%
Trans Fee -

20.What **GOODWILL TOOLS** were offered?

- ☐ Component Coverage Letter
- ☐ Maintenance Letter
- ☐ Owner Loyalty Certificate
- ☐ GM SmartCare
- ☐ GMPP
- ☐ Miscellaneous Reimbursement
- ☐ American Express Check
- ☐ Other
- ☒ NOTHING OFFERED

21.Was a **TRADE** Repurchase offered? YES
22.If this will not be a Trade Repurchase, Please explain Why?

TAC case number is required and if not available, Please explain why not?

23.CAC Case Number: _____ 24.TAC Case Numbe[redacted]
25.If no TAC number, Explain:

26.Reason for Repurchase (Include specific mechanical failure): Radio intermittently goes off, lights go off intermittently. TAC involved, as was RSE. Could not resolve.

27.This case was resolved by: Field Voluntary Decision
28.Does this vehicle meet the presumption of Lemon Law in applicable state? YES
29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).
30.Type of TRANSACTION? TRADE REPURCHASE
31.Vehicle Damage (explain what damage is present and who is responsible): None

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1GKDT13S13[redacted]
33.New Vehicle Year/Make/Model: 2003 Gmc Envoy
34..Upgrade ☒ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 1,905

35.Usage/Depreciation Amount:
(Standard Usage Formula = Current mileage/100,000 *multiplied* by purchase price; **NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)
-Please show how you arrived at this usage amount: 2087/100,000= .02087 X 35,532.00 = $741.55 usage.

36.Aftermarket Items: No

6/6/03 AVM called + states usage should be zero

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other):

37.Lease Termination Terms:

38.Who will be responsible for the **Taxes and/or Fees**? Customer

-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, $ Amount, etc.)
Explain:

39.I have reviewed with the customer what is ***Negative Equity/Overallowance*** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): YES

***NO** Rebates are to be applied to the replacement vehicle*

***GM Card points** are only refunded back to the card; Current points may be applied to replacement vehicle*

Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40.General Comments/Special Instructions:

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 04/27/2003
42.Authorizer Name: Christopher Sterling
43.GM Position: Area Vehicle Manager
44.VoiceMail Node: 630092 Mailbox Number: 8058
45.Email Address: christopher.sterling@gm.com

Save this document using the customers last name plus the last 8 of the VIN as the Filename.
Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com
Forward any supporting documentation to FAX- 866-827-1129

Any questions on lease repurchases or any other unusual circumstances, please contact the BRC Repurchase Group in Tampa at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.

INCENTIVE SHUT-OFF NOTICE

SPECIALIST NAME: Gayle Wasik

DEPARTMENT: BUSINESS RESOURCE CENTER

CUSTOMER: [redacted]

FILE NUMBER: [redacted]

OLD VEHICLE VIN: 1GKDT13SX22[redacted]

REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "*NEW VEHICLE*"

DEALER CODE: 30239

BRAND: 48 - GMC

NEW VEHICLE VIN: 1GKDT13S1[redacted]

SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

06/16/2003

STATE OF MINNESOTA
CERTIFICATE OF TITLE FOR A MOTOR VEHICLE

VEHICLE IDENTIFICATION #	YEAR	MAKE	MODEL/BODY	TITLE NUMBER
1GKDT13SX22 [redacted]	02	GMC	4W ENV	[redacted]

DATE ISSUED	ODOMETER	TAX BASE	CODE	PLATE NUMBER	CENTRAL OFFICE USE ONLY
08/14/02	335	031645	09	[redacted]	

NEW 07/01/02 EXP 06

NO SECURITY INTERESTS DOB 11348

OWNER [redacted]

4033694

[redacted]

LAKE ELMO MN [redacted]

Z

ASSIGNMENT OF OWNERSHIP

ODOMETER DISCLOSURE STATEMENT. I (WE) CERTIFY THAT THE ODOMETER NOW READS 10772 (NO TENTHS) MILES AND TO THE BEST OF MY KNOWLEDGE THE ODOMETER MILEAGE IS:

- ☒ ACTUAL MILEAGE
- ☐ EXCEEDS MECHANICAL LIMITS OF ODOMETER
- ☐ NOT ACTUAL MILEAGE — WARNING ODOMETER DISCREPANCY

DAMAGE DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE THIS VEHICLE
☐ HAS ☑ HAS NOT (CHECK ONE) SUSTAINED DAMAGE IN EXCESS OF 70% ACTUAL CASH VALUE.

POLLUTION SYSTEM DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE THE POLLUTION CONTROL SYSTEM ON THIS VEHICLE INCLUDING THE RESTRICTED GASOLINE PIPE
☐ HAS ☑ HAS NOT (CHECK ONE) BEEN REMOVED, ALTERED OR RENDERED INOPERATIVE.

Assignment: I (we) certify that this vehicle is free from all security interests, warrant title, and assign the registration tax and vehicle to:

SELLER'S PRINTED NAME(S)	DATE OF SALE	BUYER'S PRINTED NAME(S)
	4/4/03	[redacted]
SELLER'S ADDRESS [redacted]	D-10021 LICENSE #	BUYER'S ADDRESS [redacted]
	X	BUYER'S SIGNATURE(S)

IMPORTANT — PLEASE READ: All information collected on a motor vehicle application is required by law and is used to identify your motor vehicle. Failure to provide required information may result in denial of the requested action. Except for certain uses permitted by federal and state laws, personal information contained in your application may not be disclosed to anyone without your express consent. You may expressly consent to the disclosure of your information by writing to the following address:

MINNESOTA DEPARTMENT OF PUBLIC SAFETY
DRIVER AND VEHICLE SERVICES DIVISION
445 MINNESOTA STREET, ST. PAUL, MINNESOTA 55101
PHONE 651-297-2126 TTY 651-282-6555
www.dps.state.mn.us/dvs

PS2700-11

KEEP IN A SAFE PLACE - ANY ALTERATION OR ERASURE VOIDS THIS TITLE

SELLER'S NOTICE OF SALE

When you sell this vehicle, you are responsible to file the information below with the Department of Public Safety *within 10 days.* You may file over the Internet at www.dps.state.mn.us/dvs or complete this post card and mail. **This notice is not required if sold to a licensed dealer.** MN Statute 168A.10

H2260P538 1GKDT13SX22 [redacted]

Title Number Vehicle Identification Number

Date of Sale

Purchaser's Driver License Number (if any)

Purchaser's Full Name Purchaser's Date of Birth

Street Address

City County State Zip Code

PLEASE PRINT

MINNESOTA MOTOR VEHICLE REGISTRATION CARD

YR	MK	MDL
02	GMC	4W ENV

VIN 1GKDT13SX2[redacted]

GROSS VEHICLE WEIGHT/BASE VALUE 031645

PLATE # [redacted] EXP 06/30/03

STICKER # [redacted] TAX 406.00

RECORDED OWNER(S): [redacted]

[redacted]

LAKE ELMO MN [redacted]

Orig

23354

&THSDCS 830295030506O6NAODLRAC07PRT
2002 ENVOY 4WD (4-DOOR)
58U 58 SANDALWOOD METALLIC /L6G
652 MEDIUM OAK
ORDER NO. DXFM6K/TRE [redacted] STOCK NO.
VIN 1GK DT13 SX 22[redacted]

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

MODEL & FACTORY OPTIONS	MSRP	INV AMT
TT15506 ENVOY 4WD (4-DOOR)	34160.00	30914.80
AR9 DELUXE FRONT BUCKET SEATS	N/C	N/C
BVE RUNNING BOARDS	375.00	322.50
B42 REAR CARGO MAT	N/C	N/C
CF5 POWER SUNROOF	800.00	688.00
C5N GVW RATING - 5,750 LBS	N/C	N/C
FE9 50-STATE LOW EMISSION VEHICLE	N/C	N/C
GT5 REAR AXLE - 4.10 RATIO	N/C	N/C
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	N/C	N/C
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	N/C	N/C
R6J CUSTOMER DIALOG NETWORK	0.00	16.50
1SH SLT PREM PACKAGE W/PROFESSIONA	2385.00	2051.10
TOWING (SH)		
* LOCKING DIFFERENTIAL		
* LOAD LEVELING SUSPENSION		
* CONTENT THEFT ALARM		
* POLISHED ALUMINUM WHEELS		
* HEATED FRONT SEATS		
* AM/FM STEREO W/6 DISC CD CHANGER		
* BOSE AUDIO SYSTEM		
* RAIN SENSING WIPERS		
* TRAVELNOTE DIGITAL RECORDER		

RETAIL - STOCK	
INVOICE	03/04/02
SHIPPED	03/04/02
EXP I/T	03/14/02
INT COM	03/14/02
PRC EFF	03/04/02
KEYS	S408E S408E
WFP-S MTH	OPT-2
BANK: GMAC - 007	
CHG-TO	30-295
SHIP WT:	4676
HP:	32.1
GVW:	5750
GVWF:	2950
GVWR:	3200
GMS:	33461.30
SUPPLR:	34799.75
NTR: 1/2	
MEMO	1886.00

POSTED
MAR 06 2002

402497
BV
Sandalwood

PAINT SEALANT $109.00

TOTAL MODEL & OPTIONS	37720.00	33992.90	ACT 237 33461.30
DESTINATION CHARGE	600.00	600.00	H/B 261 1131.60
DEALER CO-OP ADVERTISING		377.20	ADV 261 377.20
TOTAL	38320.00	34970.10	PAY 310 34970.10
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		33326.10	

****
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. 007

402497

Denny Hecker's
CADILLAC
PONTIAC-GMC

14702 North 60th St.
Stillwater, MN 55082
Phone: (651) 430-2900
Fax: (651) 430-1162

WI	PC
NP	REF
PHONE	

SAW AD ☐ YES ☐ NO

WHERE

DATE

BUYER #1-LAST [redacted] FIRST [redacted] MIDDLE DOB [redacted] DL# 1

BUYER #2-LAST FIRST MIDDLE DOB DL# 2

STREET ADDRESS [redacted] HOME PHONE [redacted] WORK PHONE [redacted]

CITY LAKE ELMO STATE MN COUNTY WASHINGTON ZIP [redacted] STOCK # [redacted]

YEAR	MAKE	MODEL	COLOR	SALESPERSON
2003	GMC	ENVOY	SANDALWOOD	THOMAS J. COLLINS

Ser. No. [redacted] SSN 1 SSN 2

DEALERSHIP DESCRIPTION OF VEHICLE SOLD:

NEW VEHICLE 02 GMC CUSTOMER'S SIGNATURE [redacted] MGR'S INITIALS DH

DLR DEMO CUSTOMER'S SIGNATURE MGR'S INITIALS

USED VEHICLE CUSTOMER'S SIGNATURE MGR'S INITIALS

RENTAL RETURN CUSTOMER'S SIGNATURE MGR'S INITIALS

LEASE RETURN CUSTOMER'S SIGNATURE MGR'S INITIALS

DO NOT SIGN UNLESS DEALERSHIP HAS DESIGNATED WHAT KIND OF VEHICLE YOU BUYER PURCHASED

TRADE IN VEHICLE

YEAR	MAKE	MODEL	LIC #	EXP. DATE
1999	GMC	JIMMY	DXH296	
BODY	MILEAGE	SERIAL NO.		
	36732	[redacted]		

OWNER DESCRIPTION OF TRADE IN VEHICLE:

ACTUAL MILES 36732 CUSTOMER'S SIGNATURE [redacted] MGR'S INITIALS PH

MILES UNKNOWN N/A CUSTOMER'S SIGNATURE MGR'S INITIALS

HAIL DAMAGE VEHICLE CUSTOMER'S SIGNATURE MGR'S INITIALS

SALVAGE TITLE CUSTOMER'S SIGNATURE MGR'S INITIALS

I certify that the vehicle I am trading in is free and clear of any liens except: _____
Buyer's Signature ✓ [redacted]

Transferor (seller) hereby certifies, to the best of his/her knowledge, that the pollution control system on this vehicle, including the restricted gasoline pipe, has not been removed, altered, or rendered inoperative.

DEALER'S DISCLAIMER OF WARRANTY

The Dealer expressly disclaims all warranties, either express or implied on the vehicles sold, except any warranties offered and explained for Paragraphs 10 through 13 on the back of this contract. Buyer acknowledges receiving this information before the sale and further acknowledges having read and understood the provisions on the back of this contract.

Buyer's Signature ✓ [redacted]

PURCHASE PRICE	15512.00	PAY-OFF ON TRADE-IN	N/A
AFTERMARKET TAXABLE	N/A	TOTAL PRICE	15512.00
TAX EXEMPT	N/A	CASH DEPOSIT	N/A
CUSTOMER REBATE	2711.35	CASH DOWN	N/A
OTHER REBATE	N/A	BALANCE DUE AT DELIVERY OR FINANCE AMOUNT	12800.65
TRADE ALLOWANCE	6000.00		
SUBTOTAL	9512.65		
TAX 6.5%	1159.70		
DOCUMENT ADMINISTRATION FEES	25.00		
LICENSE	300.00		
TITLE & TRANSFER FEES	21.50		

UNLESS YOU WERE OTHERWISE INFORMED, IF A SERVICE CONTRACT WAS PURCHASED, PLEASE BE ADVISED THAT THE COVERAGE IS NOT PROVIDED BY [redacted] CORPORATION, ITS PARENT, SUBSIDIARIES OR ITS AFFILIATES.

THE FOLLOWING AFTERMARKET ITEM(S) NOT WARRANTED BY _____

CUSTOMER SIGNATURE ✓ _____

REBATES

REBATE TO DEALER 2711.35 **REBATE AMOUNT** CUSTOMER'S SIGNATURE [redacted] MGR'S INITIALS PH

REBATE TAKEN OFF PRICE 2711.35 CUSTOMER'S SIGNATURE [redacted] MGR'S INITIALS

GENERAL MOTORS BUSINESS RESOURCE CENTER

June 6, 2003

[redacted]

Lake Elmo MN [redacted] TRADE SETTLEMENT OFFER

Subject: Repurchase of 1GKDT13SX[redacted]002 GMC Envoy, 1-94049641

Dear Ms. Johnson:

We regret that you are dissatisfied with your 1GKDT13SX2[redacted]2002 GMC Envoy and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied GMC customer. GMC will assist you into 1GKDT13S132[redacted]2003 GMC Envoy. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Plus Taxes	$123.83
Plus registration, tag, title fees	$415.50
Plus upgrade	$1,905.00
TOTAL RESPONSIBILTY OF CUSTOMER	$2,444.33

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase VIN #1GKDT13S[redacted] exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-214-0882 by 6/13/03. The conditions of the trade-repurchase are as follows:

- ⇒ **the vehicle is free from any abnormal damage or alterations which impair its resale value**
- ⇒ **all factory installed equipment are intact and functional**
- ⇒ **a free and clear title is provided at the time of repurchase (payoff original loan)**
- ⇒ **a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed* (supplied by General Motors)**
- ⇒ **an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)**
- ⇒ **this offer is contingent upon the approval of your lending/leasing institution**
- ⇒ **no cash back rebates or incentives of any kind are applicable towards this transaction**
- ⇒ **the enclosed release agreement is signed and returned with this offer letter**

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Denny Hecker's Roseton Motors. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 57883 if you have any questions or concerns.

Sincerely,

Gayle Wasik

[redacted] Center

TI[redacted]

Si[redacted]

Dealer Confirmation Letter- Trade Repurchase (Non-Customer Participation)

GMC

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 Gayle Wasik/Extension 57883

Trade Repurchase Agreement between GMC and its dealer partner Denny Hecker's Rouston Motors

Customer's Name: [redacted]
Case Number:

Thank you for assisting GMC in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of $33,574.15 to [redacted] & Denny Hecker's Rouston Motors if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of N/A made payable to N/A] and will be sent directly to N/A after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to the Reacquired Vehicle Disposition Center (RVDC) for further processing.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1GKDT13S13[redacted]
New Vehicle Sales Price:	35,479.15
Used Vehicle Trade Value:	33,574.15
Trade Difference:	1,905.00
Taxes:	123.83
Rebates:	[Not Applicable]
Lien on old vehicle, good only until [date]:	N/A]
Miscellaneous State Fees:	415.50
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[$200 applied as warranty credit via W.I.N.S.]

As always, **the customer is obligated to make the financial arrangements for the replacement vehicle.** Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle.

Denny Hecker's Rouston Motors agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax number 866-214-0882.

Ronald Bilodeau Service Manager
Denny Hecker's Rouston Motors BAC: 116248—Management Agent's Signature and Title.

Ronald Bilodeau
Denny Hecker's Rouston Motors BAC: 116248—Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Gayle Wasik
Authorized General Motors BRC Representative Printed Name

Thank you for assisting GMC in this trade repurchase for our mutual customer!

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

PLEASE TYPE UP A BILL OF SALE ON THE NEW VEHICLE USING THE FIGURES GIVEN. SIGN THE BILL SALE AND THE DEALER CONFIRMATION LETTER. PLEASE RETURN BOTH VIA FAX. PLEASE CALL ME IF YOU HAVE QUESTIONS.

Thank You

Dealer Confirmation Letter- Trade Repurchase (Non-Customer Participation)

GMC

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610

Phone (800) 231-1841 Gayle Wasik/Extension 57883

Trade Repurchase Agreement between GMC and its dealer partner Denny Hecker's Rouston Motors

Customer's Name: [redacted]
Case Number:

Thank you for assisting GMC in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of $32,832.60 to [redacted] & Denny Hecker's Rouston Motors if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of N/A made payable to N/A] and will be sent directly to N/A after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to the Reacquired Vehicle Disposition Center (RVDC) for further processing.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1GKDT13S13[redacted]
New Vehicle Sales Price:	35,479.15
Used Vehicle Trade Value:	32,832.60
Trade Difference:	2,646.55
Taxes:	172.03
Rebates:	[Not Applicable]
Lien on old vehicle, good only until [date]:	N/A]
Miscellaneous State Fees:	415.50
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[$200 applied as warranty credit via W.I.N.S.]

As always, **the customer is obligated to make the financial arrangements for the replacement vehicle.** Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle.

Denny Hecker's Rouston Motors agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax number 866-214-0882.

Denny Hecker's Rouston Motors BAC: 116248---Management Agent's Signature and Title.

Denny Hecker's Rouston Motors BAC: 116248---Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Gayle Wasik

Authorized General Motors BRC Representative Printed Name

Thank you for assisting GMC in this trade repurchase for our mutual customer!

BRC REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	*Gayle Wasik*

Old Vehicle VIN:	New Vehicle VIN:	Date:
1GKDT13SX[redacted]	1GKDT13S13[redacted]	6/6/03

TRADE REPURCHASE		BILL OF SALE	
Acct. [redacted] Vehicle Costs	35,103.15	Purchase Price (New Unit)	35,479.15
Adjustment to line 1	0.00		
Conversion Cost	376.00	State Sales Tax	172.03
Tax	0.00		
Luxury Tax	0.00	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	0.00		
Miscellaneous	0.00	Reg./Lic./Title Fees (opt)	415.50
Other	0.00		
State Fees	0.00	Additional Aftermarket Items	0.00
Cost to transfer Aftermarket Items	0.00	State Fees	0.00
Service Contracts/GMPP	0.00		
Attorney's Fees	0.00	Miscellaneous	0.00
Transportation Fees	0.00		
		Other	0.00
Total Replacement Price	35,479.15		
		Subtotal	36,066.68
Tax	172.03		
Luxury Tax	0.00	Trade In	32,832.60
Reg./Lic./Title Fees (opt)	415.50		
Additional Aftermarket Items	0.00	Payoff	0.00
Usage/Depreciation	741.55	Net Allowance	32,832.60
Damage	0.00		
Upgrade	1,905.00	**Deposit (from GM)**	**0.00**
Downgrade (deducted)	0.00		
Reimbursement of Aftermarkets	0.00	**Total Balance Due**	**3,234.08**
Other	0.00		
Total Customer Cost	3,234.08	**Amount to Dealer for additional Fees**	**0.00**
Trade Repurchase Amount	32,832.60		
		GM Authorized Signature	Date
Total Payoff Amount	**0.00**		
PAYOFF GOOD THRU(mm/dd/yy			
Dealer Due to GM	NA		
GM Due to Dealer	32,832.60		
Estimated Auction Price	23,350.00	****This is a "work in process" until signed**	

Projected (Loss)	(9,482.60)				**by a GM Authorized Representative****	

GENERAL MOTORS BUSINESS RESOURCE CENTER

June 6, 2003

[redacted]

Lake Elmo MN [redacted] TRADE SETTLEMENT OFFER

Subject: **Repurchase of 1GKDT13SX2[redacted]2002 GMC Envoy, 1-94049641**

Dear Ms. [redacted]

We regret that you are dissatisfied with your 1GKDT13SX2[redacted]2002 GMC Envoy and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied **GMC** customer. **GMC** will assist you into 1GKDT13S[redacted]2003 GMC Envoy. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Usage	$741.55
Plus Taxes	$172.03
Plus registration, tag, title fees	$415.50
Plus upgrade	$1,905.00

TOTAL RESPONSIBILTY OF CUSTOMER $3,234.08

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase VIN #1GKDT13SX2[redacted]n exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-214-0882 by 6/10/03. The conditions of the trade-repurchase are as follows:

- ⇒ **the vehicle is free from any abnormal damage or alterations which impair its resale value**
- ⇒ **all factory installed equipment are intact and functional**
- ⇒ **a free and clear title is provided at the time of repurchase (payoff original loan)**
- ⇒ **a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed* (supplied by General Motors)**
- ⇒ **an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)**
- ⇒ **this offer is contingent upon the approval of your lending/leasing institution**
- ⇒ **no cash back rebates or incentives of any kind are applicable towards this transaction**
- ⇒ **the enclosed release agreement is signed and returned with this offer letter**

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to **Denny Hecker's Rouston Motors.** Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 57883 if you have any questions or concerns.

Sincerely,

Gayle Wasik
Business Resource Center

This letter will be required for you to bring to the signing.

Signature and Date

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

PLEASE TYPE UP A BILL OF SALE ON THE NEW VEHICLE USING THE FIGURES GIVEN. SIGN THE BILL SALE AND THE DEALER CONFIRMATION LETTER. PLEASE RETURN BOTH VIA FAX. PLEASE CALL ME IF YOU HAVE QUESTIONS.

Thank You

Dealer Confirmation Letter- Collateral Exchange

Cadillac

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 Gayle Wasik/Extension 57883

Collateral Exchange Agreement between Cadillac and its dealer partner Voss Village

Customer's Name: [redacted]
Case Number:

Thank you for assisting Cadillac in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of $28,529.00 made payable to Voss Village after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1G6DM57N03[redacted]
New Vehicle Sales Price:	28,529.00
Used Vehicle Trade Value:	28,529.00
Trade Difference:	0.00
Taxes:	0.00
Rebates:	[Not Applicable]
Miscellaneous State Fees:	15.00
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[$200 applied as warranty credit via W.I.N.S.]

As always, **the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle**. With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

Sales Tax=	$0.00
Miscellaneous Fees =	$15.00
Usage / depreciation =	$0.00
_____ Upgrade =	$0.00
Total Customer Contribution =	$15.00

Voss Village agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax # 866-214-0882.

_____
Voss Village BAC: 119039---Management Agent's Signature and Title.

_____
Voss Village BAC: 119039--- Management Agent's Printed Name and Title.

_____
Authorized General Motors BRC Representative Signature

Gayle Wasik
_____
Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting Cadillac in this collateral exchange transaction for our mutual customer!

BRC REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	*Gayle Wasik*

Old Vehicle VIN:	New Vehicle VIN:	Date:
1G6DM57N0[redacted]	1G6DM57N[redacted]	6/11/03

TRADE REPURCHASE		BILL OF SALE	
Acct. [redacted] Vehicle Costs	28,529.00	Purchase Price (New Unit)	28,529.00
Adjustment to line 1	0.00		
Conversion Cost	0.00	State Sales Tax	0.00
Tax	0.00		
Luxury Tax	0.00	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	0.00		
Miscellaneous	0.00	Reg./Lic./Title Fees (opt)	15.00
Other	0.00		
State Fees	0.00	Additional Aftermarket Items	0.00
Cost to transfer Aftermarket Items	0.00	State Fees	0.00
Service Contracts/GMPP	0.00		
Attorney's Fees	0.00	Miscellaneous	0.00
Transportation Fees	0.00		
		Other	0.00
Total Replacement Price	28,529.00		
		Subtotal	28,544.00
Tax	0.00		
Luxury Tax	0.00	Trade In	28,529.00
Reg./Lic./Title Fees (opt)	15.00		
Additional Aftermarket Items	0.00	Payoff	0.00
Usage/Depreciation	0.00	Net Allowance	28,529.00
Damage	0.00		
Upgrade	0.00	**Deposit (from GM)**	**0.00**
Downgrade (deducted)	0.00		
Reimbursement of Aftermarkets	0.00	**Total Balance Due**	**15.00**
Other	0.00		
Total Customer Cost	15.00	**Amount to Dealer for additional Fees**	**0.00**
Trade Repurchase Amount	28,529.00		
		GM Authorized Signature	Date
Total Payoff Amount	**0.00**		
PAYOFF GOOD THRU(mm/dd/yy			
Dealer Due to GM	NA		
GM Due to Dealer	28,529.00		
Estimated Auction Price	25,660.87	****This is a "work in process" until signed**	

Projected (Loss)	(2,868.13)				**by a GM Authorized Representative****	

GENERAL MOTORS BUSINESS RESOURCE CENTER

<<Date>>

<<Cust Name>>
<<Address>>
<<Address continued>>

TRADE SETTLEMENT OFFER

Subject: **Repurchase of <<Year Make Model VIN #>>, <<Case Number>>**

Dear <<Cust Name>>:

We regret that you are dissatisfied with your <<Vehicle Year, Make, Model, VIN #>> and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied **Cadillac** customer. **Cadillac** will assist you into <<New VIN, Vehicle Year, Make & Model>>. Your responsibilities may be, **but not limited to**, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle good until <<Date>>	$<<Price>>
Plus Usage	$<<Price>>
Plus Taxes	$<<Price>>
Plus registration, tag, title fees	$<<Price>>
Plus damage	$<<Price>>
Plus upgrade	$<<Price>>
Plus add-ons	$<<Price>>
Less downgrade	$<<Price>>
TOTAL RESPONSIBILTY OF CUSTOMER	**$<<Price>>**

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase VIN #<<Old VIN>> in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-214-0882 by <<Date>>. The conditions of the trade-repurchase are as follows:

- ⇒ **the vehicle is free from any abnormal damage or alterations which impair its resale value**
- ⇒ **all factory installed equipment are intact and functional**
- ⇒ **a free and clear title is provided at the time of repurchase (payoff original loan)**
- ⇒ **a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed* (supplied by General Motors)**
- ⇒ **an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)**
- ⇒ **this offer is contingent upon the approval of your lending/leasing institution**
- ⇒ **no cash back rebates or incentives of any kind are applicable towards this transaction**
- ⇒ **the enclosed release agreement is signed and returned with this offer letter**

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will

be processed and forwarded to **<<Dealership Name>>**. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 57883 if you have any questions or concerns.

Sincerely,

Gayle Wasik
Business Resource Center

This letter will be required for you to bring to the signing.

Signature and Date

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

Benny Hecker's AUTO CONNECTION

Benny Hecker's
CADILLAC - PONTIAC - GMC
14702 N 60th Street (Hwy. 36) P.O. Box 19
Stillwater, Minnesota 55082

651-430-2900
1-800-747-1047
Fax: 651-~~430-1060~~
439-1365

[redacted]

To: GAYLE WASIK

~~Fax #:~~ _____

Date: 5-22-03

Number of Pages: 4

COMMENTS: PAPER WORK FOR [redacted]

PLEASE CALL IF YOU NEED ANY MORE INFO

THANKS RON

STATE OF MINNESOTA
CERTIFICATE OF TITLE FOR A MOTOR VEHICLE

VEHICLE IDENTIFICATION NUMBER	YEAR	MAKE	MODEL/BODY	TITLE NUMBER
1GKDT13SX2[redacted]	02	GMC	4W ENV	[redacted]

DATE ISSUED	ODOMETER	TAX BASE	CODE	PLATE NUMBER	CENTRAL OFFICE USE ONLY
08/14/02	335	031645	09	[redacted]	

NEW 07/01/02 EXP 06

NO SECURITY INTERESTS DOB 11348 OWNER

4033694

[redacted]

LAKE ELMO MN [redacted]

Z

ASSIGNMENT OF OWNERSHIP

ODOMETER DISCLOSURE STATEMENT. I (WE) CERTIFY THAT THE ODOMETER NOW READS 10772 (NO TENTHS) MILES AND TO THE BEST OF MY KNOWLEDGE THE ODOMETER MILEAGE IS:

- X ACTUAL MILEAGE
- ☐ EXCEEDS MECHANICAL LIMITS OF ODOMETER
- ☐ NOT ACTUAL MILEAGE — WARNING ODOMETER DISCREPANCY

DAMAGE DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE THIS VEHICLE
☐ HAS ☑ HAS NOT (CHECK ONE) SUSTAINED DAMAGE IN EXCESS OF 70% ACTUAL CASH VALUE.

POLLUTION SYSTEM DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE THE POLLUTION CONTROL SYSTEM ON THIS VEHICLE INCLUDING THE RESTRICTED GASOLINE PIPE
☐ HAS ☑ HAS NOT (CHECK ONE) BEEN REMOVED, ALTERED OR RENDERED INOPERATIVE.

Assignment: I (we) certify that this vehicle is free from all security interests, warrant title, and assign the registration tax and vehicle to:

SELLER'S PRINTED NAME(S)	DATE OF SALE	BUYER'S PRINTED NAME(S)
	4/11/03	[illegible]
SELLER'S ADDRESS [redacted]	DEALER LICENSE # D-10021	BUYER'S ADDRESS [illegible]
	X	BUYER'S SIGNATURE(S)

IMPORTANT — PLEASE READ: All information collected on a motor vehicle application is required by law and is used to identify your motor vehicle. Failure to provide required information may result in denial of the requested action. Except for certain uses permitted by federal and state laws, personal information contained in your application may not be disclosed to anyone without your express consent. You may expressly consent to the disclosure of your information by writing to the following address:

MINNESOTA DEPARTMENT OF PUBLIC SAFETY
DRIVER AND VEHICLE SERVICES DIVISION
445 MINNESOTA STREET, ST. PAUL, MINNESOTA 55101
PHONE 651-297-2126 TTY 651-282-6555
www.dps.state.mn.us/dvs

PS2700-11

KEEP IN A SAFE PLACE - ANY ALTERATION OR ERASURE VOIDS THIS TITLE

SELLER'S NOTICE OF SALE

When you sell this vehicle, you are responsible to file the information below with the Department of Public Safety *within 10 days.* You may file over the Internet at **www.dps.state.mn.us/dvs** or complete this post card and mail. **This notice is not required if sold to a licensed dealer.** MN Statute 168A.10

[redacted] 1GKDT13SX224[redacted]

Title Number Vehicle Identification Number

Date of Sale

Purchaser's Driver License Number (if any)

Purchaser's Full Name Purchaser's Date of Birth

Street Address

City County State Zip Code

PLEASE PRINT

MINNESOTA MOTOR VEHICLE REGISTRATION CARD

YR	MK	MDL
02	GMC	4W ENV

VIN 1GKDT13SX2[redacted]

GROSS VEHICLE WEIGHT/BASE VALUE 031645

PLATE # [redacted] EXP 06/30/03

STICKER # [redacted] TAX 406.00

RECORDED OWNER(S): [redacted]

[redacted]

LAKE ELMO MN [redacted]

MSRP on 2002 ENVoy # 224158Z $ 38320.00

Vs.

MSRP on 2003 ENVoy # 3228977I $ 40225.00

	1905.00
GOLD PACKAGE	+ 376.00
	2281.00
6.5% SALES TAX	+ 148.27
	2429.27
Doc Fee	25.00
License Fee's	+ 415.50
	$ 2869.77

NUMBER [redacted]

pollution control equipment and damage to the vehicle. A false or fraudulent statement of purchase by any person is a gross misdemeanor or felony.

SALES TAX DECLARATION AND FEES

FULL PURCHASE PRICE	$		REGISTRATION TAX	$	
LESS TRADE-IN ALLOWANCE*			PLATE FEE		
NET PURCHASE PRICE			ARREARS TAX		
____ % OF NET PURCHASE PRICE					
LESS TAX PAID TO ANOTHER STATE *(proof required)*			P.S.V. FEE		
NET SALES TAX DUE	$		TRANSFER TAX		
			TITLE/TRANSFER FEE		
			SALES TAX		
			LATE TRANSFER PENALTY		
			SUBTOTAL	$	
			STATE/DEPUTY FILING FEE		
			TOTAL DUE	$	

***TRADE-IN WAS A:**

MODEL YEAR MAKE PLATE OR VEHICLE IDENTIFICATION NUMBER

I DECLARE THIS TAX EXEMPTION CODE:	Minnesota Dealer License Number:
	Minnesota Sales Tax Account Number:
	Internal Revenue Code Number (IRC):
	Prorate Account Number (Sales tax due when registered):

ASSIGNMENT OF OWNERSHIP

ODOMETER DISCLOSURE STATEMENT. I (WE) CERTIFY THAT THE ODOMETER NOW READS _____ (NO TENTHS) MILES AND TO THE BEST OF MY KNOWLEDGE THE ODOMETER MILEAGE IS:

- ☐ *ACTUAL* MILEAGE
- ☐ *EXCEEDS MECHANICAL LIMITS* OF ODOMETER
- ☐ *NOT ACTUAL* MILEAGE — **WARNING ODOMETER DISCREPANCY**

DAMAGE DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE THIS VEHICLE ☐ HAS ☐ HAS NOT (CHECK ONE) SUSTAINED DAMAGE IN EXCESS OF 70% ACTUAL CASH VALUE.

POLLUTION SYSTEM DISCLOSURE STATEMENT. TO THE BEST OF MY KNOWLEDGE THE POLLUTION CONTROL SYSTEM ON THIS VEHICLE INCLUDING THE RESTRICTED GASOLINE PIPE ☐ HAS ☐ HAS NOT (CHECK ONE) BEEN REMOVED, ALTERED OR RENDERED INOPERATIVE.

Assignment: I (we) certify that this vehicle is free from all security interests, warrant title, and assign the registration tax and vehicle to:

[illegible]	/ /	
SELLER'S PRINTED NAME(S)	DATE OF SALE	BUYER'S PRINTED NAME(S)
[illegible]		
SELLER'S ADDRESS	DEALER LICENSE #	BUYER'S ADDRESS
X	X	
SELLER'S SIGNATURE(S)		BUYER'S SIGNATURE(S)

APPLICATION FOR TITLE BY BUYER (TRANSFEREE). MUST BE SUBMITTED WITHIN 10 DAYS (PLEASE PRINT)

Buyer's Name(s) (Last)	(First)	(Middle)	Date(s) of Birth	Buyer's Driver License Number(s)
Street Address	City	County/Code	State	Zip Code
Name of Insurance Company	Policy Number			

IS THIS VEHICLE SUBJECT TO SECURITY AGREEMENT(S)? ☐ NO ☐ YES (IF YES, COMPLETE SECTION BELOW)

First Secured Party's Name (Print Name)	Date of Security Agreement	For additional secured parties, attach completed form No. PS2017
Street Address	City	State / Zip Code

I (WE) CERTIFY I (WE) AM (ARE) OF LEGAL AGE, HAVE PURCHASED THIS VEHICLE SUBJECT TO LIENS SHOWN AND NO OTHERS. THIS VEHICLE IS AND WILL CONTINUE TO BE INSURED WHILE OPERATING UPON THE PUBLIC STREETS AND HIGHWAYS. ALL OF MY (OUR) DECLARATIONS ARE TRUE AND CORRECT.

FOR YOUR PROTECTION

UPON THE SALE OF A VEHICLE TO A PRIVATE PARTY, WE RECOMMEND THAT THE SELLER AND BUYER TAKE THE COMPLETED TRANSFER TO A DEPUTY REGISTRAR OR THE DEPARTMENT OF PUBLIC SAFETY, DRIVER AND VEHICLE SERVICES DIVISION.

Post Office Will Not Deliver Mail Without Proper Postage

RECEIPT FOR OFFICE USE ONLY

Registration Tax (if applicable)	
Sales Tax	
Total Fees/Taxes Paid	

MINNESOTA DEPARTMENT OF PUBLIC SAFETY
DRIVER & VEHICLE SERVICES DIVISION
445 MINNESOTA STREET, SUITE 168
ST PAUL, MN 55101-5168

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

PLEASE TYPE UP A BILL OF SALE ON THE NEW VEHICLE USING THE FIGURES GIVEN. SIGN THE BILL SALE AND THE DEALER CONFIRMATION LETTER. PLEASE RETURN BOTH VIA FAX. PLEASE CALL ME IF YOU HAVE QUESTIONS.

Thank You

Dealer Confirmation Letter- Trade Repurchase (Non-Customer Participation)

GMC

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 Gayle Wasik/Extension 57883

Trade Repurchase Agreement between GMC and its dealer partner Denny Hecker's Rouston Motors

Customer's Name: [redacted]
Case Number:

Thank you for assisting GMC in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of $33,574.15 to Janet Johnson & Denny Hecker's Rouston Motors if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of N/A made payable to N/A] and will be sent directly to N/A after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to the Reacquired Vehicle Disposition Center (RVDC) for further processing.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1GKDT13S13[redacted]
New Vehicle Sales Price:	35,479.15
Used Vehicle Trade Value:	33,574.15
Trade Difference:	1,905.00
Taxes:	123.83
Rebates:	[Not Applicable]
Lien on old vehicle, good only until [date]:	N/A]
Miscellaneous State Fees:	415.50
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[$200 applied as warranty credit via W.I.N.S.]

As always, **the customer is obligated to make the financial arrangements for the replacement vehicle.** Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle.

Denny Hecker's Rouston Motors agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax number 866-214-0882.

Denny Hecker's Rouston Motors BAC: 116248---Management Agent's Signature and Title.

Denny Hecker's Rouston Motors BAC: 116248---Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Gayle Wasik
Authorized General Motors BRC Representative Printed Name

Thank you for assisting GMC in this trade repurchase for our mutual customer!

BRC REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	*Gayle Wasik*
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1GKDT13SX[redacted]	1GKDT13S1[redacted]	6/11/03

TRADE REPURCHASE		BILL OF SALE	
Acct. [redacted] Vehicle Costs	35,103.15	Purchase Price (New Unit)	35,479.15
Adjustment to line 1	0.00		
Conversion Cost	376.00	State Sales Tax	123.83
Tax	0.00		
Luxury Tax	0.00	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	0.00		
Miscellaneous	0.00	Reg./Lic./Title Fees (opt)	415.50
Other	0.00		
State Fees	0.00	Additional Aftermarket Items	0.00
Cost to transfer Aftermarket Items	0.00	State Fees	0.00
Service Contracts/GMPP	0.00		
Attorney's Fees	0.00	Miscellaneous	0.00
Transportation Fees	0.00		
		Other	0.00
Total Replacement Price	35,479.15		
		Subtotal	36,018.48
Tax	123.83		
Luxury Tax	0.00	Trade In	33,574.15
Reg./Lic./Title Fees (opt)	415.50		
Additional Aftermarket Items	0.00	Payoff	0.00
Usage/Depreciation	0.00	Net Allowance	33,574.15
Damage	0.00		
Upgrade	1,905.00	**Deposit (from GM)**	**0.00**
Downgrade (deducted)	0.00		
Reimbursement of Aftermarkets	0.00	**Total Balance Due**	**2,444.33**
Other	0.00		
Total Customer Cost	2,444.33	**Amount to Dealer for additional Fees**	**0.00**
Trade Repurchase Amount	33,574.15		
		GM Authorized Signature	Date
Total Payoff Amount	**0.00**		
PAYOFF GOOD THRU(mm/dd/yy			
Dealer Due to GM	NA		
GM Due to Dealer	33,574.15		
Estimated Auction Price	23,350.00	****This is a "work in process" until signed**	

Projected (Loss)	(10,224.15)				**by a GM Authorized Representative****	

GENERAL MOTORS BUSINESS RESOURCE CENTER

June 6, 2003

[redacted]

Lake Elmo MN [redacted] TRADE SETTLEMENT OFFER

Subject: **Repurchase of 1GKDT13SX[redacted]2002 GMC Envoy, 1-94049641**

Dear Ms. [redacted]

We regret that you are dissatisfied with your 1GKDT13SX2[redacted]2002 GMC Envoy and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied **GMC** customer. **GMC** will assist you into 1GKDT13S1[redacted]2003 GMC Envoy. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Plus Taxes	$123.83
Plus registration, tag, title fees	$415.50
Plus upgrade	$1,905.00
TOTAL RESPONSIBILTY OF CUSTOMER	**$2,444.33**

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase VIN #1GKDT13SX22[redacted]n exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-214-0882 by 6/13/03. The conditions of the trade-repurchase are as follows:

- ⇒ **the vehicle is free from any abnormal damage or alterations which impair its resale value**
- ⇒ **all factory installed equipment are intact and functional**
- ⇒ **a free and clear title is provided at the time of repurchase (payoff original loan)**
- ⇒ **a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed*** **(supplied by General Motors)**
- ⇒ **an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)**
- ⇒ **this offer is contingent upon the approval of your lending/leasing institution**
- ⇒ **no cash back rebates or incentives of any kind are applicable towards this transaction**
- ⇒ **the enclosed release agreement is signed and returned with this offer letter**

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to **Denny Hecker's Rouston Motors.** Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 57883 if you have any questions or concerns.

Sincerely,

Gayle Wasik
Business Resource Center

This letter will be required for you to bring to the signing.

Signature and Date

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

PLEASE TYPE UP A BILL OF SALE ON THE NEW VEHICLE USING THE FIGURES GIVEN. SIGN THE BILL SALE AND THE DEALER CONFIRMATION LETTER. PLEASE RETURN BOTH VIA FAX. PLEASE CALL ME IF YOU HAVE QUESTIONS.

Thank You

Dealer Confirmation Letter- Trade Repurchase (Non-Customer Participation)

GMC

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610

Phone (800) 231-1841 Gayle Wasik/Extension 57883

Trade Repurchase Agreement between GMC and its dealer partner Denny Hecker's Rouston Motors

Customer's Name: [redacted]
Case Number:

Thank you for assisting GMC in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of $32,832.60 to [redacted] & Denny Hecker's Rouston Motors if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of N/A made payable to N/A] and will be sent directly to N/A after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to the Reacquired Vehicle Disposition Center (RVDC) for further processing.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1GKDT13S13[redacted]
New Vehicle Sales Price:	35,479.15
Used Vehicle Trade Value:	32,832.60
Trade Difference:	2,646.55
Taxes:	172.03
Rebates:	[Not Applicable]
Lien on old vehicle, good only until [date]:	N/A]
Miscellaneous State Fees:	415.50
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[$200 applied as warranty credit via W.I.N.S.]

As always, **the customer is obligated to make the financial arrangements for the replacement vehicle.** Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle.

Denny Hecker's Rouston Motors agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax number 866-214-0882.

Denny Hecker's Rouston Motors BAC: 116248---Management Agent's Signature and Title.

Denny Hecker's Rouston Motors BAC: 116248---Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Gayle Wasik

Authorized General Motors BRC Representative Printed Name

Thank you for assisting GMC in this trade repurchase for our mutual customer!

BRC REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	*Gayle Wasik*

Old Vehicle VIN:	New Vehicle VIN:	Date:
1GKDT13SX[redacted]	1GKDT13S13[redacted]	6/6/03

TRADE REPURCHASE		BILL OF SALE	
Acct. [redacted] Vehicle Costs	35,103.15	Purchase Price (New Unit)	35,479.15
Adjustment to line 1	0.00		
Conversion Cost	376.00	State Sales Tax	172.03
Tax	0.00		
Luxury Tax	0.00	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	0.00		
Miscellaneous	0.00	Reg./Lic./Title Fees (opt)	415.50
Other	0.00		
State Fees	0.00	Additional Aftermarket Items	0.00
Cost to transfer Aftermarket Items	0.00	State Fees	0.00
Service Contracts/GMPP	0.00		
Attorney's Fees	0.00	Miscellaneous	0.00
Transportation Fees	0.00		
		Other	0.00
Total Replacement Price	35,479.15		
		Subtotal	36,066.68
Tax	172.03		
Luxury Tax	0.00	Trade In	32,832.60
Reg./Lic./Title Fees (opt)	415.50		
Additional Aftermarket Items	0.00	Payoff	0.00
Usage/Depreciation	741.55	Net Allowance	32,832.60
Damage	0.00		
Upgrade	1,905.00	**Deposit (from GM)**	**0.00**
Downgrade (deducted)	0.00		
Reimbursement of Aftermarkets	0.00	**Total Balance Due**	**3,234.08**
Other	0.00		
Total Customer Cost	3,234.08	**Amount to Dealer for additional Fees**	**0.00**
Trade Repurchase Amount	32,832.60		
		GM Authorized Signature	Date
Total Payoff Amount	**0.00**		
PAYOFF GOOD THRU(mm/dd/yy			
Dealer Due to GM	NA		
GM Due to Dealer	32,832.60		
Estimated Auction Price	23,350.00	****This is a "work in process" until signed**	

Projected (Loss)	(9,482.60)				**by a GM Authorized Representative****	

GENERAL MOTORS BUSINESS RESOURCE CENTER

June 6, 2003

[redacted]
Lake Elmo MN [redacted]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 1GKDT13SX2[redacted]2002 GMC Envoy, 1-94049641**

Dear Ms. [redacted]

We regret that you are dissatisfied with your 1GKDT13SX2[redacted]2002 GMC Envoy and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied **GMC** customer. **GMC** will assist you into 1GKDT13S[redacted]2003 GMC Envoy. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Usage	$741.55
Plus Taxes	$172.03
Plus registration, tag, title fees	$415.50
Plus upgrade	$1,905.00

TOTAL RESPONSIBILTY OF CUSTOMER $3,234.08

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase VIN #1GKDT13SX2[redacted]in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-214-0882 by 6/10/03. The conditions of the trade-repurchase are as follows:

- ⇒ **the vehicle is free from any abnormal damage or alterations which impair its resale value**
- ⇒ **all factory installed equipment are intact and functional**
- ⇒ **a free and clear title is provided at the time of repurchase (payoff original loan)**
- ⇒ **a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed* (supplied by General Motors)**
- ⇒ **an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)**
- ⇒ **this offer is contingent upon the approval of your lending/leasing institution**
- ⇒ **no cash back rebates or incentives of any kind are applicable towards this transaction**
- ⇒ **the enclosed release agreement is signed and returned with this offer letter**

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to **Denny Hecker's Rouston Motors.** Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 57883 if you have any questions or concerns.

Sincerely,

Gayle Wasik
Business Resource Center

This letter will be required for you to bring to the signing.

Signature and Date

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

GENERAL MOTORS BUSINESS RESOURCE CENTER

June 23, 2003

Ron Bibeau
Denny Hecker's Rouston Motors

RE: 1GKDT13S[redacted]2002 GMC Envoy **CLOSING CONFIRMATION LETTER**

Dear Mr. Bibeau:

The following parti[redacted], have agreed to the closing date outlined below as the date that the Repurchase is to be completed.

The closing date has been set for **June 27, 2003.**

Thank you for your cooperation

Sincerely,

Gayle Wasik
Repurchase Specialist
1-800-231-1841 ext. 57883

RQ17-002

GM

6/30/2017

ATTACHMENT 1

QUESTION 3

[redacted]

Service Satisfaction Survey

[redacted]
Ottumwa IA [redacted]

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

Home telephone: (641) 653-2306
Change to: ( )

Please provide us with your preferred Email address:

Dear Mr [redacted]

Our records indicate that you had your **2002 Trailblazer serviced at Vaughn Motors on March 25, 2003.** 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 Vaughn Motors.

Sincerely,

Charles F. Ugolino
Director of Operations

MAY 1 2 2003

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 MARCH 25, 2003, 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?	☐	☐	☒

119350

Please complete other side

1GNET16S126120828 18905

CSI 101321

21311511402 00000111980 164530 054-1

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

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
11. When you picked your vehicle up, how satisfied were you with:					
– The time it took to complete the transaction?	☐	☐	☒	☐	☐
– 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 Vaughn Motors?	☐	☐	☒	☐	☐

	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. Are you . . . ☒ Male ☐ Female

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

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

dealer Knows our Concerns

22. Do you have any other comments/recommendations about Vaughn Motors?

See attached letters

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020

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 10054, TOLEDO, OH 43699-0054

1GNET16S126120828 18905
21311511402 6829693641 164530

April 24, 2003

Charles F. Ugolino, Director of Operations
Chevrolet Motor Division
P. O. Box 10054
Toledo OH 43682-40074

Dear Sir:

Question #18 is the only question on the survey that deals with the satisfaction of our Trailblazer. This is our response. In the six months that we have had it, it has been in the shop more than any of the other eleven Chevrolet vehicles we have owned since 1972. After waiting two months for the door control module, we called GM customer service. Two days later the part was available. The next week, we received a letter from General Motors saying that we could go to the Better Business Bureau. A copy of the letter is enclosed. We didn't buy the vehicle from the Better Business Bureau, **we bought it from General Motors!**

Within the first few days of owning this vehicle, it began to shake badly. There was also a rattle in the intake manifold. Then the passenger- side heater, window, and turn signal quit working. We were told the **wheels** were out of balance, the **intake manifold** had to be replaced, and the **control module** had to be replaced in the door. (The control module is the part we waited two months for.) These problems were corrected, but they created more problems. After the intake manifold was changed, the **gas mileage** has dropped even more, no matter how or where we drive. The plastic part around the passenger side door handle does not fit tightly and keeps working out.

More problems have developed. The air howls in around the **windows**. The **headlights** flicker when you step on the gas. The **"service engine soon"** light comes on for days at a time and then goes off again for no apparent reason. (That is the reason for the most recent survey.) A fuse was replaced, but it still comes on and goes off. (And yes, the oil is changed every three thousand miles, and the gas cap is replaced securely and tightly after each fill.) The **brakes** began squeaking after we had about five thousand miles on the Trailblazer. **WE HATE SQUEAKING BRAKES!** The outside **thermometer** doesn't always work. The plastic **wheel wells** are beginning to crack. We have already had this problem with the 1999 Sportside Pickup. (We farm and drive rock roads every day.) This doesn't quite go with your tough, off-road, go anywhere Trailblazer commercials, does it?

We like the style of the Trailblazer. We like the fact that we can carry seven passengers. However, we have already talked to two dealerships about trading this vehicle because of all of the headaches. We've had it six months, and it is the most disappointing of any of the Chevrolet vehicles we have owned. We know the dealership is not the problem. We know these problems are all warranty work, but we are getting very tired of the headaches. It's the most expensive of the Chevrolets we have owned and the biggest problem!



CHEVROLET

Customer Assistance Center

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

January 8, 2003

[redacted]
Ottumwa, IA [redacted]

Service Request: [redacted]

Dear Mr. [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,

Mackinzie Klein

Mackinzie Klein
Customer Relationship Manager

MN0001-P/aln

December 12, 2017

[redacted]
Ottumwa, IA 5[redacted]

Service [redacted]

Dear Mr [redacted]

Thank you for your recent comments regarding your 2002 Chevrolet TrailBlazer. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our Chevrolet Customer Assistance Center to resolve your concern. If this is not the case and 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 Managers will be happy to assist you. 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,

Shara Wilmoth
Customer Relationship Manager

SU0003-T/pdm

CHEVROLET

Customer Assistance Center

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

JUL 2 4 2003

FOE

[redacted]

[redacted]

REASON CHECKED
- ☐ Attempted, Not Known
- ☐ Insufficient Address
- ☑ Not Deliverable as Addressed Unable to Forward
- ☐ No Mail Receptacle
- ☐ Refused
- ☐ Vacant
- ☐ No Such Street
- ☐ No Such Number
- ☐ Unclaimed

JUL-2 1 MI

PB METER 6760970

U.S.POSTAGE 0.37

CHEVROLET

Customer Assistance Center

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

CUSTOMER DID NOT
RECEIVE THIS FROM GMC

July 3, 2003

[redacted]
Swampscott, MA [redacted]

Service Request: [redacted]

Dear Ms. [redacted]

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

To help us review your request in a timely manner, please 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,

Christine Hritsko

Christine Hritsko
Customer Relationship Manager

RS0006-T/dh

December 12, 2017

[redacted]
Swampscott, MA 0[redacted]

Service Request: [redacted]

Dear Ms [redacted]

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

To help us review your request in a timely manner, please 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,

Christine Hritsko
Customer Relationship Manager

RS0006-T/dh

GMC Service Satisfaction Survey

[redacted]
Westlake OH [redacted]

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

[redacted]

JUN 19 2003

Home telephone [redacted]
Change to: ( )

Please provide us with your preferred Email address:
[redacted]

Dear Mr [redacted]

Our records indicate that you had your **2002 Envoy serviced at Earl GMC Truck on May 2, 2003.** 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 Earl GMC Truck.

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 Envoy, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON MAY 2, 2003, COMPLETE THIS SURVEY. ****

About Your GMC 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?	☐	☐	☑

120465

Please complete other side

1GKDT13S822236841 26059

CSI 101319

25317067798 00000117128 T05773 054-1

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

16. Based on this service visit, overall, how satisfied are you with Earl GMC Truck?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
	☐	☑	☐	☐	☐

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

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

19. Are you . . . ☑ Male ☐ Female

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

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

22. Do you have any other comments/recommendations about Earl GMC Truck?

_____

_____

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the GMC Customer Assistance Center: 1-800-462-8782

Thank You!!
Your opinions will help us serve you.

Please return this questionnaire in the self-addressed, postage-paid envelope to:
GMC, P.O. BOX 10054, TOLEDO, OH 43699-0054

1GKDT13S822236841 26059
25317067798 2679843216 T05773

6-7-03

(1)

120465

Regarding my 2002 Envoy: It is an OK vehicle. I have had more little things go wrong in the first year and a half that I have owned it then my previous 2 GM vehicles.

(1) Both headlights have gone out. Previously I haven't changed a headlight in 10 years
(2) Front End Suspension problems
(3) Rear Map Light
(4) Pull strap on rear hatch
(5) Rear wiper/washer

I have had the GMC Envoy for 1½ years, 20,000 miles. Compared to my wife's Lexus RX300 which is not a lot more money, my GMC doesn't match up quality wise

There are a few design faults as well.

(1) The engine and performance are wonderful! An engine this smooth and powerful deserves dual exhausts

(2) When you look at the truck from the Rear ~~on~~ and ~~the right~~ from the right rear quarter, you can see the spare tire and the muffler hanging down. When you look at the rear of a BMW X5, it is nicely finished off.

The drivetrain on my GMC Envoy is wonderful. Overall it's a decent truck. Somehow I felt more connected to my '98 Bravada.

[redacted]

December 12, 2017

[redacted]
Westlake, OH [redacted]

Service Request [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,

William Hager
Customer Relationship Manager
1-866-952-4368 Ext. 58091

RS0006-T/mm

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

CHECK **No.** 900638471

50-937
213

DATE		AMOUNT
07/07/04	**********2,500 DOLLARS ****00 CENTS	**********2,500.00

PAY TO THE ORDER OF

KIMMEL & SILVERMAN PC
461 SLOCUM ST
SWOYERSVILLE PA 18704-1948

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

CHECK NO. [redacted]

PAYMENT DATE 07/07/04

VENDOR DUNS NO. BB 000000032

VENDOR NAME KIMMEL & SILVERMAN PC

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
[redacted]	07/05/04	VM 1-[redacted] .1-112631403.1-3UCTY3	00.0000	2,500.00	.00	2,500.00

December 12, 2017

Steven Kantrowitz, Esq.
Kantrowitz & Phillippi
Suite 4210 Centre Square West, 1500 Market Street
Philadelphia, PA 19102

RE: Daniel Beeferman v. General Motors Corporation
Service Request [redacted]
2003 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S8321[redacted]
Customer Relationship Manager: Betty Kennedy

Dear Mr. Kantrowitz:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of $4,000.00 made payable to [redacted] The second is in the amount of $2,500.00 made payable to Kimmel & Silverman, P.C.

If you need further assistance please contact our Business Resource Center at 1-800-231-1841, prompt 1, and then prompt 4.

Sincerely,

General Motors Corporation

LG0063-T



Federal Express

The Wo

ORIGIN ID:DTTA
313/667 2471
GM GLOBAL HEADQUARTERS
100 RENAISSANCE CTR
DETROIT, MI 48243

GND # 9213
SHIP DATE: 20NOV03
ACTUAL WGT : 2 LBS

PWGID:615398293444

FedEx Revenue Barcode

TO:BRENDA HORCHLER
MXS INTERNATIONAL
1426 PACIFIC DRIVE
336-105-000
AUBURN HILLS, MI 48326

BILL SENDER

REF:482030210

Delivery Address Barcode (FedEx EDR)

RECEIVED
NOV 21 2003
MSXI FR

FedEx PRIORITY OVERNIGHT

GND # 9213 20NOV03

FORM DTW

Deliver By:
21NOV03

TRK# [redacted]

48326-MI-US 66 MTCA

54

General Motors Corporation
Legal Staff

Facsimile
248/267-4333

Telephone
313/665-1555

November 20, 2003

Steven Kantrowitz, Esq,
Kantrowitz & Phillippi
1500 Market Street
Philadelphia, PA 19102

Dear Mr. Kantrowitz:

Re: GM Case No. 470941
[redacted] v. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of the undersigned.

This case is not part of the Early Resolution Program, however, the Business Resource Center (BRC) will complete a preliminary evaluation and include its evaluation when it furnishes you with a copy of all relevant files. Please forward your written recommendation directly to me, setting forth: (1) the present settlement demand from the plaintiff; (2) your evaluation of that demand; (3) your initial overall settlement recommendation, including your best estimate of how much it will take to settle the case; and (4) your present evaluation of the chances and potential range of an adverse judgment. Please include in your evaluation the total amount you roughly anticipate it will cost General Motors for attorneys' fees and disbursements through final resolution of this matter, including trial if necessary.

Information necessary to support your preliminary settlement evaluation should not be obtained through formal discovery procedures. Rather, it is suggested that pertinent information such as vehicle mileage, out-of-pocket expenses, repair history, continuing complaints, etc., can be obtained from the BRC and plaintiff's attorney.

It is important that you advise us of the names of any of your firm's **new** timekeepers who will be working on this case. Please complete the enclosed timekeeper sheet and return it to the attention of the undersigned at, Global Headquarters at the Renaissance Center, 300 Renaissance Center, 24th Floor, P.O. Box 300 Mail Code: 482-C24-C66, Detroit, MI 48265-3000.

Sincerely,

Sharon Ledoux
Legal Assistant

CT System

Service of Process Transmittal Form
Philadelphia, Pennsylvania

11/18/2003

Via Federal Express (2nd Day)

TO: Faxed

RE: **PROCESS SERVED IN PENNSYLVANIA**

470941

FOR General Motors Corporation Domestic State: De

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

1. TITLE OF ACTION: Dr. Daniel Beeferman vs General Motors Corporation

2. DOCUMENT(S) SERVED: Cover Sheet, Notice, Complaint, Verification, Exhibits.

3. COURT: Common Pleas Court, Philadelphia County, Pennsylvania
Case Number 001947

4. NATURE OF ACTION: Alleged violation of "Lemon Law Act", 2003 Chevrolet Blazer, VIN# 1GNDT13583[redacted]

5. ON WHOM PROCESS WAS SERVED: CT Corporation System, Philadelphia, Pennsylvania

6. DATE AND HOUR OF SERVICE: By Process server on 11/18/2003 at 09:00

7. APPEARANCE OR ANSWER DUE: Within 20 Days

8. ATTORNEY(S): 215-540-8888
Robert M. Silverman, Esquire
Kimmel & Silverman, P.C.
30 East Butler Pike
Ambler, PA 19002

9. REMARKS:

To Kantrowitz
CT. 11.18.03
Nancy 10:00

Post-it® Fax Note 7671	Date 11/18/03 # of pages ▶ 5
To Rosemarie	From Nancy
Co./Dept. Williams	Co. CT Corp.
Phone #	Phone # 215-563-7750
Fax # 313-665-7572	Fax #

SIGNED: CT Corporation System

PER ADDRESS: Ann Marie Armstrong
1515 Market Street
Suite 1210
Philadelphia, PA 19102
SOP WS 0005859501

Information contained on this transmittal form is recorded for C T Corporation System's record keeping purposes only and to permit quick reference for the recipient. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information that can be obtained from the documents themselves. The recipient is responsible for interpreting the documents and for taking the appropriate action.



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

December 1, 2003

Steven Kantrowitz, Esq.
Kantrowitz & Phillippi
248-267-4333

Re: **Daniel Beeferman**
GM File No. [redacted] BRC Case No.: [redacted]
2003 Chevrolet Trailblazer
VIN # 1GNDT13S832[redacted]

Dear Mr. Kantrowitz:

Pursuant to your request for documentation related to the above-referenced case, please find enclosed the following:

- A warranty history printout
- Customer assistance center comments
- Invoice
- Incentives

WE ASK THAT YOU PLEASE CONTACT THE AREA SERVICE MANAGER, CHRIS BOMAN, PH: 800-356-5004, 8123 AND INFORM HIM THAT YOU ARE HANDLING THIS MATTER FOR GENERAL MOTORS.

In case this ends up settling as a repurchase, the BAC code for the dealership is 113946. We hope this information helps. Please call at the number listed below if further assistance or clarification is needed.

Sincerely,

Paula Bryder
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 58017
FAX# 866-430-2717

cc: FILE
Sharon Ledoux

GM Vehicle Inquiry System
Summary

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

Help

VIN :	1GNDT13S83 [redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2003 TRAILBLAZER 4WD	**Warranty Start Date :**	09/05/2002
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	BONNER CHEVROLET CO., INC. PO BOX 1412 KINGSTON , PA 18704-0412 (570) 287-2118	**Selling Source :**	13 - CHEVROLET
		Site Code :	15021
		Business Associate Code :	113946

Service Contract :	**No**	**Branded Title :**	**No**	**Warranty Block :**	**No**	**PDI Status :**	Paid

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
02032	DRIVER SIDE DUAL STAGE AIRBAG INFLATOR	N/A	Closed
03012	TRANSMISSION SHIFT LOCK AND IGNITION KEY REMOVAL OVERRIDE COMPLIANCE	N/A	Closed
03025	BRAKE PIPE CIRCUMFERENTIAL SCORE	N/A	Closed

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
12/12000 BASE MAINTENENCE ITEMS WARRANTY	09/05/2002	0 miles	09/05/2003	12000 miles
36/36000 BUMPER TO BUMPER	09/05/2002	0 miles	09/05/2005	36000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	09/05/2002	0 miles	09/05/2008	100000 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	09/05/2002	0 miles	09/05/2010	80000 miles
36/36000 FEDERAL EMISSION	09/05/2002	0 miles	09/05/2005	36000 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
06/23/2003	[redacted]	#	V0994 - 03012-INSTALL PLUG AND REMOVE OVERRIDE LEVER	13028 miles

06/23/2003	[redacted]	#	V1025 - 03025-INSP FRONT LEFT BRAKE PIPE - NO FURTHER ACTION REQ'D	13028 miles
05/07/2003		#	C0720 - STRIKER AND/OR HANDLE, TAILGATE GLASS - ADJUST OR REPLACE	10602 miles
04/14/2003		#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	9512 miles
04/14/2003		#	Z5001 - VIP FREIGHT/POSTAGE REIMBURESEMENT	9512 miles
04/14/2003		#	Z7903 - 3-DAY COURTESY TRANSPORTATION	9512 miles
03/24/2003		#	E9050 - PUMP ASSEMBLY, POWER STEERING - REPLACE	8681 miles
03/24/2003		#	J9995 - CUSTOMER CONCERN NOT DUPLICATED	8681 miles
03/24/2003		#	Z7903 - 3-DAY COURTESY TRANSPORTATION	8681 miles
02/21/2003		#	N0912 - SOCKET, LAMP - EXTERIOR - REPLACE	7451 miles
02/06/2003		#	N0528 - BULBS, LAMP - EXTERIOR - REPLACE	6777 miles
01/09/2003		#	N1720 - FUSE - REPLACE	5642 miles
08/20/2002		#	V0884 - 02032 - INSPECT DRIVERS AIRBAG - NO ACTION REQ'D	492 miles
07/26/2002		#	Z6999 - PDI RELATED FLUID ADDS	18 miles
07/22/2002		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System
Vehicle Build

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

Help

VIN	1GNDT13S8[redacted]

VEHICLE BUILD

Merchandising Model :	CT15506 -2003 TRAILBLAZER 4WD		
Gross Vehicle Weight Rating :	2611 kg (5757 lb)	**Order Number :**	[redacted]
Build Date :	07/22/2002	**Build Plant :**	13206

OPTION CODES

AJ1 - SLIDING REAR WINDOW	AJ7 - RIGHT FRONT PASSENGER
AM9 - (INCLUDES CARGO NET)	AR9 - WITH FULL FLOOR CONSOLE,
AU0 - KEYLESS REMOTE DOOR LOCK	AXP - MPV VIN IDENT POSITION
B30 - FULL FLOOR CARPETING	B32 - FRONT COLOR-KEYED FLOOR MATS
B33 - REAR COLOR KEYED FLOOR MATS	CJ3 - AIR COND., DUAL ZONE MANUAL
C49 - OUTSIDE REARVIEW MIRRORS	C5N - GVW RATING - 5750 LBS
DAY - ASSEMBLY PLANT MORAINE, OHIO	DF5 - ISRV MIRROR W/COMPASS & TEMP
DH2 - LIGHTED LH & RH VISOR MIRRORS	DK2 - ELECTRIC OSRV MIRROR W/DEFOGGER
DK7 - INTERIOR CUSTOM ROOF CONSOLE	EVA - EVAP EMISSION REQUIREMENT
FE9 - FEDERAL EMISSIONS	GU6 - REAR AXLE 3.42 RATIO
JF8 - BRAKE VAC POWER, 4 WHL DISC	KG4 - GENERATOR 150 AMP
K34 - WITH RESUME SPEED	LL8 - VORTEC 4200 SFI I6
M30 - 4 SPEED ELECTRONIC AUTOMATIC	NF7 - EMISSION SYSTEM, FEDERAL NLEV
NP5 - LEATHER WRAPPED STEERING WHEEL	NZ3 - FULL SIZE SPARE
N40 - POWER STEERING	QC3 - (REPLACES WHEELS IN OPT PKG)
QRE - P245/70R16 BW ALL SEASON TIRES	SLM - SALES STOCK ORDERS
TB4 - LIFTGATE	T61 - DAYTIME RUNNING LIGHTS
T96 - FRONT FOG LAMPS	T98 - STAMPING VEHICLE IDENT NUMBER
UA6 - THEFT DETERRENT ALARM SYSTEM	UE1 - ONSTAR COMMUNICATIONS SYSTEM
UG1 - HOMELINK 3-CHANNEL DOOR OPENER	UPC - TRAVEL NOTE
UP0 - W/SEEK-SCAN, TONE SELECT,	U73 - FIXED MAST ANTENNA

VXS - COMPLETE VEHICLE LABEL	V1K - CROSS BARS ON ROOF RACK
V73 - /CANADA	V76 - RECOVERY HOOKS
X88 - CHEVROLET CONVERSION	YC5 - WITH RUB STRIPS
YD3 - BASE EQUIP FOR SCH GVW PL-FT AX	YD5 - BASE FRONT SPRING
YD6 - BASE REAR SPRING	ZW7 - PREMIUM RIDE SUSPENSION
ZY1 - SOLID PAINT	1SD - * CARGO NET
6SJ - COMP FRT LH COMPUTER SEL SUSP	7SH - COMP FRT RH COMPUTER SEL SUSP
8EW - COMP RR LH COMPUTER SEL SUSP	9EU - COMP RR RH COMPUTER SEL SUSP
92U - SILVER GREEN METALLIC	95H - MED PEWTER/DK PEWTER ACCENTS
95I - MED PEWTER/DK PEWTER INT TRIM	

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Service Request Activity

SR No.	[redacted]	**Ref No.**		**BRC Type**	N/A	**Bus. Unit**	CAC
Account		**Site**		**Goodwill**		**Area**	Complaint Vehicle
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Sub-Area**	Final Repair Attempt
Daytime #	(570) 287-0165	**Con. Acct.**		**UCC**	Electrical Gauges - Instrument Cluster - Electronic / Digital	**Safety**	No
Involved Dealer	Bonner Chevrolet CO., Inc.	**Source**	Phone				
Serial #/VIN	1GNDT13S832[redacted]					**Updated**	5/21/03 4:42:21 PM
Model	TrailBlazer	**License #**	CHEVROLET	**Priority**	Medium	**Owner**	[redacted]
Make	Chevrolet	**Warr. Start**	09/05/2002	**Status**	Closed	**Opened**	5/6/03 10:11:42 AM
Year	2003	**Mileage**		**Sub-Status**	Satisfied	**Closed**	5/21/03 4:41:58 PM
Customer Description				**Abstract**	Final Repair attempt		

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
05/21/03	ALVAREZF	ALVAREZF	SR Closed - Satisfied		Done	Service Request has been Closed Satisfied.	
05/21/03	ALVAREZF	ALVAREZF	Outbound Call Customer	Left Message	Done	Call intercept	CRM attempted to call cust and was greeted and disconnected by call intercept. Frances Valderas atx cac
05/08/03	ALVAREZF	ALVAREZF	Scheduled Outbound Call Cust		Done	1-96628535 follow up	
05/06/03	ALVAREZF	ALVAREZF	Outbound Call Dealer	Made Contact	Done	C.C. Symeon	Sr went over cust's concern and advised that the veh will be in on Wed. Frances Valderas atx cac

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
05/06/03	ALVAREZF	ALVAREZF	Inbound Call Customer	Complex Request	Done	Cust no longer desires to be in veh	Cust states that he would like to file under the TN lemon law. Cust states that he has taken his veh four times. Cust states that he no longer desires to be in this leased veh. Cust seeks to break this lease and enter another. CRM contacted dlr and was advised that this cust has been in several times for electrical and power steering concerns. CRM was advised that this cust will be in again on friday CRM advised that I would research his request and follow up on Tuesday. b/t 1-3 Frances Valderas atx.cac

Service Request Activity

SR No.	[redacted]	**Ref No.**		**BRC Type**	N/A	**Bus. Unit**	CAC
Account		**Site**		**Goodwill**		**Area**	Complaint Vehicle
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Sub-Area**	Operation or Design
Daytime #	[redacted]	**Con. Acct.**		**UCC**	Tires - General	**Safety**	Yes
Involved Dealer	Bonner Chevrolet CO., Inc.	**Source**	Phone				
Serial #/VIN	1GNDT13S8[redacted]					**Updated**	12/1/03 12:41:34 PM
Model	TrailBlazer	**License #**	CHEVROLET	**Priority**	Medium	**Owner**	[redacted]
Make	Chevrolet	**Warr. Start**	09/05/2002	**Status**	Open	**Opened**	6/24/03 9:58:41 AM
Year	2003	**Mileage**	13000	**Sub-Status**	Satisfied	**Closed**	
Customer Description				**Abstract**	Trailblazer		

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
12/01/03	SADMIN	BRYDER	Inbound White Mail		In Progress	BRC LEGAL Scanned: 2003-11-21-13.47.27.000000, MSXDocNum: 0332500283	
12/01/03	ELLIS	BRYDER	BRC LEGAL	Assigned Lawsuit NER	In Progress	LAWSUIT NER	Other siebel request found, 1-96528535 Assigned to brc legal crm Paula Bryder 58017 X:Ellis brc legal workflow
12/01/03	ELLIS	BRYDER	Ownership Changed		Done	Service Request Ownership has changed FROM: MESSMANW TO: BRYDER	
12/01/03	ELLIS	BRYDER	SR Opened		Done	SR in Status of Closed has been Re-Opened by ELLIS	
07/08/03	MESSMANW	MESSMANW	SR Closed - Satisfied		Done	Service Request has been Closed Satisfied.	
07/01/03	MESSMANW	MESSMANW	Outbound Call Customer	Left Message	Done	No repurchase Smartcare	CRM will consider 12/12 Not response from cust. Cust was not decided on what he was seeking from CAC on initial call.
06/24/03	MESSMANW	MESSMANW	Outbound Call Customer	Left Message	Done	Follow up	

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
06/24/03	MESSMANW	MESSMANW	Outbound Call Dealer	Made Contact	Done	Complaint vehicle.	SVC MGR states that cust has been having some difficulty with this vehicle. Cust states that there is an alignment concern that is being addressed. Dlr is putting new tires on the vehicle and adjusting alignment. At this time dlr has not diagnosed further steering problems. Dlr is taking care of campaigsn on vehicle SVC MGR states the cust has had some inconveinence and has been in at leas once a month since he had vehicle. In May he was in with a concern with tailgae. In April he had a hard time steering . Veh was determined to need a steering gear replacement. Steering gear was most like damaged when steering pump went out. Cust had vehcle in March with hard steering . That was when steering pump went out. In January and February cust had concerns with rear taill lights working... Cust was in three times during those months for replacement of bulb, fuse, and lights SVC MGR states dlr is trying to help out as they can. He is a good cust. Dealer states that sales will not be able to get him out of his lease in an economic manner. The front tires will be replaced and alignment adjusted. SVC MGR states if cust is willing to accept inconvenience compensation that would be good.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
06/24/03	MESSMANW	MESSMANW	Inbound Call Customer	Complex Request	Done	Trailblazer	Cust has had multiple problems with the 2003 TrailBlazer he started leasing at 5000 miles Electrical problems, Power steering Repaired twice. Now the tires are being replaced because they are bald and alignment is out. Cust states that he would like to pursue getting out of vehicle .. CRM notes cust had called in trying to get out of lease over electrical conerns. fil[redacted] Cust states he will pursue legal matters if GM does not help him get out of veh. CRM advsd he would review with dlr. CRM advsd he could assist in following manner 1) Veh repaired under warranty to cust satisfaction, CRM will look into offering an extended maintenance contract ..... 12/12 for inconvenience 2) CRM will escalate request for GM assistance in getting out of lease into an Avalanche. CRM advsd the response to escalation will most likely not be in cust favor... based on the fact veh is being repaired under warranty 3) CRM can refer to BBB arbitration if cust seeks to puruse legal Cust states he is not sure what to do at this point and he will have to think on it. CRM gave

GM Vehicle Inquiry System
Claim History

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

Help

VIN :	1GNDT13S832[redacted]

CLAIM HISTORY

Repair Order Date :	06/23/2003	Repair Order Number :	[redacted]	Odometer Reading :	13028 miles

Serviced By :	BONNER CHEVROLET CO., INC. PO BOX 1412 KINGSTON, PA 18704-0412 (570) 287-2118	Selling Source :	13 - CHEVROLET
		Site Code :	15021
		Business Associate Code :	113946

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/04/2003	392	01	#	V0994 - 03012-INSTALL PLUG AND REMOVE OVERRIDE LEVER	15107204 - PLUG	N/A	N/A	$ 19.49	N
07/04/2003	392	02	#	V1025 - 03025-INSP FRONT LEFT BRAKE PIPE - NO FURTHER ACTION REQ'D	N/A	N/A	N/A	$ 22.25	N

Repair Order Date :	05/07/2003	Repair Order Number :	028132	Odometer Reading :	10602 miles

Serviced By :	BONNER CHEVROLET CO., INC. PO BOX 1412 KINGSTON, PA 18704-0412 (570) 287-2118	Selling Source :	13 - CHEVROLET
		Site Code :	15021
		Business Associate Code :	113946

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/16/2003	378	01	#	C0720 - STRIKER AND/OR HANDLE, TAILGATE GLASS - ADJUST OR REPLACE	N/A	N/A	N/A	$ 11.13	N

Repair Order Date :	04/14/2003	Repair Order Number :	027360	Odometer Reading :	9512 miles

Serviced By :	BONNER CHEVROLET CO., INC. PO BOX 1412 KINGSTON, PA 18704-0412 (570) 287-2118	Selling Source :	13 - CHEVROLET
		Site Code :	15021

					Business Associate Code :	113946			
Cycle Date	**Cycle Nbr**	**Case**	**Type**	**Labor Operation**	**Part**	**Auth Code**	**Person Code**	**Line Total**	**Comments**
05/02/2003	374	01	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	26101416 - GR KT REM	B	N/A	$ 866.77	N
04/29/2003	373	02	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURESEMENT	26101416 - GR KT REM	N/A	N/A	$ 32.30	N
04/29/2003	373	03	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	$ 90.00	N

Repair Order Date :	03/24/2003	**Repair Order Number :**	026653	**Odometer Reading :**	8681 miles

Serviced By :	BONNER CHEVROLET CO., INC. PO BOX 1412 KINGSTON, PA 18704-0412 (570) 287-2118	**Selling Source :**	13 - CHEVROLET
		Site Code :	15021
		Business Associate Code :	113946

Cycle Date	**Cycle Nbr**	**Case**	**Type**	**Labor Operation**	**Part**	**Auth Code**	**Person Code**	**Line Total**	**Comments**
04/08/2003	367	01	#	E9050 - PUMP ASSEMBLY, POWER STEERING - REPLACE	15191020 - PUMP	N/A	N/A	$ 236.02	N
04/08/2003	367	02	#	J9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 16.69	N
04/08/2003	367	03	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	$ 90.00	N

Repair Order Date :	02/21/2003	**Repair Order Number :**	025585	**Odometer Reading :**	7451 miles

Serviced By :	BONNER CHEVROLET CO., INC. PO BOX 1412 KINGSTON, PA 18704-0412 (570) 287-2118	**Selling Source :**	13 - CHEVROLET
		Site Code :	15021
		Business Associate Code :	113946

Cycle Date	**Cycle Nbr**	**Case**	**Type**	**Labor Operation**	**Part**	**Auth Code**	**Person Code**	**Line Total**	**Comments**
02/28/2003	356	01	#	N0912 - SOCKET, LAMP - EXTERIOR - REPLACE	16525938 - BOARD	N/A	N/A	$ 50.93	N

Repair Order Date :	02/06/2003	**Repair Order Number :**	025135	**Odometer Reading :**	6777 miles

Serviced By :	BONNER CHEVROLET CO., INC. PO BOX 1412 KINGSTON, PA 18704-0412 (570) 287-2118	Selling Source :	13 - CHEVROLET
		Site Code :	15021
		Business Associate Code :	113946

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
02/14/2003	352	01	#	N0528 - BULBS, LAMP - EXTERIOR - REPLACE	12450108 - BULB	N/A	N/A	$ 18.83	N

Repair Order Date :	01/09/2003	Repair Order Number :	024113	Odometer Reading :	5642 miles

Serviced By :	BONNER CHEVROLET CO., INC. PO BOX 1412 KINGSTON, PA 18704-0412 (570) 287-2118	Selling Source :	13 - CHEVROLET
		Site Code :	15021
		Business Associate Code :	113946

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/21/2003	345	01	#	N1720 - FUSE - REPLACE	88909754 - FUSE KIT	N/A	N/A	$ 29.25	N

Repair Order Date :	08/20/2002	Repair Order Number :	019558	Odometer Reading :	492 miles

Serviced By :	BONNER CHEVROLET CO., INC. PO BOX 1412 KINGSTON, PA 18704-0412 (570) 287-2118	Selling Source :	13 - CHEVROLET
		Site Code :	15021
		Business Associate Code :	113946

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/10/2002	307	01	#	V0884 - 02032 - INSPECT DRIVERS AIRBAG - NO ACTION REQ'D	N/A	N/A	N/A	$ 16.41	N

Repair Order Date :	07/26/2002	Repair Order Number :	018707	Odometer Reading :	18 miles

Serviced By :	BONNER CHEVROLET CO., INC. PO BOX 1412 KINGSTON, PA 18704-0412 (570) 287-2118	Selling Source :	13 - CHEVROLET
		Site Code :	15021
		Business Associate Code :	113946

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/03/2002	305	01	#	Z6999 - PDI RELATED FLUID ADDS	N/A	N/A	N/A	$ 4.46	N

Repair Order Date :	07/22/2002	**Repair Order Number :**	A07549	**Odometer Reading :**	0 miles

Serviced By :	BONNER CHEVROLET CO., INC. PO BOX 1412 KINGSTON, PA 18704-0412 (570) 287-2118	**Selling Source :**	13 - CHEVROLET
		Site Code :	15021
		Business Associate Code :	113946

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/26/2002	294	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 76.57	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 12/01/03
PROCESSING SOURCE: BARS 15:49:12
VIN: 1GNDT13S8[redacted]SELLG SCE: 13 MDL YR: 03 ORD NO: FKKV00 PAGE NO: 1
ODATE: 06/10/02 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 15021
DDATE: 12/19/02 DLVY FAN: DTYPE: 015 SRVC TYPE: 002 MILEAGE: 512
DLVY DOE: 12/23/02 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: D BEEFERMAN
TRD DOE: 461 SLOCUM ST
SRVC IN: 09/05/02 SWOYERSVILLE PA 18704
SRVC OUT: 12/19/02 CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STA
FFC	01	13 15021	00022805184	12/24/02	19.73	OA	0.00	9
LLT	01	13 15021	00022805184	12/24/02	1,500.00	OA	0.00	9
SPN	01	13 15021	1109419	01/03/03	50.00	OP	0.00	9
XJC	01	13 15021	071399	01/21/03	1,628.43	OP	0.00	9

COMMAND ===> ____ NO MORE RECORDS
PF01=HELP 02=CURR INV 03=PRV SCRN PF07=PGUP 08=PGDN
PF09=CURR OPT 10=SPL INST 11=CURR ORD P/W:

2003 TRAILBLAZER LT 4WD /L6G

95H MED PEWTER/DK PEWTER ACCENTS

ORDER NO. [redacted]/TRE STOCK NO.

VIN 1GN DT13 S8 321[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

**********13*15021S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CT15506 TRAILBLAZER LT 4WD	30840.00	27910.20
AJ7 DR/PASS FRT & SIDE AIRBAGS	350.00	301.00
C5N GVW RATING - 5750 LBS	N/C	N/C
FE9 50-STATE EMISSIONS	N/C	N/C
GU6 REAR AXLE 3.42 RATIO	N/C	N/C
LL8 VORTEC 4200 SFI I6	0.00	0.00
M30 4 SPEED ELECTRONIC AUTOMATIC TRANSMISSION WITH OVERDRIVE	0.00	0.00
UE1 VEHICLE COMMUNICATIONS PKG INCL: ONSTAR COMMUNICATIONS SYS W/1 YR SAFE & SOUND PLAN, LIGHT SENSITIVE ISRV MIRROR	870.00	748.20
UP0 AM/FM STEREO W/CASS & CD PLAYER	150.00	129.00
1SD LT PREFERRED EQUIPMENT GROUP 1	N/C	N/C

RETAIL - STOCK	
INVOICE	07/22/02
SHIPPED	07/22/02
EXP I/T	07/31/02
INT COM	07/31/02
PRC EFF	07/22/02
KEYS	S006K S006K
WFP-F QTR	OPT-1
BANK: GMAC	- 020
CHG-TO	15-021
SHIP WT:	4501
HP:	32.1
GVW:	5750
GVWF:	2950
GVWR:	3200
GMS:	28747.10
SUPPLR:	29896.98
NTR:	1/2
MEMO	1610.50

TOTAL MODEL & OPTIONS	32210.00	29088.40	ACT 237	28747.10
DESTINATION CHARGE	625.00	625.00	H/B 261	966.30
TOTAL	32835.00	29713.40	PAY 310	29713.40
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		28284.50		

****

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.

BONNER CHEVROLET CO., INC.

REMIT TO GMAC NO. 020
VIN 1GNDT13S83[redacted]
$ 29713.40 INV [redacted]
DUE 07/31/02 DEALER 15-021

KANTROWITZ & PHILLIPPI, LLC
ATTORNEYS AT LAW
SUITE 4210
CENTRE SQUARE WEST
1500 MARKET STREET
PHILADELPHIA, PA 19102
(215) 496-9400
FAX: (215) 496-9089

NEW JERSEY OFFICE
1230 Parkway Avenue
Parkway Corporate Center
Suite 304-A
Ewing, New Jersey08625
(609) 530-1919
FAX: (609) 530-9050

June 29, 2004

Approved
Sharon Ledoux
7-1-04

Via Facsimile
Ms. Sharon Ledoux
General Motors Corporation
Global Headquarters, 300 Renaissance Center
24th Floor, P.O. Box 300, Mail Code: 482-C24-C66
Detroit, MI 48265-3000

Re: [redacted] **v. General Motors Corporation**
C.C.P. Phila. Cnty., November Term, 2003, No. 1947
2003 Chevrolet Blazer
Vin No.: 1GN[redacted]
GMC File: [redacted]
Our File: [redacted]

Dear Ms. Ledoux:

Based upon an unfavorable service history including inoperative head lamps and tail lamps along with steering noise due to a defective steering rack and gear assembly, we negotiated settlement of this case for the total amount of $6,500.00 inclusive of fees.

UCC Codes: N15-Electrical Lamps-Headlamps-Inoperative
N17-Electrical Lamps-Tail/Wiring/Switch-Inoperative
M03-Steering-Gear/Rack and Pinion-Noise

Please forward the following drafts to this office:

(1) a draft for $4,000.00 made payable to:
[redacted] Swoyersville, PA [redacted]
Telephone Number: [redacted]
[redacted] **Social Security No** [redacted]
Odometer: 30,000; and

(2) a draft for **$2,500.00** made payable to:
Kimmel & Silverman, P.C.
30 E. Butler Pike, Ambler, PA 19002
Tax ID Number: 23-2671027

Thank you for your cooperation. Please feel free to contact me with any questions.

Very truly yours,

STEVEN B. KANTROWITZ

SBK/cs

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

CHECK **No.** 900638470

50-937
213

DATE		AMOUNT
07/07/04	**********4,000 DOLLARS ****00 CENTS	**********4,000.00

PAY TO THE ORDER OF

[redacted]
SWOYERSVILLE PA [redacted]

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

CHECK NO. [redacted]

PAYMENT DATE 07/07/04

VENDOR DUNS NO. BB 000000031

VENDOR NAME DANIEL BEEFERMAN

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNDT13S832[redacted]	07/05/04	VM 1-3UCTY1	00.0000	4,000.00	.00	4,000.00
	.1-112631403.1-3UCTY1					

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

W3

TOTAL	4,000.00	.00	4,000.00

Service Request Activity

SR No.	[redacted]	**Ref No.**		**BRC Type**	N/A	**Bus. Unit**	CAC
Account		**Site**		**Goodwill**		**Area**	Complaint Vehicle
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Sub-Area**	Operation or Design
Daytime #	(570) 287-0165	**Con. Acct.**		**UCC**	Tires - General	**Safety**	Yes
Involved Dealer	Bonner Chevrolet CO., Inc.	**Source**	Phone				
Serial #/VIN	1GNDT13S8[redacted]					**Updated**	12/1/03 12:41:34 PM
Model	TrailBlazer	**License #**	CHEVROLET	**Priority**	Medium	**Owner**	[redacted]
Make	Chevrolet	**Warr. Start**	09/05/2002	**Status**	Open	**Opened**	6/24/03 9:58:41 AM
Year	2003	**Mileage**	13000	**Sub-Status**	Satisfied	**Closed**	
Customer Description				**Abstract**	Trailblazer		

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
12/01/03	SADMIN	[redacted]	Inbound White Mail		In Progress	BRC LEGAL Scanned: 2003-11-21-13.47.27.000000, MSXDocNum: 0332500283	
12/01/03	ELLIS		BRC LEGAL	Assigned Lawsuit NER	In Progress	LAWSUIT N ER	Other siebel request found, 1-96528535. Assigned to brc legal crm Paula Bryder, 58017 K Ellis brc legal workflow
12/01/03	ELLIS		Ownership Changed		Done	Service Request Ownership has changed FROM: MESSMANW TO: BRYDER	
12/01/03	ELLIS		SR Opened		Done	SR in Status of Closed has been Re-Opened by ELLIS	
07/08/03	MESSMANW	MESSMANW	SR Closed - Satisfied		Done	Service Request has been Closed Satisfied.	
07/01/03	MESSMANW	MESSMANW	Outbound Call Customer	Left Message	Done	No repurchase. CRM will consider 12/12 Smartcare	Not response from cust. Cust was not decided on what he was seeking from CAC on initial call.
06/24/03	MESSMANW	MESSMANW	Outbound Call Customer	Left Message	Done	Follow up	

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
06/24/03	MESSMANW	MESSMANW	Outbound Call Dealer	Made Contact	Done	Complaint vehicle.	SVC MGR states that cust has been having some difficulty with this vehicle. Cust states that there is an alignment concern that is being addressed. Dlr is putting new tires on the vehicle and adjusting alignment. At this time dlr has not diagnosed further steering problems. Dlr is taking care of campaigsn on vehicle SVC MGR states the cust has had some inconveinence and has been in at leas once a month since he had vehicle. In May he was in with a concern with tailgae. In April he had a hard time steering . Veh was determined to need a steering gear replacement. Steering gear was most like damaged when steering pump went out. Cust had vehcle in March with hard steering . That was when steering pump went out. In January and February cust had concerns with rear taill lights working... Cust was in three times during those months for replacement of bulb, fuse, and lights SVC MGR states dlr is trying to help out as they can. He is a good cust. Dealer states that sales will not be able to get him out of his lease in an economic manner. The front tires will be replaced and alignment adjusted. SVC MGR states if cust is willing to accept inconvenience compensation that would be good.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
06/24/03	MESSMANW	MESSMANW	Inbound Call Customer	Complex Request	Done	Trailblazer	Cust has had multiple problems with the 2003 TrailBlazer he started leasing at 5000 miles Electrical problems, Power steering Repaired twice. Now the tires are being replaced because they are bald and alignment is out. Cust states that he would like to pursue getting out of vehicle .. CRM notes cust had called in trying to get out of lease over electrical conerns. file 1-96628535 Cust states he will pursue legal matters if GM does not help him get out of veh. CRM advsd he would review with dlr. CRM advsd he could assist in following manner 1) Veh repaired under warranty to cust satisfaction, CRM will look into offering an extended maintenance contract ..... 12/12 for inconvenience 2) CRM will escalate request for GM assistance in getting out of lease into an Avalanche. CRM advsd the response to escalation will most likely not be in cust favor... based on the fact veh is being repaired under warranty 3) CRM can refer to BBB arbitration if cust seeks to puruse legal Cust states he is not sure what to do at this point and he will have to think on it. CRM gave

December 12, 2017

[redacted]
Baltimore, MD 2[redacted]

Service Request [redacted]

Dear Mrs. [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,

Bryan Peterson
Customer Relationship Manager

RS0006-P/amc

[redacted]
Winston-Salem, NC [redacted]



WINSTON-SALEM NC
JUL -3'03
U.S.POSTAGE
4.42
B METER
6061875

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL™

[redacted]

JUL 07 2003

Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

48232+5170 51

July 2, 2003

National Highway Traffic Safety Administration
U.S. Department of Transportation
Washington, D.C. 20590

Dear Sir or Madam,

I am writing this to inform the NHTSA about a defect in the 2002 Chevrolet Trailblazer. I purchased a 2002 Chevrolet Trailblazer on February 28, 2003. The vehicle was sold as a "GM Certified" Vehicle. Within 4 week of having the vehicle the "service 4WD" light began to appear while the vehicle was being operated. The headlamps would also turn off while driving at night and the vehicle would be without any lights inside or out. Along with these two things, while the vehicle is being driven it will go into 4WD; this causes the vehicle to jerk. I feel this could be extremely dangerous if I am driving at speeds of 65-70 mph on the interstate. I have also on two occasions been unable to shift the vehicle from "park" to "drive". The vehicle has been to the dealership that it was purchased from 6 times (for a total of 13 days). The dealership states that it has contacted GM Technical service for repairs but the problem with the 4WD still persists and we have been told there is nothing else that can be done. I have been in contact with the GM customer service department and they also offer no help or suggestions.

I think this is a serious defect in the GM vehicle and I hope that it does not take hundreds of injuries or fatalities to make GM correct or replace these vehicles. I am extremely disappointed in this vehicle and GM's reluctance to address this issue.

Sincerely,

[redacted]

[redacted]

Winston-Salem, NC [redacted]

cc: Modern Chevrolet
Winston-Salem, NC
North Carolina Department of Justice
Raleigh, NC
General Motors.
Detroit, MI
GMAC
Atlanta, GA

866.255.3846

FACSIMILE

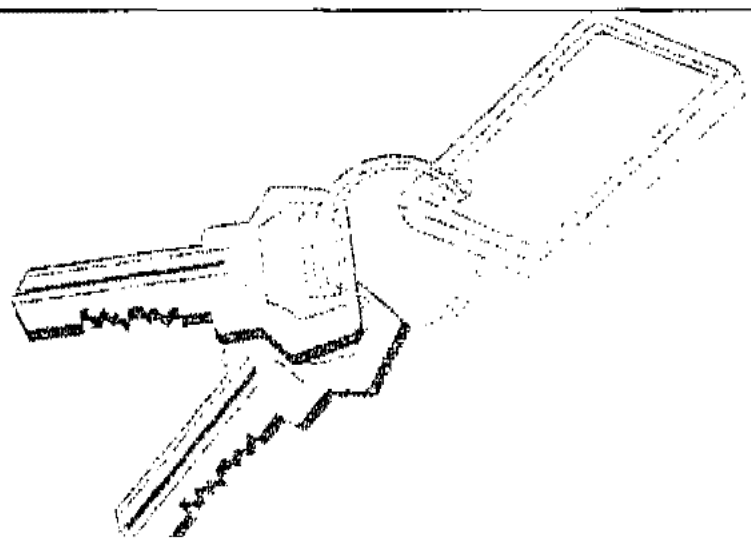
To: Sharon

From: Gary

Roger Dean Chevrolet
101S.W. Pine Island Road
Phone: (941) 574-3326
Fax: (941) 574-2631

Number of pages (Including cover sheet): 5

Cover message: Here are the copies of all Rental Bills for Vickie Townes



Local Edition

CAPE CORAL FL 33990
239-458-8607

RATE PLAN IN	AREA/LOC. IN 0747201	DATE/TIME IN 10/13/2003 11:03
RATE PLAN OUT	AREA/LOC. OUT	DATE/TIME OUT
CAR CLASS RES.	AREA/LOC. DUE	EXCHANGE DATE/TIME

TO BE PAID BY

[redacted]

11/1 9/14 N.

ORIGINAL VEHICLE 0747201		EXCHANGE VEHICLE	
UNIT #	OWN #	UNIT #	OWN #
LICENSE [redacted] 1398		LICENSE #	
MAKE / YEAR 1J4FG6X	VEH. CLASS	MAKE / YEAR	
MILEAGE IN ALERD 0720	CLASS	MILEAGE IN	
MILEAGE OUT		MILEAGE OUT	
MILES DRIVEN 1		MILES DRIVEN	
MILES ALLOWED 855		MILES ALLOWED	
FUEL OUT (1/8's)	FUEL IN 8/8 (1/8's)	FUEL OUT (1/8's)	FUEL IN (1/8's)
REFUELING RATE	MILE / GAL	REFUELING RATE	MILE / GAL

CC TYPE | CC# | EXP. DATE

RENTER NAME [redacted] DOB 7/2004

1 CLUB [redacted] REF# 1[redacted]

ADDRESS | PHONE

CITY [redacted] ST. [redacted]

DRIVER CAPE CORAL

D.L. AUTH.# T520872[redacted] RES ID # FL 10/20/2008

EMPLOYER 549135 0 PHONE

DUE LOC. NA AREA/LOC.# 2[redacted]713300 DATE

RENTAL LOC. LCAP CAPE COR 0747201 AREA/LOC. 10/13/2003

AUTHORIZATION TO RECEIVE DIRECT PAYMENT FROM

BILL TO | AUTH.#

ACCT # ROGER DEAN CHEVROLET | COP # | DOL

ADJUSTER NAME 0991265[redacted]42 14106[redacted] 07/25/2003

ADDRESS FRIZALONE, AL PHONE NO SERVICE

CITY 101 SW PINE ISLAND ST. 239[redacted]574 3326

INSURER'S NAME CAPE CORAL POLICY 33991

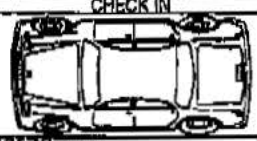
VEHICLE DAMAGE REPORT

CHECK OUT



X = DENT S = SCRATCH O = MISSING

CHECK IN



IF YOU DECLINE LOSS DAMAGE WAIVER (LDW) AND PARTIAL DAMAGE WAIVER (PDW), WHICH ARE OPTIONAL, YOU MAY BE RESPONSIBLE FOR ANY LOSS OR DAMAGE TO THE CAR REGARDLESS OF FAULT (SEE PAR.4 OF THE RENTAL AGREEMENT TERMS AND CONDITIONS, WHICH APPEAR ON THE FOLDER (AGREEMENT) DELIVERED TO YOU WITH THIS RENTAL RECORD (THE RENTAL TERMS). COVERAGE FOR ALL OR PART OF THIS RESPONSIBILITY MAY BE PROVIDED BY YOUR OWN AUTO INSURANCE OR UNDER YOUR CREDIT CARD AGREEMENT. FLORIDA LAW REQUIRES HERTZ'S LIABILITY PROTECTION AND PERSONAL INJURY PROTECTION TO BE PRIMARY UNLESS OTHERWISE STATED. THEREFORE, HERTZ HEREBY INFORMS YOU THAT THE VALID AND COLLECTIBLE LIABILITY INSURANCE AND PERSONAL INJURY PROTECTION INSURANCE OF YOU OR ANY AUTHORIZED OPERATOR IS PRIMARY FOR THE LIMITS OF LIABILITY AND PERSONAL INJURY PROTECTION COVERAGE REQUIRED BY 66.324.021(7) AND 627.736, FLORIDA STATUTES, UNLESS YOU ACCEPT THE OPTIONAL LIS. PRIMARY INSURANCE MEANS THAT, IN THE EVENT OF A COVERED LOSS, YOUR INSURANCE OR THAT OF THE AUTHORIZED OPERATOR WOULD BE RESPONSIBLE FOR THE PAYMENT OF PERSONAL INJURY OR PROPERTY DAMAGE CLAIMS UP TO THE LIMITS OF (THAT INSURANCE.

X [redacted]

Contract H8726077 3

106712

Pd th 10/4/03 16=40.00

SERVICE

	ACCEPT	$	DECLINE	
LDW	X		X	LOSS DAMAGE WAIVER (LDW). By initialing, you accept at the rate shown, or decline LDW. LDW is not insurance.
PDW	X	16.99	X	PARTIAL DAMAGE WAIVER (PDW). By initials, You accept at the rate shown, or decline, PDW. PDW is not insurance.
LIS	X	9.99	X	LIABILITY INSURANCE SUPPLEMENT (LIS). By initials, You accept at the rate shown, or decline, LIS. You acknowledge reading Summary of Coverage provided to You.
PAI & PEC	X	5.99	N	PERSONAL ACCIDENT INSURANCE (PAI) & PERSONAL EFFECTS COVERAGE (PEC). By initials, You accept at the rate shown, or decline PAI & PEC. You acknowledge reading Summary of Coverage provided to You.
FPO	X	6.99	N	FUEL PURCHASE OPTION (FPO). By initials, You accept at the amount shown, or decline FPO. NO REFUNDS GIVEN FOR FUEL LEFT IN THE CAR AT RETURN.

Authorization to Leave State of Rental ☐YES States Permitted: FL | MLE Rep. Authorizing X

DEPOSITS

DATE	AMOUNT	CSH/CHK	INTLS

CREDIT APPROVALS

AUTH #	AMOUNT	DATE

DAYS 1 @		478.00
EXTRA HRS @ 29.00		
EXTRA DAYS @ 8.33		
WEEK @		
MILES @		0.00
SUB TOTAL	0.00	478.00
		0.00
SUB TOTAL ▶		478.00
ADDL CHARGES ACCT. OR DESC.		00.00
FUEL + SERVICE		
FPO		
FL SURCHARGE $2.30/DAY		478.00
SUB-TOTAL		
TAX 6.00 %		0.00
LDW		0.00
PDW		0.00
LIS		0.00
PAI/PEC		0.00
CLEANING/OTHER		0.00
TOTAL CHARGES ▶		478.00
MISC. (DEBIT/CR) ACCT # OR DESC:		
LESS DEPOSIT		
LESS PAYMENT		
BAL. DUE		478.00
DUE FROM INS. CO.		478.00
DUE FROM CUST.		0.00
REFUND ☐CASH ☐CHECK		
EXCHANGE ID #		
PREF ID #	COMP ID # 8387	
PETTY CASH		

Rental Record No. H8726216 2

DRB COPY

FOR RENTALS CONTRACTING IN MIAMI-DADE COUNTY: I HAVE RECEIVED THE VISITOR INFORMATION MAP AND SAFETY TIPS. I WAIVE MY RIGHT TO RECEIVE THE VISITOR INFORMATION MAP AND SAFETY TIPS

18

4010151 (4/02)

HERTZ LOCAL EDITION
PO BOX 268825
OKLAHOMA CITY, OK 73126-8825
PHONE: 1-888-777-3700
FAX: 405-775-6413
E-MAIL: [redacted]
TAX ID: 13-1938568

LOCAL EDITION
ORIGINAL INVOICE

Invoice Date: 09/29/2003
Document: 609037259492
Account No.: 099126500018 HCC
#1 Club: 00000000
CDPID No.:
CDP Name:
Reservation ID:
OTTO:
Agent Ref.:

AL BARTONE
ROGER DEAN CHEVROLET
*ATTN ACCTS PAYABLE
101 SW PINE ISLAND RD
CAPE CORAL, FL 33991-2046

RENTAL DETAILS

Renter: [redacted]
Car Description: 044PRF
Charged Rented YF Reserved X
Rate Plan In: CNVC Rate Plan Out: CNV
Rented On: 07/26/2003 10:39 0747201 CAPE CORAL, FL
Returned On: 09/25/2003 10:58 0747201 CAPE CORAL, FL
Miles In / Out / Driven: 17,327 - 15,701 = 1,626
Miles Allowed / Charged: / 0
TR-X Miles Driven: 0

BILLING INFORMATION

Claim No: SERVICE
Policy No: [redacted]
Date of Loss: 2003-07-25
Type of Loss: D
Repair Facility: 55
Authorized Rate: 25.00
Authorized Days:
Adjuster: AL BARTONE
Insured:

RENTAL CHARGES

DAYS	61 @	25.00	1,525.00
SUBTOTAL			1,525.00

RO # [redacted]

246 = 1525.00

AMOUNT DUE POSTED 10-16-03 1,525.00 USD

THANK YOU FOR RENTING FROM HERTZ.
PLEASE REFERENCE THE RENTAL AGREEMENT NO. ON YOUR CHECK.
RETURN BOTTOM PORTION WITH YOUR PAYMENT.

PAYMENT DUE UPON RECEIPT
DO NOT STAPLE OR FOLD

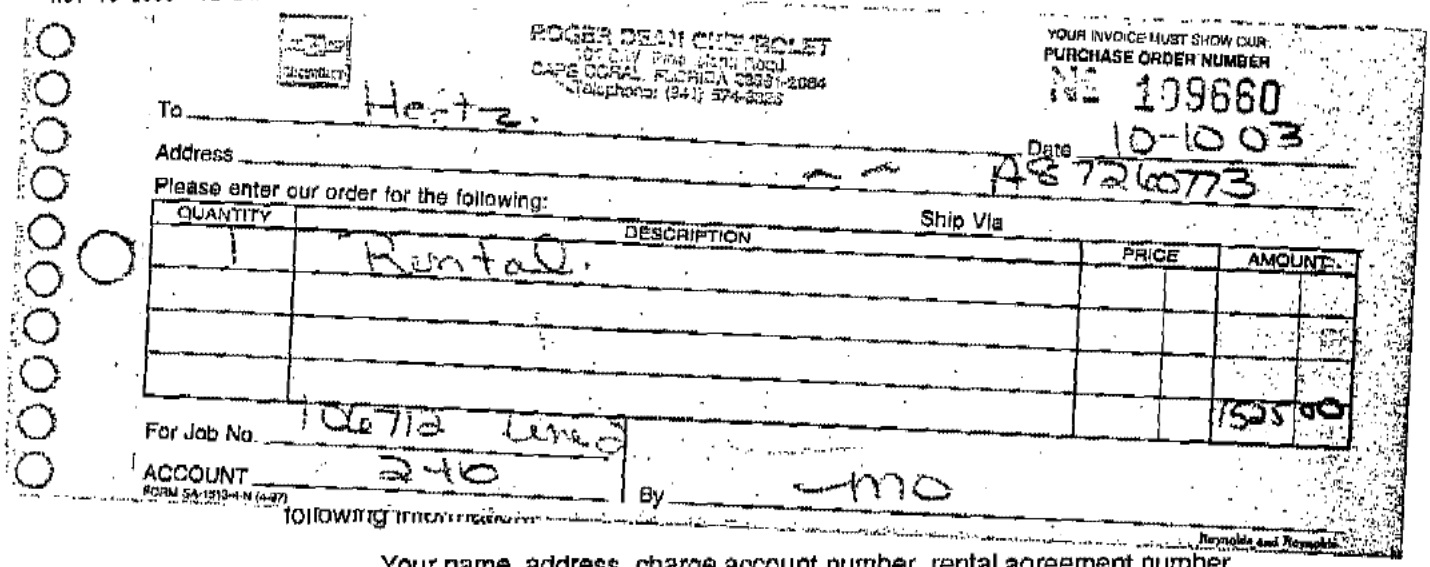
☐ CHECK BOX FOR ADDRESS CHANGE ON REVERSE SIDE

REMIT TO:
HERTZ LOCAL EDITION
PO BOX 268825
OKLAHOMA CITY, OK 73126-8825

Rental Agreement No.: [redacted] DB
Document Date: 09/29/2003
Renter: [redacted] 6090
Account No.: HCC

Amount Due 1,525.00 USD

GUS00H 09/17
GUS031



ROGER DEAN CHEVROLET
[illegible]
CAPE CORAL, FLORIDA [illegible]
Telephone: (941) 574-[illegible]

YOUR INVOICE MUST SHOW OUR PURCHASE ORDER NUMBER
NE 109660

To Hertz.

Address

Date 10-10 03

A87260773

Please enter our order for the following:

Ship Via

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1	Rental.		
			1525 00

For Job No. 106712 Lined

ACCOUNT 240

By MO

FORM SA-1513-4-N (4-97)

following information

Reynolds and Reynolds

Your name, address, charge account number, rental agreement number, and the dollar amount of the suspected error.

Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the item you are not sure about.

YOUR RIGHTS AND HLE'S RESPONSIBILITIES AFTER RECEIVING YOUR WRITTEN NOTICE

HLE must acknowledge your letter within 30 days, unless the error has been corrected by then. Within 90 days, HLE must either correct the error or explain why they believe the bill was correct.

After HLE receives your letter, HLE cannot try to collect any amount you question, or report you as delinquent. HLE can continue to bill you for the amount you question but you do not have to pay the questioned amount while HLE is investigating. **You are obligated to pay the parts of your bill that are not in question.**

Once research is complete, HLE will send you a statement of the amount you owe and the date that it is due.

If you fail to pay the amount that HLE thinks you owe, HLE may report you as delinquent; however, if their explanation does not satisfy you and you write to HLE within 10 days telling them you still refuse to pay, HLE must tell anyone they report you to that you have a question about your bill. In addition, HLE must tell you the name of anyone they report you to as well as tell anyone they report you to the matter has been settled when it finally is.

If HLE does not follow these rules, they cannot collect the first $50.00 of the questioned amount, even if your bill was correct.

PLEASE COMPLETE THE FOLLOWING FOR CREDIT CARD OR #1 CLUB CHANGES

Credit Card/No 1 Club Change Notice

Credit Card Number	No 1 Club	Billing Address		
Cardholder's Name		City	State	Zip Code
Company Name (If Shown On Charge Card)		Drivers License Number	State	Exp. Date
Car Preference Luxury Full Size Mid Size Compact		Signature		

Telephone: (941) 574-9328

To Hertz. Date 10/14/03

Address H 8726216

Please enter our order for the following: Ship Via

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1	Rental		47 00

For Job No. 106712

ACCOUNT 346

By MO

FORM SA1613-4-N (4/97) Reynolds and Reynolds

Customer Name:	[redacted]	Approval Date:	10/02/2003
CRM Name:	SHARON MCKINNEY		

RVDC Case# 60460
BRC Case Number [redacted]
Customer Name [redacted]
Original VIN 1GNES16S23[redacted]
BAC 169633
Dealership Name ROGER DEAN CHEVROLET
Dealer Contact/Title Gary Herrmann, Service Manager
Dealer Phone 2395743326
Dealer Fax 2395742631
Delivery Date 2002-10-12
Buyback Mileage 8500
Transmission A
UCC Code(s) N0504
MSRP 33680.00
NADA 20305.60
Case Number 60460
TAC Case Number
Type of Transaction SL
Replacement VIN
Repurchase Type Legal-Early Resolution-NISM
Repurchase Source Legal CRM, Sharon McKinney
Reason for Repurchase: Wire harness failure. (52 days out of service)
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: FL Repurchased Under Laws of State: FL
Vehicle Meets Presumption of LEMON LAW? Y
Closing Schedule:
2003-10-10 Established on:
2003-10-03

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: 26739.58 Lien Payoff Expires on: 2003-11-11 Per Diem: 0.00
Customer Due to GM: 0.00 Dealer Due GM: 0.00
Check Information
Customer Lienholder Plaintiff's Attorney
Check Amt: 3252.16 Check Amt: 1750.00
Payee1 [redacted] Payee1: GMAC Payee1: Krohn & Moss
Payee2: Payee2: Acct.# [redacted] 2 Payee2: Accounting Department
Address1: [redacted] Address1: 100 Galleria Parkway
Address1: [redacted]
Address2: 11th Avenue Address2: Suite #300 Address2: 10th Floor
City: Cape Coral City: Atlanta City: Chicago
State: FL State: GA State: IL
Zip [redacted] Zip 30339 Zip 60602
Phone # [redacted] Phone #: 800-200-4622 Phone #: 312-578-9428
Fax #: Fax #: Fax #: 312- 896- 5969
Attention: Payoff Dept. Attention: Alex Weisberg
Account #: [redacted] Tax ID: 36-4065555
Firm Name: Krohn & Moss
Case ID: 60460 Initiator: vnelson

SETTLEMENT AGREEMENT AND RELEASE

This Settlement Agreement and Release is effective as of the latter of the dates set forth opposite the signatures below.

WITNESSETH:

WHEREAS, [redacted] Cape Coral, FL [redacted] (hereinafter referred to as "Releasor(s)", and General Motors Corporation (hereinafter referred to as "Releasee"), are involved in a dispute regarding a certain 2003 Chevrolet Tailblazer, bearing Vehicle Identification No. (VIN) 1GNES16S2[redacted] (hereinafter referred to as "Vehicle"), which Releasor(s) leased from Roger Dean Chevrolet, located at 101 SW Pine Island Road, Cape Coral, FL 33991-2046 (hereinafter referred to as the "Dealership") on 10/12/02 and

WHEREAS, Releasor(s) has voluntarily agreed to resolve this dispute and Releasee denies liability with respect to any and all claims set forth in this action; and

NOW, THEREFORE, in consideration of the settlement of the claim and of the mutual covenants hereinafter set forth, the parties hereto agree as follows:

1. Releasee agrees to pay Releasor(s) and her attorney $5,002.16 and Releasor(s) agree to turn over possession and clear title of the Vehicle to Releasee, free from any liens and encumbrances. In addition, Releasee agrees to pay off the balance of Releasor's account with General Motors Acceptance Corporation, Account No [redacted] and terminate the same.

2. Releasor(s) agree(s) that a material component of this Agreement is that Releasee will be allowed to inspect the Vehicle to determine whether the Vehicle is free from any damage or abuse, other than normal wear and tear. If Releasee's inspection reveals that the Vehicle contains damage other than normal wear and tear, Releasor(s) agree(s) that this settlement agreement will be considered null and void and Releasor(s) agree(s) to return the settlement funds set forth in paragraph 1 of this Agreement back to Releasee.

3. As an express element and condition of this Settlement Agreement and Release, Releasor(s), individually and on behalf of any and all of her predecessors, successors, heirs, assigns, executors, administrators, agents, attorneys or any other representatives, agree that Releasor(s) shall not now or hereafter institute, maintain or assert against Releasee, either directly or indirectly, and agree to release and discharge Releasee from, any and all causes of action, claims, damages, statutory penalties, equitable, legal and administrative relief, interest, attorney fees, demands or rights of any kind or nature whatsoever, whether based on federal, state or local statute, regulation, contract, common law, or any other source, whether known or unknown, that have been, could have been, may or could be alleged or asserted now or in the future by Releasor(s) against Releasee on the basis of, connected with, arising out of, or related to, in whole or in part, the claims asserted in this action.

Initials: VA

P.04 Oct 1 2003 9:39 Fax:2395493363

4. Releasor(s) understand and agree(s) that this Settlement Agreement and Release shall be considered final and binding upon her.

5. This Agreement may be executed in counter-parts, and when each party has signed and delivered at least one such counter-part, each counter-part shall be deemed an original, and taken together shall constitute one and the same Agreement, which shall be binding and effective as to all parties.

6. This Agreement contains the entire Agreement between the parties hereto and the terms of this Agreement are contractual and not a mere recital. Furthermore, this Agreement supersedes all prior Agreements, understandings or covenants, whether oral or written. This Agreement, and each and every term and provision hereof, shall be governed by and construed in accordance with the laws of Florida.

7. It is understood and agreed that this Agreement is being entered into voluntarily and is not based on any representations or statements of any kind by any party or their representatives as to the merits, legal liability or value of Releasor's actions or any matters relating thereto.

8. The parties agree that a fully executed facsimile copy of this Agreement shall be binding on the parties.

Initials: VP

SELLSTATE ADVANTAGE Fax:2395493363 Oct 1 2003 9:40 P.05

9. RELEASOR(S) ACKNOWLEDGE(S) THAT SHE HAS READ THIS RELEASE, THAT SHE HAS HAD THE BENEFIT OF CONSULTATION WITH LEGAL COUNSEL IN CONNECTION HEREWITH, THAT SHE UNDERSTAND ALL OF ITS TERMS AND THAT SHE EXECUTED IT VOLUNTARILY AND WITH FULL KNOWLEDGE OF ITS SIGNIFICANCE AND CONSEQUENCES.

Intending to be legally bound by the terms of this release, the undersigned has affixed her signature(s) this 18th day of September, 2003

[redacted]

STATE OF Florida

COUNTY OF Lee

Sworn to (or affirmed) and subscribed before me this 18TH day of SEPTEMBER, 2003, by [redacted]

Signature of Notary Public

MARJORIE W. VERNAY
MY COMMISSION # CC 997848
EXPIRES: March 5, 2005
Bonded Thru Notary Public Underwriters

MARJORIE W. VERNAY

Print, type or stamp Commissioned Name of Notary Public

Personally Known ✓ OR Produced identification _____

Type of identification —

My commission expires: 3/5/05

Initials: _____

Oct 1 2003 9:40 P. 06
Fax:2395493363 ACCUSTATE ADVANTAGE

REPAIR GUIDELINES FOR DEALERSHIP

1. USE LABOR OPERATION CODE **Z1242** FOR PRODUCT ALLEGATION CLAIM ONLY…EXCLUDING CAMPAIGN, SPECIAL POLICY, CUSTOMER PAY, AND WARRANTY CLAIM(S). THESE ITEMS MUST GO ON A SEPARATE LINE DUE TO THE FACT THAT WE ARE NOT USING Z1242 LABOR OP.

2. REPAIRS MUST BE DONE AT **WARRANTY RATE WITHOUT TAX**. PLEASE PROVIDE SUBLET (BODYWORK AND RENTAL VEHICLE) WITH YOUR **TAX ID #**

3. SET UP AN ITEMIZED REPAIR ORDER SHOWING PARTS AND LABOR CHARGES @ WARRANTY RATE

4. RO **MUST** SHOW DOLLAR AMOUNT AT WARRANTY RATE. **CANNOT SAY $0 OR WARRANTY**

5. PROVIDE CUSTOMER WITH A RENTAL VEHICLE If NEEDED UP TO $30 PER DAY, PUT RENTAL CHARGES ON THE REPAIR ORDER

6. PLEASE FAX THE FOLLOWING ITEMS BACK…..
    - ITEMIZED REPAIR ORDER
    - COPY OF ALL RECEIPTS
        EX… TOW, RENTAL, SUBLET BODYWORK

7. ANYTHING THAT YOU NEED FOR GM TO PAY REGARDING THE PRODUCT ALLEGATION CLAIM, **MUST** BE ON THE RO. IF IT IS NOT, WE **CANNOT** SUBMIT FOR PAYMENT.

8. **DO NOT** SUBMIT FOR PAYMENT, **IT WILL REJECT IF YOU DO**. A GMWA PROCESSOR WILL CONTACT YOU TO SHOW YOU WHEN AND HOW TO SUBMIT AFTER IT'S BEEN SUBMITTED IN OUR SYSTEM.

9. ANY REIMBURSEMENT TO THE CUSTOMER **MUST** BE APPROVE BY PRODUCT ALLEGATION AGENT.

FACSIMILE

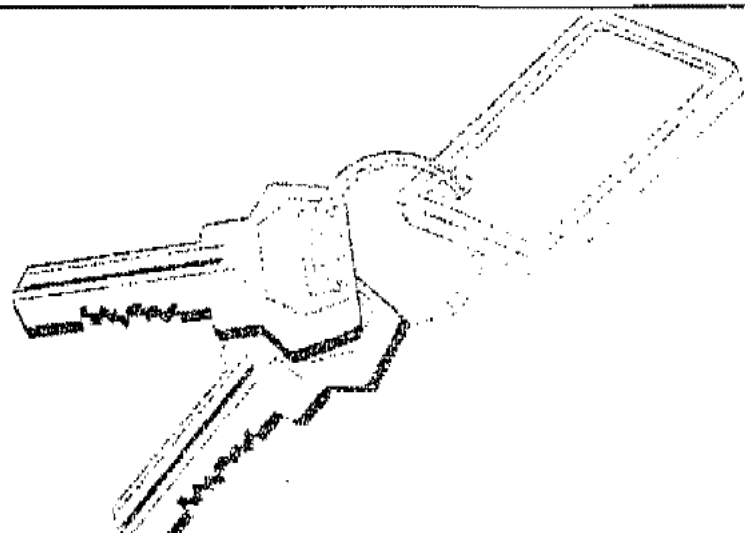
To: Sharon McKinney

From:

Roger Dean Chevrolet
101S.W. Pine Island Road
Phone: (941) 574-3326
Fax: (941) 574-2631

Number of pages (Including cover sheet): 3

Cover message: _____



Koger Vean CHEVROLET

101 S.W. PINE ISLAND ROAD • PHONE 239-574-DEAN • CAPE CORAL, FLORIDA 33991-2084

STATE OF FLORIDA REGISTRATION: MV-05471

CAPE CORAL, FLORIDA (239) 574-3326 | CAPE CORAL, FLORIDA (239) 574-3326

CHEVROLET TR [redacted]

CUSTOMER NO. [redacted]	ADVISOR NICK 7399	TAG NO.	INVOICE DATE 10/24/03	[redacted]	
[redacted]	LABOR RATE 65.26	LICENSE NO.	MILEAGE 12,765	COLOR SUMMIT WHIT	STOCK NO. [redacted]
CAPE CORAL, FL [redacted]	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/BLAZER/EXT TR BLZ			DELIVERY DATE 10/12/02	DELIVERY MILES 12
	VEHICLE I.D. NO. 1GNES16S23[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 07/28/03	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS			MO: 12765

LABOR & PARTS

J# 1 03CVZ BODY ELECTRICAL HOURS: 2.00 TECH(S):7319 130.52

CUSTOMER STATES: HAS FIRE FROM L/F ENG AREA, ADVISE.
INSPECTION OF VEHICLE FOR FIRE DAMAGE

JOB # 1 TOTAL LABOR & PARTS 130.52

J# 2+90CVZ03 COURTESY TRANS. RENT HOURS: TECH(S):7326 0.00

CUSTOMER REQUESTS ALTERNATE TRANSPORTATION RENTAL VEHICLE

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+03CVZZ BODY ELECTRICAL HOURS: 29.10 TECH(S):7319 1899.07

REPAIR OF VEHICLE DAMAGED IN FIRE
REPLACED HARNESSES AND ELECTRICAL CENTER DAMAGED FROM FIRE

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 3	1		15176639	HARNESS 2.525	252.50	252.50	353.50	353.50
JOB # 3	1		88987108	CABLE 2.341	20.19	20.19	28.27	28.27
JOB # 3	1		15196430	COVER 2.483	2.04	2.04	2.86	2.86
JOB # 3	1		15171994	BLOCK 2.483	142.66	142.66	199.72	199.72
JOB # 3	1		15095236	BRACKET 2.483	6.52	6.52	9.13	9.13
JOB # 3	1		15175499	HARNESS 2.480	646.77	646.77	905.48	905.48
JOB # 3	1		12574976	MODULE 3.670	385.00	385.00	539.00	539.00
JOB # 3	1		88982929	MODULE 4.720	402.04	402.04	562.86	562.86
JOB # 3	1		52494707	MODULE 9.275	51.76	51.76	72.46	72.46
JOB # 3	1		15094704	MODULE 16.064	104.46	104.46	146.24	146.24
JOB # 3	1		22127653	PUMP.WSW 10.153	20.27	20.27	28.38	28.38
JOB # 3	1		12568078	VALVE 110096	38.00	38.00	53.20	53.20
JOB # 3	1		12413037	BEARING 6.311	344.02	344.02	481.63	481.63
JOB # 3	2		12568062	*MODULE 2.110124	46.45	92.90	59.12	118.24
JOB # 3	1		15195517	RADIO	0.00	0.00	0.00	0.00
JOB # 3	1		22664328	SENSOR 9.275	21.59	21.59	30.23	30.23

JOB # 3 COST TOTAL 2530.72

JOB # 3 TOTAL PARTS 3531.20

JOB # 3 TOTAL LABOR & PARTS 5430.27

J# 4+02CVZ DRIVE & EMISSIONS HOURS: TECH(S):7319 0.00

AFTER INSTALLATION OF NEW VEHICLE HARNESSES, MULTIPLE
ELECTICAL FAILURES. NO MODULE COMMUNICATIONS.
MULTIPLE MODULE FAILURES
REPLACED EBTCM, PCM, WIPER MOTOR, WASHER PUMP, HVAC MODULE,
INSTRUMENT CLUSTER, RADIO, RT FRT WHEEL SPEED SENSOR, 2
IGNITION COILS, CAMSHAFT ACTUATOR, AC PRESSURE SENSOR.

JOB # 4 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 2	109660	A87260773	10/10/03	RENTAL	1525.00
JOB # 2	109682	H8726216	10/14/03	RENTAL	470.00
				TOTAL - SUBLET	1995.00

COMMENTS

DELETED OPERATION(S)

90CVZ03 COURTESY TRANS. RENT

TECHNICIAN CERTIFICATION

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products.

WE MUST HAVE PRIOR NOTIFICATION AND MUST AUTHORIZE ANY REPAIR WORK DONE AT ANY LOCATION OTHER THAN ROGER DEAN CHEVROLET ON ANY ITEM COVERED UNDER OUR 90 DAY 4,000 MILE WARRANTY.

[CONTINUED ON NEXT PAGE] 08:38am

Copyright © 1998 The Reynolds and Reynolds Company ERAINTINVE SPR00517 (07/03)

[redacted]

Roger Dean CHEVROLET

101 S.W. PINE ISLAND ROAD • PHONE 239-574-DEAN • CAPE CORAL, FLORIDA 33991-2084

STATE OF FLORIDA REGISTRATION: MV-05471

CHEVROLET

CAPE CORAL, FLORIDA (239) 574-3326

CAPE CORAL, FLORIDA (239) 574-3326

CHEVROLET TR[redacted]

CUSTOMER NO. [redacted]	ADVISOR NICK 7399	TAG NO.	INVOICE DATE 10/24/03	[redacted]
[redacted] CAPE CORAL, FL [redacted]	LABOR RATE 65.26	LICENSE NO.	MILEAGE 12,765	COLOR SUMMIT WHIT
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/BLAZER/EXT TR BLZ		DELIVERY DATE 10/12/02	DELIVERY MILES 12
	VEHICLE I.D. NO. 1GNES16S2361[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/28/03	
[redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 12765

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

7326 GARY C HERRMANN 0773

R/O TAX 0.00
R/O TOTALS 7555.79

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

CLAIM#	TOTAL
106712	7555.79
CLAIM TOTALS	7555.79

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.002
10/24/2003 WARRANTY NEW CLAIM
1403

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
106712	07/28/2003	1GNES16S236[redacted]	3	26013	1	068-70-7872

CUSTOMER NAME: FIRST: [redacted] MIDDLE: [redacted]
LAST: [redacted] PHONE:WORK: [redacted] HOME: [redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OJ				6G	Z1243	2.0			130.52

LN-TOT: 130.52 TECH SSN: 471-52-3793 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: THIS IS THE INSPECTION DONE ON THIS VEHICLE GM ADVISED TO SEND THIS TO OUR AVM
COMMENT ROUTING CODE: H

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		MJ				98	Z7907			1995.00	

LN-TOT: 1995.00 TECH SSN: 283-46-0773 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: EXCESSIVE RENTAL DUE TO WAITING ON PARTS AND THE EXTENSIVE DAMAGE
COMMENT ROUTING CODE: H

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	03		OJ	17	15175499	3531.20	1E	Z1242	29.1			1899.07

LN-TOT: 5430.27 TECH SSN: 471-52-3793 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: THIS IS THE HARNESS REPLACEMENT REPAIR THAT GM ADVISED ME TO SENT TO OUR AVM
COMMENT ROUTING CODE: H
MEMO PART NUMBERS: 15176639 88987108 15196430 15171994 15095236 12574976 88982929 52494707 15094704 22127653 12568078 12413037 12568062 15195517 22664328

R.O. TOTAL: 7555.79

********** D U P L I C A T E I N V O I C E **********

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products.
WE MUST HAVE PRIOR NOTIFICATION AND MUST AUTHORIZE ANY REPAIR WORK DONE AT ANY LOCATION OTHER THAN ROGER DEAN CHEVROLET ON ANY ITEM COVERED UNDER OUR 90 DAY 4,000 MILE WARRANTY.

ACCOUNTING COPY-W

[END OF INVOICE] 08:38am

Copyright © 1986 The Reynolds and Reynolds Company
ERAINTINVE SF600517 (07/03)

W01PATH ID: GZFFPL GMWA PRE-AUTHORIZATION 2003/11/19 15:17:18

PRSN CODE: 9018

DIV	DLR CODE	RO NBR	LBR OP	AUTH CODE	VIN	TOTAL
13	26013	106712	Z1242	WGLP_	1GNES16S2361[redacted]	_7420 . 24

COMMENTS: ISSUED TO PAY DEALER FOR REPAIRS DUE TO A PRODUCT ALLEGATION WITH A THERMAL EVENT AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION._____

13	26013	106712	Z1243	WGLP_	1GNES16S2361[redacted]	__130 . 52

COMMENTS: ISSUED TO PAY DEALER FOR REPAIRS DUE TO A PRODUCT ALLEGATION WITH A THERMAL EVENT AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION._____

__	_____	_____	_____	_____	_____	_____ . __

COMMENTS: _____

_____

__	_____	_____	_____	_____	_____	_____ . __

COMMENTS: _____

_____

PF: 3-EXIT 4-CLM INQUIRY 5-CLM DETAIL 6-CLM COMMENTS
9-REJ DETAIL 10-DEBIT 12-MANUAL DB

MESSAGE: SUBMIT THE PRE-AUTHORIZATIONS? (PF1 = YES ; PF2 = NO)

PAR GMWA

Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	11/13/2003	**Service Request #**	[redacted]
Customer Name	[redacted]		
VIN	1GNES16S23[redacted]		
In-Service Date	10/12/2002	**Service Contract?**	No
Current Mileage	12000	**Purchased New/Used?**	New
Warranty Blocked?	NO	**Purchase Date**	10/12/2002
Branded Title?	No	**Mileage at Purchase**	12
Dealer and Claim Information			
Dealer Name	Roger Dean Chevrolet		
Dealer Svc Mgr	Gary Hermann	**Dlr Warranty Admin:**	John Herrick
Dealer Phone	239-574-3326	**Dealer Fax**	239-574-2631
Dealer BAC	169633		
Dealer Division and Code	Divisions (15-Olds, 16-Pont, 48-GMC, 13-Chev, 12-Cad, 11-Bui, 10-Izusu) 13-26013		
Repair Order Number	[redacted]		
Repair Order Close Date			
Labor Op. Code Z1242		Dollar Amt:	$7,420.24
Labor Op. Code Z1243		Dollar Amt:	$130.52
Cause Code (CC)	**MJ**		
Failure Code (FC)	**98**		
PUT EVERYTHING IN NET AMOUNT			
Labor Hours and OLH:	**DO NOT** PUT IN HOURS		
Parts and Labor Costs:	**DO NOT** PUT IN COSTS		
Net Amount:			
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Cmnts for Dlr:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP			
AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:	Thermal event		
Cause:	Electrical box wiring harness		
Correction:	Repair		
Justification:	***GOODWILL GESTURE FOR CUSTOMER SATISFACTION***		
PAR CRM	Laura Vincent		
FTT CRM			
Date Entered/Forwarded			
IF Forwarded to who?			

PAR GMWA

Pre-Authorization/Warranty Claim Tracking Form

Roger Dean CHEVROLET

101 S.W. PINE ISLAND ROAD • PHONE 941-574-DEAN • CAPE CORAL, FLORIDA 33991-2084

PHONE: (941) 574-3326

STATE OF FLORIDA REGISTRATION: MV-05471

[redacted] 03 CHEVROLET TRUCK [redacted]

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ03-F1P1	LUBE, OIL & FILTER	MI		01CVZ-ROTATE	TIRE ROTATION	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/23/03	105473	11206	7399	7311	W	03CVZ	BODY ELECTRICAL
				7311	W	03CVZ03	PARK/TAG/TAIL LAMPS
				7311	W	11CVZ	CAMPAIGNS
12/10/02	98156	2947	7399	7311	W	03CVZ25	WIPER/WASHERS
08/30/02	94627	3	7315	7371	W	80CVZPICKUP	PDI

SALESPERSON NO. 7196 LORI L CALDERON **S E R V I C E** STATE REG# MV05471

METHOD OF PAYMENT: ☐ CASH ☐ CHECK ☐ M.C. ☐ VISA ☐ AMX

BASIS FOR CHARGE ☐ FLAT RATE ☐ HRLY RATE ☐ BOTH

RETAIN PARTS ☐ YES ☐ NO

APPOINTMENT ☐ YES ☐ NO

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GNES16S23[redacted]	03/CHEVROLET TRUCK/BLAZER/EXT TR BL		[redacted]		106712

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
124812	UNIVERSAL WARR	10/12/02	12		07/28/03

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
SUMMIT WHITE/DK P	406411	10/12/06	60,000	

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				UNKNOWN	7399	NICK

[redacted] CAPE CORAL, FL [redacted] cell 267-3[redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

07:36am 07/28/03 08:00pm

LABOR RATE 71.00

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control. 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, and any reasonable attorney's fees.

CUST. SIGNATURE X

1 W * 03CVZ **BODY ELECTRICAL** Allo # 21243
CUSTOMER STATES: HAS FIRE FROM L/F ENG AREA, ADVISE.
7319
INSPECTION OF VEHICLE
21243 = 2.0

2 W 90CVZ03 **COURTESY TRANS. RENT**
CUSTOMER REQUESTS ALTERNATE TRANSPORTATION RENTAL VEHICLE

CONTACTED GREG SIMON: 7/28@12:00

ROADSIDE TOWING DISPATCH: # 11647275
11648505

CUSTOMER ASSISTANCE:
STEVE JULIE HARRISON
1-866-932-4368 x 38805

PRODUCT FAILURE DEPT: LAURIE VINCENT

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100.

☐ **I REQUEST A WRITTEN ESTIMATE.**

☐ **I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.**

☐ **I DO NOT REQUEST A WRITTEN ESTIMATE.**

SIGNED: _____ **DATE:** _____

ORIGINAL ESTIMATE $	DATE	TIME
NAME & PHONE OF 2ND PERSON WHO MAY AUTHORIZE REPAIRS		REVISED EST.
DESCRIPTION OF ADDITIONAL WORK AUTHORIZED		AUTH. REC. BY
		CHARGE FOR MAKING ESTIMATE $

Shop Supplies & Hazardous Waste Disposal Charges

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s. 559.904(4)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s. 403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s. 403.7185].



INITIAL _____

IF THE CHARGE FOR REPAIRING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON: ☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

HARD COPY

GM-PAR-Fire NC, Rev. 06/20/97

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division: CHEVROLET	Ref#	VIN: 1GNES16S23 [redacted]
Claimant's Name (LAST, First)	TOWNES, VICKIE	

Inspected By: GARY C. HERRMANN Organization: ROGER DEAN CHEVROLET

Phone: (239) 574-6301 x____ Inspection Date: 8/1/03 Mileage at Inspection: UNKNOWN ON 6/23/03 HAD 11,206

********** I INSPECTION SUMMARY **********

Following the inspection, summarize the tests and observations.

FOUND LOCATION OF FIRE AT UBEC. FIRE APPEARS TO HAVE ORIGINATED AT OR NEAR STARTER RELAY. DAMAGE TO UBEC AND CONNECTORS FOR HARNESSES.

UNTIL VEHICLE IS REPAIRED, UNKNOWN AS TO POSSIBLE FURTHER DAMAGES.

********** II INTERVIEW - VEHICLE HISTORY **********

(Note: Please indicate name, address & phone number of person being interviewed): _____

1. Vehicle modifications or after-market equipment? (e.g. radio, phone, CB, tires, wheels, trailer hitch/wiring, trailer brake controller, hydraulic lines, alarm system, etc.)

Item(s), date installed, and by whom (name, phone) _____

NO MODIFICATIONS OR AFTERMARKET EQUIPMENT

2. Any *prior* collision damage? (when, where, extent, repaired by, etc.) NO DAMAGE NOTED OR KNOWN OF COLLISION.

3. For the following systems, list and describe *prior* repairs or *outstanding* problems/complaints at time of incident (e.g. no starts, stalls, overheating, loss of coolant, warning lights "On", strange odors, smoke, fluid leaks on driveway, engine noise, engine miss, etc.):

Cooling System (Y/N) N; Repairs (None, Satisfied, Unsatisfied) ____ Repaired by: (GM, Non-GM, Owner/Other) ____

Describe _____

A/C System (Y/N) N; Repairs (None, Satisfied, Unsatisfied) ____ Repaired by: (GM, Non-GM, Owner/Other) ____

Describe _____

Steering System (Y/N) N; Repairs (None, Satisfied, Unsatisfied) ____ Repaired by (GM, Non-GM, Owner/Other) ____

Describe _____

Transmission (Y/N) N; Repairs (None, Satisfied, Unsatisfied) ____ Repaired by (GM, Non-GM, Owner/Other) ____

Describe _____

********** II INTERVIEW - VEHICLE HISTORY (Continued) **********

Electrical Systems (Y/N) Y; Repairs (None, Satisfied, Unsatisfied) S Repaired by (GM, Non-GM, Owner/Other) GM

Describe W/S WIPER/MODULE REPLACED TWICE - LF BRAKE LAMP BULB

Fuel System (Y/N) N; Repairs (None, Satisfied, Unsatisfied) ____ Repaired by (GM, Non-GM, Owner/Other) ____

Describe _____

Exhaust System (Y/N) N; Repairs (None, Satisfied, Unsatisfied) ____ Repaired by (GM, Non-GM, Owner/Other) ____

Describe _____

Major Engine (Y/N) N; Repairs (None, Satisfied, Unsatisfied) ____ Repaired by: (GM, Non-GM, Owner/Other) ____

Describe _____

Brake/ABS/TCS System (Y/N) N; Repairs (None, Satisfied, Unsatisfied) ____ Repaired by: (GM, Non-GM, Owner/Other) ____

Describe _____

Body (Y/N) N; Repairs (None, Satisfied, Unsatisfied) ____ Repaired by (GM, Non-GM, Owner/Other) ____

Describe _____

Other (Y/N) N; Repairs (None, Satisfied, Unsatisfied) ____ Repaired by (GM, Non-GM, Owner/Other) ____

Describe _____

Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Owner/Other): UNKNOWN

Maintenance records? (Y/N) N Date/description of last maintenance/repair (by whom?) UNKNOWN

Any other pertinent vehicle history information (from Interviewee or GM Warranty History)? GM HAS AND KNOWN PROBLEMS WITH CORROSION IN W/H MOTOR CONNECTIONS.

Name and address of service who towed (include tow driver's name), stored and/or provided temporary service to the vehicle ROAD SIDE ASSISTANCE WAS CALLED

How was vehicle towed? (flat bed, dolly, sling, front or rear lift) YES If towed on wheels, how far? ---

********** III - VEHICLE INSPECTION **********

The vehicle inspection documents the physical evidence via color photographs and written observations. It is important to also document what does *not* appear to be related to the fire. This is necessary because fire cause determination often involves the process of elimination. By recording your observations in the following section, you will be following a methodical inspection format.

A. Take color photographs of the following and enter observations/comments on the form:

Left & right side exterior ✓

Front & rear exterior ✓

Hood, inner & outer panels ✓

Trunk area and Decklid, inner & outer panels ✓

Roof ✓

Door interior panels ✓

Left & right instrument panel & odometer ✓

Ashtray(s) area ✓

AUG 4, 2003 DCS AUDIT REVIEW R/O [redacted]RD CHEV CAPE 113798 PORT 5046 3651

DCS AUDIT SLIP

08/04/2003 WARRANTY NEW CLAIM

0844

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	07/28/2003	1GNES16S236[redacted]	3	26013	1	068-70-7872

CUSTOMER NAME; FIRST: [redacted] MIDDLE: [redacted]

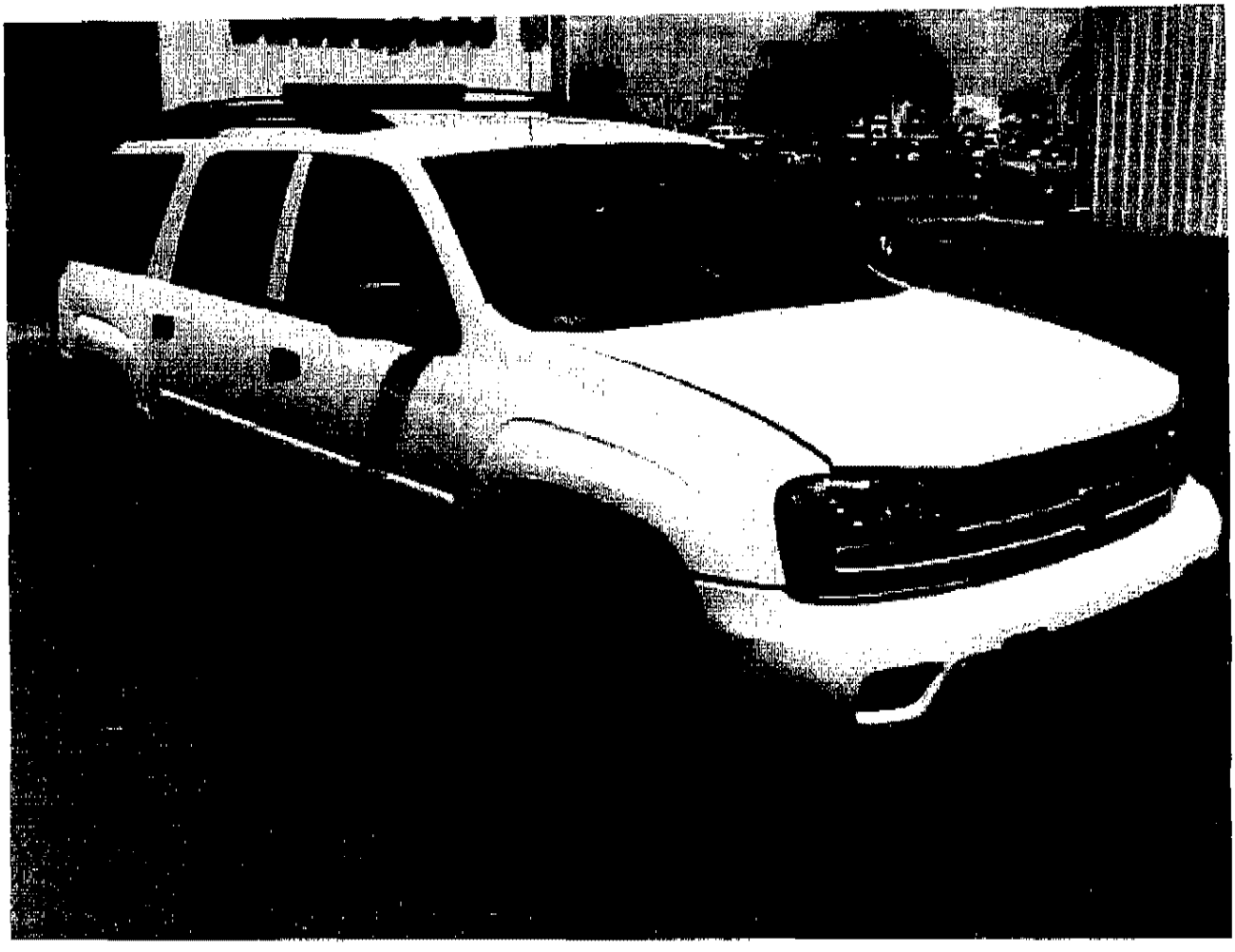
LAST: [redacted] PHONE;WORK: [redacted]

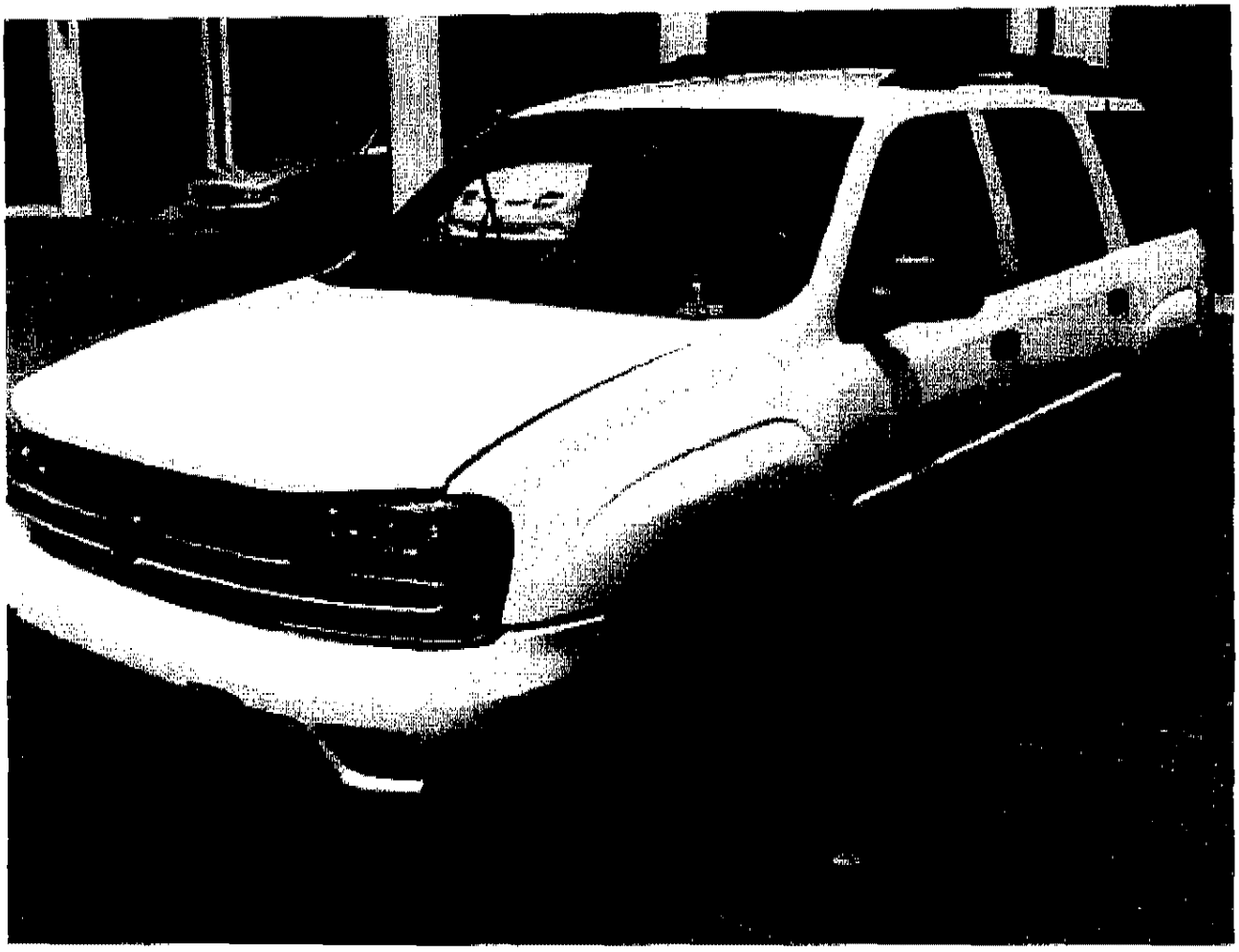
LN	JOB CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OJ			6G	Z1243	2.0			130.52

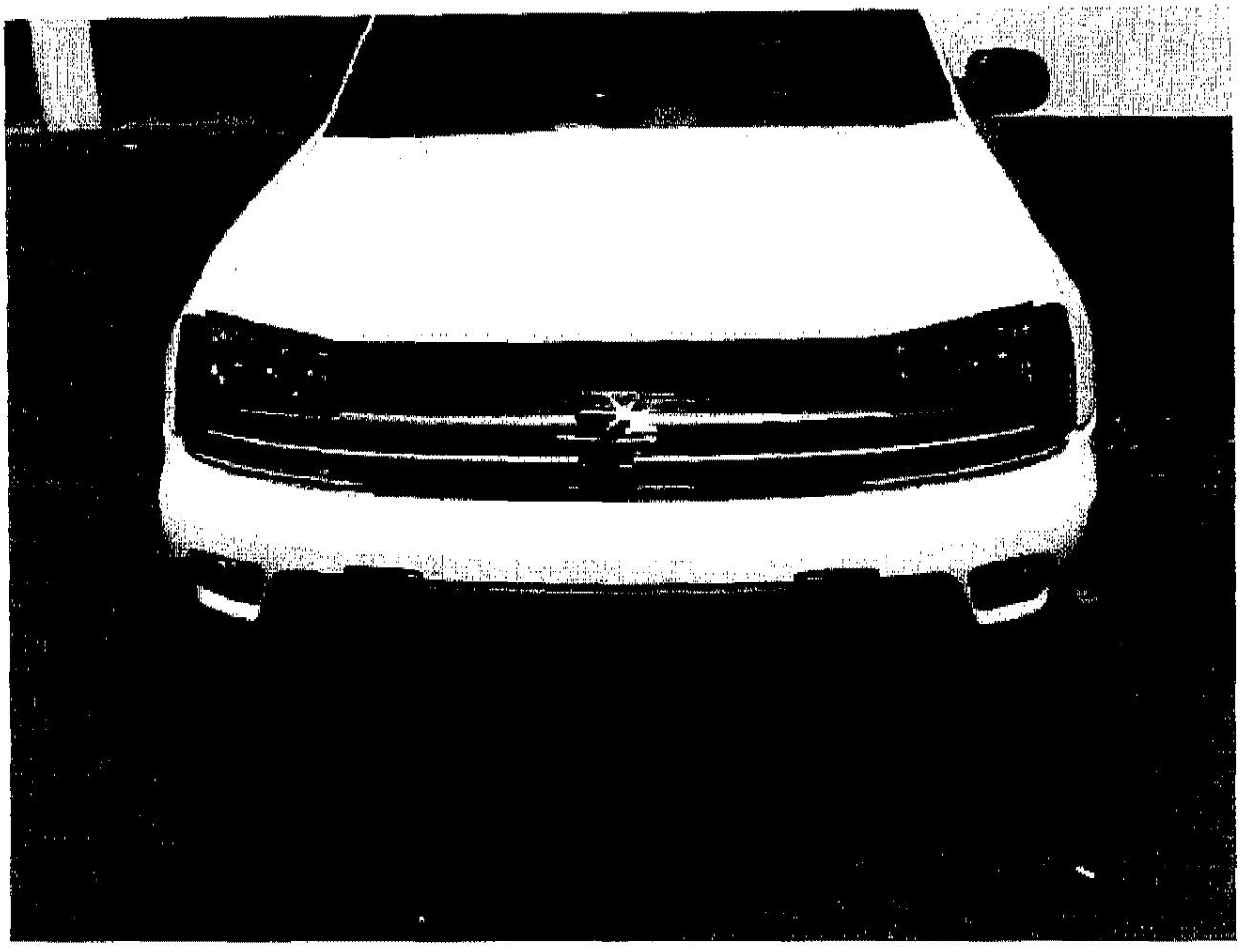
LN-TOT: 130.52 TECH SSN: 471-52-3793 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 130.52

(E=ENTER)

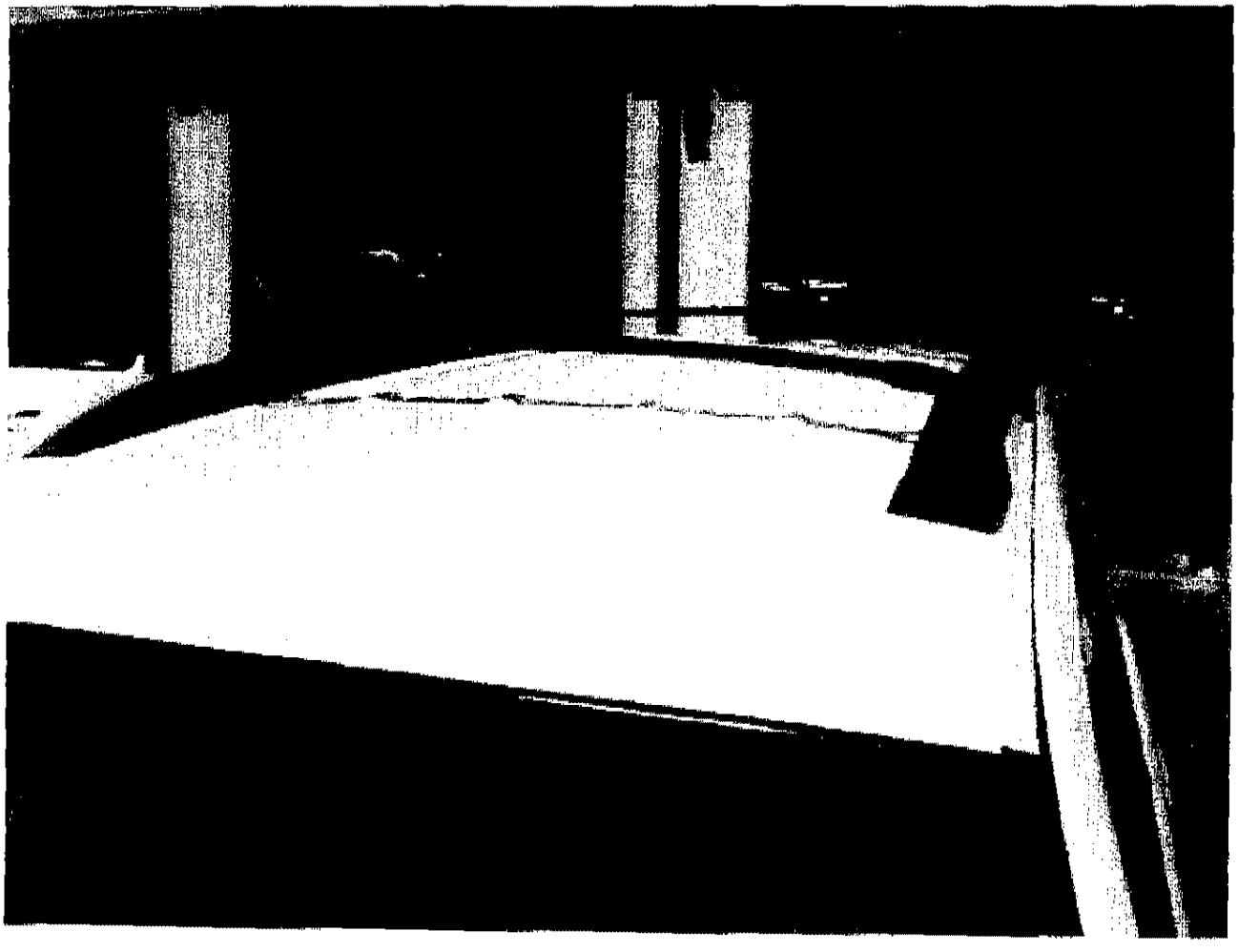


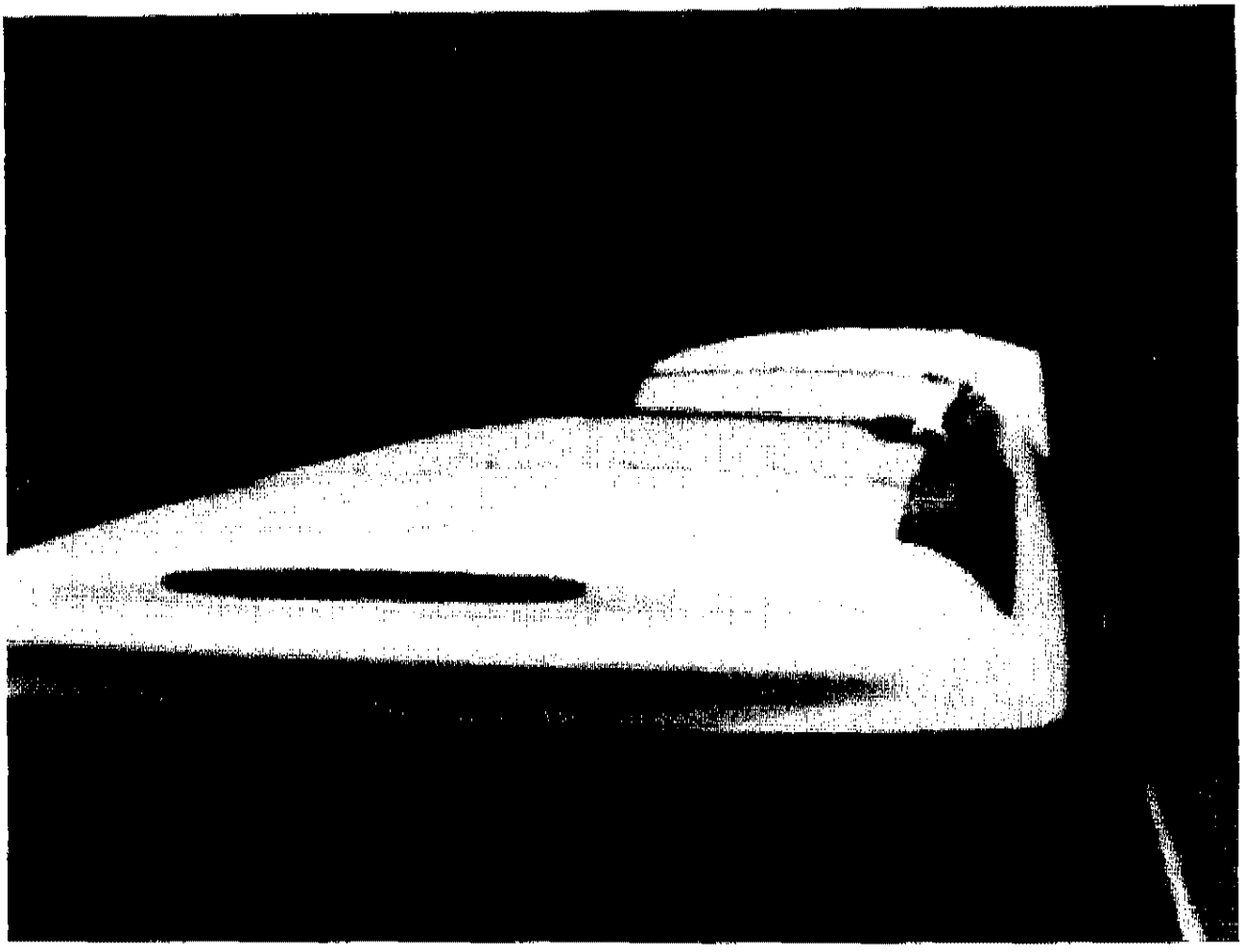


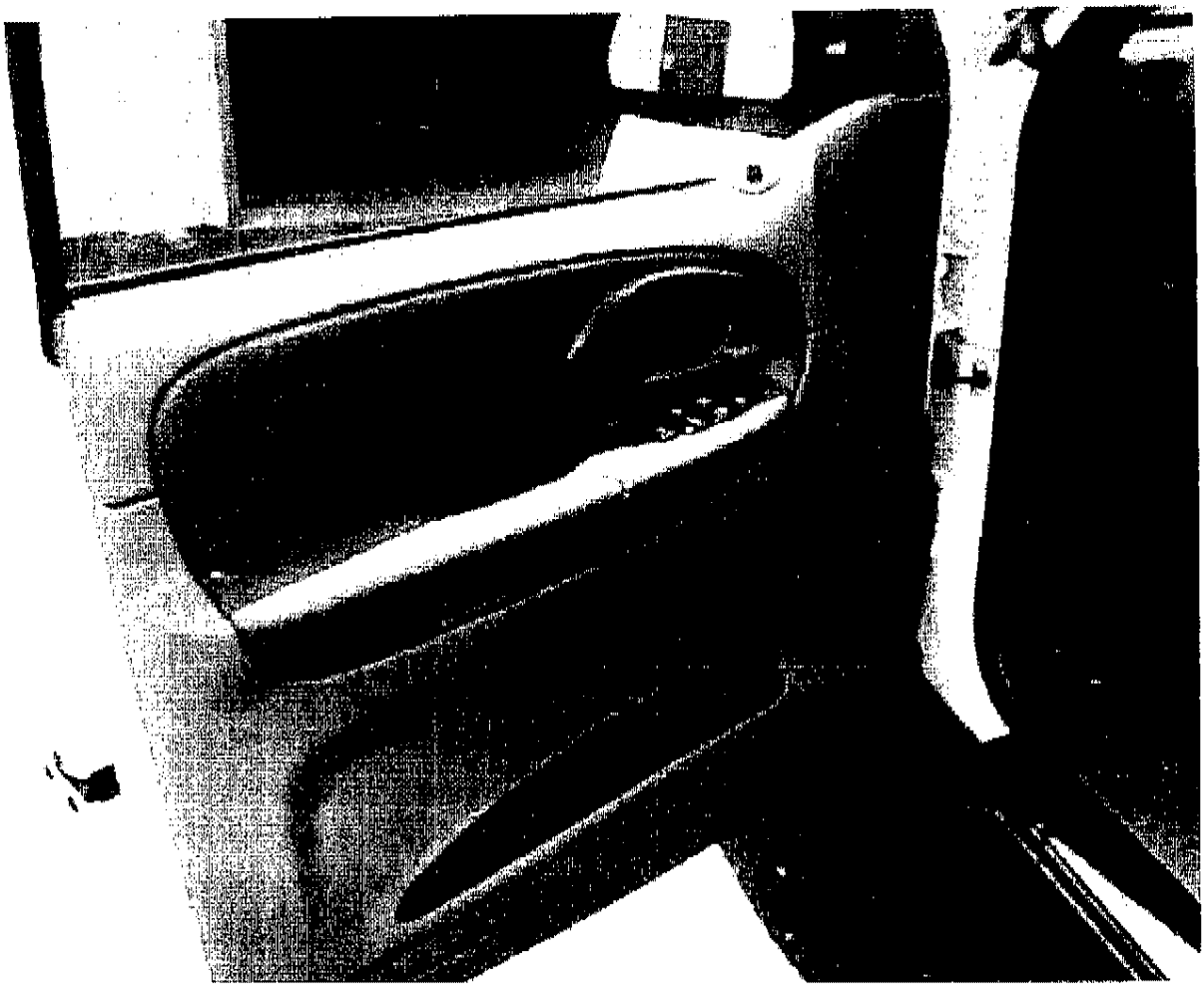


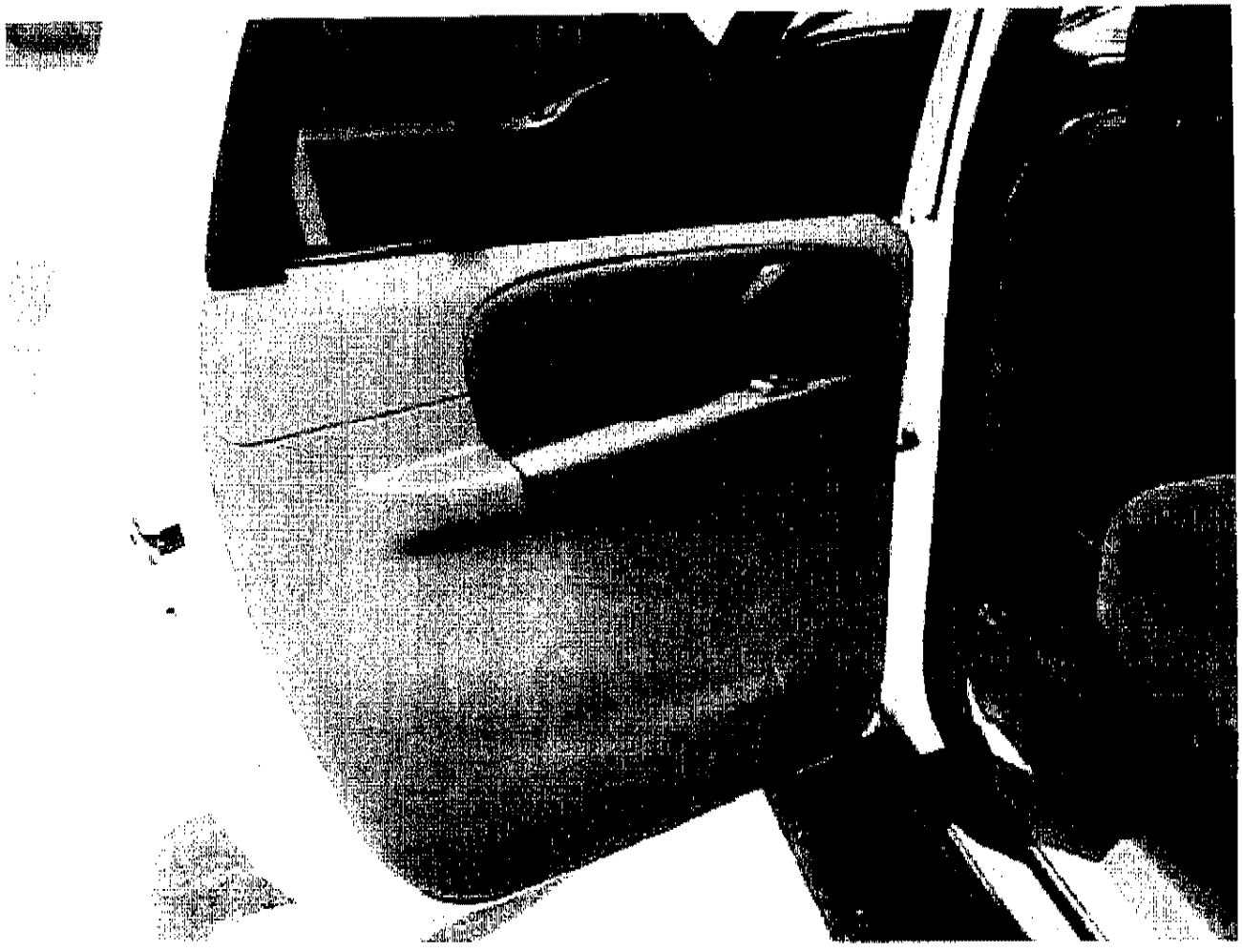


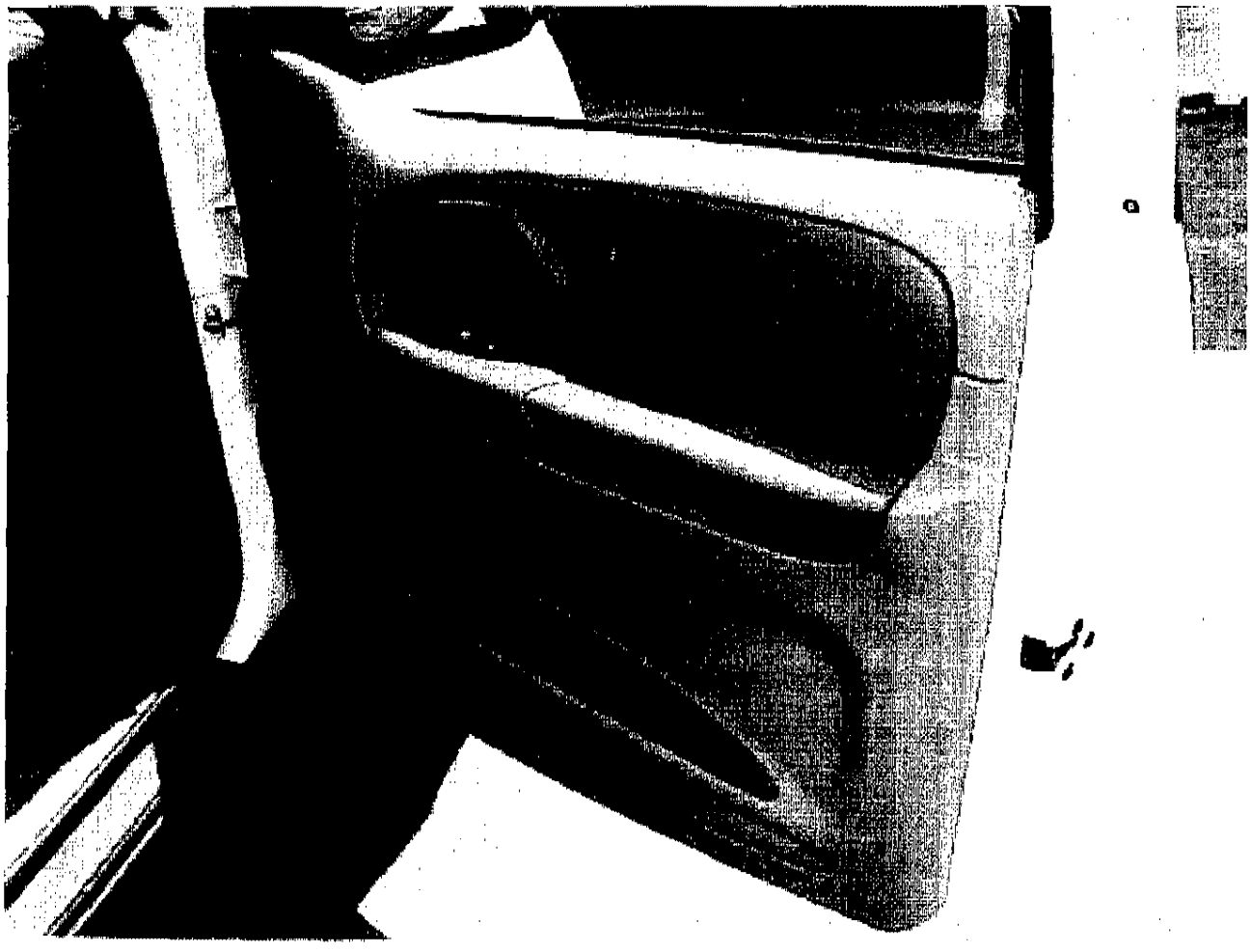


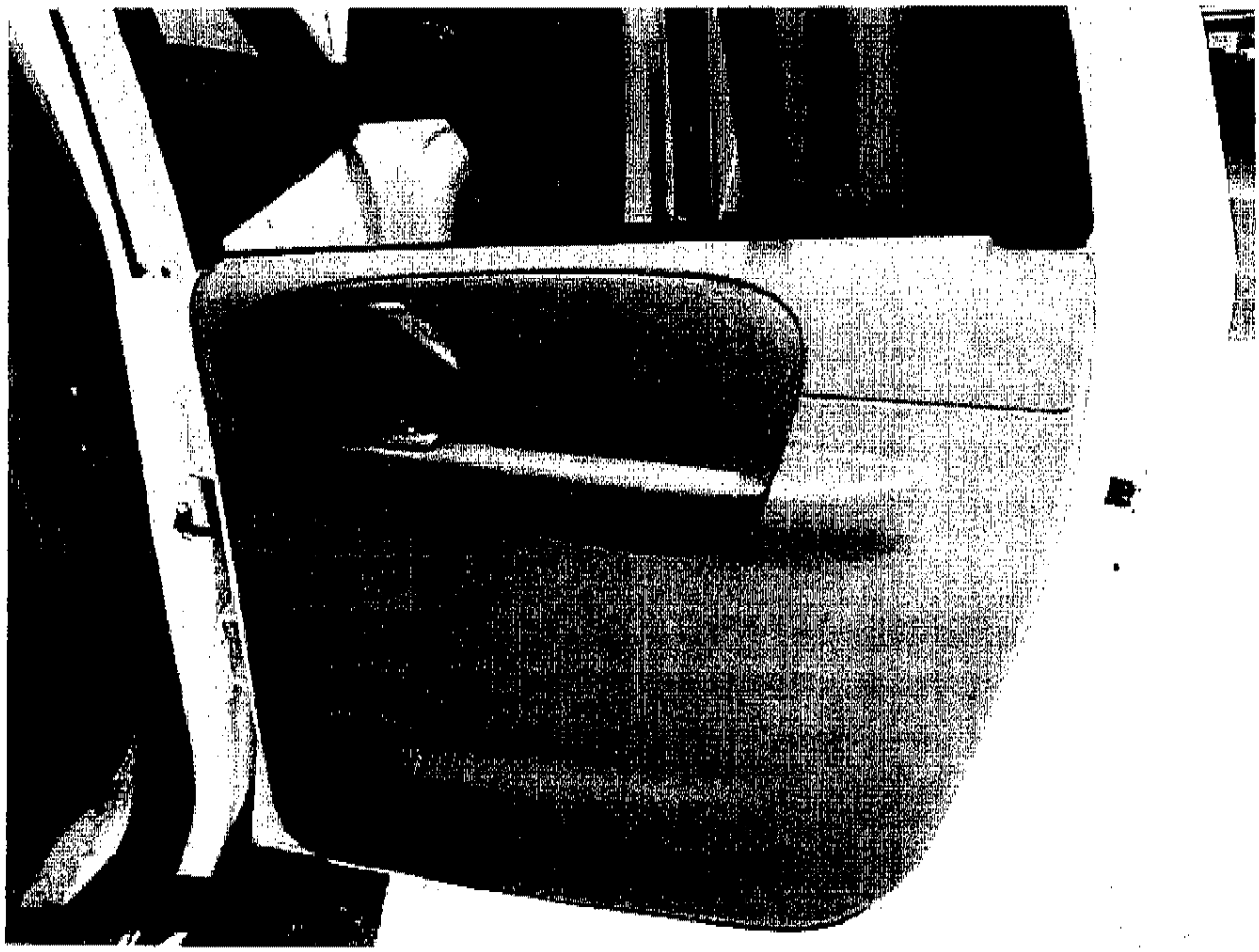


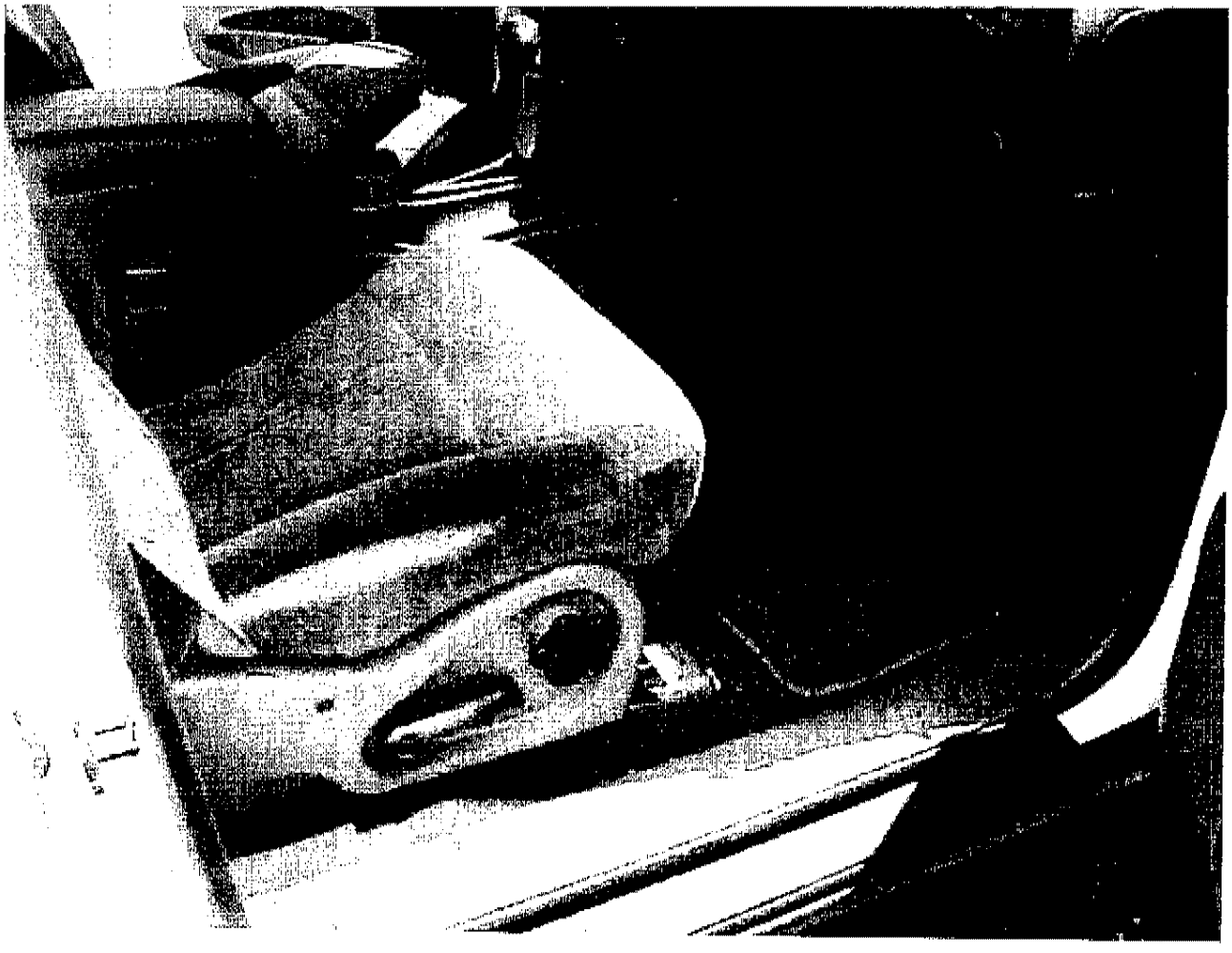


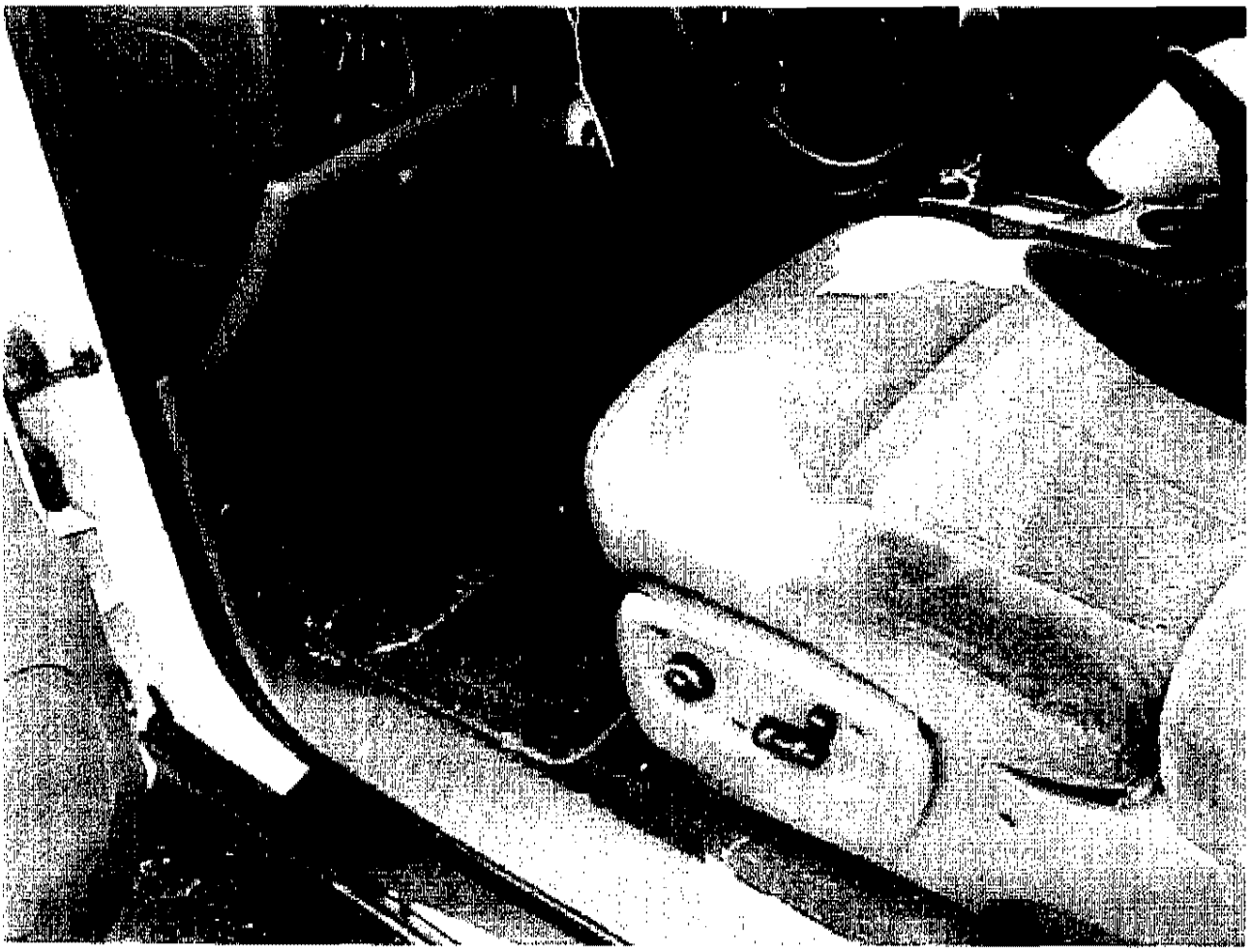


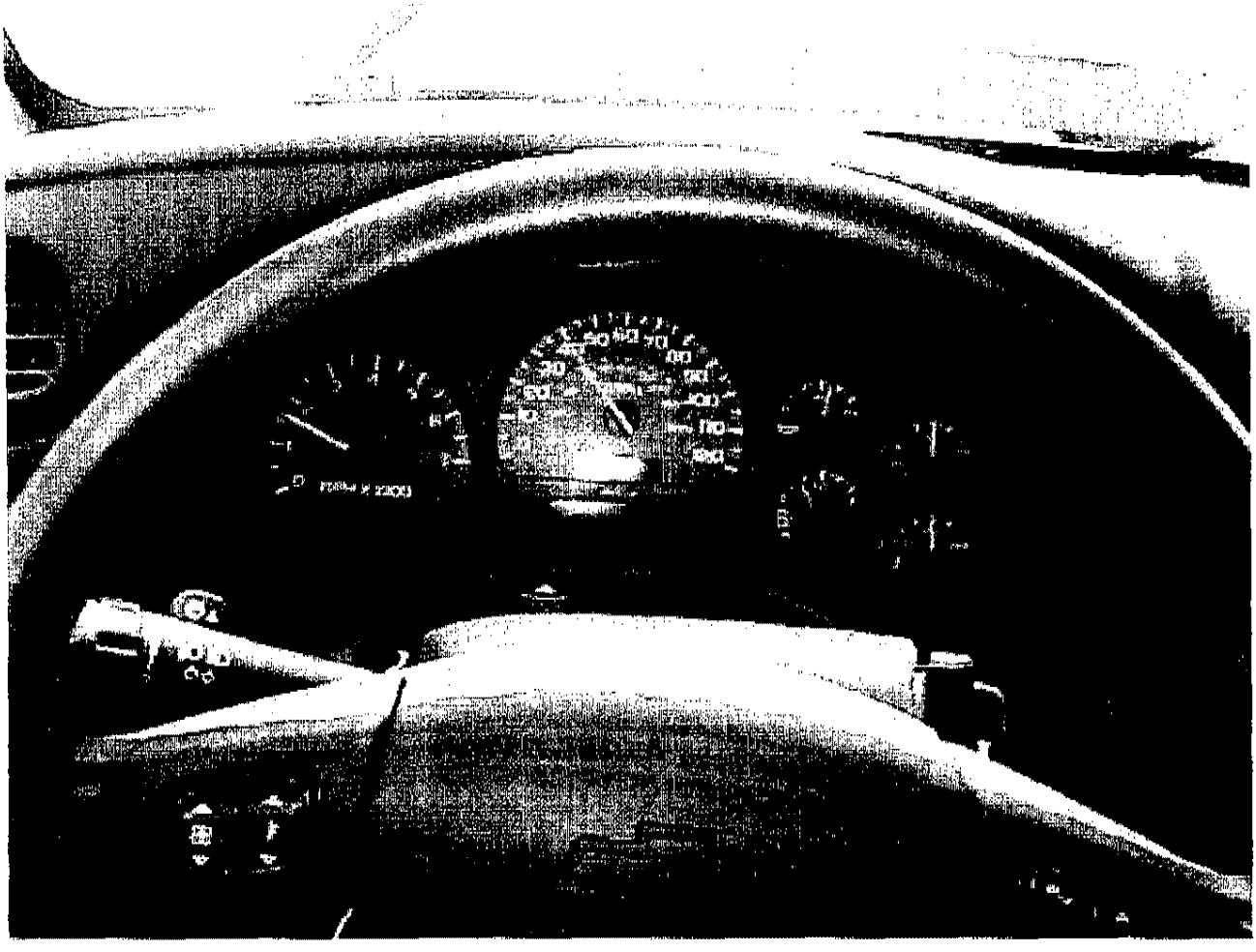




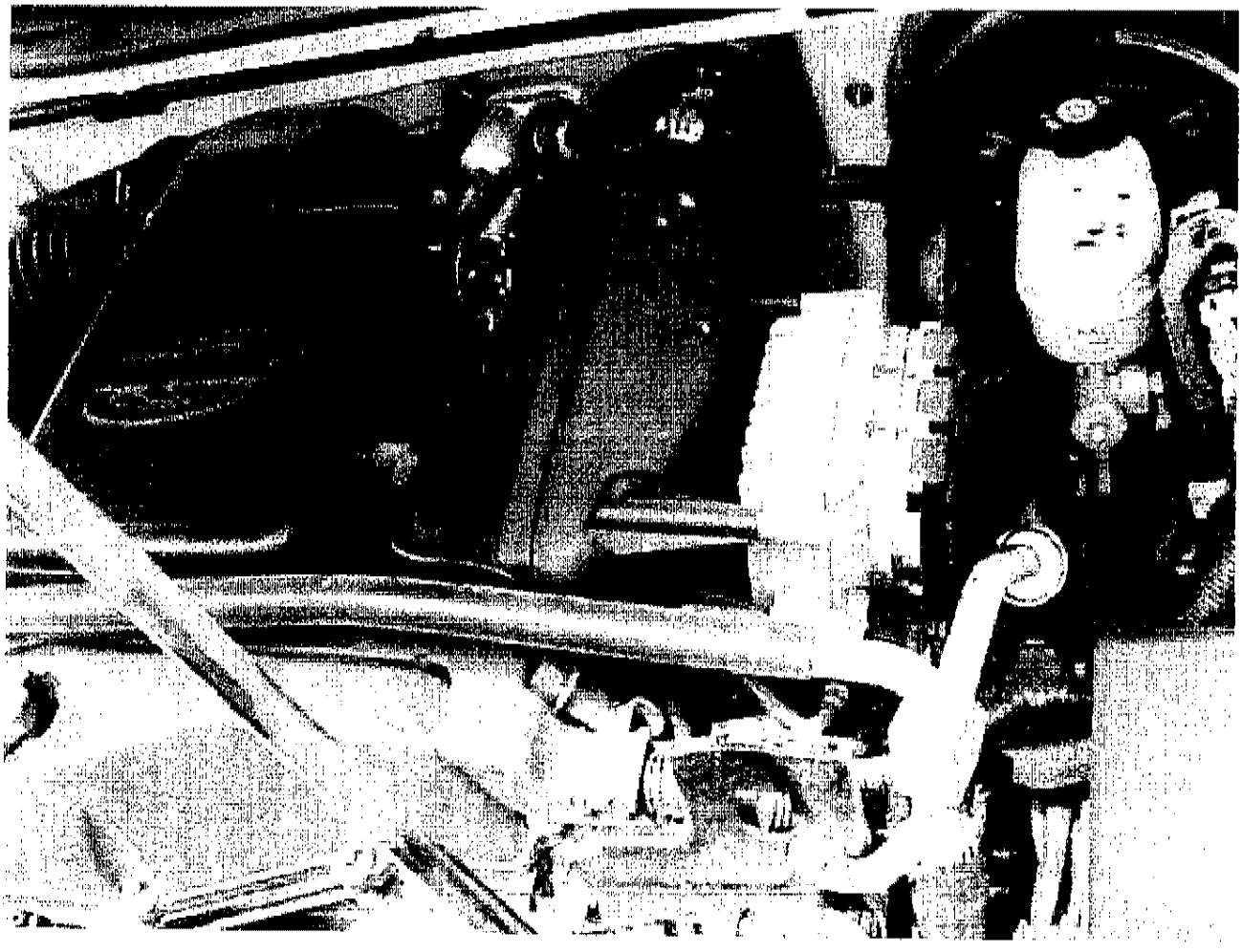


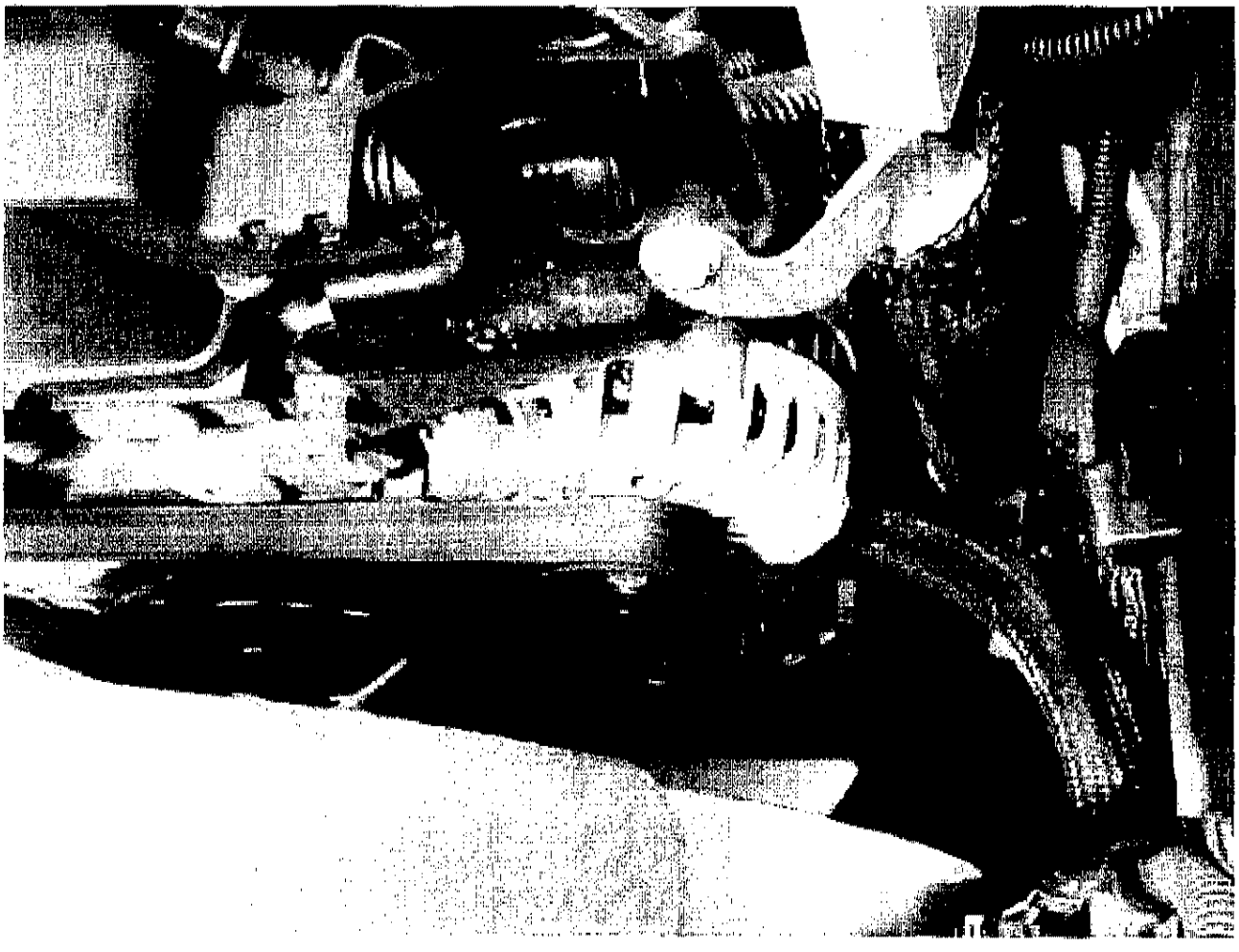


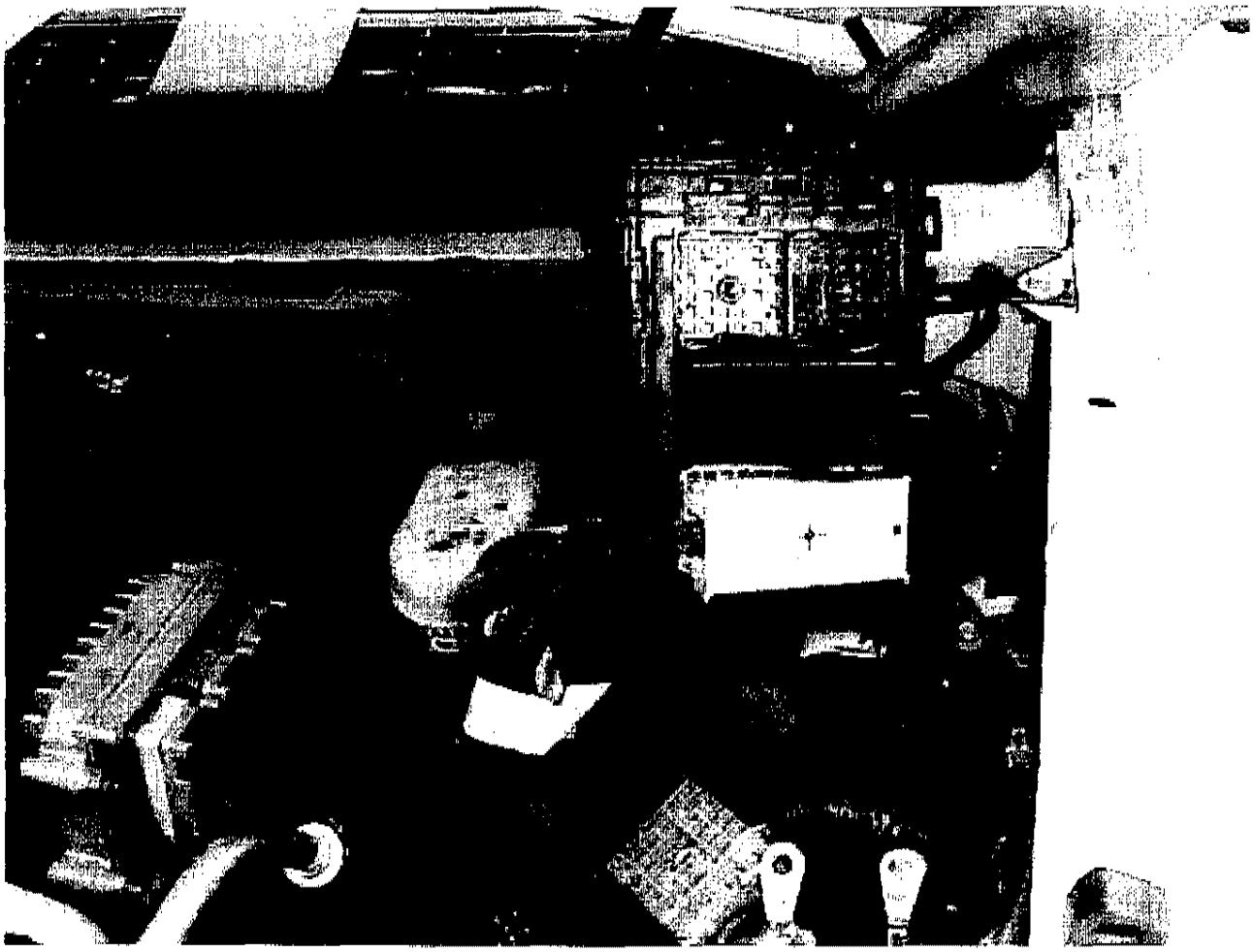


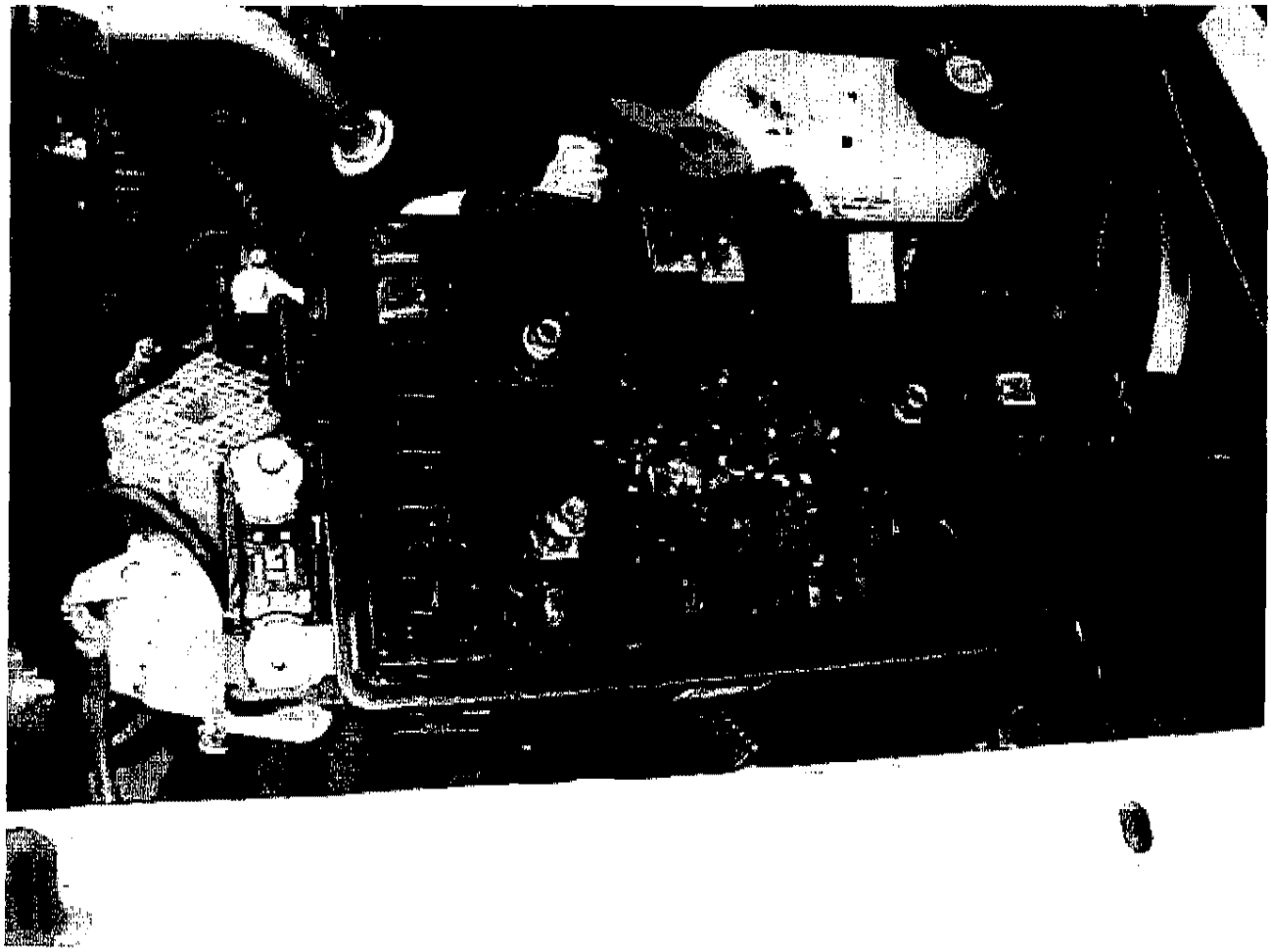


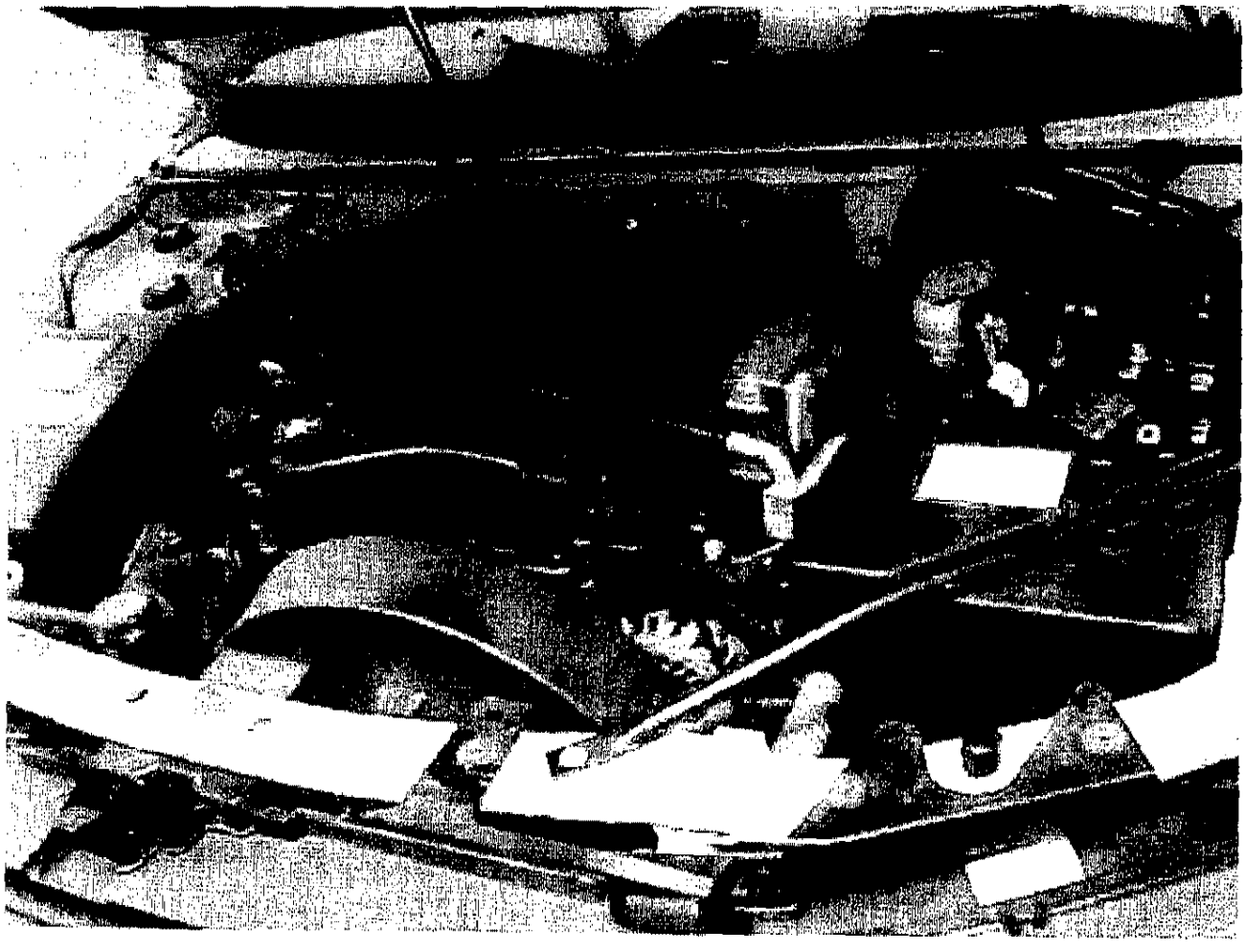


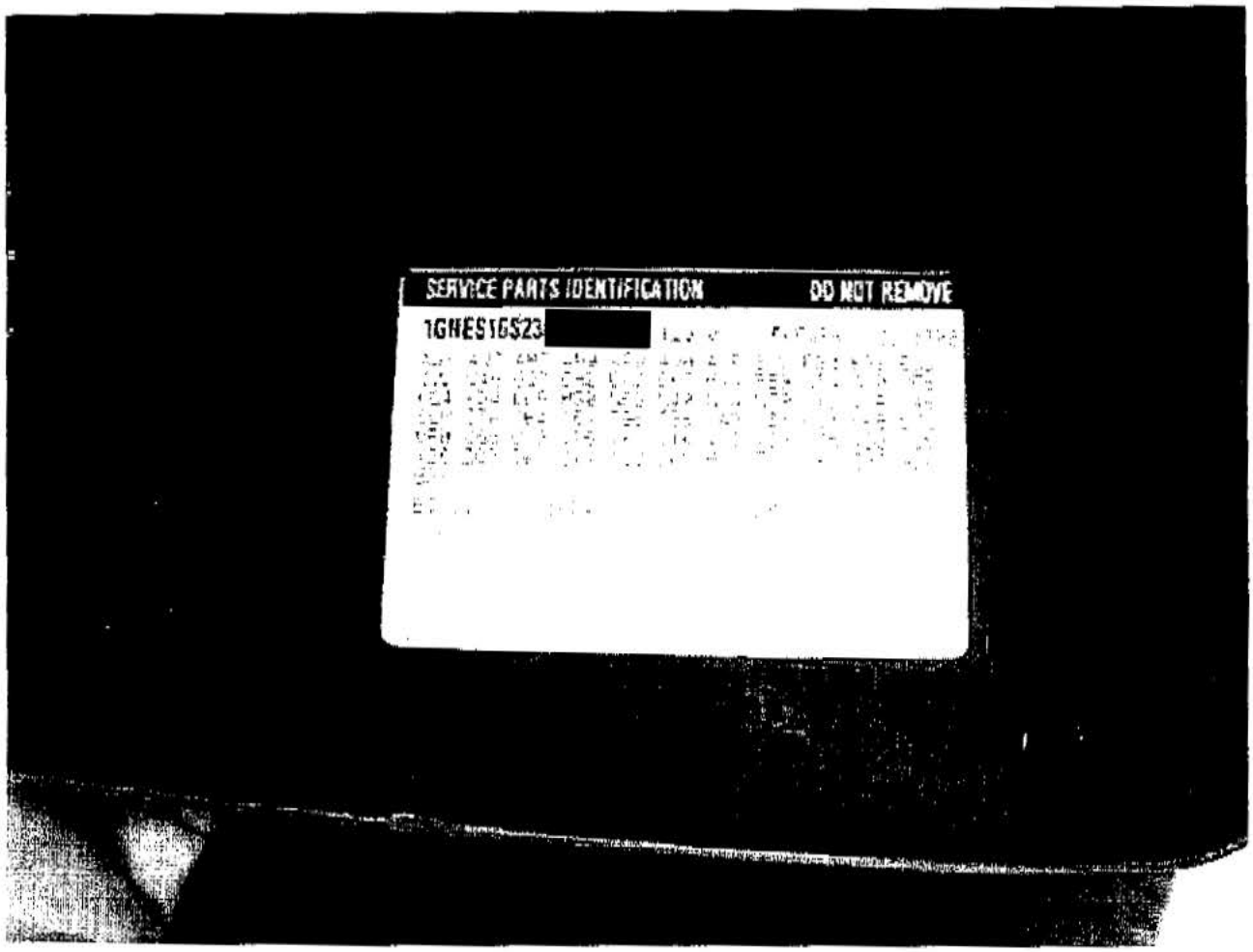











SERVICE PARTS IDENTIFICATION
DO NOT REMOVE
1GNES16S23

PAR GMWA

Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	11/13/03	**Service Request #**	[redacted]
Customer Name	[redacted]		
VIN	1GNES16S23 [redacted]		
In-Service Date	10/12/02	**Service Contract?**	No
Current Mileage	12000	**Purchased New/Used?**	New
Warranty Blocked?	NO	**Purchase Date**	10/12/02
Branded Title?	No	**Mileage at Purchase**	12

Dealer and Claim Information			
Dealer Name	Roger Dean Chevrolet		
Dealer Svc Mgr	Gary Hermann	**Dlr Warranty Admin:**	John Herrick
Dealer Phone	239-574-3326	**Dealer Fax**	239-574-2631
Dealer BAC	169633		
	Divisions (15-Olds, 16-Pont, 48-GMC, 13-Chev, 12-Cad, 11-Bui, 10-Izusu)		
Dealer Division and Code	13-26013		
Repair Order Number	[redacted]		
Repair Order Close Date			
Labor Op. Code Z1242		Dollar Amt:	$7,420.24
Labor Op. Code Z1243		Dollar Amt:	$130.52
Cause Code (CC)	**MJ**		
Failure Code (FC)	**98**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	**DO NOT** PUT IN HOURS
Parts and Labor Costs:	**DO NOT** PUT IN COSTS
Net Amount:	

DO NOT H ROUTE THIS CLAIM

Authorization Code:	DO NOT PUT IN AN AUTH CODE
Additional Cmnts for Dlr:	

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP
AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO

Retain Copy with Dealer Repair Order

Complaint:	Thermal event
Cause:	Electrical box wiring harness
Correction:	Repair
Justification:	***GOODWILL GESTURE FOR CUSTOMER SATISFACTION***
PAR CRM	Laura Vincent
FTT CRM	
Date Entered/Forwarded	
IF Forwarded to who?	

INSPECTION GUIDELINES FOR DEALERSHIP

1. USE LABOR OPERATION CODE **Z1243**

2. SET UP A REPAIR ORDER FOR INSPECTION AT **WARRANTY RATE**

3. ALLOTTED TIME FOR INSPECTION IS **1.5 HOURS** PLUS **0.5 HOURS** FOR ADMINISTRATIVE TIME....TOTAL OF **2 HOURS**

4. **NO TAX** ON THE INSPECTION

5. TAKE PICTURES OF VEHICLE
   * PURCHASE A DISPOSABLE CAMERA
   * DEVELOP THE FILM
   * DEVELOP 1 COPY OF THE PICTURES
   * 1 PICTURE CD

   OR

   * TAKE DIGITAL PICTURES AND PUT IT ON A DISC AND E-MAIL DIGITAL PICTURES TO: VincentL@GMEXPERT.com

6. PLEASE MAIL THE FOLLOWING ITEMS BACK...
   * INSPECTION REPORT
   * 1 SETS OF PICTURES OR A DISC FOR DIGITAL PICTURES
   * NEGATIVES
   * REPAIR ORDER WITH A DOLLAR AMOUNT TO BE PAID. **CANNOT SAY $0 OR WARRANTY**
   * RECEIPTS FOR CAMERA, FILM DEVELOPING, AND SHIPPING. PUT THESE CHARGES ON THE RO.

7. **DO NOT** SUBMIT FOR PAYMENT. **IT WILL REJECT IF YOU DO**. A GMWA PROCESSOR WILL CONTACT YOU TO SHOW YOU WHEN AND HOW TO SUBMIT THIS CLAIM AFTER IT'S'BEEN SUBMITTED IN OUR SYSTEM. **Please fax a copy of the repair order to 1-866-715-8521**

7. PLEASE SEND **INSPECTION, REPAIR ORDER, PICTURES, AND/OR PICTURE CD** BACK TO:

   GENERAL MOTORS
   PRODUCTION ALLEGATION RESOLUTION
   5701 E. HILLSBOROUGH AVE
   SUITE 2300
   TAMPA, FL 33610
   ATTENTION: Laura Vincent

PRODUCT ALLEGATION RESOLUTION
FIRE (NON-COLLISION)

Division:	Ref#	VIN:
Claimant's Name (LAST, First)		

Inspected By: _____ Organization: _____

Phone: (____) _____ x_____ Inspection Date: ____/____/____ Mileage at Inspection: _____

********** I INSPECTION SUMMARY **********

Following the inspection, summarize the tests and observations.

_____

_____

_____

_____

_____

_____

_____

********** II INTERVIEW - VEHICLE HISTORY **********

(Note: Please indicate name, address & phone number of person being interviewed): _____

_____

_____

1. Vehicle modifications or after-market equipment? (e.g. radio, phone, CB, tires, wheels, trailer hitch/wiring, trailer brake controller, hydraulic lines, alarm system, etc.)

Item(s), date installed, and by whom (name, phone) _____

_____

_____

2. Any *prior* collision damage? (when, where, extent, repaired by, etc.) _____

_____

_____

_____

3. For the following systems, list and describe ***prior*** repairs or ***outstanding*** problems/complaints at time of incident (e.g. no starts, stalls, overheating, loss of coolant, warning lights "On", strange odors, smoke, fluid leaks on driveway, engine noise, engine miss, etc.):

Cooling System (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____

Describe _____

A/C System (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____

Describe _____

Steering System (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

Transmission (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

********** II INTERVIEW - VEHICLE HISTORY (Continued) **********

Electrical Systems (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

Fuel System (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

Exhaust System (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

Major Engine (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____

Describe _____

Brake/ABS/TCS System (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by: (GM, Non-GM, Owner/Other) _____

Describe _____

Body (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

Other (Y/N) _____; Repairs (None, Satisfied, Unsatisfied) _____ Repaired by (GM, Non-GM, Owner/Other) _____

Describe _____

Regular maintenance (e.g., oil changes, belts, hoses, etc.) Done by: (GM, Non-GM, Owner/Other): _____

Maintenance records? (Y/N) _____ Date/description of last maintenance/repair (by whom?) _____

_____

Any other pertinent vehicle history information (from Interviewee or GM Warranty History)? _____

_____

Name and address of service who towed (include tow driver's name), stored and/or provided temporary service to the vehicle

_____

How was vehicle towed? (flat bed, dolly, sling, front or rear lift) _____ If towed on wheels, how far?_____

********** III - VEHICLE INSPECTION **********

The vehicle inspection documents the physical evidence via color photographs and written observations. It is important to also document what does *not* appear to be related to the fire. This is necessary because fire cause determination often involves the process of elimination. By recording your observations in the following section, you will be following a methodical inspection format.

A. Take color photographs of the following and enter observations/comments on the form:

Left & right side exterior _____

Front & rear exterior _____

Hood, inner & outer panels _____

Trunk area and Decklid, inner & outer panels _____

Roof _____

Door interior panels _____

Left & right instrument panel & odometer _____

Ashtray(s) area _____

Left & right front seat and carpet _____

Underbody & exhaust (include hangers) _____

Option code label _____

Engine compartment _____

Radiator, front & rear _____

Coolant recovery bottle _____

Transmission cooler lines/connections _____

Engine compartment engine coolant lines/hoses, connections/clamps _____

_____

Engine compartment heater lines/hoses, connections/clamps (include those to throttle body) _____

_____

All fuel lines/hoses, filter, connections/clamps _____

TBI, injector rail, or carburetor & fuel line connection _____

Engine compartment fuel lines/hoses, connections & o-rings _____

_____

Power steering lines/hoses, connections/clamps _____

Generator & attached wiring _____

********** **III - VEHICLE INSPECTION (Continued)** **********

Battery & attached cables _____

Engine block (note precise location of cracks, holes, etc.) _____

_____

Engine oil pan _____

Engine compartment hinge torque rods _____

Engine compartment exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.) _____

_____

Any item which is alleged to be the cause/source _____

Anything on vehicle which is after-market _____

_____

Anything on vehicle which is a modification _____

Anything on vehicle which is unusual, or out-of-place, etc. _____

B. Enter observations/comments for the following on the form and take color photographs as necessary.

For the following fluids, comment on the fluid level, smell (burned?), feel (gritty?), color (dark?), and apparent condition (normal, water, particles, etc.):

Engine coolant _____

Engine oil _____

Transmission fluid _____

Power steering fluid _____

Brake fluid _____

List all driver electrical controls which are in the "On" position (include ignition) _____

Fuses (identify all open or ***not*** proper size) _____

_____

Wiring insulation at fuse blocks _____

Fusible links (identify all open) _____

Spark plug wiring and boot condition _____

Fuel filler "Lead Free" restrictor in place? (Y/N) _____ Describe _____

Location of fuel filler cap (or evidence of remains) _____

Catalytic converter (any discoloration or swelling?) _____

Position of windows (if glass missing, do further inspection) _____

C. Photograph any damage to claimant's vehicle relating to the allegation and comment on the nature and extent of damage and estimated cost to repair (attach copy of estimate, if available): _____

_____

_____

_____

_____

Koger Dean CHEVROLET

101 S.W. PINE ISLAND ROAD • PHONE 239-574-DEAN • CAPE CORAL, FLORIDA 33991-2084

STATE OF FLORIDA REGISTRATION: MV-05471

CAPE CORAL, FLORIDA (239) 574-3326 — CAPE CORAL, FLORIDA (239) 574-3326

CUSTOMER NO. [redacted]	ADVISOR NICK		TAG NO. 7399	INVOICE DATE 10/24/03	INV [redacted]
[redacted] CAPE CORAL, FL [redacted]	LABOR RATE 65.26	LICENSE NO.	MILEAGE 12,765	COLOR SUMMIT WHIT	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/BLAZER/EXT TR BLZ			DELIVERY DATE 10/12/02	DELIVERY MILES 12
	VEHICLE I.D. NO. 1GNES16S2361[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 07/28/03	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS			MO: 12765

LABOR & PARTS

J# 1 03CVZ BODY ELECTRICAL HOURS: 2.00 TECH(S):7319 — 130.52

CUSTOMER STATES: HAS FIRE FROM L/F ENG AREA, ADVISE.
INSPECTION OF VEHICLE FOR FIRE DAMAGE

JOB # 1 TOTAL LABOR & PARTS 130.52

J# 2+90CVZ03 COURTESY TRANS, RENT HOURS: TECH(S):7326 — 0.00

CUSTOMER REQUESTS ALTERNATE TRANSPORTATION RENTAL VENICLE

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+03CVZZ BODY ELECTRICAL HOURS: 29.10 TECH(S):7319 — 1899.07

REPAIR OF VEHICLE DAMAGED IN FIRE
REPLACED HARNESSES AND ELECTRICAL CENTER DAMAGED FROM FIRE

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 3	1	15176639	HARNESS 2.525	252.50	252.50	353.50	353.50
JOB # 3	1	88987108	CABLE 2.341	20.19	20.19	28.27	28.27
JOB # 3	1	15196430	COVER 2.483	2.04	2.04	2.86	2.86
JOB # 3	1	15171994	BLOCK 2.483	142.66	142.66	199.72	199.72
JOB # 3	1	15095236	BRACKET 2.483	6.52	6.52	9.13	9.13
JOB # 3	1	15175499	HARNESS 2.480	646.77	646.77	905.48	905.48
JOB # 3	1	12574976	MODULE 3.670	385.00	385.00	539.00	539.00
JOB # 3	1	88982929	MODULE 4.720	402.04	402.04	562.86	562.86
JOB # 3	1	52494707	MODULE 9.275	51.76	51.76	72.46	72.46
JOB # 3	1	15094704	MODULE 16.064	104.46	104.46	146.24	146.24
JOB # 3	1	22127653	PUMP.WSW 10,153	20.27	20.27	28.38	28.38
JOB # 3	1	12568078	VALVE 110096	38.00	38.00	53.20	53.20
JOB # 3	1	12413037	BEARING 6.311	344.02	344.02	481.63	481.63
JOB # 3	2	12568062	*MODULE 2.110124	46.45	92.90	59.12	118.24
JOB # 3	1	15195517	RADIO	0.00	0.00	0.00	0.00
JOB # 3	1	22664328	SENSOR 9.275	21.59	21.59	30.23	30.23

JOB # 3 COST TOTAL 2530.72

JOB # 3 TOTAL PARTS ~~3531.20~~ 3525.37

JOB # 3 TOTAL LABOR & PARTS 5430.27 5424.44

J# 4+02CVZ DRIVE & EMISSIONS HOURS: TECH(S):7319 — 0.00

AFTER INSTALLATION OF NEW VEHICLE HARNESSES, MULTIPLE
ELECTICAL FAILURES. NO MODULE COMMUNICATIONS.
MULTIPLE MODULE FAILURES
REPLACED EBTCM, PCM, WIPER MOTOR, WASHER PUMP, HVAC MODULE,
INSTRUMENT CLUSTER, RADIO, RT FRT WHEEL SPEED SENSOR, 2
IGNITION COILS. CAMSHAFT ACTUATOR, AC PRESSURE SENSOR.

JOB # 4 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 2	109660	A87260773	10/10/03	RENTAL	1525.00
JOB # 2	109682	H8726216	10/14/03	RENTAL	470.00

TOTAL - SUBLET 1995.00

COMMENTS

DELETED OPERATION(S)

90CVZ03 COURTESY TRANS. RENT

TECHNICIAN CERTIFICATION

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products.

WE MUST HAVE PRIOR NOTIFICATION AND MUST AUTHORIZE ANY REPAIR WORK DONE AT ANY LOCATION OTHER THAN ROGER DEAN CHEVROLET ON ANY ITEM COVERED UNDER OUR 90 DAY 4,000 MILE WARRANTY.

-557.03

Copyright © 2000 The Reynolds and Reynolds Company ERAINTDMV 5P600817 (07/03)

[redacted]

Roger Dean CHEVROLET

101 S.W. PINE ISLAND ROAD • PHONE 239-574-DEAN • CAPE CORAL, FLORIDA 33991-2084

STATE OF FLORIDA REGISTRATION: MV-05471

CAPE CORAL, FLORIDA (239) 574-3326 — CAPE CORAL, FLORIDA (239) 574-3326

[redacted] CHEVROLET TR

CUSTOMER NO. [redacted]	ADVISOR NICK		TAG NO. 7399	INVOICE DATE 10/24/03	INVOICE NO. [redacted]
[redacted] CAPE CORAL, FL [redacted]	LABOR RATE 65.26	LICENSE NO.	MILEAGE 12,765	COLOR SUMMIT WHIT	
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/BLAZER/EXT TR BLZ			DELIVERY DATE 10/12/02	DELIVERY MILES 12
	VEHICLE I.D. NO. 1GNES16S236 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 07/28/03	
[redacted]	COMMENTS				MO: 12765

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

7326 GARY C HERRMANN 0773

R/O TAX 0.00
R/O TOTALS 7555.79

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

CLAIM#.....	TOTAL...
106712	7555.79
CLAIM TOTALS	~~7555.79~~ 7549.96

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.002
10/24/2003 WARRANTY NEW CLAIM
1403

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
106712	07/28/2003	1GNES16S236[redacted]	3	26013	1	068-70-7872

CUSTOMER NAME: FIRST: [redacted] MIDDLE: [redacted]
LAST [redacted] PHONE:WORK: [redacted] HOME: [redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01			OJ			[redacted]	Z1243	2.0			130.52

LN-TOT: 130.52 TECH SSN: [redacted] AUTH CODE: AUTH. AUTHOR.:
COMMENTS: THIS IS THE INSPECTION DONE ON THIS VEHICLE GM ADVISED TO SEND THIS TO OUR AVM
COMMENT ROUTING CODE: H

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02			MJ			98	Z7907			1995.00	

LN-TOT: 1995.00 TECH SSN: 283-46-0773 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: EXCESSIVE RENTAL DUE TO WAITING ON PARTS AND THE EXTENSIVE DAMAGE
COMMENT ROUTING CODE: H

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	03			OJ	17 15175499	3531.20	1E	Z1242	29.1			1899.07

LN-TOT: 5430.27 TECH SSN: 471-52-3793 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: THIS IS THE HARNESS REPLACEMENT REPAIR THAT GM ADVISED ME TO SENT TO OUR AVM
COMMENT ROUTING CODE: H
MEMO PART NUMBERS: 15176639 88987108 15196430 15171994 15095236 12574976 88982929 52494707 15094704 22127653 12568078 12413037 12568062 15195517 22664328

R.O. TOTAL: 7555.79

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

UMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products.
WE MUST HAVE PRIOR NOTIFICATION AND MUST AUTHORIZE ANY REPAIR WORK DONE AT ANY LOCATION OTHER THAN ROGER DEAN CHEVROLET ON ANY ITEM COVERED UNDER OUR 90 DAY 4,000 MILE WARRANTY.

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FACSIMILE

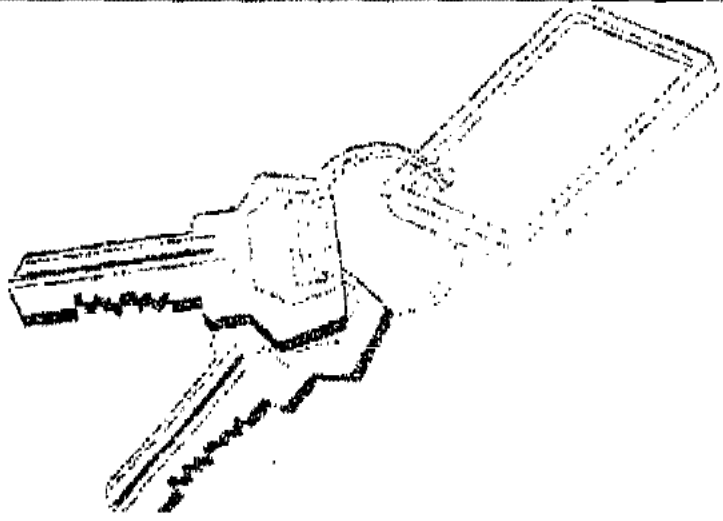
To: Sharon McKinney

From:

Roger Dean Chevrolet
101S.W. Pine Island Road
Phone: (941) 574-3326
Fax: (941) 574-2631

Number of pages (Including cover sheet): 3

Cover message: _____



AUG 4, 2003 DCS AUDIT REVIEW R/O 106712 RD CHEV CAPE 113798 PORT 5046 3651

DCS AUDIT SLIP

08/04/2003 WARRANTY NEW CLAIM

0844

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	07/28/2003	1GNES16S236[redacted]	3	26013	1	068-70-7872

CUSTOMER NAME: FIRST: [redacted] MIDDLE [redacted]

LAST: [redacted] PHONE;WORK: [redacted] HOME: [redacted]

LN	JOB CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	OJ				6G	Z1243	2.0			130.52

LN-TOT: 130.52 TECH SSN: 471-52-3793 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 130.52

(E=ENTER)

FAX to 1-866-715-8521

Roger Dean CHEVROLET

101 S.W. PINE ISLAND ROAD • PHONE 941-574-DEAN • CAPE CORAL, FLORIDA 33991-2084
PHONE: (941) 574-3326

STATE OF FLORIDA REGISTRATION: MV-05[illegible]71

[redacted] CHEVROLET TRUCK

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ03-F1P1	LUBE, OIL & FILTER	MI		01CVZ-ROTATE	TIRE ROTATION	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/23/03	[redacted]	11206	7399	7311	W	03CVZ	BODY ELECTRICAL
				7311	W	03CVZ03	PARK/TAG/TAIL LAMPS
				7311	W	11CVZ	CAMPAIGNS
12/10/02		2947	7399	7311	W	03CVZ25	WIPER/WASHERS
08/30/02		3	7315	7371	W	80CVZPICKUP	PDI

SALESPERSON NO. 7196 LORI L CALDERON **S E R V I C E** STATE REG# [redacted]

METHOD OF PAYMENT: ☐ CASH ☐ CHECK ☐ M.C. ☐ VISA ☐ AMX

VEHICLE I.D. NO. 1GNES16S236[redacted] | YEAR/MAKE/MODEL 03/CHEVROLET TRUCK/BLAZER/EXT TR BL | PRODUCTION DATE | STOCK NO. [redacted] | LICENSE NO. | R. O. NO. 106712

[redacted] | CUSTOMER NO. [redacted] | SERVICE CONTRACT UNIVERSAL WARR | DELIVERY DATE 10/12/02 | DELIVERY MILES 12 | SELLING DEALER NO. | R. O. DATE 07/28/03

CAPE CORAL, FL [redacted] CELL | COLOR SUMMIT WHITE/DK P | CONTRACT NO. 406411 | EXPIRATION DATE 10/12/06 | EXPIRATION MILES 60,000 | TAG NO.

BASIS FOR CHARGE ☐ FLAT RATE ☐ HRLY RATE ☐ BOTH

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				UNKNOWN	7399	NICK

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

RETAIN PARTS ☐ YES ☐ NO

TIME RECEIVED 07:36am | DATE/TIME PROMISED 07/28/03 08:00pm | PRIORITY

APPOINTMENT ☐ Yes

LABOR RATE 71.00

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control. 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, and any reasonable attorney's fees.

CUST. SIGNATURE X

JOB

1 W* 03CVZ **BODY ELECTRICAL** [illegible] 212#3
CUSTOMER STATES: HAS FIRE FROM L/F ENG AREA, ADVISE.
7319 INSPECTION OF VEHICLE

2 W 90CVZ03 **COURTESY TRANS. RENT**
CUSTOMER REQUESTS ALTERNATE TRANSPORTATION RENTAL VEHICLE

CONTACTED GREG SIMON: 7/28@12:00

ROADSIDE TOWING DISPATCH: # 1164 7275
1164 8505

CUSTOMER ASSISTANCE:
STEVE JULIE HARRISON
1-866-932-4368 x 38805

PRODUCT FAILURE DEPT: LAURIE VINCENT

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100.

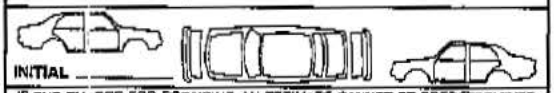
☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

ORIGINAL ESTIMATE	DATE	TIME
NAME & PHONE OF 2ND PERSON WHO MAY AUTHORIZE REPAIRS		REVISED EST.
DESCRIPTION OF ADDITIONAL WORK AUTHORIZED		AUTH. REC. BY
		CHARGE FOR MAKING ESTIMATE $

Shop Supplies & Hazardous Waste Disposal Charges
"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s. 559.904(4)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s. 403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s. 403.7185].



INITIAL _____

IF THE CHARGE FOR REPAIRING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON: ☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

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To: Laura Vincent

From: Gary Herrmann
Svc Mgr

Re: [redacted]

Please call me at 239-574-6301 after you receive this

Thank You,

Gary

Krohn & Moss, Ltd.

Main Office
120 West Madison, 10th Floor
Chicago, Illinois 60602
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Licensed to practice in Illinois and Florida

Also practicing in:
Arizona
Florida
Georgia
Indiana
Missouri
Ohio
Wisconsin

August 22, 2003

VIA FACSIMILE (866) 834-3552

General Motors Corporation - Brenda Horchler
c/o MSX International, MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326

Roger Dean Chevrolet
101 S.W. Pine Island Road
Cape Coral, FL 33991

RE: Vickie Townes v. General Motors Corporation and Roger Dean Chevrolet
Vehicle: 2003 Chevrolet Trail Blazer
VIN: 1GNES16S23[redacted]
Our File No.: [redacted]

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the State Uniform Commercial Code and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

1-366-715-8521
LAURA VINCENT

Pursuant to 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective windshield wipers as evidenced by wipers will not stop working;
2. Defective electrical system as evidenced by driver side brake light being inoperable, and vehicle caught on fire by short in electrical equipment in engine; and
3. Any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. As one court has stated:

> For a majority of people the purchase of a car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. [redacted] 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

> There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. [redacted] 491 So.2d 204.

My client's repair history clearly shows there was a breach of implied warranties:

> based upon the generally accepted rule that . . . the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. [redacted] v. Chevrolet Motor Division, 581 P.2d 603.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting

the vehicle. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for a wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

If the seller or, if applicable, the assignee or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of $100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,

Alex Weisberg
Attorney at Law

AW/mp
cc: V[redacted]

W01PATH ID: GZFFPL GMWA PRE-AUTHORIZATION 2003/11/19 15:17:18

PRSN CODE: 9018

DIV	DLR CODE	RO NBR	LBR OP	AUTH CODE	VIN	TOTAL
13	26013	106712	Z1242	WGLP_	1GNES16S236[redacted]	_7420 . 24

COMMENTS: ISSUED TO PAY DEALER FOR REPAIRS DUE TO A PRODUCT ALLEGATION WITH A THERMAL EVENT AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION.

13	26013	106712	Z1243	WGLP_	1GNES16S236[redacted]	__130 . 52

COMMENTS: ISSUED TO PAY DEALER FOR REPAIRS DUE TO A PRODUCT ALLEGATION WITH A THERMAL EVENT AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION.

__	_____	_____	_____	_____	_____	_____ . __

COMMENTS: _____

_____

__	_____	_____	_____	_____	_____	_____ . __

COMMENTS: _____

_____

PF: 3-EXIT 4-CLM INQUIRY 5-CLM DETAIL 6-CLM COMMENTS
9-REJ DETAIL 10-DEBIT 12-MANUAL DB

MESSAGE: SUBMIT THE PRE-AUTHORIZATIONS? (PF1 = YES ; PF2 = NO)

12/12/17

Privileged and Confidential Information

CASE ASSESSMENT BY: Sharon McKinney

Florida

Customer Name: [redacted]	CARS Request No.: [redacted]	GM Legal File No.: **NISM**

Vehicle ID No.: **1GNES16S236[redacted]** **2003 Chevrolet Trailblazer**	In Service Date: **10/12/02**	Vehicle is: **NEW--- LEASE**	BAC Code: **169633**

VEHICLE REPAIR HISTORY

CUSTOMERS PRIMARY SYMPTOM/COMPLAINT: **PRODUCT ALLEGATION—THERMAL EVENT**

Date:	RO#:	Code:	Description of Repair	Miles:
07/25/03			Product allegation—thermal event.	8020
07/29/2003	[redacted]	Z8016	ROADSIDE GONE ON ARRIVAL 8020 07/29/2003 591598 T2020 WARRANTY TOWING 8020	

OTHER SYMPTOM/COMPLAINT: **Electrical Concerns (Except Engine) (N)**

Date:	RO#:	Code:	Description of Repair	Miles:
12/10/2002	[redacted]	N3565	W/SHLD WPR MOD RPL	2947
06/23/2003	[redacted]	N3565	W/SHLD WPR MOD RPL	11206
06/23/2003	[redacted]	N0528	BULBS, EXTERIOR - REPLACE	11206

DO THE NUMBER OF REPAIR ATTEMPTS MEET THE LEMON LAW REQUIREMENT: YES: NO: X
DO THE DAYS OUT OF SERVICE (52+) MEET THE LEMON LAW REQUIREMENT: YES: **X** NO:

CRM FINAL OFFER:	**{CASH /REP/ TRADE}:**	**OFFER TO CUST: $**{Amount}	**ATTORNEY FEES: $**{Amount }

RECOMMENDATION:

Product allegation complaint. Thermal event. Dealership has ordered a wiring harness but it is on back order. SPAC case # 7128 has been initiated. Customer has been in a rental vehicle since 7/30/03 and no date has been determined as to when the part will be available. I recommend a repurchase + $1750 in attorney fees.			
TEAM MANAGER APPROVING:	**Don Ritter**	YES:	NO:

BRC Legal Case Manager: Sharon McKinney	**Ph# 800-231-1841, prompt 9, 58516**	**FAX# 866-255-3846**

Reason for Removal

THIS SECTION IS FOR LOCAL COUNSEL USE ONLY

THIS FORM MUST ACCOMPANY ALL CHECK REQUESTS FOR CASH SETTLEMENTS AND REPURCHASES

LC FINAL OFFER: **{CASH /REP/ TRADE}: OFFER TO CUST: $ ATTORNEY FEES: $**

SETTLEMENT RATIONALE: Please provide feedback to GM on how you were able to reach a settlement when the BRC could not (what new or additional facts were developed?). We will be using this information as a learning tool for future settlement attempts. You may use a separate page for your input, but you must include a copy of our case assessment with your input so that we can evaluate the differences. PLEASE LIMIT THIS TO ONE PARAGRAPH IF POSSIBLE AND RETURN A COPY OF BOTH PAGES OF THIS ASSESSMENT FORM.

Roger Dean CHEVROLET

101 S.W. PINE ISLAND ROAD • PHONE 239-574-DEAN • CAPE CORAL, FLORIDA 33991-2084

STATE OF FLORIDA REGISTRATION: MV-05471

CAPE CORAL, FLORIDA (239) 574-3826 CAPE CORAL, FLORIDA (239) 574-3826

CHEVROLET TR [redacted]

CUSTOMER NO. [redacted]	ADVISOR NICK 7399	TAG NO.	INVOICE DATE 10/24/03
[redacted] CAPE CORAL, FL [redacted]	LABOR RATE 65.26	LICENSE NO.	MILEAGE 12,765
	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/BLAZER/EXT TR BLZ		COLOR SUMMIT WHIT
	VEHICLE I.D. NO. 1 G N E S 1 6 S 2 3 6 [redacted]		DELIVERY DATE 10/12/02
	R. T. E. NO.	P. O. NO.	DELIVERY MILES 12
[redacted]	COMMENTS		P. O. DATE 07/28/03
			PRODUCTION DATE

MO: 12765

LABOR & PARTS

J# 1 03CVZ BODY ELECTRICAL HOURS: 2.00 TECH(S):7319 130.52

CUSTOMER STATES: HAS FIRE FROM L/F ENG AREA, ADVISE.
INSPECTION OF VEHICLE FOR FIRE DAMAGE

JOB # 1 TOTAL LABOR & PARTS 130.52

J# 2+90CVZ03 COURTESY TRANS. RENT HOURS: TECH(S):7326 0.00

CUSTOMER REQUESTS ALTERNATE TRANSPORTATION RENTAL VEHICLE

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+03CVZZ BODY ELECTRICAL HOURS: 29.10 TECH(S):7319 1899.07

REPAIR OF VEHICLE DAMAGED IN FIRE
REPLACED HARNESSES AND ELECTRICAL CENTER DAMAGED FROM FIRE

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 3	1		15176639	HARNESS 2.525	252.50	252.50	353.50	353.50
JOB # 3	1		88987108	CABLE 2.341	20.19	20.19	28.27	28.27
JOB # 3	1		15196430	COVER 2.483	2.04	2.04	2.86	2.86
JOB # 3	1		15171994	BLOCK 2.483	142.66	142.66	199.72	199.72
JOB # 3	1		15095236	BRACKET 2.483	6.52	6.52	9.13	9.13
JOB # 3	1		15175499	HARNESS 2.480	646.77	646.77	905.48	905.48
JOB # 3	1		12574976	MODULE 3.670	385.00	385.00	539.00	539.00
JOB # 3	1		88982929	MODULE 4.720	402.04	402.04	562.86	562.86
JOB # 3	1		52494707	MODULE 9.275	51.76	51.76	72.46	72.46
JOB # 3	1		15094704	MODULE 16.064	104.46	104.46	146.24	146.24
JOB # 3	1		22127653	PUMP,WSW 10.153	20.27	20.27	28.38	28.38
JOB # 3	1		12568078	VALVE 110096	38.00	38.00	53.20	53.20
JOB # 3	1		12413037	BEARING 6.311	344.02	344.02	481.63	481.63
JOB # 3	2		12568062	*MODULE 2.110124	46.45	92.90	59.12	118.24
JOB # 3	1		15195517	RADIO	0.00	0.00	0.00	0.00
JOB # 3	1		22664328	SENSOR 9.275	21.59	21.59	30.23	30.23

JOB # 3 COST TOTAL 2530.72

JOB # 3 TOTAL PARTS ~~3531.20~~ 3526.17

JOB # 3 TOTAL LABOR & PARTS ~~5430.27~~ 5425.24

557.83

J# 4+02CVZ DRIVE & EMISSIONS HOURS: TECH(S):7319 0.00

AFTER INSTALLATION OF NEW VEHICLE HARNESSES, MULTIPLE
ELECTICAL FAILURES. NO MODULE COMMUNICATIONS.
MULTIPLE MODULE FAILURES
REPLACED EBTCM, PCM, WIPER MOTOR, WASHER PUMP, HVAC MODULE,
INSTRUMENT CLUSTER, RADIO, RT FRT WHEEL SPEED SENSOR, 2
IGNITION COILS, CAMSHAFT ACTUATOR, AC PRESSURE SENSOR.

JOB # 4 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 2	109660	A87260773	10/10/03	RENTAL	1525.00
JOB # 2	109682	H8726216	10/14/03	RENTAL	470.00
				TOTAL - SUBLET	1995.00

Heat2 sublet

COMMENTS

DELETED OPERATION(S)

90CVZ03 COURTESY TRANS. RENT

TECHNICIAN CERTIFICATION

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products.

WE MUST HAVE PRIOR NOTIFICATION AND MUST AUTHORIZE ANY REPAIR WORK DONE AT ANY LOCATION OTHER THAN ROGER DEAN CHEVROLET ON ANY ITEM COVERED UNDER OUR 90 DAY 4,000 MILE WARRANTY.

Copyright © 1999 The Reynolds and Reynolds Company
SHANTIVE 3P#02517 (07/03)

NOV-06-2003 08:43AM FROM-

Koger Dean CHEVROLET

101 S.W. PINE ISLAND ROAD • PHONE 239-574-DEAN • CAPE CORAL, FLORIDA 33991-2061

STATE OF FLORIDA REGISTRATION: MV-05471

CAPE CORAL, FLORIDA (239) 574-3326 — CAPE CORAL, FLORIDA (239) 574-3326

CHEVROLET TR

CUSTOMER NO. [redacted]	ADVISOR NICK 7399	TAG NO.		INVOICE DATE 10/24/03	INVOICE NO. [redacted]
[redacted]	LABOR RATE 65.26	LICENSE NO.	MILEAGE 12,765	COLOR SUMMIT WHIT [redacted]	
CAPE CORAL, FL [redacted]	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/BLAZER/EXT [redacted]			DELIVERY DATE 10/12/02	DELIVERY MILES 12
	VEHICLE I.D. NO. 1 G N E S 1 6 S 2 3 6 1 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	R. T. E. NO.	P. O. NO.		R. O. DATE 07/28/03	
RE 2 [redacted]	CONCERNS				MO: 12765

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

7326 GARY C HERRMANN 0773

R/O TAX 0.00
R/O TOTALS ~~7555.79~~

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

CLAIM#.....	TOTAL...
106712	7555.79
CLAIM TOTALS	~~7555.79~~ 7550.76

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.002
10/24/2003 WARRANTY NEW CLAIM
1403

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
106712	07/28/2003	1GNES16S23[redacted]	3	25013	1	068-70-7872

CUSTOMER NAME: FIRST: [redacted] MIDDLE: I
LAST: [redacted] PHONE:WORK: [redacted] OME: [redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01			OJ				Z1243	2.0			130.52

LN-TOT: 130.52 TECH SSN: [redacted] AUTH CODE: AUTH. AUTHOR.:
COMMENTS: THIS IS THE INSPEC[redacted] THIS VEHICLE GM ADVISED TO SEND THIS TO OUR AVM
COMMENT ROUTING CODE: H

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02			MJ			[redacted]	Z7907			1995.00	

LN-TOT: 1995.00 TECH SSN: [redacted] AUTH CODE: AUTH. AUTHOR.:
COMMENTS: EXCESSIVE RENTAL DUE TO WAITING ON PARTS AND THE EXTENSIVE DAMAGE
COMMENT ROUTING CODE: H

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	03			OJ	17 16175499	[redacted]		Z1242	29.1			1899.07

LN-TOT: 5430.27 TECH SSN: [redacted] AUTH CODE: AUTH. AUTHOR.:
COMMENTS: THIS IS THE HARNESS REPLACEMENT REPAIR THAT GM ADVISED ME TO SENT TO OUR AVM
COMMENT ROUTING CODE: H
MEMO PART NUMBERS: 15176639 88987108 15196430 15171994 15095236 12574976 88982929 52494707 15094704 22127653 12568078 12413037 12568062 15195517 22664328

R.O. TOTAL: 7555.79

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

PAGE 2 OF 2 ACCOUNTING COPY-W [END OF INVOICE] 08:35am

UMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products.
WE MUST HAVE PRIOR NOTIFICATION AND MUST AUTHORIZE ANY REPAIR WORK DONE AT ANY LOCATION OTHER THAN ROGER DEAN CHEVROLET ON ANY ITEM COVERED UNDER OUR 90 DAY 4,000 MILE WARRANTY.

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General Motors Corporation
Legal Staff

Facsimile
866-834-3552

Telephone
813-635-4087

September 16, 2003

VIA FAX ONLY: 312-896-5969

Alex Weisberg, Esq.
Krohn & Moss, Ltd.
120 West Madison, 10th Floor
Chicago, IL 60602

Re: [redacted]
CARS File No.: [redacted]
2003 Chevrolet Trailblazer
VIN # 1GNES16S2[redacted]

Dear Mr. Weisberg:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2003 Chevrolet Trailblazer for all defendants. This offer is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at any General Motors dealership prior to the issuance of any funds. Please advise my office of the dealership that your client would like to work with in your written response to our offer. My office will then contact the dealership and provide them with necessary documents for the inspection. The dealership will then contact you to arrange an inspection at a mutually agreeable date and time for your client. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year of the vehicle. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments 11 @ $439.95	$4,839.45	(which includes sales tax of $80.63)
Total down payment	$1,424.45	
Subtotal:	$6,263.90	
Less Usage/Depreciation	- $1,604.00	
Less Rebates/Incentives	- $1,343.82	
Less pending late charges	$63.92	
Subtotal:	$3,252.16	
Attorney's Fees	$1,750.00	
Subtotal:	$5,002.16	
* Payoff to lienholder (good through 10/11/03)	$26,552.16	
* The payoff amount is subject to change if this offer letter is not received in time for the current payoff amount to be processed; however, General Motors will be responsible for paying off the lienholder if the amount should change.		
Repurchase Offer	$31,554.32	

Total due to attorney and client: *$5,002.16*

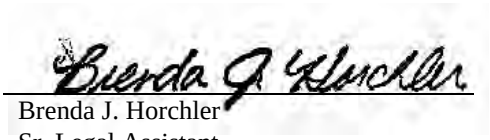
In addition, we will pay off the lienholder in the amount of $26,552.16 *good until October 11, 2003* and reasonable attorney fees.

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

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 days from the date of your acceptance of our offer. We will need a copy of your client's registration and social security number and 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 the terms of this offer letter are acceptable, please have your client sign on the line below as well as the attached release. Please return the executed copies to the facsimile number shown above.

Sincerely,



Brenda J. Horchler
Sr. Legal Assistant

cc: FILE

_____
Signature of V[redacted]

_____
Date

_____

GM Card Number (necessary to return points)

SETTLEMENT AGREEMENT AND RELEASE

This Settlement Agreement and Release is effective as of the latter of the dates set forth opposite the signatures below.

W I T N E S S E T H:

WHEREAS, [redacted] Cape Coral, FL [redacted] (hereinafter referred to as "Releasor(s)", and General Motors Corporation (hereinafter referred to as "Releasee"), are involved in a dispute regarding a certain 2003 Chevrolet Tailblazer, bearing Vehicle Identification No. (VIN) 1GNES16S236[redacted] (hereinafter referred to as "Vehicle"), which Releasor(s) leased from Roger Dean Chevrolet, located at 101 SW Pine Island Road, Cape Coral, FL 33991-2046 (hereinafter referred to as the "Dealership") on 10/12/02 and

WHEREAS, Releasor(s) has voluntarily agreed to resolve this dispute and Releasee denies liability with respect to any and all claims set forth in this action; and

NOW, THEREFORE, in consideration of the settlement of the claim and of the mutual covenants hereinafter set forth, the parties hereto agree as follows:

1. Releasee agrees to pay Releasor(s) and her attorney $5,002.16 and Releasor(s) agree to turn over possession and clear title of the Vehicle to Releasee, free from any liens and encumbrances. In addition, Releasee agrees to pay off the balance of Releasor's account with General Motors Acceptance Corporation, Account No. [redacted] and terminate the same.

2. Releasor(s) agree(s) that a material component of this Agreement is that Releasee will be allowed to inspect the Vehicle to determine whether the Vehicle is free from any damage or abuse, other than normal wear and tear. If Releasee's inspection reveals that the Vehicle contains damage other than normal wear and tear, Releasor(s) agree(s) that this settlement agreement will be considered null and void and Releasor(s) agree(s) to return the settlement funds set forth in paragraph 1 of this Agreement back to Releasee.

3. As an express element and condition of this Settlement Agreement and Release, Releasor(s), individually and on behalf of any and all of her predecessors, successors, heirs, assigns, executors, administrators, agents, attorneys or any other representatives, agree that Releasor(s) shall not now or hereafter institute, maintain or assert against Releasee, either directly or indirectly, and agree to release and discharge Releasee from, any and all causes of action, claims, damages, statutory penalties, equitable, legal and administrative relief, interest, attorney fees, demands or rights of any kind or nature whatsoever, whether based on federal, state or local statute, regulation, contract, common law, or any other source, whether known or unknown, that have been, could have been, may or could be alleged or asserted now or in the future by Releasor(s) against Releasee on the basis of, connected with, arising out of, or related to, in whole or in part, the claims asserted in this action.

Initials: _____

4. Releasor(s) understand and agree(s) that this Settlement Agreement and Release shall be considered final and binding upon her.

5. This Agreement may be executed in counter-parts, and when each party has signed and delivered at least one such counter-part, each counter-part shall be deemed an original, and taken together shall constitute one and the same Agreement, which shall be binding and effective as to all parties.

6. This Agreement contains the entire Agreement between the parties hereto and the terms of this Agreement are contractual and not a mere recital. Furthermore, this Agreement supersedes all prior Agreements, understandings or covenants, whether oral or written. This Agreement, and each and every term and provision hereof, shall be governed by and construed in accordance with the laws of Florida.

7. It is understood and agreed that this Agreement is being entered into voluntarily and is not based on any representations or statements of any kind by any party or their representatives as to the merits, legal liability or value of Releasor's actions or any matters relating thereto.

8. The parties agree that a fully executed facsimile copy of this Agreement shall be binding on the parties.

Initials: _____

9. RELEASOR(S) ACKNOWLEDGE(S) THAT SHE HAS READ THIS RELEASE, THAT SHE HAS HAD THE BENEFIT OF CONSULTATION WITH LEGAL COUNSEL IN CONNECTION HEREWITH, THAT SHE UNDERSTAND ALL OF ITS TERMS AND THAT SHE EXECUTED IT VOLUNTARILY AND WITH FULL KNOWLEDGE OF ITS SIGNIFICANCE AND CONSEQUENCES.

Intending to be legally bound by the terms of this release, the undersigned has affixed her signature(s) this _____ day of _____, 20____.

_____ _____ ____

Signature of [redacted]

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by Vickie L. Townes.

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification_____

My commission expires: _____

Initials: _____

To: Laura Vincent

From: Gary Hermann

Fax: 866' 715' 8521

Re: [redacted]

Repair Order

Koger Dean CHEVROLET

101 S.W. PINE ISLAND ROAD • PHONE 941-574-DEAN • CAPE CORAL, FLORIDA 33991-2084

PHONE: (941) 574-3326

STATE OF FLORIDA REGISTRATION: MV-05471

[redacted] CHEVROLET TRUCK

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ03-F1P1	LUBE, OIL & FILTER	MI		01CVZ-ROTATE	TIRE ROTATION	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/23/03	[redacted]	11206	7399	7311	W	03CVZ	BODY ELECTRICAL
				7311	W	03CVZ03	PARK/TAG/TAIL LAMPS
				7311	W	11CVZ	CAMPAIGNS
12/10/02		2947	7399	7311	W	03CVZ25	WIPER/WASHERS
08/30/02		3	7315	7371	W	80CVZPICKUP	PDI

SALESPERSON NO. 7196 LORIL CALDERON **S E R V I C E** STATE REG# MV05471

METHOD OF PAYMENT: ☐ CASH ☐ CHECK ☐ M.C. ☐ VISA ☐ AMX

VEHICLE I.D. NO. 1GNES16S236[redacted] | YEAR/MAKE/MODEL 03/CHEVROLET TRUCK/BLAZER/EXT TR BL | PRODUCTION DATE | STOCK NO. [redacted] | LICENSE NO. | R. O. NO. [redacted]

V[redacted] | CUSTOMER NO. 124812 | SERVICE CONTRACT UNIVERSAL WARR | DELIVERY DATE 10/12/02 | DELIVERY MILES 12 | SELLING DEALER NO. | R. O. DATE 07/28/03

2[redacted] | COLOR SUMMIT WHITE/DK P | CONTRACT NO. 406411 | EXPIRATION DATE 10/12/06 | EXPIRATION MILES 60,000 | TAG NO.

BASIS FOR CHARGE ☐ FLAT RATE ☐ HRLY RATE ☐ BOTH

CAPE CORAL, FL 3[redacted] CFLK | TURBO | M/HG CVZZ | AIR COND. | P. S. | TRANS | MILEAGE UNKNOWN | ADVISOR NO. 7399 | ADVISOR NICK

RETAIN PARTS ☐ YES ☐ NO

RESIDENCE PHONE [redacted] | BUS[redacted] | TIME RECEIVED 07:36am | DATE/TIME PROMISED 07/28/03 08:00pm

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control. 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, and any reasonable attorney's fees.

APPOINTMENT ☐ Yes ☒ No | LABOR RATE 71.00

CUST. SIGNATURE X

JOB

1 W * 03CVZ **BODY ELECTRICAL** RO# 21243 2.0

CUSTOMER STATES: HAS FIRE FROM L/F ENG AREA, ADVISE.

7319

INSPECTION OF VEHICLE

2 W 90CVZ03 **COURTESY TRANS. RENT**

CUSTOMER REQUESTS ALTERNATE TRANSPORTATION RENTAL VEHICLE

3W REPAIR OF VEHICLE 21242 15.0

CONTACTED GREG SIMON: 7/28@12:00

ROADSIDE TOWING DISPATCH: # 1164 7275 # 1164 8505

CUSTOMER ASSISTANCE: STEVE JULIE HARRISON 1-866-932-4368 x38805

PRODUCT FAILURE DEPT: LAURIE VINCENT

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100.

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

ORIGINAL ESTIMATE $	DATE	TIME
NAME & PHONE OF 2ND PERSON WHO MAY AUTHORIZE REPAIRS		REVISED EST.
DESCRIPTION OF ADDITIONAL WORK AUTHORIZED		AUTH. REC. BY
		CHARGE FOR MAKING ESTIMATE $

Shop Supplies & Hazardous Waste Disposal Charges

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s. 559.904(4)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s. 403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s. 403.7185].

INITIAL _____

IF THE CHARGE FOR REPAIRING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON: ☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS

Copyright (c) 1998 The Reynolds and Reynolds Company ERWARW01E CC621148 (96/3)

HARD COPY

106712

AUG 11, 2003 DCS AUDIT REVIEW R/O [redacted]RD CHEV CAPE 113798 PORT 5035 3651

CUSTOMER NAME: FIRST: [redacted] MIDDLE: [redacted]
LAST: [redacted] PHONE;WORK: [redacted] HOME: [redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OJ				6G	Z1243	2.0			130.52

LN-TOT: 130.52 TECH SSN: [redacted] AUTH CODE: AUTH. AUTHOR.:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		MJ				98	Z7907			540.00	

LN-TOT: 540.00 TECH SSN: [redacted] AUTH CODE: AUTH. AUTHOR.:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	03		OJ	6	15175494	1498.96	1F	Z1242	15.0			978.90

LN-TOT: 2477.86 TECH SSN: [redacted] AUTH CODE: AUTH. AUTHOR.:
MEMO PART NUMBERS: 15176639 88987108 15196430 15171994 15095236

R.O. TOTAL: 3148.38

(E=ENTER) (F#=FORWARD) (B#=BACK) (P=PAGE)

REPAIR GUIDELINES FOR DEALERSHIP

1. USE LABOR OPERATION CODE **Z1242** FOR PRODUCT ALLEGATION CLAIM ONLY...EXCLUDING CAMPAIGN, SPECIAL POLICY, CUSTOMER PAY, AND WARRANTY CLAIM(S). THESE ITEMS MUST GO ON A SEPARATE LINE DUE TO THE FACT THAT WE ARE NOT USING Z1242 LABOR OP.

2. REPAIRS MUST BE DONE AT **WARRANTY RATE WITHOUT TAX**. PLEASE PROVIDE SUBLET (BODYWORK AND RENTAL VEHICLE) WITH YOUR **TAX ID #**

3. SET UP AN ITEMIZED REPAIR ORDER SHOWING PARTS AND LABOR CHARGES @ WARRANTY RATE

4. RO **MUST** SHOW DOLLAR AMOUNT AT WARRANTY RATE. **CANNOT SAY $0 OR WARRANTY**

5. PROVIDE CUSTOMER WITH A RENTAL VEHICLE If NEEDED UP TO $30 PER DAY, PUT RENTAL CHARGES ON THE REPAIR ORDER

6. PLEASE FAX THE FOLLOWING ITEMS BACK.....
   - ITEMIZED REPAIR ORDER
   - COPY OF ALL RECEIPTS
     EX... TOW, RENTAL, SUBLET BODYWORK

7. ANYTHING THAT YOU NEED FOR GM TO PAY REGARDING THE PRODUCT ALLEGATION CLAIM, **MUST** BE ON THE RO. IF IT IS NOT, WE **CANNOT** SUBMIT FOR PAYMENT.

8. **DO NOT** SUBMIT FOR PAYMENT, **IT WILL REJECT IF YOU DO**. A GMWA PROCESSOR WILL CONTACT YOU TO SHOW YOU WHEN AND HOW TO SUBMIT AFTER IT'S BEEN SUBMITTED IN OUR SYSTEM.

9. ANY REIMBURSEMENT TO THE CUSTOMER **MUST** BE APPROVE BY PRODUCT ALLEGATION AGENT.

PAR Case Assessment Form

Siebel Request No.: [redacted]
Customer Name: [redacted]
Product Purchased?: ☒ New ☐ Used
Vehicle Identification Number: 1GNES16S2 [redacted]
Model: Trailblazer **Make: Chevrolet** **Year: 2003** **Mileage: 12000**

Service Request Detail Screen ☒ Reviewed and Updated
Pre-PAR Form ☒ Reviewed and Updated
PAR Detail Form ☒ Reviewed and Updated

Allegation and / or Claim

☐ **OnStar (Follow specialized procedure)**
☐ **Credit / Rebill Process (Review Step-by-Step)**

☐ **Injury**
- ☐ **Reviewed Step-by-Step in Webknowledge:**
- ☐ ***Major*** (Surgery, compensation, current medical treatment, lacerations, sutures, fractures, paralysis, loss of consciousness, fatality)
  - ☐ Forward file to ESIS.
- ☐ ***Minor*** (Bruises, bumps, scratches, abrasions, headaches) - Review with customer for a thorough description.
  - ☐ Dealer
  - ☐ Forward file to EAA
- ☐ ***Grey Area*** (Past: medical treatment, surgery and injury. Pregnancy, numbness)
  - ☐ Review file with Team Manager
  - ☐ Forward file to ESIS
  - ☐ PAR will work file

☐ **Collision (Includes curbs and / or sidewalks):**
- ☐ ***Air Bag/s (Vetronix)*** **–**
- ☐ **Non-Deployment**
  - ☐ Forward file to EAA
  - ☐ Advised customer on basic air bag function
- ☐ **Inadvertent Deployment without collision**
  - ☐ Advised customer on basic airbag function
  - ☐ Dealer (Inspect under-carriage)
  - ☐ Forward file to EAA
- ☐ **Deployment with Collision**
  - ☐ Advised customer on basic air bag function
  - ☐ Dealer (Inspect vehicle and obtain a repair estimate)
  - ☐ Forward file to EAA (Customer is requesting an inspection)
- ☐ ***Brakes / ABS (Vetronix if applicable) / Suspension / Tires / Wheel Separation / Steering***
- ☐ **Major Body Damage** (Review with customer and/or Dealership, Bodyshop for thorough description and vehicle location)
  - ☐ Forward file to EAA
  - ☐ Advised customer on basic brake/ABS function
- ☐ **Minor Body Damage** (Review with customer and/or Dealership, Bodyshop for thorough description and vehicle location)
  - ☐ Advised customer on basic brake/ABS function
  - ☐ Dealer
  - ☐ Forward file to EAA (Customer is requesting an inspection)

☒ **Thermal Event:**

- ☐ ***Major*** (Entire: vehicle, compartment, component and / or > 2 components)
  - ☐ Forward file to EAA.
- ☒ ***Minor*** (Centralized / Confined to a small area) – Review with customer and/or Dealership for a thorough description.
  - ☒ Dealer Inspection and / or Repair Order
  - ☐ Forward file to EAA.
- ☐ ***Smoke / Non-Thermal*** –
  - ☐ Return to Workflow (File reviewed < 24 HRS after assignment).
  - ☐ PAR will work file (File is > 24 HRS after assignment).

☐ **Property Damage (*Includes pets)*:**

- ☐ **< *$1,000*** - Advise Dealership to proceed under PAR Warranty code Z1241
- ☐ **> *$1,000*** - Review with customer and/or Dealership for thorough description. Obtain estimate and attach to file and / or conclude damage may be >$1,000
  - ☐ Forward file to ESIS.

☐ **Insurance Subrogation Claim**
☐ **Deductible Claim**
☐ **Compensation Claim with Supporting Documentation –** Review with customer and/or caller for thorough description.

- ☐ Forward file to ESIS.

☐ **Law Enforcement Inquiry <u>without</u> allegation**

- ☐ Forward file to Workflow

☐ **Law Enforcement Inquiry <u>with</u> allegation**

- ☐ Review file with Team Manager

☐ **Customer Retracted Allegation:**

- ☐ PAR will close file.

Vehicle Evaluation

☒ ***Inspection requested***

- ☐ EAA
- ☒ Dealer
- ☐ Field Personnel

☐ ***Inspection <u>not</u> requested***

- ☐ Customer did not authorize inspection
- ☐ Customer accepted explanation and resolution
- ☐ Customer retracted allegation
- ☐ Vehicle not available
- ☐ Customer does not own vehicle

Siebel Actions/Follow-Up

☒ Documented all actions and events in the PAR file
☐ Provided resolution to Dealer and AVM

CRM Resolution / Recommendation

☐ Forward file to ESIS
☒ Repair - Parts on Spac case - File assumed by LEGAL/Attorney Involvement
☐ Repurchase
☐ Trade Repurchase
☐ Law Enforcement Inquiry
☐ GM declines responsibility
☐ File Closed / Customer Information Request Only
☐ File forwarded to the Workflow
☐ Non PAR File
☐ Other

Roger Dean Chevrolet

101 SW Pine Island Rd Cape Coral Fl
33991
239-574-3326



This is the FAX

Date 9-12-03 Tot Pgs 5

To: SHARON McKINNEY
GM - HUMAN RESOURCES CNTR

From: BARBARA STEVENS

Fax# to: 866-255-3846

Fax# from 239-574-0072

FAX MESSAGE

Roger Dean CHEVROLET

131 S.W. PINE ISLAND ROAD • CAPE CORAL, FLORIDA 33991
PHONE 239-574-DEAN

Deal with Dean!

• MOTOR VEHICLE PURCHASE ORDER

SALESPERSON Lori EMP# 7196 DATE 10/12/02

BUYER Mr. [redacted] D.O.B. [redacted] DR. LIC. [redacted]

CO-BUYER Mr. Mrs. D.O.B. / / DR. LIC. #

ADDRESS [redacted] CITY/STATE CC, FL ZIP [redacted] COUNTY Lee

RES. PHONE [redacted] OFFICE PHONE [redacted]

BUYER SOC. SEC. [redacted] CO-BUYER SOC. SEC. #

NEW ☒ USED ☐ YEAR 03 MAKE Chevy MODEL Tahoe BODY TYPE ENG.

SERIAL NO. 1GNEK13S23J[redacted] STOCK# [redacted] CUSTOMER#

MILEAGE COLOR White TRIM

WARRANTY DISCLAIMER: DEALER SELLS THIS VEHICLE "AS IS". THE ONLY WARRANTIES APPLYING TO THIS VEHICLE ARE THOSE MADE BY THE MANUFACTURER. SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ANY CONSEQUENTIAL DAMAGES INCLUDING DAMAGE TO PROPERTY, PERSON, LOSS OF USE, LOSS OF TIME, LOST PROFITS OR INCOME TOGETHER INCIDENTAL OR CONSEQUENTIAL DAMAGES.

☐ NEW CAR OR TRUCK LIMITED FACTORY WARRANTY
☐ BALANCE OF LIMITED FACTORY WARRANTY (IF AVAILABLE)
☐ UWC MECHANICAL BREAKDOWN INSURANCE AMOUNT $

CONTRARY LANGUAGE DISCLOSURE

The following applies to all vehicles sold as "DEMONSTRATOR" or "USED". "The information you see on the window form (entitled "Buyer's Guide") for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale." Buyer hereby acknowledges the presence of the above mentioned window from (BUYERS GUIDE) on the purchased vehicle at time of delivery and receipt of the original of said form.

ROGER DEAN CHEVROLET WILL NOT PROVIDE ANY LOANER VEHICLE

Buyer Co-Buyer

I UNDERSTAND NO VERBAL AGREEMENT WILL BE HONORED BY DEALER

** "THIS CHARGE REPRESENTS COSTS AND PROFIT TO RX THE SELLER/DEALER FOR ITEMS SUCH AS INSPECTING, CLEANING, AND ADJUSTING NEW AND USED VEHICLES AND PREPARING DOCUMENTS RELATED TO THE SALE"

** "WASTE TIRE FEE OF $1.00 PER TIRE AND LEAD-ACID BATTERY FEE OF $1.50 PER BATTERY, IF APPLICABLE ARE INCLUDED IN THE SELLING PRICE OF THE MOTOR VEHICLE. THERE ARE NO EXEMPTIONS TO THESE FEES. THEY APPLY TO ALL PURCHASERS, FLORIDA LAW."

BODY STYLE COLOR ACV

TRADE-IN: YEAR MAKE MODEL

VIN# MILEAGE

ACCT# STATE

BAL. OWED $ THRU BY

OWED TO PH#

ADDRESS

CITY AND STATE ZIP

LIEN DATA
TO
ADDRESS

Lease - 48 mos

MANUFACTURER'S SUGGESTED RETAIL PRICE:		
PRIMARY EQUIPMENT LIST:		
PRICE INSTALLED ACCESSORIES		
TOTAL		
LESS USED CAR ALLOWANCE -		
CASH DIFFERENCE		
SUB TOTAL		
FLA ELECTRONIC TAG FILING	17	00
SERVICE & HANDLING ** +	298	00
FL WASTE TIRE FEE * +	5	00
FL LEAD-ACID BATTERY FEE * +	1	50
AMOUNT TAXABLE	BOE	
SALES TAX 6%		
USED CAR BALANCE OWED +	Bonna 500	
TOTAL CASH DELIVERY PRICE		
DEPOSIT -		
REBATES -	-750	
DISCRETIONARY TAX IF APP+		
LIC. PLATE & TRANSFER FEE # *		
FL LICENSE PLATE IMPACT FEE +		
TOTAL TAG/REG FEES →		
TOTAL BALANCE DUE		

* FL MOTOR VEHICLE WARRANTY ENFORCEMENT ACT $2.00

GM CREDIT CARD AUTHORIZATION # AT90212 (7321) AMOUNT 93.22

GM EMPLOYEE AUTHORIZATION # AMOUNT

LEASE LOYALTY AUTHORIZATION #

ALL CHECKS WILL BE HELD FOR A MINIMUM OF 10 WORKING DAYS BEFORE ANY MONIES ARE REFUNDED.

BUYER A[redacted] TERMS AND CONDITIONS AND LIMITATIONS OF LIABILITY SET FORTH HEREIN AND AFFIXES HIS SIGNATURE IN CONFIRMATION OF HIS O[redacted] MORE THAN 72 HOURS TO ALLOW BUYER TO OBTAIN FINANCING IN THE EVENT BUYER IS UNABLE TO OBTAIN FINANCING APPROV[redacted] PURCHASE ORDER IS CANCELLED AND NULL AND VOID. NO NOTICE IS REQUIRED FROM SELLER TO BUYER.

Buyer

Co-Buyer

Accepted This Date for ROGER DEAN CHEVROLET

By

I UNDERSTAND NO VERBAL AGREEMENT WILL BE HONORED BY DEALER. I HAVE RECEIVED A COPY OF MY PURCHASE OPTION CONTRACT ON DELIVERY.

PURCHASE ORDER MUST BE ACCEPTED BY AN OFFICER OR MANAGER OF THE COMPANY

LESSEE (and **CO-LESSEE**) ("You") name and address, including county

[redacted]
CAPE CORAL FL [redacted]

LESSOR (Retailer)

ROGER DEAN CHEVROLET-GEO
201 SW PINE ISLAND ROAD
CAPE CORAL FL 33991

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).

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID#	Mileage	Primary Use
NEW	2003	CHEVROLET TRU-BLAZER	EXT	1GNES16S[redacted]	12	☒ Personal, Family or Household ☐ Business or Agricultural

Dealer Installed Options: N/A

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)*
$ 1864.40

2. Monthly Payments
Your first monthly payment of $ 439.95 is due on 10/12/03, followed by 47 payments of $ 439.95 due on the 12th of each month.
The total of your monthly payments is $ 21117.60

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.)
$ 22542.00

*Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:

Capitalized cost reduction	$ 1343.82
First monthly payment	$ 439.95
Refundable security deposit	$ N/A
Title fees	$ N/A
Registration fees	$ N/A
Sales/use tax	$ 80.63
N/A	$ N/A
N/A	$ N/A
Total	$ 1864.40

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

Net trade-in allowance	$ N/A
Rebates and noncash credits	$ 1343.82
Amount to be paid in cash	$ 520.58
Total	$ 1864.40

Your monthly payment is determined as shown below:

7. **Gross capitalized cost.** The agreed upon value of the vehicle ($ 28940.35) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)		$ 30571.84
8. **Capitalized cost reduction.** The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	−	$ 1343.82
9. **Adjusted capitalized cost.** The amount used in calculating your base monthly payment	=	$ 29228.02
10. **Residual value.** The value of the vehicle at the end of the lease used in calculating your base monthly payment	−	$ 15156.00
11. **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	=	$ 14072.02
12. **Rent charge.** The amount charged in addition to the depreciation and any amortized amounts	+	$ 5850.38
13. **Total of base monthly payments.** The depreciation and any amortized amounts plus the rent charge	=	$ 19922.40
14. **Lease term.** The number of months in your lease	÷	48
15. **Base monthly payment**	=	$ 415.05
16. **Monthly sales/use tax (estimated)**	+	$ 24.90
17. N/A	+	$ N/A
18. **Total monthly payment**	=	$ 439.95

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.

19. **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.
20. **Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for $ 15655.00, plus official fees and taxes.
21. **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.

22. ITEMIZATION OF GROSS CAPITALIZED COST.

Agreed upon value of the vehicle		$ 28940.35
GMAC administrative fee	+	$ 595.00
License/registration/title fees RENTAL SECH	+	$ 285.50
Sales tax	+	$ 3.99
Other tax (describe) N/A	+	$ N/A
Optional service contract	+	$ 747.00
Optional life insurance	+	$ N/A
Optional disability insurance	+	$ N/A
N/A	+	$ N/A
N/A	+	$ N/A
Gross Capitalized Cost	=	$ 30571.84

23. THE VEHICLE YOU ARE TRADING. (year) (make) (model)

Gross trade-in value		$ N/A
Payoff	−	$ N/A
Net trade-in value	=	$ N/A

24. 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	$ 1347.82
Title fees	$ N/A
Registration fees	$ N/A
License fees	$ N/A
Sales/use taxes (including tax on capitalized cost reduction)	$ 1279.82
Excise taxes	$ N/A
Personal property taxes	$ N/A
Other (describe) –	$ 868.00

25. LATE CHARGE. If you do not pay a monthly payment in full within 10 days after it is due,

Insurance Notice

The valid and collectible insurance and personal injury protection insurance of any authorized rental or leasing driver is primary for the limits of liability and personal injury protection coverage required by sections 324.021(7) and 627.736, Florida Statutes.

YOU AGREE THAT YOUR OWN LIABILITY AND PERSONAL INJURY PROTECTION INSURANCE WILL PROVIDE PRIMARY INSURANCE COVERAGE UP TO ITS FULL POLICY LIMITS UNDER THE AGREEMENT.

SOUTHERN OWNERS
(NAME OF LESSEE'S INSURANCE COMPANY)

29. 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 N/A Age N/A
Co-Lessee's Signature N/A Age N/A

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

☒ Standard manufacturer's warranty

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.

19. 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.

20. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for $ 15656.00, plus official fees and taxes.

21. 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.

22. ITEMIZATION OF GROSS CAPITALIZED COST.

Agreed upon value of the vehicle		$ 28940.35
GMAC administrative fee	+	$ 595.00
License/registration/title fees /RENTAL SRCH	+	$ 285.50
Sales tax	+	$ 3.99
Other tax (describe) N/A	+	$ N/A
Optional service contract	+	$ 747.00
Optional life insurance	+	$ N/A
Optional disability insurance	+	$ N/A
N/A	+	$ N/A
N/A	+	$ N/A
Gross Capitalized Cost	=	$ 30571.84

23. THE VEHICLE YOU ARE TRADING. _____ (year) _____ (make) _____ (model)

Gross trade-in value		$ N/A
Payoff	−	$ N/A
Net trade-in value	=	$ N/A

24. 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		$ 2147.82
Title fees		$ N/A
Registration fees		$ N/A
License fees		$ N/A
Sales/use taxes (including tax on capitalized cost reduction)		$ 1279.82
Excise taxes		$ N/A
Personal property taxes		$ N/A
Other (describe)		$ REG 868.00

25. LATE CHARGE. If you do not pay a monthly payment 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.

26. EXCESS MILEAGE CHARGE. The total allowed mileage on the odometer at lease end is:

Starting odometer mileage		12 miles
Base mileage allowance	+	48000 miles
Purchased extra miles	+	N/A miles
Total allowed mileage on odometer at lease end	=	48012 miles

You are paying $ N/A for extra miles. At scheduled lease end, we will credit you with $ N/A per mile for each unused extra mile you purchased. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

The excess mileage charge is $ .20 per mile for each mile beyond 48012 miles. If the lease ends early, 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.

27. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus $20.

28. REQUIRED VEHICLE INSURANCE. You must insure the vehicle through liability and physical damage policies acceptable to us. The policies must not exclude or restrict coverage if you were to drive the vehicle, or when the driver is someone you allow to drive the vehicle or who is likely to drive the vehicle. The policies must show any additional insureds and loss payees that we require. You must give us proof of insurance when we ask. **We require no other insurance.**

Liability insurance must (a) cover up to $50,000 for property damage, $100,000 for bodily injuries to any one person, and $300,000 for bodily injuries for any one accident, or (b) have a combined single limit of $500,000 for bodily injuries and property damage for any one accident.

Physical damage insurance must have deductibles of no more than $500 for collision and upset loss and $500 for comprehensive fire and theft loss.

For trucks of 10,000 lbs. GVW or more, liability insurance must (a) provide primary coverage of up to $50,000 for property damage, $100,000 for bodily injuries to any one person, and $300,000 for bodily injuries for any one accident, and umbrella coverage of $1,000,000 or (b) have a combined single limit of $1,000,000 for bodily injuries and property damage for any one accident. Physical damage insurance must have deductibles of not more than $1,000.

If you move to a new state, we will require coverage amounts in keeping with our requirements for the new state. We now estimate that these amounts will be the same as those in this lease, except liability insurance for vehicles other than trucks of 10,000 lbs. GVW or more may have a combined single limit of $300,000. However, the requirements may be higher.

Insurance Notice

The valid and collectible insurance and personal injury protection insurance of any authorized rental or leasing driver is primary for the limits of liability and personal injury protection coverage required by sections 324.021(7) and 627.736, Florida Statutes.

YOU AGREE THAT YOUR OWN LIABILITY AND PERSONAL INJURY PROTECTION INSURANCE WILL PROVIDE PRIMARY INSURANCE COVERAGE UP TO ITS FULL POLICY LIMITS UNDER THE AGREEMENT.

SOUTHERN-OWNERS
(NAME OF LESSEE'S INSURANCE COMPANY)

29. 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.

Insuror 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 N/A Age N/A
Co-Lessee's Signature N/A Age N/A

30. 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.
We are giving 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.

31. OPTIONAL SERVICE OR MAINTENANCE CONTRACT.

Name UNIVERSAL WARR CORP PLAT
Term 48 months, 60000 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.

32. ASSIGNMENT BY LESSOR.

☒ 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 N/A

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

The assignee may designate Vehicle Asset Universal Leasing Trust, or its trustee, as agent to hold title for the benefit of the assignee on the vehicle's certificate of title and/or registration.

The sale and assignment will not be considered to change materially your duties, burden, or risk under this lease. Neither the assignee nor Vehicle Asset Universal Leasing Trust will have to make any repairs to the vehicle, get any insurance, or perform any service Lessor has agreed to perform under this lease. You will look only to Lessor for these services.

After assignment, GMAC will service this lease, if GMAC is the assignee or if GMAC helped to arrange this lease. You must then make all payments to GMAC (for its or the assignee's account) or as otherwise directed. If we assign this lease, you will not receive notice of assignment.

THIS IS THE ENTIRE AGREEMENT. This lease contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding. We may delay or refrain from enforcing any of our rights under this lease without losing them. Lessee (and Co-Lessee) initials

LESSEE: X V-A CO-LESSEE: X

NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED T[redacted] AT CAPE CORAL (city) FL (state) ON 11 (month) 12 (day) 04 (year)

LESSEE: [redacted] BY: CO-LESSEE:

LESSOR: ROGER DEAN CHEVROLET-GEO BY: TITLE:

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 as 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: ROGER DEAN CHEVROLET-GEO BY: TITLE:

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]

VIN: 1GNES16S23[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
LLM	$ 750.00	LEASE LOYALTY
BCE BONUS CASH	$ 500.00	BONUS CASH
GM CREDIT CARD	$ 93.82	UDC
	$	
	$	
Total Incentive Amount Received	$ 1343.82	

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 —

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 10/12/02. I acknowledge receipt of incentive(s) as described in Item ____ and release the GM Division from any future claim or obligation for [redacted]

Purchaser/Lessee Signature: [redacted] Date: 10/12/02

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: Jordan Gunning Date: 10/12/02

Dealership Name: ROGER DEAN CHEVROLET-GPO Dealer Code: _____

* 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

Reynolds and Reynolds
ORDER TOLL FREE: 1-800-344-0996

BRC REPURCHASE WORKSHEET

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By:
Sharon McKinney

Old Vehicle VIN:
1GNES16S2 [redacted]

New Vehicle VIN:

Date:
12-Sep-03

TRADE REPURCHASE		STRAIGHT REPURCHASE		PAYMENT / LEASE REPURCHASE	
				Lease Terms MO __ MI ___ Lease Usage Mo __ MI __	
1 Replacement Vehicle Costs	$0.00	1 Base Price	$0.00	1 Down Payment / Cap Cost Reductior	$1,424.45
2 Equipment Transfer	$0.00	2 Conversion Price	$0.00	2 11 payments at $439.95	$4,839.45
3 Sales Tax	$0.00	3 Sales Tax	$0.00	3 Reg./Lic./Title (opt)	
4 Reg./Lic./Title (opt)	$0.00	4 Reg./Lic./Title (opt)	$0.00	4 Aftermarket Items	
5 Aftermarket Items	$0.00	5 Finance Charges	$0.00	5 Collateral Costs	
6 Collateral Costs	$0.00	6 Aftermarket Items	$0.00	6 Pre-Judgement Interest	
7 Pre-Judgement Interest	$0.00	7 Collateral Costs	$0.00	7 Annoyance / Inconvenience	
8 Annoyance / Inconvenience	$0.00	8 Pre-Judgement Interest	$0.00	8 Other	
9 Dealer Admin / Vehicle Transfer	$0.00	9 Annoyance / Inconvenience	$0.00	9 **Total Additions**	**$6,263.90**
10 Other		10 Other		10	
11 **Total Replacement Price**	$0.00	11 **Total Purchase Price**	**$0.00**	11 usage(8020X.20)	$1,604.00
12 Usage/Depreciation	$0.00	12 Usage/Depreciation	$0.00	12 late fees	$63.92
13 Tax/Title/Registration Contribution	$0.00	13 Damage	$0.00	13 Over-Allowance	
14 MSRP Upgrade	$0.00	14 Over-Allowance	$0.00	14 Negative Equity	
15 Damage	$0.00	15 Negative Equity	$0.00	15 Incentives	$1,343.82
16 MSRP Downgrade	$0.00	16 Incentives (deduct)	$0.00	16 Over Mileage Penalty	
17 **Customer Cost (review L.L.)**	$0.00	17 **Total Deductions**	**$0.00**	17 **Total Deductions**	**$3,011.74**
18		18		18	
19 **Repurchase Subtotal**	$0.00	19 **Repurchase Subtotal**	**$0.00**	19 **Total Refund to Customer**	**$3,252.16**
20 Loan Payoff	$0.00	20 Loan Payoff	$0.00	20 Attorney's Fees	$1,750.00
21 **Total to Dealer & Customer**	$0.00	21 **Total Refund to Customer**	**$0.00**	21 Dealer buyout good til 10/11/03	$26,552.16
22 Attorney's Fees	$0.00	22 Attorneys Fees	$0.00	22	
23 **Total Repurchase**	$0.00	23 **Total Repurchase**	$0.00	23 **Total Repurchase Amount**	**$31,554.32**
24 NADA		24 NADA	$0.00	24 NADA	$27,440.00
25 Estimated Auction Price	$0.00	25 Estimated Auction Price	$0.00	25 Estimated Auction Price	$20,305.60
26 **Projected Loss**	**$0.00**	26 **Projected Loss**	**$0.00**	26 **Projected Loss**	**$11,248.72**

OVER ALLOWANCE CALCULATION

PURCHASE PRICE (before t/t/t)	$ 28,940.35	TRADE ALOWANCE		PURCHASE PRICE	$ 28,940.35
MSRP (FROM BARS INVOICE)	$ 33,680.00	PAYOFF OF TRADE		INCENTIVE* (from BARS)	$ 1,343.82
DIFFERENCE	$ (4,739.65)	DIFFERENCE	$ -	OVERALLOWANCE	
if positive look for over allowance		if negative=negative equity		ACTUAL PRICE	$ 27,596.53
		TRADE ALOWANCE			
		ACV OF TRADE			
		DIFFERENCE	$ -	do not include fuel file credit	
		acv=actual cash value		include GM card points	

TRADE REPURCHASE WORKSHEET

File Number | **CRM Name** | **Customer Name:**

Old Vehicle VIN: | **Date:** | **New Vehicle VIN:**

TRADE REPURCHASE		BILL OF SALE
Acct [redacted] Vehicle Costs	$ -	Purchase Price (New Unit)
Adjustment to line 1	$ -	
Conversion Cost	$ -	State Sales Tax
Tax	$ -	
Luxury Tax	$ -	Luxury Tax
Reg./Lic./Title Fees (opt)	$ -	
Miscellaneous	$ -	Reg./Lic./Title Fees (opt)
Other	$ -	
State Fees	$ -	Additional Aftermarket Items
Cost to Transfer Aftermarket Items	$ -	State Fees
Service Contracts/GMPP	$ -	
Transportation Fees	$ -	Miscellaneous
		Other
Total Replacement Price	$ -	
		Subtotal
Tax, Reg./Lic./Title Fees	$ -	
Luxury Tax	$ -	Trade In
Other	$ -	
Additional Aftermarket Items	$ -	Payoff
Usage/Depreciation	$ -	Net Allowance
Damage	$ -	
Upgrade	$ -	**Cash on Delivery**
Downgrade (deducted)	$ -	
Reimbursement of Aftermarkets	$ -	**Total Balance Due**
Other	$ -	
Total Customer Cost	$ -	**Amount to Dealer for additional Fees**
		Amount to Attorney
Trade Repurchase Amount	$ -	
Atty Fees	$ -	
		Estimated Auction Price
Total Repurchase Amount	$ -	Projected (Loss)
Total Payoff Amount	$ -	
PAYOFF GOOD THRU	*1/0/1900*	
Dealer Due to GM	NA	
GM Due to Dealer	NA	
GM Due to Attorney	$ -	

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December 12, 2017

[redacted]
Nesconset, NY 1[redacted]

Service Request [redacted]

Dear Mr. [redacted]

We would like to discuss your request for assistance regarding your 2003 Chevrolet TrailBlazer, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please 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,

Stephanie Swaja
Customer Relationship Manager

RS0006-P/lb

December 12, 2017

[redacted]
Nesconset, NY [redacted]

Service Request [redacted]

Dear Mr. [redacted]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2003 Chevrolet TrailBlazer. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <http://www.dr.bbb.org/goauto>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

Stephanie Swaja
Customer Relationship Manager

MN0001-P/mjr

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 8, 2003

Mike Perolie
Burke Motor Group
PO Box 307
Cape May Court House, NJ 08210

Re: [redacted]
CARS File No.: [redacted]
2002, Chevrolet TrailBlazer
VIN # 1GNDT13S62[redacted]

Dear Mr. Perolie:

This is a letter of notification regarding a not-in-suit matter involving the above referenced customer.
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 any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade. Also needed are service and body shop repair orders of all internal, customer pay, and warranty repair orders, etc. (to include front and backs of shop copies). Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please notify me and then mail them to the following address:

General Motors Corp. – CARS – Legal
c/o MSX International, MC 336-105-000
Attn: Legal – Christine Terino
1426 Pacific Drive
Auburn Hills, MI 48326-1571

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 any questions regarding this matter, feel free to contact me directly at the number below.

Sincerely,

Christine Terino
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57808
FAX# 866-255-3849

cc: FILE

Fax Cover Sheet
JIM RATHMANN CHEVROLET SERVICE

800 SOUTH HARBOR CITY BLVD
MELBOURNE,FL 32901
321 723-3611

Fax 321 726-4238

Send to: GM League	**From:** Barry H. Stevens
Attention: Kristen	Date: 9-8-03
Office Location:	Office Location: Mgr B
Fax Number: 866-255-3849	Phone Number: 321-726-4337

- ☐ Urgent
- ☐ Reply ASAP
- ☐ Please comment
- ☐ Please Review
- ☑ For your Information

Total pages, including cover: 3

CONFIDENTIALITY NOTICE
The documents accompanying this transmission contain confidential personal information that is legally privileged. This information is intended only for the use of the individual or entity named above. The authorized recipient of this information is prohibited from disclosing this information To any other party unless required to do so by law or regulation and is required to destroy the information after its stated need has been fulfilled.

If you are not the intended recipient, you are hereby notify that any disclosure, copying, distribution, or action taken in reliance on the contents of these documents is strictly prohibited. If you have received this information in error, please notify the sender immediately and arrange for the return or destruction of these documents.

Jim Rathmann CHEVROLET
MELBOURNE, FLORIDA

800 S. HARBOR CITY BLVD. (U.S. HWY. 1)
MELBOURNE, FLORIDA 32901-1996
(321) 723-3611 TOLL FREE: 1-800-735-3611
SERVICE DIRECT: (321) 726-4251

[redacted] 02 CHEVROLET TRUCK

Goodwrench

CHEVROLET TRUCK

STATE OF FLORIDA REGISTRATION # MV-04878

[redacted]

CUSTOMER NO [redacted]	ADVISOR HENRY J HAMPTONSTA 570	TAG NO. 6176	INVOICE DATE 03/18/03	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 16,783	COLOR /	STOCK NO
CAPE MAY, NJ [redacted]	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAI[redacted]		DELIVERY DATE		DELIVERY MILES
	VEHICLE ID NO 1GNDT13S622[redacted]		CLLNG DEALER NO		PRODUCTION DATE
	F.T.E. NO	P.O. NO.	R.O. DATE 03/17/03		
[redacted]	COMMENTS				MO: 16783

JOB# 1 CHARGES

LABOR

J#						
1	21CVZ03	A/C NOT COOLING HOURS: 0.70 TECH(S):1216				50.44
		CUSTOMER STATES A/C NOT COLD				
		OWNER STATES THAT THE A/C IS BLOWING COLD AIR				
		ACCUMULATOR SWITCH LEAKING R-134				
		REPLACED ACCUMULATOR SWITCH,EVAC AND RECHARGE SYSTEM				

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	2	12356150	R134 REF 8.800	4.30	8.60	6.02	12.04
	1	1132749	SWITCH 9.172	16.90	16.90	23.66	23.66
	1	52450548	SEAL 8.927	0.45	0.45	0.63	0.63
			COST TOTAL		25.95		
			TOTAL - PARTS				36.33

JOB# 1 TOTALS

LABOR	50.44
PARTS	36.33
JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL	86.77

JOB# 2 CHARGES

LABOR

J#						
2	51CVZ05	HEADLIGHTS HOURS: 0.30 TECH(S):1216				21.62
		OWNER STATES THAT THE FRONT PASS SIDE HEAD LIGHT IS OUT				
		BULB BURNED OUT				
		REPLACED RIGHT SIDE LOW BEAM HEADLAMP BULB.				

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	1999366	BULB 2.727	7.11	7.11	9.95	9.95
			COST TOTAL		7.11		
			TOTAL - PARTS				9.95

JOB# 2 TOTALS

LABOR	21.62
PARTS	9.95
JOB# 2 JOURNAL PREFIX CTWS JOB# 2 TOTAL	31.57

COMMENTS
LEAVE CAR

R/O TAX	0.00
R/O TOTALS	118.34

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
126007	118.34
CLAIM TOTALS	118.34

APPROVED BY SIGNATURE

As the Service Director, I pledge that our technicians are well-trained and fully qualified to do the repairs correctly, based on the information on this repair order. Thank you.

x Tony Hannigan

DISCLAIMER OF WARRANTIES
The seller JIM RATHMANN CHEVROLET hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JIM RATHMANN CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product. (P.L. 93-637).

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. The seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES
This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal. [559.904(4)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

ALL PARTS NEW UNLESS OTHERWISE INDICATED.

Copyright © 1993 The Reynolds and Reynolds Company FORM TRVC 02/28/97 03/03

[CONTINUED ON NEXT PAGE] 12:43pm

Jim Rathmann CHEVROLET
MELBOURNE, FLORIDA

800 S. HARBOR CITY BLVD. (U.S. HWY. 1)
MELBOURNE, FLORIDA 32901-1996
(321) 723-3611 TOLL FREE: 1-800-735-3611
SERVICE DIRECT: (321) 726-4251

[redacted]ICE
02 CHEVROLET TRUCK
Goodwren[redacted]
CHEVROLET TRUCK

STATE OF FLORIDA REGISTRATION # MV-04878[redacted]

[redacted]

CUSTOMER NO [redacted]	ADVISOR HENRY J HAMPTONSTA 570	TAG NO. 6176	INVOICE DATE 03/18/03	INVOICE NO [redacted]
[redacted] CAPE MAY, NJ [redacted]	LABOR RATE / LICENSE NO / MILEAGE 16,783		COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/2 DOO		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N D T 1 3 S 6 2 2 4 [redacted]		SELLING DEALER NO	PRODUCTION DATE
	P.T.E. NO / P.O. NO.		R.O. DATE 03/17/03	
RESIDENCE PHONE [redacted] / BUSINESS PHONE [redacted]	COMMENTS			MO: 16783

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.994
03/18/2003 WARRANTY NEW CLAIM
1059

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
126007	03/17/2003	1GNDT13S622[redacted]	3	26390	16783	465 39-6394

CUSTOMER NAME: FIRST: [redacted] MIDDLE: [redacted]
LAST: [redacted] PHONE: WORK: [redacted] HOME: [redacted]

LN	JOB CT	CC PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	OK 4	01132749	36.33	6C	D1180	.2	.5		50.44

LN-TOT: 86.77 TECH SSN: [redacted] AUTH CODE: E AUTH. AUTHOR.: 0090
COMMENTS: CUSTOMER STATES A-C NOT COLD OWNER STATES THAT THE A-C IS BLACCUMULATO
R SWITCH LEAKING R-134 REPLACED A
CCUMULATOR SWITCH,EVAC AND RECHARGE SYSTEM
MEMO PART NUMBERS: 12356150 52450548

LN	JOB CT	CC PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02	OJ 1	01999366	9.95	6C	N0528	.3			21.62

LN-TOT: 31.57 TECH SSN: [redacted] AUTH CODE: AUTH. AUTHOR.:
COMMENTS: OWNER STATES THAT THE FRONT PASS SIDE HEAD LIGHT IS OUT BULB BURNE
D OUT REPLACED R
IGHT SIDE LOW BEAM HEADLAMP BULB.

R.O. TOTAL: 118.34

********** D U P L I C A T E I N V O I C E **********

As the Service Director, I pledge that our technicians are well-trained and fully qualified to do the repairs correctly, based on the information on this repair order. Thank you

x Tony Hannigan

DISCLAIMER OF WARRANTIES
The seller JIM RATHMANN CHEVROLET hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JIM RATHMANN CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product. (P.L. 93-637).

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. The seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES
This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal. [550.004(4)]

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.719].

ALL PARTS NEW UNLESS OTHERWISE INDICATED.

Copyright © 1999 The Reynolds and Reynolds Company ERA/DRIVE 03/26/2003 09:01

Customer Name: [redacted]		Approval Date:	10/13/2003
CRM Name:	AARON SWARTZ		

RVDC Case# [redacted]
BRC Case Number [redacted]
Customer Name [redacted]
Original VIN 1GNDT13S622 [redacted]
BAC 113865
Dealership Name BURKE MOTOR GROUP
Dealer Contact/Title Mike Priole, Service Manager
Dealer Phone 6094656000
Dealer Fax 6094654175
Delivery Date 2002-03-28
Buyback Mileage 26732
Transmission A
UCC Code(s) N3504 N1702 N9102
MSRP 29625.00
NADA 15533.75
Case Number [redacted]
TAC Case Number
Type of Transaction SL
Replacement VIN
Repurchase Type Legal-Early Resolution-NISM
Repurchase Source Legal CRM, Aaron Swartz
Reason for Repurchase: Instrument panel, tail lamps & fog lamps are inoperative.
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:
2003-10-20 Established on:
2003-10-13

If no, where: BAC is 0
Location Site Name:
Contact Name:
Address 1:
Address 2:
City: State: Zip:
Phone #:
Fax #:

Comment: Please see attached Special Instructions about holding Kimmel & Silverman check until confirmation from dealership of completed exchange.

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: 20187.96 Lien Payoff Expires on: 2003-11-27 Per Diem: 0.00
Customer Due to GM: 0.00 Dealer Due GM: 0.00
Check Information
Customer Lienholder Plaintiff's Attorney
Check Amt: 6129.02 Check Amt: 1500.00
Payee1: [redacted] Payee1: GMAC Payee1: Kimmel &
Payee2: Payee2: Acct [redacted] 0 Payee2: Silverman, P.C.
Address1: 49 Trotter Address1: 555 Business Address1: 30 East
Address2: Way Address2: Center Drive Address2: Butler Pike
City: Cape May City: Horsham City: Ambler
State: NJ State: PA State: PA
Zip 08204 Zip 19044 Zip 19002
Phone #: 6098846051 Phone #: 8002004622 Phone #: 2155408888
Fax #: Fax #: Fax #: 2155408817
Attention: Payoff Dept. Attention: David Kelly
Account #: 020 9004 34090 Fed Tax ID: 23-2671027
Firm Name: Kimmel & Silverman
Case ID: 60694 Initiator: swartza

KIMMEL & SILVERMAN
P.C.

ROBERT M. SILVERMAN *
CRAIG THOR KIMMEL **

* ALSO MEMBER OF NEW YORK AND PENNSYLVANIA BARS
** MEMBER OF NEW YORK AND PENNSYLVANIA BARS
+ ALSO MEMBER OF PENNSYLVANIA BAR
++ MEMBER OF PENNSYLVANIA BAR

89 HADDON AVENUE NORTH
HADDONFIELD, NJ 08033

1-800-LEMON LAW
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F (856) 216-7344

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JACQUELINE C. HERRITT+
ROBERT A. RAPKIN++
VIVIAN BENZ PEIKIN+
AMY D. COX+
LOUIS DOBJ, JR+
SHANNON M. RYAN+
DANA TARQUINI+
LINDSAY D. HOFFMAN++
BRIAN T. GOLDENFARB
TAMMY J. SCHMIDT++

August 29, 2003

VIA FAX ONLY
(866) 359-9721

General Motors Corporation
c/o MSX International, ATTN: Aaron Swartz
MC 336-105-000
1464 John A. Papalas Drive
Lincoln Park, MI 48146-1460

Re: [redacted] v. General Motors Corporation
Vehicle: 2002 Chevrolet TrailBlazer
Date of Purchase: March 28 2002
Place of Purchase: Burke Motor Group
VIN: 1GNDT13S62[redacted]

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors Corporation pursuant to the New Jersey Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge my representation and direct any and all correspondence to this office.

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

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

Very truly yours,

Robert M. Silverman
KIMMEL & SILVERMAN, P.C.

RMS:llh
cc: Mr. [redacted]

12/12/17

Privileged and Confidential Information

CASE ASSESSMENT BY: Christine Terino

Customer Name: [redacted] CARS Request No.: [redacted] GM Legal File No.: {Number}

Vehicle ID No.: 1GNDT13S62[redacted] In Service Date: 3-28-02 Vehicle is: **New** DLR's BAC Code: 113865

Year, Make & Model: 2002, Chevy TrailBalzer

VEHICLE REPAIR HISTORY

CUSTOMERS PRIMARY SYMPTOM/COMPLAINT: **Lights on instrument panel go out while driving**

Date:	Mileage:	Days Out:	Description of Repair:
12-11-02	12373	1	Replaced IP cluster & reprogrammed
8-6-03	24549	*	Light go out & radio will stop working at times : removed , repaired & replaced radio receiver

OTHER SYMPTOM/COMPLAINT: **Front passenger fog headlight is out**

Date:	Mileage:	Days Out:	Description of Repair:
3-18-03	16783	*	Replaced bulb
7-29-03	24330	*	Replaced lamp socket
8-6-03	24549	*	(both out – intermittently) Replaced headlamp switch
9-5-03	25616	1	R&R exterior wiring & connector

OTHER SYMPTOM/COMPLAINT: **left/right brake light is out**

Date:	Mileage:	Days Out:	Description of Repair:
4-30-03	20701	1	Replaced left bulb
7-29-03	24330	1	Replaced right bulb
8-6-03	24549	*	Repaired w/ headlight complaint

OTHER SYMPTOM/COMPLAINT: **Left front speaker inop**

Date:	Mileage:	Days Out:	Description of Repair:
5-20-02	3353	1	(NIV) Ordered speaker
5-30-02	4035	1	PART IN – installed speaker

OTHER SYMPTOM/COMPLAINT: **Rubbing noise in steering on full turn (lft & rt side)**

Date:	Mileage:	Days Out:	Description of Repair:
12-11-02	12373	*	Replaced intermediate steering shaft per bulletin 02-02-35-006

OTHER SYMPTOM/COMPLAINT: **Brakes jerk @ almost complete stop**

Date:	Mileage:	Days Out:	Description of Repair:
3-10-03	15460	3	Reprogrammed IP cluster/PCM

OTHER SYMPTOM/COMPLAINT: **A/C not cooling**

Date:	Mileage:	Days Out:	Description of Repair:
3-18-03	16783	1	Replaced accumulator switch. Evac & recharge system

OTHER SYMPTOM/COMPLAINT: **Interior panel coming apart**

Date:	Mileage:	Days Out:	Description of Repair:
4-3-03	18578	2	Ordered & installed Bezel

OTHER SYMPTOM/COMPLAINT: **Cust request electrical system checked**

Date:	Mileage:	Days Out:	Description of Repair:
4-30-03	20701	*	Checked electrical system & all checks out ok

OTHER SYMPTOM/COMPLAINT: **CD player skips**

Date:	Mileage:	Days Out:	Description of Repair:
7-28-03	24329	3	CND

OTHER SYMPTOM/COMPLAINT: **Rt front window inop**

Date:	Mileage:	Days Out:	Description of Repair:
7-28-03	24329	*	Replaced rt front regulator
8-6-03	24549	3	Replaced module switch

OTHER SYMPTOM/COMPLAINT: **Recall**

Date:	Mileage:	Days Out:	Description of Repair:
7-28-03	24329	-	V0994 – transmission shift lock
7-28-03	24329	-	V0995 – instrument clusters gauges inop

OTHER SYMPTOM/COMPLAINT: **Maintenance**

Date:	Mileage:	Days Out:	Description of Repair:
5-20-02	3353	-	LOF
11-26-02	11695	-	LOF / tire rotation
12-23-02	12424	-	(NIV) LOT DAMAGE – internal : repaired dent in driver door
3-10-03	15460	-	LOF
3-13-03	15635	-	Brake inspection: cleaned & adjusted brakes
4-3-03	18578	-	LOF
7-28-03	24329	-	LOF

OTHER / MISCELLANEOUS:

Steady complaint w/ the electrical system : 2 instrument panel, 4 headlights , 3 taillights

DO THE NUMBER OF REPAIR ATTEMPTS MEET THE LEMON LAW REQUIREMENT: YES: NO: **XX**
DO THE DAYS OUT OF SERVICE (18) MEET THE LEMON LAW REQUIREMENT: YES: NO: **XX**
DOES THE CASE MEET THE CRITERIA FOR ANY FEDERAL OR STATE LAWS: YES: - NO: -
CRM FINAL OFFER: Cash **OFFER TO CUST: $**{Amount} **ATTORNEY FEES: $**1500.00

RECOMMENDATION:

Cash & Atty fees : does not meet presumption, but has been inconvenienced w/ the electrical concerns & a possible safety issue

Reason for Removal

TEAM MANAGER APPROVING:	{Name}	YES:	NO:
BRC LEGAL CASE MANAGER:	{Name}	Ph# 800-231-1841, prompt 9, prompt 5, {Ext}	FAX# 1-866-{xxx-xxxx}



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 15, 2003

Mike Prole
Burke Motor Group
PO Box 307
Cape May Court House, NJ 08210

Re: [redacted]
CARS File No.: [redacted]
2002, Chevrolet TrailBlazer
VIN # 1GNDT13S62[redacted]

Dear Mr. Perolie:

This is a letter of notification regarding a not-in-suit matter involving the above referenced customer.
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 any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade. Also needed are service and body shop repair orders of all internal, customer pay, and warranty repair orders, etc. (to include front and backs of shop copies). Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please notify me and then mail them to the following address:

General Motors Corp. – CARS – Legal
c/o MSX International, MC 336-105-000
Attn: Legal – Christine Terino
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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 any questions regarding this matter, feel free to contact me directly at the number below.

Sincerely,

Christine Terino
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57808
FAX# 866-255-3849

cc: FILE

BRC REPURCHASE WORKSHEET

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: Christine Terino

Old Vehicle VIN: 1GNDT13S62[redacted]

New Vehicle VIN:

Date: 22-Sep-03

TRADE REPURCHASE		STRAIGHT REPURCHASE		PAYMENT / LEASE REPURCHASE	
				Lease Terms MO __ MI ___ Lease Usage Mo __ MI __	
1 Replacement Vehicle Costs	N/A	1 Base Price	$27,610.00	1 Down Payment / Cap Cost Reductior	$5,422.70
2 Equipment Transfer	$0.00	2 Conversion Price	$0.00	2 Add Pymts 17@ 266.89	$4,537.13
3 Sales Tax	$0.00	3 Sales Tax	$714.68	3 Reg./Lic./Title (opt)	$202.30
4 Reg./Lic./Title (opt)	$0.00	4 Reg./Lic./Title (opt)	$202.30	4 Aftermarket Items	$0.00
5 Aftermarket Items	$0.00	5 Finance Charges	$0.00	5 Collateral Costs	$0.00
6 Collateral Costs	$0.00	6 Aftermarket Items	$0.00	6 Pre-Judgement Interest	$0.00
7 Pre-Judgement Interest	$0.00	7 Collateral Costs	$0.00	7 Annoyance / Inconvenience	$0.00
8 Annoyance / Inconvenience	$0.00	8 Pre-Judgement Interest	$0.00	8 Other	
9 Dealer Admin / Vehicle Transfer	$0.00	9 Annoyance / Inconvenience	$0.00	9 **Total Additions**	**$10,162.13**
10 Other		10 Other		10	
11 **Total Replacement Price**	$0.00	11 **Total Purchase Price**	**$28,526.98**	11 Usage/Depreciation	$0.00
12 Usage/Depreciation	$0.00	12 Usage/Depreciation	$0.00	12 Damage	$0.00
13 Tax/Title/Registration Contribution	$0.00	13 Damage	$0.00	13 Over-Allowance	$0.00
14 MSRP Upgrade	$0.00	14 Over-Allowance	$0.00	14 Negative Equity	$0.00
15 Damage	$0.00	15 Negative Equity	$0.00	15 Incentives	$900.00
16 MSRP Downgrade	$0.00	16 Incentives (deduct)	$900.00	16 Over Mileage Penalty	
17 **Customer Cost (review L.L.)**	$0.00	17 **Total Deductions**	**$900.00**	17 **Total Deductions**	**$900.00**
18		18		18	
19 **Repurchase Subtotal**	$0.00	19 **Repurchase Subtotal**	**$27,626.98**	19 **Total Refund to Customer**	**$9,262.13**
20 Loan Payoff	$0.00	20 Loan Payoff	$20,187.96	20 Attorney's Fees	$15,000.00
21 **Total to Dealer & Customer**	$0.00	21 **Total Refund to Customer**	**$7,439.02**	21 Dealer Buy Out / Payoff Amount	$20,187.96
22 Attorney's Fees	$0.00	22 Attorneys Fees	$1,500.00	22	
23 **Total Repurchase**	$0.00	23 **Total Repurchase**	$29,126.98	23 **Total Repurchase Amount**	**$44,450.09**
24 NADA		24 NADA	$18,275.00	24 NADA	
25 Estimated Auction Price	$0.00	25 Estimated Auction Price	$13,523.50	25 Estimated Auction Price	$13,523.50
26 **Projected Loss**	**$0.00**	26 **Projected Loss**	**$15,603.48**	26 **Projected Loss**	**$30,926.59**

OVER ALLOWANCE CALCULATION

PURCHASE PRICE (before t/t/t)	$ 27,610.00	TRADE ALOWANCE		PURCHASE PRICE	$ 27,610.00
MSRP (FROM BARS INVOICE)	$ 29,625.00	PAYOFF OF TRADE		INCENTIVE* (from BARS)	$ 900.00
DIFFERENCE	$ (2,015.00)	DIFFERENCE	$ -	OVERALLOWANCE	
if positive look for over allowance		if negative=negative equity		ACTUAL PRICE	$ 26,710.00
		TRADE ALOWANCE			
		ACV OF TRADE			
		DIFFERENCE	$ -	do not include fuel file credit	
		acv=actual cash value		include GM card points	

TRADE REPURCHASE WORKSHEET

File Number | **CRM Name** | **Customer Name:**

Old Vehicle VIN: | **Date:** | **New Vehicle VIN:**

TRADE REPURCHASE		BILL OF SALE
Acct [redacted] /ehicle Costs	N/A	Purchase Price (New Unit)
Adjustment to line 1	$ -	
Conversion Cost	$ -	State Sales Tax
Tax	$ -	
Luxury Tax	$ -	Luxury Tax
Reg./Lic./Title Fees (opt)	$ -	
Miscellaneous	$ -	Reg./Lic./Title Fees (opt)
Other	$ -	
State Fees	$ -	Additional Aftermarket Items
Cost to Transfer Aftermarket Items	$ -	State Fees
Service Contracts/GMPP	$ -	
Transportation Fees	$ -	Miscellaneous
		Other
Total Replacement Price	$ -	
		Subtotal
Tax, Reg./Lic./Title Fees	$ -	
Luxury Tax	$ -	Trade In
Other	$ -	
Additional Aftermarket Items	$ -	Payoff
Usage/Depreciation	$ -	Net Allowance
Damage	$ -	
Upgrade	$ -	**Cash on Delivery**
Downgrade (deducted)	$ -	
Reimbursement of Aftermarkets	$ -	**Total Balance Due**
Other	$ -	
Total Customer Cost	$ -	**Amount to Dealer for additional Fees**
		Amount to Attorney
Trade Repurchase Amount	$ -	
Atty Fees	$ -	
		Estimated Auction Price
Total Repurchase Amount	$ -	Projected (Loss)
Total Payoff Amount	$ -	
PAYOFF GOOD THRU	*1/0/1900*	
Dealer Due to GM	NA	
GM Due to Dealer	NA	
GM Due to Attorney	$ -	

N/A
$ -
$ -
$ -
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$ -
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#VALUE!
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#VALUE!
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$ -
$ -

GORBERG, GORBERG AND ZUBER
SUITE 2040
1234 MARKET STREET
PHILADELPHIA, PA 19107-3789

(215) 563-7210
FAX (215) 563-8738
1 (800) MY-LEMON

www.mylemon.com

SANDER R. GORBERG
MORRIS H. ZUBER
DAVID J. GORBERG
ANDREW H. GABER
DANIELLE BEAUVAIS*

OF COUNSEL
MEROVITZ AND CEDAR, LLP

*MEMBER OF PA AND NJ BARS

NEW JERSEY OFFICE
GREENTREE COMMONS
8001 D LINCOLN DRIVE WEST
MARLTON, NJ 08053-3211
(856) 797-0703
FAX (856) 983-6133

FAX TRANSMITTAL SHEET

DATE: September 16, 2003

TO: Christine Terrero

FAX#: 866-255-3849 x 57808

FROM: J. Gorberg, Esq.

PAGES BEING TRANSMITTED: _____
(INCLUDING COVER SHEET)

MESSAGE: If there are any problems with this transmission of this fax, please call (215)563-7210

Re [redacted] vs GH

THE ORIGINAL OF THIS DOCUMENT WILL:

NOT BE FORWARDED _____

BE FORWARDED BY FIRST CLASS MAIL _____

VIA HAND DELIVERY _____

VIA OVERNIGHT MAIL _____

OTHER _____

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GORBERG, GORBERG AND ZUBER
SUITE 2040
1234 MARKET STREET
PHILADELPHIA, PA 19107-3789

(215) 563-7210
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DOMINIQUE GRENIER*

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NEW JERSEY OFFICE

GREENTREE COMMONS
8001 D LINCOLN DRIVE WEST
MARLTON, NJ 08053-3211
(856) 797-0703
FAX (856) 983-6123

September 16, 2003

Christine Terino
BRC Legal Case Manager

Re: Lenz vs General Motors Corporation

Dear Ms. Terino:

Enclosed please find the release which has been signed in the above matter. Also enclosed please find a time stamped copy of Order to Settle, Discontinue and End which the original has been filed with the court.

Very truly yours,

DAVID J. GORBERG

DJG/sob
Enclosure

VIA: TELE FAX

SETTLEMENT AGREEMENT AND RELEASE

1. [redacted] Eagleville, PA [redacted] (Hereinafter referred to as "Releasor") as Purchaser of a certain **2001 Pontiac Grand AM,** bearing Vehicle Identification No. **#1G2NW12E71M**[redacted] (Hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "Releasee"), of **$6000.00**, said payment is including all attorney fees and is to be made as outlined below, does for himself and each and all of his representatives, heirs, successors, and assigns, hereby release and discharge Releasee, 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, right or cause of action for the recovery of damages including, but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty and/or damages including any claims for consequential or incidental damages and/or punitive damages, cost of suit and attorneys fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or non-conformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or to be inferred from allegations set forth in any pleading in the matter of [redacted] **General Motors Corporation, in the Court of Common Pleas, Philadelphia County, August Term, 2003, No. 1451.**

2. As further consideration for the making of this settlement agreement and release, and specifically the payment described in paragraph (3) below it is expressly agreed:

(a) That Releasor 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 Releasee by Releasor;

(b) That payment of the consideration recited in Paragraph (1) above is for the sole purpose of avoiding further costly litigation and that Releasee continues to deny any wrongdoing or liability for any claim of defect in the motor vehicle described in Paragraph (1) above;

(c) That neither Releasee's payment of the consideration recited in Paragraph (3) below nor the negotiations preliminary to the execution of this Settlement Agreement and Release shall be considered an admission of liability or wrongdoing by Releasee;

Please initial TKL

(d) That Releasor and his attorneys have reviewed the provisions of this Settlement Agreement and Release prior to its execution;

(e) That upon execution of this Settlement Agreement and Release, counsel of record for Releasor, shall, in accordance with the requirements of applicable rules of Civil Procedure, discontinue with prejudice the Civil Action described in Paragraph (1) above; that Releasor represent and warrant that he is entitled to give a full and complete release of the claims which are the subject hereof, that he has not assigned or otherwise transferred any interest in any claims which are the subject hereof, and he agrees to indemnify and hold harmless Releasee from any and all claims, demands, causes of action, damages and liabilities, including court costs and attorneys fees which may be incurred by Releasee as a result of any breach of the representations and warranties of this Paragraph;

(f) That Releasor does hereby for himself, his heirs, executors, administrators, successors and assigns covenant to defend and indemnify and save harmless the Releasee from any and every claim or demand of every kind and character arising out of the Complaint referenced above and this release; and

(g) That no promise, agreement, statement or representation except as herein expressed has been made to or been relied upon by Releasor and that this document of three (3) pages contains the entire agreement between Releasor and Releasee.

(h) That agreement and execution of this release does not restrict or impinge releasor's remaining rights, if any exist, under any new vehicle limited warranty for the vehicle.

Please initial TKL

3. As consideration for the payment described above to be tendered in the form of two (2) drafts, the first draft in the amount of **$4000.00** payable to the Releasor [redacted] and the second in the amount of **$2000.00** to his attorneys, **Gorberg, Gorberg & Zuber.**

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS SETTLEMENT AGREEMENT AND RELEASE, THE UNDERSIGNED HAS AFFIXED HIS SIGNATURE THIS

11th DAY OF September, 2003

[redacted]

Before me, the undersigned authority, on this day personally appeared [redacted] known to me to be the person who executed the foregoing instrument and acknowledged to me that he executed it for the purposes and considerations expressed in it, in the capacities therein stated.

Given under my hand and seal of office

this 11th day of September, 2003.

Janine DiPasquale
Notary Public in and for

Phila
PA
County,

Print Name Janine DiPasquale
My Commission Expires: 12/16/06

Notarial Seal
Janine DiPasquale, Notary Public
City Of Philadelphia, Philadelphia County
My Commission Expires Dec. 16, 2006
Member, Pennsylvania Association Of Notaries

RECA.SIM

2003 SEP -9 PM 2:37

GORBERG, GORBERG AND ZUBER
By: DAVID J. GORBERG **Attorney for Plaintiff**
IDENTIFICATION NO. 53084
Suite 2040
1234 Market Street
Philadelphia, PA 19107
(215) 563-7210

[redacted] :COURT OF COMMON PLEAS
:
vs. : AUGUST TERM, 2003
:
GENERAL MOTORS CORPORATION : NO. [redacted]

ORDER TO SETTLE, DISCONTINUE AND END

TO THE PROTHONOTARY:

Kindly mark the above-captioned matter Settled, Discontinued and Ended upon payment of your costs only.

DAVID J. GORBERG, ESQUIRE
Attorney for Plaintiff

BURKE MOTOR GROUP

LEADERSHIP SINCE 1917

FAX COVER SHEET

EXIT 10 GARDEN STATE PARKWAY
CAPE MAY COURT HOUSE
NEW JERSEY 08210

609-465-6000
609-465-4175 FAX

SEND TO	
Company name: CHRISTINE TELINO	From: MIKE PRIOLE
Attention:	Date: 9/15/03
Office location:	Office location:
Fax number:	Phone number: 609-465-6000 EXT 144

☐ Urgent ☐ Reply ASAP ☐ Please comment ☐ Please review ☐ For your information

Total pages, including cover: _____

COMMENTS

I SENT SERVICE COPY I WILL TELL SALES DEPT. TO DO SAME

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 15, 2003

Mike Perole
Burke Motor Group
PO Box 307
Cape May Court House, NJ 08210

Re: [redacted]
CARS File No.: [redacted]
2002, Chevrolet TrailBlazer
VIN # 1GNDT13S62[redacted]

Dear Mr. Perolie:

This is a letter of notification regarding a not-in-suit matter involving the above referenced customer. 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 any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade. Also needed are service and body shop repair orders of all internal, customer pay, and warranty repair orders, etc. (to include front and backs of shop copies). Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please notify me and then mail them to the following address:

General Motors Corp. – CARS – Legal
c/o MSX International, MC 336-105-000
Attn: Legal – Christine Terino
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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 any questions regarding this matter, feel free to contact me directly at the number below.

Sincerely,

Christine Terino
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57808
FAX# 866-255-3849

cc: FILE

09/15/2003 19:07 16094654175 BURKE CHEV/OLDS/CAD. PAGE 02

Business Resource Center

Fax

To:	Mike Prole
Company:	Burke Motor Group
Phone:	
Fax:	6094654175
From:	Christine Terino
Phone:	1-800-231-1841 ext. 57808
Fax:	1-866-255-3849
Date:	Monday, September 15, 2003 3:41:04 PM
Pages:	01 (not including cover)

Comments:
RE: Richard Roach

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 the facsimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you.

2002 TRAILBLAZER LS 4WD — CHEVROLET MOTOR DIVISION
39U INDIGO BLUE METALLIC /L6G GENERAL MOTORS CORPORATION
95D MED PEWTER/DK PEWTER ACCENTS 100 RENAISSANCE CENTER
ORDER NO. DZMP7H/TRE STOCK NO. J447 DETROIT MI 48243-1114
VIN 1GN DT13 86 22[redacted] VEHICLE INVOICE [redacted]

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LS 4WD	27705.00	25073.03	INVOICE 03/12/02
C5N GVW RATING - 5750 LBS	N/C	N/C	SHIPPED 03/12/02
GT4 REAR AXLE - 3.73 RATIO	N/C	N/C	EXP I/T 03/21/02
LL8 VORTEC 4200 SFI I6	N/C	N/C	INT COM 03/21/02
M30 4 SPEED ELECTRONIC AUTOMATIC TRANSMISSION WITH OVERDRIVE	N/C	N/C	PRC EFF 03/12/02
			KEYS S889A S889A
NG1 50-STATE LOW EMISSION VEHICLE	N/C	N/C	WFP-F QTR OPT-1
QRF P245/70R16 ALL-SEASON WOL	140.00	120.40	BANK: GMAC - 020
R6M NEW JERSEY COST SURCHARGE	0.00	66.00	CHG-TO 02-346
1SC LS PREFERRED EQUIPMENT GROUP 3	1180.00	1014.80	
* POWER HEATED MIRRORS			SHIP WT: 4479
* FLOOR MATS, FRONT & REAR			HP: 32.1
* REAR WINDOW DEFOGGER			GVW: 5750
* DEEP TINTED GLASS W/DEEP TINT REAR			GVWF: 2950
			GVWR: 3200
* CRUISE CONTROL			GMS: 26003.48
* BODY SIDE MOLDING			SUPPLR: 27043.62
* LEATHER WRAPPED STEERING WHL			MTR: 1/2
* REAR RETRACTABLE COMPARTMENT SHADE			DAN: TRALC
			MEMO 1451.25
* THEFT DETERRENT SYSTEM			
* REMOTE KEYLESS ENTRY			

D-2443

TOTAL MODEL & OPTIONS	29025.00	26274.23	ACT [redacted]
DESTINATION CHARGES	600.00	600.00	K/R 261 870.75
LOCAL ADVERTISING & MARKETING		145.13	
		ADVERTISING 290.25	K/R 65A 145.13
TOTAL	29625.00	27019.36	PAY 310 ~~27019.36~~
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		25733.03	

ADVERTISING 290.25
27309.61 SOLD

****
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.

WIGDER CHEVROLET INC

REMIT TO GMAC NO. 020
VIN 1GNDT13S62[redacted]
$ 27019.36 INV [redacted]
DUE 03/21/02 DEALER 02-346

[redacted]

[redacted]

BURKE MOTOR GROUP
227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000
www.burkemotorgroup.com

INVOICE

DUPLICATE 1
PAGE 1



[redacted]

ERMA [redacted]
HOME [redacted] BUS:

SERVICE ADVISOR: 53 JOHN DELEENER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	02	CHEVROLET TRAIL BLAZ	1GNDT13S622[redacted]		25616/25616	T852

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002			17:00 04SEP03			CASH	05SEP2003

R.O. OPENED	READY	OPTIONS: STK:D2443 ENG:133512
11:39 04SEP03	09:34 05SEP03	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES "RIGHT HEADLIGHT IS OUT. SOP IN."			
CAUSE: BURNT			
N6612 WIRING AND/OR CONNECTOR - REPAIR OR REPLACE			
EXTERIOR LIGHTING			
934MCHV4			(N/C)
1 12101897 CONNECTOR			(N/C)
FC: 1E			
PART#: 12101897			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
OJ			

****

WE THANK YOU FOR YOUR BUSINESS.IF YOU ARE HAPPY WITH OUR SERVICE PLEASE TELL OTHERS, IF NOT TELL US. CONTACT MIKE AT 465-6000 EXT.143 IF YOU HAVE ANY QUESTION WITH YOUR BILL CALL MARK RUFFU AT 465-6000 EXT.146 OR JOHN EXT.145 PARTS DEPT.KEN & GENE EXT.149 AND AGAIN THANK YOU! MIKE PRIOLE SERV.SUPERVISOR.

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

SERVICE/FILE COPY

A

COMPLAINT: Right Headlight out Sep In

CAUSE: Burnt Headlight harness

CORRECTION: Replace headlight harness

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W TIME	REPAIR ORDER TIME
114001	934			.5	Roach

SEP 4 13 7.05

SEP 4 11 .82

E

COMPLAINT:

CAUSE:

CORRECTION:

F

COMPLAINT:

CAUSE:

CORRECTION:

G

COMPLAINT:

CAUSE:

CORRECTION:

H

CAUSE:

CORRECTION:

Technician Signature TKR

Technician Number 934

[redacted]

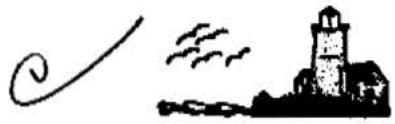
BURKE MOTOR GROUP

227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-8000
www.burkemotorgroup.com

112630

INVOICE

DUPLICATE 1
PAGE 1



[redacted]
ERMA, NJ [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 53 JOHN DELEENER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	02	CHEVROLET TRAIL BLAZ	1GNDT13S622[redacted]		24549/24550	284..

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002						CASH	06AUG2003

R.O. OPENED	READY	OPTIONS:
11:05 31JUL03	09:43 06AUG03	STK [redacted] ENG:133512

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES "RIGHT FRONT POWER WINDOW IS INOPERATIVE."			
CAUSE: INOP			
N2116 SWITCH - REPLACE SWITCH MODULE, FRONT DOOR RIGHT			
934NCHV4			(N/C)
1 15180057 F-SWITCH			(N/C)
FC: 6C			
PART#: 15180057			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
OJ			
**********			
B CUST STATES "HEADLIGHTS STOP WORKING AT TIMES."			
CAUSE: INOP			
N2290 SWITCH - REPLACE HEADLAMP			
934NCHV4			(N/C)
1 15157676 F-SWITCH			(N/C)
1 Z5000 FREIGHT			(N/C)
FC: 6C			
PART#: 15157676			
COUNT: 2			
CLAIM TYPE:			
AUTH CODE:			
OJ			
**********			
C CUST STATES "TAILLIGHTS STOP WORKING AT TIMES."			
M001 REFER TO LINE B			
934 ISP			(N/C)
**********			

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

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CUSTOMER SIGNATURE

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

SERVICE/FILE COPY

[redacted]

[redacted]

BURKE MOTOR GROUP
227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000
www.burkemotorgroup.com

INVOICE

DUPLICATE 1
PAGE 2

[redacted]
ERMA, NJ [redacted]
HOME: 6[redacted] BUS:

SERVICE ADVISOR: 53 JOHN DELEENER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	02	CHEVROLET TRAIL BLAZ	1GNDT13S622[redacted]		24549/24550	284..

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002						CASH	06AUG2003

R.O. OPENED	READY	OPTIONS:
11:05 31JUL03	09:43 06AUG03	STK:D[redacted] ENG:133512

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D	CUST STATES "INSTRUMENT PANEL LIGHTS AND RADIO WILL STOP WORKING AT TIMES."						
	CAUSE: EMOP						
	R0760 RECEIVER, RADIO REMOVE, REPAIR AND REPLACE						
	RADIO						
	934WCHV4						(N/C)
	PC: 6C PART#: COUNT: 0						
	CLAIM TYPE:						
	AUTH CODE:						
	OJ						

****

WE THANK YOU FOR YOUR BUSINESS.IF YOU ARE HAPPY WITH OUR SERVICE PLEASE TELL OTHERS, IF NOT TELL US. CONTACT MIKE AT 465-6000 EXT.143 IF YOU HAVE ANY QUESTION WITH YOUR BILL CALL MARK RUFFU AT 465-6000 EXT.146 OR JOHN EXT.145 PARTS DEPT.KEN & GENE EXT.149 AND AGAIN THANK YOU! MIKE PRIOLE SERV.SUPERVISOR.

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CUSTOMER SIGNATURE

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

SERVICE/FILE COPY

09/15/2003 19:07 16094654175 BURKE CHEV/OLDS/CAD. PAGE 08

A

COMPLAINT: Rt fr window Inop

CAUSE: Rt fr door module bad

CORRECTION: Replace Rt fr door module

B

COMPLAINT: Headlights stop working

CAUSE: Headlight switch

CORRECTION: Order

C

COMPLAINT: Tail lights stop working

CAUSE: See B

CORRECTION:

D

COMPLAINT: Instrument panel lights + Radio inop at times

CAUSE: Headlight switch, Order Radio

CORRECTION: Replace Radio w/ Remon unit

E

COMPLAINT:

CAUSE:

CORRECTION:

F

COMPLAINT:

CAUSE:

CORRECTION:

G

COMPLAINT:

CAUSE:

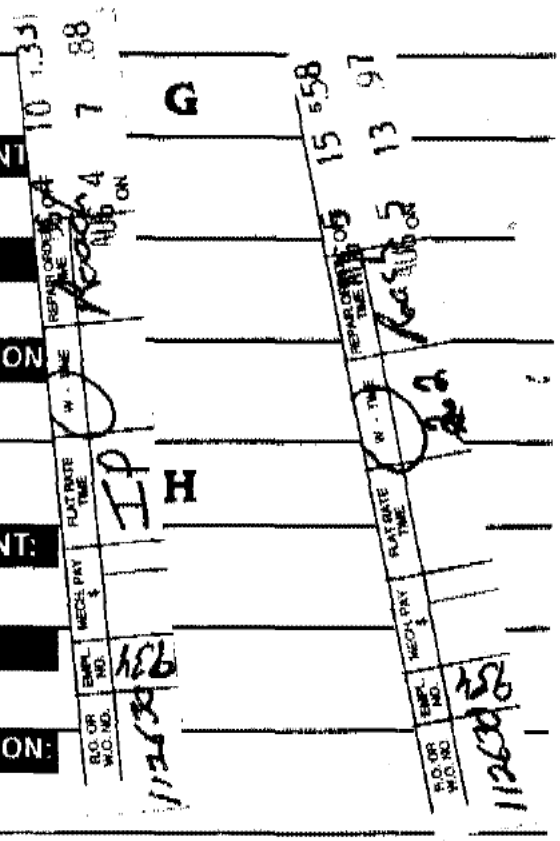
CORRECTION:

H

COMPLAINT:

CAUSE:

CORRECTION:



Technician Signature KR

Technician Number 974

PGSS ~~Driver~~ door gang switch

R Radio

HL switch + Door module together in box

112630 14:20 05AUG03 KB
B 15157676 F-SWITCH 1
B Z5000 FREIGHT 1

112630 14:20 05AUG03 KB
15180057 F-SWITCH 1

[redacted]

[redacted]

ERMA, [redacted]
HOME: [redacted] BUS:

BURKE MOTOR GROUP

227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000
www.burkemotorgroup.com

INVOICE

DUPLICATE 1
PAGE 1



SERVICE ADVISOR: 53 JOHN DELEENER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	02	CHEVROLET TRAIL BLAZ	1GNDT13S622[redacted]		24330/24330	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO [redacted]	RATE	PAYMENT	INV. DATE
28MAR2002			17:00 28JUL03			CASH	29JUL2003

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:133512
12:50 28JUL03	09:19 29JUL03	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A RENTAL 3 DAYS			
CAUSE: RENTAL			
27903 RENTAL 1 DAYS			
984WCHV4			(N/C)
FC: 98 PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
MJ			
SUBL ENTERPRISE RENTAL CAR			
WCHV			(N/C)
PLEASE NOTE: 3 RENTAL DAYS REQUIRED. VEHICLE IN SATURDAY. REFER TO RO#112272. CLOSED IN ERROR.			
**********			
B** REPAIR R/FRONT LOW BEAM AND R/R TAILIGHT			
CAUSE: INOP			
N0912 SOCKET, LAMP - REPLACE EXTERIOR			
262WCHV4			(N/C)
FC: 6C PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
OJ			
N0528 BULBS, LAMP - REPLACE EXTERIOR			
262WCHV4			(N/C)
FC: 1W PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
VR			
**********			

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

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CUSTOMER SIGNATURE

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

SERVICE/FILE COPY

09/15/2003 19:07 15094654175 BURKE CHEV/OLDS/CAD. PAGE 10

A

COMPLAINT:

CAUSE:

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

F

COMPLAINT: R/F HEADLAMP OUT

CAUSE: BROWN WIRE CORROD ON BULB TERM.

CORRECTION: REPLACE BULB R/F LOW BEAM CLEAN CO

G N0258 0.3

COMPLAINT: R/R TAIL LAMP OU

CAUSE: WATER INTRUSION R/R TAIL LAMP BAR

CORRECTION: REPLACE BAR R/R TAILAMP B9640 0.

H

COMPLAINT:

CAUSE:

CORRECTION:

Technician Signature T. Gunecke

Technician Number 262

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF
112272	262	[illegible]		.10	JUL 28	28 8 .75 10

16525938

1999366

BURKE MOTOR GROUP

227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000
www.burkemotorgroup.com

[redacted]

INVOICE

DUPLICATE 1
PAGE 1



[redacted]
ERMA, NJ [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 53 JOHN DELEENER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	02	CHEVROLET BLAZER	1GNDT13S62242[redacted]		24329/24329	T129

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002			17:00 25JUL03			CASH	28JUL2003

R.O. OPENED	READY	OPTIONS:
07:52 23JUL03	09:31 28JUL03	STK [redacted] ENG:133512

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
A LUBE, OIL & FILTER SOME VEHICLES SLIGHTLY HIGHER.				
LOF LUBE, OIL & FILTER SOME VEHICLES SLIGHTLY HIGHER.				
262 CC			16.25	16.25
1 89032612 FILTER		6.50	6.50	6.50
5 12345621 OIL10W30B		2.20	1.10	5.50
1 12345621 OIL10W30B		2.20	2.20	2.20
**********				
B CUST STATES "CD PLAYER SKIPS."				
J9995 CUSTOMER CONCERN NOT DUPLICATED				
262 ISP				(N/C)
**********				
C CUST STATES "RIGHT FRONT POWER WINDOW IS INOPERATIVE."				
CAUSE: INOP				
C0182 REGULATOR, FRONT DOOR WINDOW - R&R OR REPLACE RIGHT POWER				
262WCHV4				(N/C)
1 15205951 REGULATOR				(N/C)
FC: 6C				
PART#: 15205951				
COUNT: 1				
CLAIM TYPE:				
AUTH CODE:				
OJ				
**********				
D 03012 TRANSMISSION SHIFT LOCK AND IGNITION KEY REMOVAL				
CAUSE: RECALL				
V0994 TRANSMISSION SHIFT LOCKAND IGNITION KEY REMOVAL OVERRIDE C				
262WCHV4				(N/C)
1 15107204 PLUG				(N/C)
FC: 9G				

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CUSTOMER SIGNATURE

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

SERVICE/FILE COPY

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[redacted]

[redacted]

BURKE MOTOR GROUP

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www.burkemotorgroup.com

[redacted]

ERMA, NJ [redacted]
HOME: [redacted] BUS:

INVOICE

DUPLICATE 1
PAGE 2



SERVICE ADVISOR: 53 JOHN DELEENER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	02	CHEVROLET BLAZER	1GNDT13S622[redacted]		24329/24329	T129

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002			17:00 25JUL03			CASH	28JUL2003

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG: 133512
07:52 23JUL03	09:31 28JUL03	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	PART#: 15107204						
	COUNT: 1						
	CLAIM TYPE:						
	AUTH CODE:						
	MA						
	**********						
E	03013 INSTRUMENT PANEL CLUSTER GAUGES INOPERATIVE						
	CAUSE: RECALL						
	V0995 INSTRUMENT PANEL CLUSTER GAUGES INOPERATIVE						
	03013						
	262WCHV4						(N/C)
1	16525938 BOARD						(N/C)
1	1999366 BULB						(N/C)
	FC: 96 PART#: COUNT: 0						
	CLAIM TYPE:						
	AUTH CODE:						
	MA						
	**********						

WE THANK YOU FOR YOUR BUSINESS.IF YOU ARE HAPPY WITH OUR SERVICE PLEASE TELL OTHERS, IF NOT TELL US. CONTACT MIKE AT 465-6000 EXT.143 IF YOU HAVE ANY QUESTION WITH YOUR BILL CALL MARK RUFFO AT 465-6000 EXT.146 OR JOHN EXT.145 PARTS DEPT.KEN & GENE EXT.149 AND AGAIN THANK YOU! MIKE PRIOLE SERV.SUPERVISOR.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	16.25
PARTS AMOUNT	14.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	30.45
LESS INSURANCE	0.00
SALES TAX	1.83
PLEASE PAY THIS AMOUNT	32.28

SERVICE/FILE COPY

09/15/2003 19:07 16094654175 BURKE CHEV/OLDS/CAD. PAGE 13

A

COMPLAINT: LOF 03

CAUSE:

CORRECTION:

B

COMPLAINT: CD PLAYER SKIPS

CAUSE: PLAY CD IN CAR
CD BAD SKIPS SAME PLACE TRY OTHER CD OK

CORRECTION: OPERATE TO FACTORY SPECS

C

COMPLAINT: PASS. WINDOW INOP

CAUSE: FAULTY MOTOR + REG BINDS
R/F

CORRECTION: ORDER
Replace regulator

D

COMPLAINT: 07012 RECALL

CAUSE: TRANS LOCK

CORRECTION: RTN LOCK
INSTALL BUTTON V09944 02

E

COMPLAINT: 07013 RECALL

CAUSE: ECM PROG.

CORRECTION: REFLASH ECM
V09953 03

F

COMPLAINT:

CAUSE:

CORRECTION:
03

you missed

COMPLAINT:

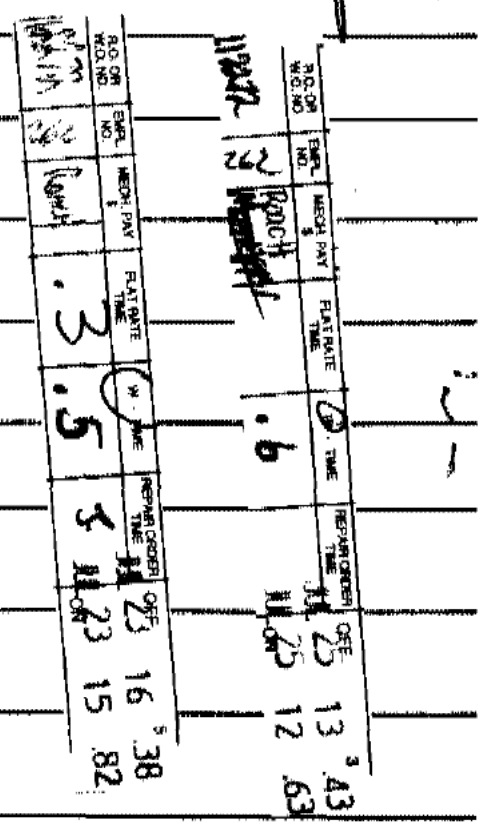
CAUSE:

CORRECTION: CORR 06

COMPLAINT:

CAUSE:

CORRECTION:



Technician Signature T-Gumpecker

Technician Number 262

112272 16:03 23JUL03 GK
D 15107204 PLUG 1

[redacted]

[redacted]

BURKE MOTOR GROUP

227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000

INVOICE

DUPLICATE 1
PAGE 1

ERMA N[redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 642 KYM WHARTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	2002	CHEVROLET BLAZER	1GNDT13S622[redacted]		20701/20701	

DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002			17:00 29APR03			CASH	30APR2003

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG: 133512
08:35 29APR03	10:25 30APR03	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE LEFT BRAKE LIGHT IS OUT			
CAUSE: OPEN			
N0528 BULBS, LAMP - REPLACE EXTERIOR			
934WCHV4			(N/C)
1 1999380 BULB			(N/C)
FC: 6C			
PART#: 1999380			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
CJ			
**********			
B CUSTOMER STATES TO GIVE COMPLETE ELECTRICAL SYSTEM A CHECK, VEHICLE HAS HISTORY OF ELECTRICAL PROBLEMS			
M001 CHECKED COMPLETE ELECTRICAL SYSTEM PER CUSTOMER, ALL CHECKS OK			
934 IN5			(N/C)
**********			
WE THANK YOU FOR YOUR BUSINESS.IF YOU ARE HAPPY WITH OUR SERVICE PLEASE TELL OTHERS, IF NOT TELL US. CONTACT MIKE AT 465-6000 EXT.144 IF YOU HAVE ANY QUESTION WITH YOUR BILL CALL KYM WHARTON AT 465-6000 EXT.146 OR MIKE EXT.145 PARTS DEPT.KEN & GENE EXT.149 AND AGAIN THANK YOU! MIKE PRIOLE SERV.SUPERVISOR.			

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CUSTOMER SIGNATURE

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

SERVICE/FILE COPY

A

COMPLAINT: Left brake light is out

CAUSE: Burnt left brake light bulb

CORRECTION: Replace brake light bulb

E

COMPLAINT:

CAUSE:

CORRECTION:

B

COMPLAINT: give complete electrical system check

CAUSE: Required

CORRECTION: check electrical system lights, horn & pcs, windows, mirrors (interior & exterior)

F

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRE

R.O. OR W.O. NO.	EMPL NO.	MECH. PAY	PLAT RATE TIME	W TIME	REPAIR ORDER TIME	
109136	234		.2	.3	Reach Jr	13 5.63 13 .13

G

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

H

COMPLAINT:

CAUSE:

CORRECTION:

Technician Signature _____

Technician Number 234

[redacted]

BURKE MOTOR GROUP

227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000

INVOICE

DUPLICATE 1
PAGE 1

ERMA [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 642 KYM WHARTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	2002	CHEVROLET BLAZER	1GNDT13S6224[redacted]		18780/18780	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002			17:00 08APR03			CASH	09APR2003

R.O. OPENED	READY	OPTIONS: STK[redacted] ENG:133512
08:27 08APR03	11:10 09APR03	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE LH INSIDE DOOR BEZEL IS BROKEN, INSTALL SOP BEZEL			
CAUSE: BROKEN			
C3281 PLATE AND/OR ESCUTCHEON, FRONT DOOR INSIDE			
REMOTE CONTROL HANDLE COVER - REPLACE LEFT			
374WCHV4			(N/C)
1 15155148 BEZEL			(N/C)
FC: ID			
PART#: 15155148			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
VB			

****

WE THANK YOU FOR YOUR BUSINESS.IF YOU ARE HAPPY WITH OUR SERVICE PLEASE TELL OTHERS, IF NOT TELL US. CONTACT MIKE AT 465-6000 EXT.144 IF YOU HAVE ANY QUESTION WITH YOUR BILL CALL KYM WHARTON AT 465-6000 EXT.146 OR MIKE EXT.145 PARTS DEPT.KEN & GENE EXT.149 AND AGAIN THANK YOU! MIKE PRIOLE SERV.SUPERVISOR.

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CUSTOMER SIGNATURE

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

SERVICE/FILE COPY

09/15/2003 19:07 16094654175 BURKE CHEV/OLDS/CAD. PAGE 17

A

COMPLAINT: LT. Dood Bezel is missing

CAUSE: Loose FREE ~~[illegible]~~ OFF Missing

CORRECTION: Install New Bezel ON LT. Side DR. Dood. The Bezel Was N~~[illegible]~~ Thies.

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

F

COMPLAINT:

CAUSE:

CORRECTION:

G

COMPLAINT:

CAUSE:

CORRECTION:

H

COMPLAINT:

CAUSE:

CORRECTION:

Technician Signature Willie

Technician Number 374

OLD BEZEL NOT AVAILABLE FOR [illegible]

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W TIME	REPAIR ORDER TIME	OFF	
108 352	3 4			.2		8	8 2.72

09/15/2003 19:07 16094654175 BURKE CHEV/OLDS/CAD. PAGE 18

[redacted]

[redacted]

[redacted]

BURKE MOTOR GROUP

227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000

INVOICE

PAGE 1

ERMA NJ [redacted]
HOME: 60[redacted] BUS:

SERVICE ADVISOR: 53 JOHN DELEENER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	2002	CHEVROLET BLAZER	1GNDT13S622[redacted]		18578/18578	T167.

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002			WAIT			CASH	03APR2003

R.O. OPENED	READY	OPTIONS:
08:07 03APR03	09:03 03APR03	STK[redacted] ENG:133512

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	LUBE, OIL & FILTER SOME VEHICLES SLIGHTLY HIGHER.						
	LOF		LUBE, OIL & FILTER SOME VEHICLES SLIGHTLY HIGHER.				
			96	CC		18.95	18.95
	1	25014377	OIL FLTR		6.71	6.50	6.50
	5	12345621	OIL10W30B		1.10	1.10	5.50
	1	12345621	OIL10W30B		2.20	2.20	2.20
			**********				
B	TIRE ROTATION						
	TR		TIRE ROTATION				
			96	CC		33.52	33.52
			**********				
C	CUST STATES "THE INTERIOR PANEL(DRIVER'S DOOR) IS COMING APART."						
	SOP		PARTS HAVE BEEN SPECIALLY ORDERED FOR THIS REPAIR				
			96	IW5			(N/C)
PART ORDERED # 15155148							
			**********				

WE THANK YOU FOR YOUR BUSINESS.IF YOU ARE HAPPY WITH OUR SERVICE PLEASE TELL OTHERS, IF NOT TELL US. CONTACT MIKE AT 465-6000 EXT.144
IF YOU HAVE ANY QUESTION WITH YOUR BILL CALL KYM WHARTON AT 465-6000 EXT.146 OR MIKE EXT.145 PARTS DEPT.KEN & GENE EXT.149 AND AGAIN THANK YOU! MIKE PRIOLE SERV.SUPERVISOR.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	52.47
PARTS AMOUNT	14.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	66.67
LESS INSURANCE	0.00
SALES TAX	4.00
PLEASE PAY THIS AMOUNT	70.67

SERVICE FILE COPY

A

COMPLAINT: Lop

CAUSE: Due

CORRECTION: Done

B

COMPLAINT: TR

CAUSE: No need Better on Front

CORRECTION: no TR

C

COMPLAINT: Drivers Side Handle Bezel Missing

CAUSE: Had Part ordered

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

F

COMPLAINT:

CAUSE:

CORRECTION:

G

COMPLAINT:

CAUSE:

CORRECTION:

H

COMPLAINT:

CAUSE:

CORRECTION:

Technician Signature [signature]

Technician Number 96

Drivers Side trim Bezel around handle - order

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF	ON
108157	96		7		Ronald	3	8

09/15/2003 19:07 16094654175 BURKE CHEV/OLDS/CAD. PAGE 20

BURKE MOTOR GROUP

[redacted]

107414

INVOICE

227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000

PAGE 1

ERMA NJ
HOME: [redacted] BUS:

SERVICE ADVISOR: 642 KYM WHARTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	2002	CHEVROLET BLAZER	1GNDT13S6224[redacted]		15635/15635	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002			17:00 13MAR03			CASH	13MAR2003

R.O. OPENED	READY	OPTIONS:
12:52 13MAR03	13:42 13MAR03	STK[redacted] ENG:133512

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	BRAKE INSPECTION PULL WHEELS - CLEAN & ADJUST AS REQUIRED. SOME VEHICLES SLIGHTLY HIGHER.							
	B010		BRAKE INSPECTION PULL WHEELS - CLEAN & ADJUST AS REQUIRED. SOME VEHICLES SLIGHTLY HIGHER.					
		96	CT				43.33	43.33
1	12345754		CLEANER-B			6.62	6.62	6.62

****

WE THANK YOU FOR YOUR BUSINESS.IF YOU ARE HAPPY WITH OUR SERVICE PLEASE TELL OTHERS, IF NOT TELL US. CONTACT MIKE AT 465-6000 EXT.144 IF YOU HAVE ANY QUESTION WITH YOUR BILL CALL KYM WHARTON AT 465-6000 EXT.146 OR MIKE EXT.145 PARTS DEPT.KEN & GENE EXT.149 AND AGAIN THANK YOU! MIKE PRIOLE SERV.SUPERVISOR.

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

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

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	43.33
PARTS AMOUNT	6.62
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	49.95
LESS INSURANCE	0.00
SALES TAX	3.00
PLEASE PAY THIS AMOUNT	52.95

SERVICE FILE COPY

09/15/2003 19:07 16094654175 BURKE CHEV/OLDS/CAD. PAGE 21

A

COMPLAINT: Burke Insp.

CAUSE: Brakes Great

CORRECTION: Cleaned Brakes

E

COMPLAINT:

CAUSE:

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION:

F

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

G

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

H

COMPLAINT:

CAUSE:

CORRECTION:

Technician Signature _____

Technician Number 96

R.O. OR W.O. NO.	EMPL NO	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME		OFF		$
107414	96		.8		Rework	MAR	13	13	.20
						ON	13	12	.70

[redacted]

[redacted]

BURKE MOTOR GROUP

227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

ERMA [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 8 MIKE PRETTYMAN EXT145

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	2002	CHEVROLET BLAZER	1GNDT13S62242[redacted]		15460/15460	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002			17:00 06MAR03			CASH	10MAR2003

R.O. OPENED	READY	OPTIONS: STK:[redacted] ENG:133512
09:29 06MAR03	11:07 10MAR03	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LUBE OIL & FILTER CHANGE SPECIAL			
LOFS LUBE OIL & FILTER CHANGE SPECIAL			
23 CT		15.95	15.95
1 25010792 OIL FLTR	6.50	6.50	6.50
LUBE OIL			
CT		4.50	4.50
**********			
B CUST STS BRAKES JERK AT ALMOST COMPLEAT STOP			
CAUSE: BRAKES JERK			
J6355 PROM - REPROGRAMMING ON CAR			
23MCHV4			(N/C)
FC: 3L PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
OR			

****

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	15.95
PARTS AMOUNT	6.50
GAS, OIL, LUBE	4.50
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	26.95
LESS INSURANCE	0.00
SALES TAX	1.62
PLEASE PAY THIS AMOUNT	28.57

SERVICE/FILE COPY

A

COMPLAINT: Lof

CAUSE: Due

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

B

COMPLAINT: Brakes Jerk

CAUSE: calibration

CORRECTION: Road test vehicle - isolate bump to 2-1 down shift

F

COMPLAINT:

CAUSE:

CORRECTION:

Reprogram PCM w/ latest software

C

COMPLAINT: IP Fuel gauge goes to E + bouncing

CAUSE: calibration

CORRECTION: Reprogram IPC cluster

G

COMPLAINT:

CAUSE:

CORRECTION:

Mike Hawkins

PCM is for fuel gauge

Buffo

D

COMPLAINT:

CAUSE:

CORRECTION:

H

COMPLAINT:

CAUSE:

Tech II Fuel Level Percentage

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	C/O - TIME	REPAIR ORDER TIME	OFF		
107108	[illegible]	Road	1.B			8	16	.88
						6	15	.03

Case# 6302647

Technician Signature George

Technician Number 23

[redacted]

[redacted]

INVOICE

BURKE MOTOR GROUP

227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000

ERMA N[redacted]
HOME: [redacted] BUS:

CHEVROLET OLDSMOBILE CADILLAC PONTIAC BUICK GMC

SERVICE ADVISOR: 984 MICHAEL PRIOLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	2002	CHEVROLET BLAZER	1GNDT13S622[redacted]		12424/12424	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002			17:00 12DEC02			CASH	23DEC2002

R.O. OPENED	READY	OPTIONS: STK:[redacted] ENG:133512
11:34 12DEC02	14:30 23DEC02	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A REPAIR DENT IN DR DOOR LOT DAMAGE			
M001 SUBLET TO RIO AUTO BODY SHOP PO#63128 OKED BY TOM MAZIARSKI GOODWILL LOT DAMAGE 984 ISP			(N/C)
MISC RIO AUTO BODY SHOP PO#63128 ISP			(N/C)

****

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CUSTOMER SIGNATURE

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

SERVICE FILE COPY

A

COMPLAINT: LOT DAMAGE

CAUSE: UN-KNOW

CORRECTION: GOOD WILL SUB OUT TO

B REPAIR AT NO CHARGE

COMPLAINT: TO OWNER

CAUSE:

CORRECTION: $520.00

C PO# 63128

COMPLAINT: RIO AUTO BODY

CAUSE: SHOP

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

F

COMPLAINT:

CAUSE:

CORRECTION:

G

COMPLAINT:

CAUSE:

CORRECTION:

H

COMPLAINT:

CAUSE:

CORRECTION:

Technician Signature _____

Technician Number _____

[redacted]

[redacted]

ERMA NJ [redacted]
HOME: [redacted] BUS:

BURKE MOTOR GROUP

227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000

INVOICE

DUPLICATE 2
PAGE 1

SERVICE ADVISOR: 292 CAROLYN TIRELLI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	2002	CHEVROLET BLAZER	1GNDT13S62[redacted]		12373/12373	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002			17:00 10DEC02			CASH	11DEC2002

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG: 133512
09:09 10DEC02	08:42 11DEC02	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUST STS INSTRUMENT PANEL GOES OUT WHILE DIVING AND THEN TURNS VEH OFF AND DASH COMES BACK ON
CAUSE: BULLETIN
N4199 INSTRUMENT PANEL CLUSTER COMPONENTS (DIGITAL/ELECTRO MECHANICAL) - R&R OR REPLACE I. P. CLUSTER REPROGRAM
828WCHV4 (N/C)
FC: 93 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
QJ

****

B CUST STS RUBBING SOUND IN STEERING BOTH LEFT OR RIGHT ON FULL TURN
CAUSE: BULLETIN 02-02-35-006
E7700 SHAFT, STEERING INTERMEDIATE - REPLACE
828WCHV4 (N/C)
FC: 93 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MH

****

WE THANK YOU FOR YOUR BUSINESS.IF YOU ARE HAPPY WITH OUR SERVICE PLEASE TELL OTHERS, IF NOT TELL US. CONTACT MIKE AT 465-6000 EXT.144 IF YOU HAVE ANY QUESTION WITH YOUR BILL CALL MARLENE AT 465-6000 EXT.146 OR MIKE AT EXT.145 PARTS DEPT.KEN & GENE EXT.149 AND AGAIN THANK YOU! MIKE PRIOLE SERV.SUPERVISOR.

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CUSTOMER SIGNATURE

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

SERVICE/FILE COPY

A

COMPLAINT: GAGES GO TO ZERO INT.

CAUSE: CALIBRATION ERROR AS PER BULLETIN

CORRECTION: IPC AS PER BULLETIN

B

COMPLAINT: CK RUBBING SOUND ON TURNS IN STR. COLUMN -

CAUSE: DRY INT. STR. SHAFT JOINT

CORRECTION: CK & LUBE INT. STR SHAFT JOINT AS PER BULLETIN

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

COR

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
104358	828		.7		Reach	DEC 10 16 .77 DEC 10 16 .08

E

COMPLAINT:

CAUSE:

CORRECTION:

F

COMPLAINT:

CAUSE:

CORRECTION:

G

COMPLAINT:

CAUSE:

CORRECTION:

H

COMPLAINT:

SE:

CORRECTION:

Technician Signature [signature]

Technician Number 828

STR WH. HORN PAD
15750887-

[redacted]

[redacted]

BURKE MOTOR GROUP

227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000

INVOICE

PAGE 1

ERMA [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 292 CAROLYN TIRELLI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	2002	CHEVROLET BLAZER	1GNDT13S62[redacted]		11695/11695	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002			17:00 26NOV02			CASH	26NOV2002

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	ENG:133512
09:27 26NOV02	10:22 26NOV02			

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
A LUBE,OIL & FILTER CHANGE				
LOF LUBE,OIL & FILTER CHANGE				
374 CT			13.95	13.95
1 25014377 OIL FLTR		6.75	6.50	6.50
LUBE OIL				
CC			4.50	4.50
**********				
B TIRE ROTATION				
TR TIRE ROTATION				
374 CT			19.95	19.95
**********				

WE THANK YOU FOR YOUR BUSINESS.IF YOU ARE HAPPY WITH OUR SERVICE PLEASE TELL OTHERS, IF NOT TELL US. CONTACT MIKE AT 465-6000 EXT.144 IF YOU HAVE ANY QUESTION WITH YOUR BILL CALL MARLENE AT 465-6000 EXT.146 OR MIKE AT EXT.145 PARTS DEPT.KEN & GENE EXT.149 AND AGAIN THANK YOU! MIKE PRIOLE SERV.SUPERVISOR.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	33.90
PARTS AMOUNT	6.50
GAS, OIL, LUBE	4.50
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	44.90
LESS INSURANCE	0.00
SALES TAX	2.69
PLEASE PAY THIS AMOUNT	47.59

SERVICE FILE COPY

A

COMPLAINT: LOF

CAUSE:

CORRECTION: LOF Done

B

COMPLAINT: Tire R

CAUSE:

CORRECTION: Tire R. Done

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

F

COMPLAINT:

CAUSE:

CORRECTION:

G

COMPLAINT:

CAUSE:

CORRECTION:

H

COMPLAINT:

CAUSE:

CORRECTION:

Technician Signature Willie

Technician Number 374

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF	2
103 943	34		0.7				

[redacted]

[redacted]

ERMA NJ [redacted]
HOME: [redacted] BUS:

[redacted]

INVOICE

Stone Harbor Blvd. & Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000

PAGE 1

SERVICE ADVISOR: 8 MIKE PRETTYMAN EXT145

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	2002	CHEVROLET BLAZER	1GNDT13S622[redacted]		4035/4035	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002			17:00 30MAY02			CASH	30MAY2002

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:133512
08:21 30MAY02	10:00 30MAY02	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LT FR SPEAKER IN-OP , P.I.			
CAUSE: OPEN CIRCUT IN SPEAKER			
R0943 SPEAKER, RADIO - REPLACE FRONT DOOR LEFT			
262WCHV4			(N/C)
1 15082693 F SPEAKER			(N/C)
FC: 6C			
PART#: 15082693			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
OJ			

****

WE THANK YOU FOR YOUR BUSINESS.IF YOU ARE HAPPY WITH OUR SERVICE PLEASE TELL OTHERS, IF NOT TELL US.CONTACT DAVE AT 465-6000 EXT.143
IF YOU HAVE ANY QUESTION WITH YOUR BILL CALL MARLENE AT 465-6000 EXT.146 OR MIKE AT EXT.145 PARTS DEPT.KEN & GENE EXT.149 AND AGAIN THANK YOU! MIKE PRIOLE SERV.SUPERVISOR.

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CUSTOMER SIGNATURE

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

SERVICE FILE COPY

A

COMPLAINT: LF SPEAKER [illegible]

CAUSE: TWEETER ONLY WORKING OPEN INTERNAL SPEAKER

CORRECTION: REPLACE LF SPEAKER

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

F

COMPLAINT:

CAUSE:

CORRECTION:

G

COMPLAINT:

CAUSE:

CORRECTION:

H

COMPLAINT:

CAUSE:

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
96978	262		.7		Roach	MAY 30 9 .27
						MAY ON 8 .82

Technician Signature T. Gunecke

Technician Number 262

[redacted]

[redacted]

INVOICE

Stone Harbor Blvd. & Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000

ERMA NJ
HOME: 6[redacted] BUS:

PAGE 1

SERVICE ADVISOR: 8 MIKE PRETTYMAN EXT145

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	2002	CHEVROLET BLAZER	1GNDT13S622[redacted]		3353/3353	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002			17:00 20MAY02			CASH	20MAY2002

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	ENG:133512
08:22 20MAY02	16:12 20MAY02			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	LT FR DOOR SPEAKER IN-OP						
	PO PART ORDERED SPEAKER						
		262	CC			0.00	0.00
	**********						
B	LUBE OIL & FILTER CHANGE SPECIAL						
	LOFS LUBE OIL & FILTER CHANGE SPECIAL						
		262	CC			10.95	10.95
	1 25014377		OIL FLTR		6.75	6.50	6.50
	LUBE OIL						
			CC			4.50	4.50
	**********						
C	2 SCRATCHES , SEE JIM MCCARTY						
	NC NO CHARGE						
		984	IC				(N/C)
	LUBE OIL						
			IC				(N/C)
	**********						

WE THANK YOU FOR YOUR BUSINESS.IF YOU ARE HAPPY WITH OUR SERVICE PLEASE TELL OTHERS, IF NOT TELL US.CONTACT DAVE AT 465-6000 EXT.143
IF YOU HAVE ANY QUESTION WITH YOUR BILL CALL MARLENE AT 465-6000 EXT.146 OR MIKE AT EXT.145 PARTS DEPT.KEN & GENE EXT.149 AND AGAIN THANK YOU! MIKE PRIOLE SERV.SUPERVISOR.

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	10.95
PARTS AMOUNT	6.50
GAS, OIL, LUBE	4.50
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	21.95
LESS INSURANCE	0.00
SALES TAX	1.32
PLEASE PAY THIS AMOUNT	23.27

SERVICE FILE COPY

09/15/2003 19:07 16094654175 BURKE CHEV/OLDS/CAD. PAGE 33

A

COMPLAINT: Lube oil filter

CAUSE:

CORRECTION:

B

COMPLAINT: LF door speaker inop

CAUSE: faulty inop L/F speaker

CORRECTION: R+R L/F door trim check speaker operation ordered speaker

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

F

COMPLAINT:

CAUSE:

CORRECTION:

G

COMPLAINT:

CAUSE:

CORRECTION:

H

COMPLAINT:

CAUSE:

CORRECTION:

Technician Signature T. Glinecke

Technician Number 262

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF	ON
96628	2		3		Ronch	9 2 93	8 97

1505914

December 12, 2017

[redacted]
Cape May, NJ [redacted]

Service Request [redacted]

Dear Mr. [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,

Ryan Rollins
Customer Relationship Manager

MN0001-P/JHS

KIMMEL & SILVERMAN
P.C.

FAX

Kimmel & Silverman, P.C.
89 Haddon Avenue North
Haddonfield, NJ 08033

1-800-LEMON LAW
http://www.lemonlaw.com

To:	Aaron Swartz, Esq.
Fax Number:	
From:	Gracie
Fax Number:	(856)216-7344
Business Phone:	(856)429-8334
Date & Time:	September 16, 2003 9:55 AM
Pages (including cover):	2
Re:	Roach v. GM

Repair order dated 9/4//03

The information contained in this electronic communication is to be considered confidential and intended only for the use of the recipient named above. The information is or may be legally privileged and expresses the opinion of the writer only. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication, or any of its contents, is strictly prohibited. If you have received this communication in error, please re-send this communication to the sender listed above, and destroy this copy. Thank you.

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

BURKE MOTOR GROUP

227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000
www.burkemotorgroup.com

[redacted]

[redacted]

INVOICE

[redacted]

ERMA, [redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 53 JOHN DELEENER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	02	CHEVROLET TRAIL BLAZ	1GNDT13S6224[redacted]		25616/25616	T852

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
28MAR2002			17:00 04SEP03			CASH	04SEP2003

R.O. OPENED	READY	OPTIONS: STK:D2443 ENG:133512
11:39 04SEP03	14:55 04SEP03	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A CUST STATES "RIGHT HEADLIGHT IS OUT SOP IN."								
	M001				REPLACE HEADLAMP HARNESS ASSEMBLY			
	934WCTV4							(N/C)
1	12101897				CONNECTOR			(N/C)

WE THANK YOU FOR YOUR BUSINESS. IF YOU ARE HAPPY WITH OUR SERVICE PLEASE TELL OTHERS, IF NOT TELL US. CONTACT MIKE AT 465-6000 EXT.143 IF YOU HAVE ANY QUESTION WITH YOUR BILL CALL MARK RUFFU AT 465-6000 EXT.146 OR JOHN EXT.145 PARTS DEPT.KEN & GENE EXT.149 AND AGAIN THANK YOU! MIKE PRIOLE SERV.SUPERVISOR.

IMPORTANT

You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us "COMPLETELY SATISFIED," please contact our Service Team immediately. Your satisfaction is our No. 1 concern.

Thank You,
Burke Motor Group
609-465-6000

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

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

LEADERSHIP SINCE 1912

BURKE
MOTOR GROUP

Exit 10 B * Garden State Parkway * Stone Harbor Blvd.
Cape May Court House * New Jersey 08210
www.burkemotorgroup.com

Chevy * Oldsmobile * Cadillac
Pontiac * Buick * GMC
Fax 609-465-4175

(609) 465-6000
SALES * SERVICE * PARTS
(800) 343-2757

Chrysler * Jeep * VW * Subaru
Fax 609-465-4257

FACSIMILE TRANSMISSION SHEET

LOG # Rel./P.O No: _____ Date: 9/16/03 Time: Written: _____

TO: _____
COMPANY NAME
CHRISTINE TORINO
FAX # ATTENTION DEPT #

FROM: _____
COMPANY NAME
F. J. IRVINE
FAX # INDIVIDUAL DEPT #

No. of pages including this JOTTAFAX transmission sheet 6 Please reply on this fax _____ Originators Signature _____

MESSAGE:

RE: [redacted]
FILE # [redacted]



41469

LEASE
GMAC SmartLease® — Monthly Payment

LE[redacted] name and address, including county	LESSOR (Retailer) name, address, and telephone number
[redacted] ERMA NJ [redacted] CAPE MAY	BURKE CHEVROLET OLDS CADI INC 227 BAYBERRY DRIVE CAPE MAY COURT HOUSE, NJ 08210

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).

New/Used	Year	Make & Model	Body Style	Vehicle ID#	Mileage	Primary Use
NEW	2002	CHEVROLET TRAILBLAZER	WAGON	1GNDT13S6224[redacted]	150	☐ Personal, Family or Household ☐ Business or Agricultural

Number of Engine Cylinders 8

Transmission	Brakes	Steering Mechanism	Air Conditioning
☒ Automatic	☒ Power assisted	☒ Power assisted	☒ Yes
☐ Manual	☐ Manual	☐ Manual	☐ No

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

Manufacturer's Suggested Retail Price shown on window sticker, if any $ 29626.00

Dealer Installed Options:

Amount Due at Lease Signing or Delivery (Itemized Below)*	Monthly Payments	Other Charges (not part of your monthly payment)	Total of Payments (The amount you will have paid by the end of the lease.)
$ 5900.00	Your first monthly payment of $ 266.89 is due on 03/28/2002, followed by 35 payments of $ 266.89 due on the 28TH of each month. The total of your monthly payments is $ 9608.04	Disposition fee (if you do not purchase the vehicle) $ N/A $ N/A Total $ N/A	$ 14966.15

***Itemization of Amount Due at Lease Signing or Delivery**

Amount Due at Lease Signing or Delivery:

Capitalized cost reduction	$ 4441.13
First monthly payment	$ 266.89
Refundable security deposit	$ 275.00
Title fees	$ N/A
Registration fees	$ 202.30
Sales/use tax	$ 714.68
N/A	$ N/A
N/A	$ N/A
Total	$ 5900.00

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

Net trade-in allowance	$ N/A
Rebates and noncash credits 500 LEASE Loy f	$ 900.00
Amount to be paid in cash 400 COLL. GRAD	$ 5000.00
Total	$ 5900.00

Your monthly payment is determined as shown below:

Gross capitalized cost. The agreed upon value of the vehicle ($ 27610.00) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance) $ 28206.00

Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost − $ 4441.13

Adjusted capitalized cost. The amount used in calculating your base monthly payment = $ 23762.87

Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment . . . . . = $ ~~16293.75~~

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. . . . . = $ 7470.12

Rent charge. The amount charged in addition to the depreciation and any amortized amounts . . . . . + $ 2137.92

Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge . . . . . = $ 9608.04

Lease term. The number of months in your lease . . . . . ÷ 36

Base monthly payment . . . . . = $ 266.89

Monthly sales/use tax (estimated) . . . . . + $ N/A

_____ . . . . . + $ N/A

Total monthly payment . . . . . = $ 266.89

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.

Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12,000 miles per year at the rate of $ .20 per mile.

Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for $ 16293.75, plus official fees and taxes.

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.

1. ITEMIZATION OF GROSS CAPITALIZED COST.

Agreed upon value of the vehicle		$ 27610.00
GMAC administrative fee	+	$ 595.00
License/registration/title fees	+	$ N/A
Sales tax	+	$ N/A
Other tax (describe) _____	+	$ N/A
Optional service contract	+	$ N/A
Optional life insurance	+	$ N/A
Optional disability insurance	+	$ N/A
N/A	+	$ N/A
N/A	+	$ N/A
Gross Capitalized Cost	=	$ 28205.00

2. THE VEHICLE YOU ARE TRADING. N/ (year) (make) (model)

Gross trade-in value		$ N/A
Payoff	–	$ N/A
Net trade-in value	=	$ N/A

3. 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		$ 5900.00
Total of monthly payments (other than first monthly payment)	+	$ 9341.15
Security deposit and any life or disability insurance	–	$ 275.00
Price if you buy at scheduled lease end	+	$ 16293.75
Total cost of the lease plus any related official fees and taxes	=	$ 31259.90

4. 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.

7. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus $20.

8. 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 _____ Age _____

Co-Lessee's Signature _____ Age _____

9. 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.
We are giving 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.

10. OPTIONAL SERVICE OR MAINTENANCE CONTRACT.

Name N/A

Term _____ months, _____ miles.

6094658636

SEP-16-03 10:36 PM BURKE MOTOR GROUP

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE	$	1321.68
Title fees	$	N/A
Registration fees	$	606.90
License fees	$	N/A
Sales/use taxes (including tax on capitalized cost reduction)	$	714.68
Excise taxes	$	N/A
Personal property taxes	$	N/A
Other (describe) N/A	$	N/A

5. LATE CHARGE. If you do not pay a monthly payment 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.

6. EXCESS MILEAGE CHARGE. The total allowed mileage on the odometer at lease end is:

Starting odometer mileage		150	miles
Standard mileage allowance	+	36,000	miles
Purchased extra miles	+	N/A	miles
Total allowed mileage	=	36150	miles.

You are paying $N/A for extra miles. At scheduled lease end, we will credit you with $N/A per mile for each unused extra mile you purchased. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

The excess mileage charge is $.20 per mile for each mile beyond 36150 miles. If the lease ends early, 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.

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.

11. ASSIGNMENT BY LESSOR.

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

A☐ 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

555 BUSINESS CENTER DR
HORSHAM, PA 19044
1-800-290-4622

The assignee may designate Vehicle Asset Universal Leasing Trust, or its trustee, as agent to hold title for the benefit of the assignee on the vehicle's certificate of title and/or registration.

The sale and assignment will not be considered to change materially your duties, burden, or risk under this lease. Neither the assignee nor Vehicle Asset Universal Leasing Trust will have to make any repairs to the vehicle, get any insurance, or perform any service Lessor has agreed to perform under this lease. You will look only to Lessor for these services.

After assignment, GMAC will service this lease, if GMAC is the assignee or if GMAC helped to arrange this lease. You must then make all payments to GMAC (for its or the assignee's account) or as otherwise directed. If we assign this lease, you will not receive notice of assignment.

THIS IS THE ENTIRE AGREEMENT. This lease contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding. We may delay or refrain from enforcing any of our rights under this lease without losing them. Lessee (and Co-Lessee) initials X.K.D.

NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT CAPE MAY COURT HOUSE (city) NJ (state) ON N/A (month) 23rd (day) 2000 (year)

LESSEE: X [redacted]

BY: _____

CO-LESSEE: _____

BY: _____

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 acknowledge that they have had at least one business day to review this lease before [redacted]

Lessee (and Co-Lessee) initials _____

LESSOR: BURKE CHEVROLET OLDS CADI INC BY: _____ TITLE: _____ DATE: _____

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 as 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: BURKE CHEVROLET OLDS CADI INC BY: _____ TITLE: _____

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

SEP-16-03 10:37 PM BURKE MOTOR GROUP 6094658636 P.04

General Motors Car and Truck Divisions
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]
VIN: 1GNDT13 S622[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
College Grad	$ 400-	
Lease loyalty	$ 500-	
	$	
	$	
	$	
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 GMAC LEASE
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 3/28/02. I acknowledge receipt of incentive(s) as described in Item #1 and release t[redacted]re claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature [redacted] Date: 3/28/02

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item #1 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: [signature] Date: 3/28/02
Dealership Name: Burke Motor Group Dealer Code: 15-081

* 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)

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 15, 2003

Mike Prole
Burke Motor Group
PO Box 307
Cape May Court House, NJ 08210

Re: [redacted]
CARS File No.: [redacted]
2002, Chevrolet TrailBlazer
VIN # 1GNDT13S6[redacted]

Dear Mr. Perolie:

This is a letter of notification regarding a not-in-suit matter involving the above referenced customer. 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 any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade. Also needed are service and body shop repair orders of all internal, customer pay, and warranty repair orders, etc. (to include front and backs of shop copies). Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please notify me and then mail them to the following address:

General Motors Corp. - CARS - Legal
c/o MSX International, MC 336-105-000
Attn: Legal - Christine Terino
5701 E. Hillsborough Avenue
Suite 2300
Tampa, FL 33610

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 any questions regarding this matter, feel free to contact me directly at the number below.

Sincerely,

Christine Terino
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57808
FAX# 866-255-3849

cc: FILE

KIMMEL & SILVERMAN
P.C.

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

* ALSO MEMBER OF NEW YORK AND NEW JERSEY BARS
** ALSO MEMBER OF NEW YORK BAR
+ ALSO MEMBER OF NEW JERSEY BAR
++ MEMBER OF NEW JERSEY BAR

30 EAST BUTLER PIKE
AMBLER, PA 19002

1-800-LEMON LAW
P (215) 540-8888
F (215) 540-8817

www.lemonlaw.com

JACQUELINE C. HERRITT+
ROBERT A. RAPKIN
VIVIAN BENZ PEIKIN+
AMY D. COX+
LOUIS DOBI, JR+
SHANNON M. RYAN+
DANA TARQUINI+
LINDSAY D. HOFFMAN+
BRIAN T. GOLDENFARB++
TAMMY J. SCHMITT

October 8, 2003

Mr. Aaron Swartz
General Motors Corp.- Cars
C/o MSX International
MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326
(866) 359-9721

RE: [redacted] vs. General Motors

Dear Mr. Swartz:

Enclosed please find the executed Release of Claim and settlement letter for the captioned matter. Please recall that the captioned matter settled prior to litigation.

Please contact me when the settlement checks are available.

If you need additional information, please contact this office immediately.

Very truly yours,

DAVID WILLIAM KELLY

DWK/rc
Enclosure
c.file

GENERAL MOTORS BUSINESS RESOURCE CENTER

September 30, 2003

VIA FAX ONLY

Robert Silverman, Esq.
Kimmel & Silverman, P.C.
30 East Butler Pike
Ambler, Pa 19002

Re: Richard D. Roach, Jr. v. General Motors Corporation
CARS File No.: [redacted]
2002 Chevrolet Trailblazer
VIN # 1GNDT13S622[redacted]

Dear Mr. Silverman:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2002 Chevrolet Trailblazer for all defendants. This offer is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at any General Motors dealership prior to the issuance of any funds. Please advise my office of the dealership that your client would like to work with in your written response to our offer. My office will then contact the dealership and provide them with necessary documents for the inspection. The dealership will then contact you to arrange an inspection at a mutually agreeable date and time for your client. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year of the vehicle. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments 19 @ 266.89	5,070.91
Total down payment	4,441.13
License/Title/Registration	202.30
Sales Tax	714.68
Subtotal:	10,429.02
Less Rebates/Incentives	< 900.00 >
Less Usage/Depreciation	< 3,400.00 >
Subtotal:	6,129.02
Attorney's Fees	1,500.00
Subtotal:	7,629.02
* Payoff to lienholder (good through 10/27/03)	20,187.96
Repurchase Offer	$ 27,816.98
Total due to attorney and client:	*$ 7,629.02*

* The payoff amount is subject to change if this offer letter is not received in time for the current payoff amount to be processed; however, General Motors will be responsible for paying off the lienholder if the amount should change.

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 days from the date of your acceptance of our offer. We will need a copy of your client's registration and social security number and 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 me at the fax number shown below.

Sincerely,

Aaron Swartz
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57466
FAX# 866-359-9721

cc: FILE

Attach

[redacted]
Client's Signature

10-2-03
Date

[redacted]
Client's Signature

10-2-03
Date

SETTLEMENT AGREEMENT AND RELEASE

This Settlement Agreement and Release is effective as of the latter of the dates set forth opposite the signatures below.

WITNESSETH:

WHEREAS, R[redacted] Erma, NJ [redacted] (hereinafter referred to as "Releasor", and General Motors Corporation (hereinafter referred to as "Releasee"), are involved in a dispute regarding a certain 2002 Chevrolet Trailblazer, bearing Vehicle Identification No. (VIN) 1GNDT13S62[redacted] (hereinafter referred to as "Vehicle"), which Releasor leased from Burke Chevrolet Oldsmobile Cadillac, Inc., located at 227 Bayberry Drive, Cape May Court House, NJ 08210 (hereinafter referred to as the "Dealership") on March 28, 2002 and

WHEREAS, Releasor has voluntarily agreed to resolve this dispute and Releasee denies liability with respect to any and all claims set forth in this action; and

NOW, THEREFORE, in consideration of the settlement of the Suit and of the mutual covenants hereinafter set forth, the parties hereto agree as follows:

1. Releasee agrees to pay Releasor $ 6,129.02 and his attorney $ 1,500.00 and Releasor agrees to turn over possession and clear title of the Vehicle to Releasee, free from any liens and encumbrances. In addition, Releasee agrees to pay off the balance of Releasor's account with GMAC, Account No. 020 9004 34090, in the amount of $ 20,187.96 and terminate the same.

2. Releasor agrees that a material component of this Agreement is that Releasee will be allowed to inspect the Vehicle to determine whether the Vehicle is free from any damage or abuse, other than normal wear and tear usage. Any damages beyond normal wear and tear usage that is noted during the inspection must be repaired and paid for by the Releasor prior to proceeding.

3. That the Vehicle shall not exceed 30,000 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 fifteen cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasee or its authorized dealer.

4. As an express element and condition of this Settlement Agreement and Release, Releasor, individually and on behalf of any and all of his predecessors, successors, heirs, assigns, executors, administrators, agents, attorneys or any other representatives, agree that Releasor shall

Initials: RDR

not now or hereafter institute, maintain or assert against Releasee, either directly or indirectly, and agree to release and discharge Releasee from, any and all causes of action, claims, damages, statutory penalties, equitable, legal and administrative relief, interest, attorney fees, demands or rights of any kind or nature whatsoever, whether based on federal, state or local statute, regulation, contract, common law, or any other source, whether known or unknown, that have been, could have been, may or could be alleged or asserted now or in the future by Releasor against Releasee on the basis of, connected with, arising out of, or related to, in whole or in part, the claims asserted in this action.

5. Releasor understands and agrees that this Settlement Agreement and Release shall be considered final and binding upon him.

6. This Agreement may be executed in counter-parts, and when each party has signed and delivered at least one such counter-part, each counter-part shall be deemed an original, and taken together shall constitute one and the same Agreement, which shall be binding and effective as to all parties.

7. This Agreement contains the entire Agreement between the parties hereto and the terms of this Agreement are contractual and not a mere recital. Furthermore, this Agreement supersedes all prior Agreements, understandings or covenants, whether oral or written. This Agreement, and each and every term and provision hereof, shall be governed by and construed in accordance with the laws of New Jersey.

8. It is understood and agreed that this Agreement is being entered into voluntarily and is not based on any representations or statements of any kind by any party or their representatives as to the merits, legal liability or value of Releasor's actions or any matters relating thereto.

9. The parties agree that a fully executed facsimile copy of this Agreement shall be binding on the parties.

10. RELEASOR ACKNOWLEDGES THAT HE HAS READ THIS RELEASE, THAT HE HAS HAD THE BENEFIT OF CONSULTATION WITH LEGAL COUNSEL IN CONNECTION HEREWITH, THAT HE UNDERSTANDS ALL OF ITS TERMS AND THAT HE EXECUTED IT VOLUNTARILY AND WITH FULL KNOWLEDGE OF ITS SIGNIFICANCE AND CONSEQUENCES.

Initials: KDR

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 2nd DAY OF October.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 26,732 DATE SIGNED: 10-2-03

WITNESS: _____

[redacted]
Claimant's signature

[redacted]
Address

Cape May NJ [redacted]
City, State, Zip Code

[redacted]
Social Security Number

[redacted]
Claimant's signature

[redacted]
Address

Cape May NJ [redacted]
City, State, Zip Code

[redacted]
Social Security Number

STATE OF New Jersey

COUNTY OF Cumberland

Sworn to (or affirmed) and subscribed before me this 2nd day of October 2003, by Richard D. Roach, Jr..

GAIL D. REED
NOTARY PUBLIC OF NEW JERSEY
My Commission Expires 1/13/2004

Gail D Reed
Signature of Notary Public

GAIL D. REED
NOTARY PUBLIC OF NEW JERSEY
My Commission Expires 1/13/2004

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ✓

Type of identification Drivers license

My commission expires: 1/13/04

Initials: RDR

GENERAL MOTORS BUSINESS RESOURCE CENTER

September 8, 2003

Robert Silverman, Esq.
Kimmel & Silverman
89 Haddon Avenue North
Haddonfield, NJ 08033

Re: [redacted]. General Motors Corporation
2002, Chevrolet TrailBlazer VIN: 1GNDT13S622[redacted]

This is to advise you that we are in receipt of the above referenced case dated September 8, 2003. This case file has been assigned to me, and I will be contacting you in the next 10-15 business days for review.

In order to do a thorough review and assessment of this case, I may need additional information and documentation from you. Therefore, if any of the items below are marked, please fax or mail the information requested to the address on the bottom of this page.

If you have any questions, please call me at the number below.

Thank you.

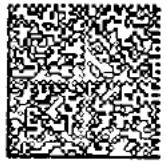
Sincerely,

Aaron Swartz
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57466
FAX# 866-359-9721

- ☒ Copy of owner's current title and/or registration
- ☒ Finance agreement
- ☒ Buyer's agreement

- ☐ Other:

KIMMEL & SILVERMAN
P.C.
30 EAST BUTLER PIKE
AMBLER, PA 19002



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PITNEY BOWES
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OCT 14 2003

Mr. Aaron Swartz
General Motors Corp.- Cars
C/o MSX International
MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326

48326-1571 06

KIMMEL & SILVERMAN
P.C.

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

* ALSO MEMBER OF NEW YORK AND NEW JERSEY BARS
** ALSO MEMBER OF NEW YORK BAR
+ ALSO MEMBER OF NEW JERSEY BAR
++ MEMBER OF NEW JERSEY BAR

30 EAST BUTLER PIKE
AMBLER, PA 19002

1-800-LEMON LAW
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ROBERT A. RAPKIN
VIVIAN BENZ PEIKIN+
AMY D. COX+
LOUIS DOBI, JR+
SHANNON M. RYAN+
DANA TARQUINI+
LINDSAY D. HOFFMAN+
BRIAN T. GOLDENFARB++
TAMMY J. SCHMITT

October 8, 2003

Mr. Aaron Swartz
General Motors Corp.- Cars
C/o MSX International
MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326
(866) 359-9721

RE: [redacted]s. General Motors

Dear Mr. Swartz:

Enclosed please find the executed Release of Claim and settlement letter for the captioned matter. Please recall that the captioned matter settled prior to litigation.

Please contact me when the settlement checks are available.

If you need additional information, please contact this office immediately.

Very truly yours,

DAVID WILLIAM KELLY

DWK/rc
Enclosure
c.file

GENERAL MOTORS BUSINESS RESOURCE CENTER

September 30, 2003

VIA FAX ONLY

Robert Silverman, Esq.
Kimmel & Silverman, P.C.
30 East Butler Pike
Ambler, Pa 19002

Re: [redacted] General Motors Corporation
CARS File No.: [redacted]
2002 Chevrolet Trailblazer
VIN # 1GNDT13S622[redacted]

Dear Mr. Silverman:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2002 Chevrolet Trailblazer for all defendants. This offer is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at any General Motors dealership prior to the issuance of any funds. Please advise my office of the dealership that your client would like to work with in your written response to our offer. My office will then contact the dealership and provide them with necessary documents for the inspection. The dealership will then contact you to arrange an inspection at a mutually agreeable date and time for your client. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year of the vehicle. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments 19 @ 266.89	5,070.91
Total down payment	4,441.13
License/Title/Registration	202.30
Sales Tax	714.68
Subtotal:	10,429.02
Less Rebates/Incentives	< 900.00 >
Less Usage/Depreciation	< 3,400.00 >
Subtotal:	6,129.02
Attorney's Fees	1,500.00
Subtotal:	7,629.02
* Payoff to lienholder (good through 10/27/03)	20,187.96
Repurchase Offer	$ 27,816.98
Total due to attorney and client:	*$ 7,629.02*

* The payoff amount is subject to change if this offer letter is not received in time for the current payoff amount to be processed; however, General Motors will be responsible for paying off the lienholder if the amount should change.

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 days from the date of your acceptance of our offer. We will need a copy of your client's registration and social security number and 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 me at the fax number shown below.

Sincerely,

Aaron Swartz
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57466
FAX# 866-359-9721

cc: FILE

Attach.

[redacted]
Client's Signature

10-2-03
Date

[redacted]
Client's Signature

10-2-03
Date

ORIGINAL

SETTLEMENT AGREEMENT AND RELEASE

This Settlement Agreement and Release is effective as of the latter of the dates set forth opposite the signatures below.

WITNESSETH:

WHEREAS, R[redacted], Erma, NJ [redacted], (hereinafter referred to as "Releasor", and General Motors Corporation (hereinafter referred to as "Releasee"), are involved in a dispute regarding a certain 2002 Chevrolet Trailblazer, bearing Vehicle Identification No. (VIN) 1GNDT13S622[redacted] (hereinafter referred to as "Vehicle"), which Releasor leased from Burke Chevrolet Oldsmobile Cadillac, Inc., located at 227 Bayberry Drive, Cape May Court House, NJ 08210 (hereinafter referred to as the "Dealership") on March 28, 2002 and

WHEREAS, Releasor has voluntarily agreed to resolve this dispute and Releasee denies liability with respect to any and all claims set forth in this action; and

NOW, THEREFORE, in consideration of the settlement of the Suit and of the mutual covenants hereinafter set forth, the parties hereto agree as follows:

1. Releasee agrees to pay Releasor $ 6,129.02 and his attorney $ 1,500.00 and Releasor agrees to turn over possession and clear title of the Vehicle to Releasee, free from any liens and encumbrances. In addition, Releasee agrees to pay off the balance of Releasor's account with GMAC, Account No. 020 9004 34090, in the amount of $ 20,187.96 and terminate the same.

2. Releasor agrees that a material component of this Agreement is that Releasee will be allowed to inspect the Vehicle to determine whether the Vehicle is free from any damage or abuse, other than normal wear and tear usage. Any damages beyond normal wear and tear usage that is noted during the inspection must be repaired and paid for by the Releasor prior to proceeding.

3. That the Vehicle shall not exceed 30,000 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 fifteen cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasee or its authorized dealer.

4. As an express element and condition of this Settlement Agreement and Release, Releasor, individually and on behalf of any and all of his predecessors, successors, heirs, assigns, executors, administrators, agents, attorneys or any other representatives, agree that Releasor shall

Initials: RDR

not now or hereafter institute, maintain or assert against Releasee, either directly or indirectly, and agree to release and discharge Releasee from, any and all causes of action, claims, damages, statutory penalties, equitable, legal and administrative relief, interest, attorney fees, demands or rights of any kind or nature whatsoever, whether based on federal, state or local statute, regulation, contract, common law, or any other source, whether known or unknown, that have been, could have been, may or could be alleged or asserted now or in the future by Releasor against Releasee on the basis of, connected with, arising out of, or related to, in whole or in part, the claims asserted in this action.

5. Releasor understands and agrees that this Settlement Agreement and Release shall be considered final and binding upon him.

6. This Agreement may be executed in counter-parts, and when each party has signed and delivered at least one such counter-part; each counter-part shall be deemed an original, and taken together shall constitute one and the same Agreement, which shall be binding and effective as to all parties.

7. This Agreement contains the entire Agreement between the parties hereto and the terms of this Agreement are contractual and not a mere recital. Furthermore, this Agreement supersedes all prior Agreements, understandings or covenants, whether oral or written. This Agreement, and each and every term and provision hereof, shall be governed by and construed in accordance with the laws of New Jersey.

8. It is understood and agreed that this Agreement is being entered into voluntarily and is not based on any representations or statements of any kind by any party or their representatives as to the merits, legal liability or value of Releasor's actions or any matters relating thereto.

9. The parties agree that a fully executed facsimile copy of this Agreement shall be binding on the parties.

10. RELEASOR ACKNOWLEDGES THAT HE HAS READ THIS RELEASE, THAT HE HAS HAD THE BENEFIT OF CONSULTATION WITH LEGAL COUNSEL IN CONNECTION HEREWITH, THAT HE UNDERSTANDS ALL OF ITS TERMS AND THAT HE EXECUTED IT VOLUNTARILY AND WITH FULL KNOWLEDGE OF ITS SIGNIFICANCE AND CONSEQUENCES.

Initials: RDR

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 2nd DAY OF October.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 26,732 DATE SIGNED: 10-2-03

WITNESS: _____

[redacted]
Claimant's signature

[redacted]
Claimant's signature

[redacted]
Address

[redacted]
Address

Cape May NJ [redacted]
City, State, Zip Code

Cape May NJ [redacted]
City, State, Zip Code

[redacted]
Social Security Number

[redacted]
Social Security Number

STATE OF New Jersey

COUNTY OF Cumberland

Sworn to (or affirmed) and subscribed before me this 2nd day of October 2003, by Richard D. Roach, Jr..

GAIL D. REED
NOTARY PUBLIC OF NEW JERSEY
My Commission Expires 1/13/2004

Gail D. Reed
Signature of Notary Public

GAIL D. REED
NOTARY PUBLIC OF NEW JERSEY
My Commission Expires 1/13/2004

Print, type or stamp Commissioned Name of Notary Public

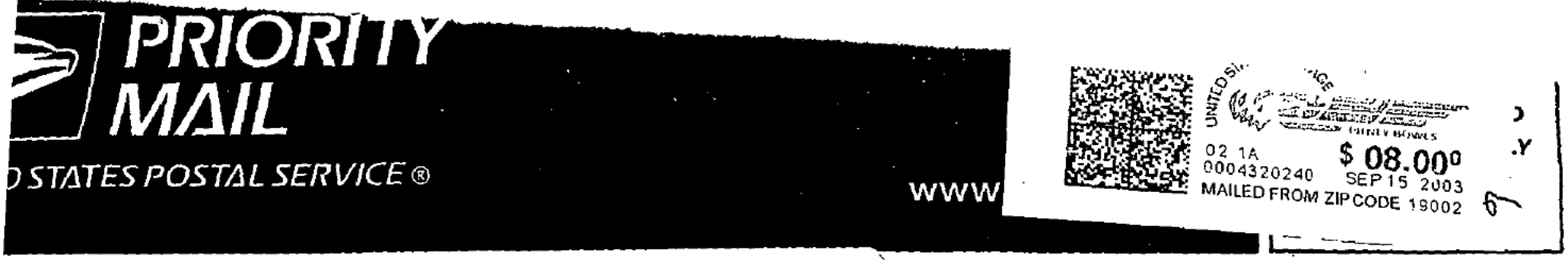
Personally Known _____ OR Produced identification ✓

Type of identification Drivers license

My commission expires: 1/13/04

ORIGINAL

Initials: RDR



KIMMEL & SILVERMAN
P.C.

30 East Butler Pike, Ambler, PA 19002

RECEIVED
SEP 18 2003
MSXI

TO:

Mr. Aaron Swartz
General Motors Corp. - Cars-Legal
c/o MSX International, MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326

KIMMEL & SILVERMAN
P.C.

ROBERT M. SILVERMAN *
CRAIG THOR KIMMEL **

* ALSO MEMBER OF NEW YORK AND PENNSYLVANIA BARS
** MEMBER OF NEW YORK AND PENNSYLVANIA BARS
+ ALSO MEMBER OF PENNSYLVANIA BAR
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AMY D. COX+
LOUIS DOBI, JR+
SHANNON M. RYAN+
DANA TARQUINI+
MAYLEE M. MEEKINS+
LINDSAY D. HOFFMAN++

GLENN I. GERBER++
of Counsel

September 10, 2003

VIA REGULAR MAIL AND TELEFAX

Mr. Aaron Swartz
General Motors Corporation
c/o MSX International
MC 336-105-000
1464 John A. Papalas Drive
Lincoln Park, MI 48146-1460

RE: [redacted]v. General Motors Corporation
2002 Chevrolet Trailblazer
VIN: 1GNDT13S62[redacted]
Selling Dealer: Burke Chevrolet, Oldsmobile, Cadillac

Dear Mr. Swartz:

Please take notice that I represent the captioned individual in his claim against General Motors Corporation. Please take the steps necessary to advise all General Motors Personnel and dealership personnel that I am Mr. [redacted]s counsel and there should be no contact with my client, except for contact necessary to implement current repair attempts. I am writing this letter is an effort to work out a pre-litigation settlement and any attempts to contact my client directly will result in the immediate filing of suit and a request for an injunction and sanctions.

As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon. Specifically, the vehicle has been serviced by Burke Chevrolet, Oldsmobile, Cadillac for the numerous electrical defects on five occasions. In addition, repairs were done by Jim Rathman Chevrolet on the inoperable air conditioner and the defective headlights.

Plaintiff hereby demands the statutory repurchase of his vehicle, plus payment of counsel fees and costs in the bottom line amount of $1,500.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal General Motors Customer.

Please be advised that suit will be filed if we have not reached a settlement on or before 9/30/03. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,

Robert M. Silverman

RMS\gpk

LEASE

GMAC SmartLease® — Monthly Payment

LESSEE (and **CO-LESSEE**) ("You") name and address, including county

[redacted]
ERMA NJ [redacted]
CAPE MAY

LESSOR (Retailer) name, address, and telephone number

BURKE CHEVROLET OLDS CADI INC
227 BAYBERRY DRIVE
CAPE MAY COURT HOUSE, NJ 08210

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).

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID#	Mileage	Primary Use
NEW	2002	CHEVROLET TRAILBLAZER	WAGON	1GNDT13S62[redacted]	150	☒ Personal, Family or Household ☐ Business or Agricultural

Number of Engine Cylinders 8

Transmission	Brakes	Steering Mechanism	Air Conditioning
☒ Automatic	☒ Power assisted	☒ Power assisted	☒ Yes
☐ Manual	☐ Manual	☐ Manual	☐ No

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

Manufacturer's Suggested Retail Price shown on window sticker, if any $ 29625.00

Dealer Installed Options:

FEDERAL CONSUMER LEASING ACT DISCLOSURES

Amount Due at Lease Signing or Delivery (Itemized Below)*
$ 5900.00

Monthly Payments
Your first monthly payment of $ 266.89 is due on 03/28/2002, followed by 35 payments of $ 266.89 due on the 28TH of each month.
The total of your monthly payments is $ 9608.04

Other Charges (not part of your monthly payment)
Disposition fee (if you do not purchase the vehicle) $ N/A
$ N/A
Total $ N/A

Total of Payments (The amount you will have paid by the end of the lease.)
$ 14966.15

*Itemization of Amount Due at Lease Signing or Delivery

Amount Due at Lease Signing or Delivery:

Capitalized cost reduction	$ 4441.13
First monthly payment	$ 266.89
Refundable security deposit	$ 275.00
Title fees	$ N/A
Registration fees	$ 202.30
Sales/use tax	$ 714.68
N/A	$ N/A
N/A	$ N/A
Total	$ 5900.00

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

Net trade-in allowance	$ N/A
Rebates and noncash credits	$ N/A
Amount to be paid in cash	$ 5900.00
Total	$ 5900.00

Your monthly payment is determined as shown below:

Gross capitalized cost. The agreed upon value of the vehicle ($ 27610.00) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)		$ 28205.00
Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	–	$ 4441.13
Adjusted capitalized cost. The amount used in calculating your base monthly payment	=	$ 23763.87
Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	–	$ 16293.75
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	–	$ 7470.12
Rent charge. The amount charged in addition to the depreciation and ...		

the lease term. = $ 2470.12

Rent charge. The amount charged in addition to the depreciation and any amortized amounts + $ 2137.92

Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge = $ 9608.04

Lease term. The number of months in your lease ÷ 36

Base monthly payment = $ 266.89

Monthly sales/use tax (estimated) + $ N/A

_____ + $ N/A

Total monthly payment = $ 266.89

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.

Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12,000 miles per year at the rate of $ .20 per mile.

Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for $ 16293.75, plus official fees and taxes.

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.

1. ITEMIZATION OF GROSS CAPITALIZED COST.

Agreed upon value of the vehicle		$ 27610.00
GMAC administrative fee	+	$ 595.00
License/registration/title fees	+	$ N/A
Sales tax	+	$ N/A
Other tax (describe)	+	$ N/A
Optional service contract	+	$ N/A
Optional life insurance	+	$ N/A
Optional disability insurance	+	$ N/A
N/A	+	$ N/A
N/A	+	$ N/A
Gross Capitalized Cost	=	$ 28205.00

2. THE VEHICLE YOU ARE TRADING. N/ (year) (make) (model)

Gross trade-in value		$ N/A
Payoff	−	$ N/A
Net trade-in value	=	$ N/A

3. 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		$ 5900.00
Total of monthly payments (other than first monthly payment)	+	$ 9341.15
Security deposit and any life or disability insurance	−	$ 275.00
Price if you buy at scheduled lease end	+	$ 16293.75
Total cost of the lease plus any related official fees and taxes	=	$ 31259.90

4. 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		$ 1321.58
Title fees		$ N/A
Registration fees		$ 506.90

7. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus $20.

8. 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 _____ Age _____

Co-Lessee's Signature _____ Age _____

9. 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.
We are giving 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.

10. OPTIONAL SERVICE OR MAINTENANCE CONTRACT.

Name N/A

Term _____ months, _____ 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.

11. ASSIGNMENT BY LESSOR

4. 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	$ 1321.58
Title fees	$ N/A
Registration fees	$ 606.90
License fees	$ N/A
Sales/use taxes (including tax on capitalized cost reduction)	$ 714.68
Excise taxes	$ N/A
Personal property taxes	$ N/A
Other (describe) N/A	$ N/A

5. LATE CHARGE. If you do not pay a monthly payment 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.

6. EXCESS MILEAGE CHARGE. The total allowed mileage on the odometer at lease end is:

Starting odometer mileage		150 miles
Standard mileage allowance	+	36,000 miles
Purchased extra miles	+	N/A miles
Total allowed mileage	=	36150 miles.

You are paying $ N/A for extra miles. At scheduled lease end, we will credit you with $ N/A per mile for each unused extra mile you purchased. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

The excess mileage charge is $ .20 per mile for each mile beyond 36150 miles. If the lease ends early, 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.

10. OPTIONAL SERVICE OR MAINTENANCE CONTRACT.

Name N/A

Term _____ months, _____ 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.

11. ASSIGNMENT BY LESSOR.

☒ 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

666 BUSINESS CENTER DR
HORSHAM, PA 19044
1-800-200-4622

The assignee may designate Vehicle Asset Universal Leasing Trust, or its trustee, as agent to hold title for the benefit of the assignee on the vehicle's certificate of title and/or registration.

The sale and assignment will not be considered to change materially your duties, burden, or risk under this lease. Neither the assignee nor Vehicle Asset Universal Leasing Trust will have to make any repairs to the vehicle, get any insurance, or perform any service Lessor has agreed to perform under this lease. You will look only to Lessor for these services.

After assignment, GMAC will service this lease, if GMAC is the assignee or if GMAC helped to arrange this lease. You must then make all payments to GMAC (for its or the assignee's account) or as otherwise directed. If we assign this lease, you will not receive notice of assignment.

THIS IS THE ENTIRE AGREEMENT. This lease contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding. We may delay or refrain from enforcing any of our rights under this lease without losing them. Lessee (and Co-Lessee) initials _____.

NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT CAPE MAY COURT HOUSE (city), NJ (state) ON MAR (month) 28TH (day) 2002 (year)

LESSEE [redacted]

BY: _____

CO-LESSEE: _____

BY: _____

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 acknowledge that they have had at least one business day to review this lease before signing it.

Lessee (and Co-Lessee) initials _____

LESSOR: BURKE CHEVROLET OLDS CADI INC BY: _____ TITLE: _____ DATE: _____

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 as 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: BURKE CHEVROLET OLDS CADI INC BY: _____ TITLE: _____

ODOMETER DISCLOSURE STATEMENT

41469

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, BURKE CHEVROLET OLDS CADI INC (TRANSFEROR'S NAME - PRINT) state that the odometer now reads 150 (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: CHEV

MODEL: TRAILBLAZER BODY TYPE: WAGON

VEHICLE IDENTIFICATION NUMBER: 1GNDT13S62[redacted]

YEAR: 2002

TRANSFEROR'S NAME: BURKE CHEVROLET OLDS CADI INC (PRINTED NAME)

TRANSFEROR'S ADDRESS: 227 BAYBERRY DRIVE (STREET)

CAPE MAY COURT HOUSE, NJ 08210
(CITY) (STATE) (ZIP CODE)

TRANSFEROR'S NAME X: [signature] (SIGNATURE)

DATE OF STATEMENT: 28 MAR 2002

TRANSFEREE'S NAME: RICHARD D. ROACH JR.

TRANSFEREE'S ADDRESS: 49 TROTTER WAY (STREET)

[redacted] NJ 08204
(STATE) (ZIP CODE)

TRANSFEREE'S NAME [redacted] (SIGNATURE)

(PRINTED NAME)

FORM # NAF-65-2 2 PART
NAF-65-3 3 PART

Motor Vehicle Services

NEW JERSEY

DIRECTOR
DIVISION OF MOTOR VEHICLES

LEASED VEHICLE REGISTRATION

PLATE NO: [redacted] GOOD THRU: 03/2004

VIN: 1GNDT13S6224[redacted]

CHE 2002 WAGON BL TRA WC:8

VAULT PASSENGER 08

555 BUSINESS CENTER DR CC:94000 00001 90440

HORSHAM PA 19044 RENEWAL PT:PA

FEE: 74.00 [redacted]

BURKE MOTOR GROUP

227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000
www.burkemotorgroup.com

[redacted]

COPY

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[redacted]

ERMA, NJ [redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 53 JOHN DELEENER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	02	CHEVROLET TRAIL BLAZ	1GNDT13S622[redacted]		24549/24550	284..

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002						CASH	05AUG2003

R.O. OPENED	READY	OPTIONS:
11:05 31JUL03	16:39 05AUG03	STK:D2443 ENG:133512

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES "RIGHT FRONT POWER WINDOW IS INOPERATIVE."			
M001 REPLACE RIGHT FRONT DOOR SWITCH(MODULE)			
934WCHV4			(N/C)
1 15180057 F-SWITCH			(N/C)
**********			
B CUST STATES "HEADLIGHTS STOP WORKING AT TIMES."			
M001 REPLACE HEADLAMP SWITCH			
934WCHV4			(N/C)
1 15157676 F-SWITCH			(N/C)
1 Z5000 FREIGHT			(N/C)
**********			
C CUST STATES "TAILIGHTS STOP WORKING AT TIMES."			
M001 REFER TO LINE B			
934WCHV4			(N/C)
**********			
D CUST STATES "INSTRUMENT PANEL LIGHTS AND RADIO WILL STOP WORKING AT TIMES."			
R0750 RECEIVER, RADIO - RETURN TO AC-DELCO REMOVE AND REPLACE RADIO			
934WCHV4			(N/C)
**********			

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

BURKE MOTOR GROUP

227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000

8[redacted] [redacted]

[redacted]

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HOME: [redacted] BUS:

PAGE 1

CHEVROLET OLDSMOBILE Cadillac PONTIAC BUICK GMC

SERVICE ADVISOR: 292 CAROLYN TIRELLI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	2002	CHEVROLET BLAZER	1GNDT13S622[redacted]		11695/11695	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002			17:00 26NOV02			CASH	26NOV2002

R.O. OPENED	READY	OPTIONS:
09:27 26NOV02	10:22 26NOV02	STK:D2443 ENG:133512

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LUBE,OIL & FILTER CHANGE			
LOF LUBE,OIL & FILTER CHANGE			
374 CT		13.95	13.95
1 25014377 OIL FLTR	6.75	6.50	6.50
LUBE OIL			
CC		4.50	4.50
**********			
B TIRE ROTATION			
TR TIRE ROTATION			
374 CT		19.95	19.95
**********			

WE THANK YOU FOR YOUR BUSINESS.IF YOU ARE
HAPPY WITH ... PLEASE TELL OTHERS, IF
...IKE AT 465-6000 EXT.144
...QUESTION WITH YOUR BILL
...00 EXT.146 OR MIKE AT
... & GENE EXT.149 AND
...PRIOLE SERV.SUPERVISOR.

BURKE MOTOR GROUP, Inc.
Stone Harbor Blvd. & Bayberry Dr.
CAPE MAY COURT HOUSE, NJ 08210
Phone (609) 465-6000

173916
RECEIPT NO.

Dick Roach
DATE 11.27.02
$ 47.59

RECEIVED OF RO [redacted]

DETAIL	ACCOUNT	NOTE	HOW PAID
AMOUNT DUE			CASH
AMOUNT PAID		MC	CHECK
			CREDIT CARD
			DRAFT
BALANCE DUE			MONEY ORDER

$ 47.59

BY Thank You Reynolds and Reynolds

FORM CTM-139-NC (10/98)

...HALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE ...MATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE ... SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO ... THERE WAS NO INDICATION FROM THE APPEARANCE OF THE ... OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED ...HIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ..., NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS ...E AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT ...ION AT THE SERVICING DEALER FOR INSPECTION BY ...URER'S REPRESENTATIVE.

...ALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	33.90
PARTS AMOUNT	6.50
GAS, OIL, LUBE	4.50
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	44.90
LESS INSURANCE	0.00
SALES TAX	2.69
PLEASE PAY THIS AMOUNT	47.59

illeck cust

[redacted]

[redacted]

COPY

[redacted]

ERMA NJ [redacted]
HOME: [redacted] BUS:

BURKE MOTOR GROUP

227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000

INVOICE

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 292 CAROLYN TIRELLI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	2002	CHEVROLET BLAZER	1GNDT13S62242[redacted]		12373/12373	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002			17:00 10DEC02			CASH	11DEC2002

R.O. OPENED	READY	OPTIONS:
09:09 10DEC02	07:52 11DEC02	STK:D2443 ENG:133512

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STS INSTRUMENT PANEL GOES OUT WHILE DIVING AND THEN TURNS VEH
OFF AND DASH COMES BACK ON
CAUSE: BULLETIN
M001 CALIBRATION ERROR RECLAIBRATE IPC AS PER
BULLETIN
828WCHV4 (N/C)

****

B CUST STS RUBBING SOUND IN STEERING BOTH LEFT OR RIGHT ON FULL TURN
M001 FOUND INTERMEDIATE STEERING SHAFT DRY JOINT
DY LUBE AS PER BULLETIN
828WCHV4 (N/C)

****

WE THANK YOU FOR YOUR BUSINESS.IF YOU ARE HAPPY WITH OUR SERVICE PLEASE TELL OTHERS, IF NOT TELL US. CONTACT MIKE AT 465-6000 EXT.144
IF YOU HAVE ANY QUESTION WITH YOUR BILL CALL MARLENE AT 465-6000 EXT.146 OR MIKE AT EXT.145 PARTS DEPT.KEN & GENE EXT.149 AND AGAIN THANK YOU! MIKE PRIOLE SERV.SUPERVISOR.

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

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CUSTOMER SIGNATURE

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

BURKE MOTOR GROUP

227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000

846051G 107414

[redacted] COPY

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ERMA NJ 0[redacted]
HOME: ([redacted] BUS:

PAGE 1

SERVICE ADVISOR: 642 KYM WHARTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	2002	CHEVROLET BLAZER	1GNDT13S6224[redacted]		15635/15635	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002			17:00 13MAR03			CASH	13MAR2003

R.O. OPENED	READY	OPTIONS:
12:52 13MAR03	13:42 13MAR03	STK:D2443 ENG:133512

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	BRAKE INSPECTION PULL WHEELS - CLEAN & ADJUST AS REQUIRED. SOME VEHICLES SLIGHTLY HIGHER.							
	B010		BRAKE INSPECTION PULL WHEELS - CLEAN & ADJUST AS REQUIRED. SOME VEHICLES SLIGHTLY HIGHER.					
			96	CT			43.33	43.33
1	12345754		CLEANER-B			6.62	6.62	6.62

****

WE THANK YOU FOR YOUR BUSINESS. IF YOU ARE HAPPY WITH OUR SERVICE PLEASE TELL OTHERS, IF NOT TELL US. CONTACT MIKE AT 465-6000 EXT.144 IF YOU HAVE ANY QUESTION WITH YOUR BILL CALL KYM WHARTON AT 465-6000 EXT.146 OR MIKE EXT.145 PARTS DEPT.KEN & GENE EXT.149 AND AGAIN THANK YOU! MIKE PRIOLE SERV.SUPERVISOR.

BURKE MOTOR GROUP, Inc.
Stone Harbor Blvd. & Bayberry Dr.
CAPE MAY COURT HOUSE, NJ 08210
Phone (609) 465-6000

182634
RECEIPT NO. *

RECEIVED OF Richard Roach

DATE 03.14.03

RO [redacted]

$ 52.95

DETAIL	ACCOUNT	NOTE	HOW PAID	
AMOUNT DUE			CASH	
AMOUNT PAID		MC	CHECK	
			CREDIT CARD	X
BALANCE DUE			DRAFT	
			MONEY ORDER	

$52.95

BY

Thank You

FORM CTM-139-NC (10/98) Reynolds and Reynolds

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

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	43.33
PARTS AMOUNT	6.62
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	49.95
LESS INSURANCE	0.00
SALES TAX	3.00
PLEASE PAY THIS AMOUNT	52.95

BURKE MOTOR GROUP

227 Bayberry Drive
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www.burkemotorgroup.com

[redacted]

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A, NJ [redacted]
E: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 53 JOHN DELEENER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
E	02	CHEVROLET BLAZER	1GNDT13S6224[redacted]		24330/24330	

L DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
AR2002			17:00 28JUL03			CASH	28JUL2003

R.O. OPENED	READY	OPTIONS: STK:D2443 ENG:133512
50 28JUL03	13:10 28JUL03	

E OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
ENTAL 3 DAYS			
SE: RENTAL			
Z7903 RENTAL 3 DAYS			
984WCHV4			(N/C)

ASE NOTE: 3 RENTAL DAYS REQUIRED. VEHICLE IN SATURDAY. REFER TO 112272. CLOSED IN ERROR.

****

REPAIR R/FRONT LOW BEAM AND R/R TAILIGHT

M001 REPLACE RIGHT FRONT HEADLIGHT BULB AND RIGHT REAR TAILIGHT BULB

262WCHV4 (N/C)

Said they replaced the wiring to front headlight, and whole tail light assembly. Not true tail light same

****

WE THANK YOU FOR YOUR BUSINESS. IF YOU ARE HAPPY WITH OUR SERVICE PLEASE TELL OTHERS, IF NOT TELL US. CONTACT MIKE AT 465-6000 EXT.143 IF YOU HAVE ANY QUESTION WITH YOUR BILL CALL MARK RUFFU AT 465-6000 EXT.146 OR JOHN EXT.145 PARTS DEPT.KEN & GENE EXT.149 AND AIN THANK YOU! MIKE PRIOLE SERV.SUPERVISOR.



BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE ORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE OWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO NER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE HICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED DER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY CIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS AIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT TIFICATION AT THE SERVICING DEALER FOR INSPECTION BY NUFACTURER'S REPRESENTATIVE.

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

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CUSTOMER SIGNATURE

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

BURKE MOTOR GROUP

227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000
www.burkemotorgroup.com

[redacted]

COPY

INVOICE

[redacted]

ERMA, NJ [redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 53 JOHN DELEENER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	02	CHEVROLET BLAZER	1GNDT13S6224[redacted]		24329/24329	T129

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
28MAR2002			17:00 25JUL03			CASH	25JUL2003

R.O. OPENED	READY	OPTIONS: STK:D2443 ENG:133512
07:52 23JUL03	14:06 25JUL03	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LUBE, OIL & FILTER SOME VEHICLES SLIGHTLY HIGHER.			
LOF LUBE, OIL & FILTER SOME VEHICLES SLIGHTLY HIGHER.			
262 CC		16.25	16.25
1 89032612 FILTER	6.50	6.50	6.50
5 12345621 OIL10W30B	2.20	1.10	5.50
1 12345621 OIL10W30B	2.20	2.20	2.20
**********			
B CUST STATES "CD PLAYER SKIPS."			
J9995 CUSTOMER CONCERN NOT DUPLICATED			
262WCHV4			(N/C)
**********			
C CUST STATES "RIGHT FRONT POWER WINDOW IS INOPERATIVE."			
C0182 REGULATOR, FRONT DOOR WINDOW - R&R OR REPLACE RIGHT POWER			
262WCHV4			(N/C)
1 15205951 REGULATOR			(N/C)
**********			
D 03012 TRANSMISSION SHIFT LOCK AND IGNITION KEY REMOVAL			
CAUSE: RECALL			
V0994 TRANSMISSION SHIFT LOCKAND IGNITION KEY REMOVAL OVERRIDE C			
262WCHV4			(N/C)
1 15107204 PLUG			(N/C)
FC: 96			
PART#: 15107204			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
MA			

IMPORTANT
You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us COMPLETELY SATISFIED, please contact our Service Team immediately. Your satisfaction is our No.1 concern. Thank You Burke Motor Group 609-465-6000

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

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

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CUSTOMER SIGNATURE

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

Enterprise
1 800 rent-a-car

ERAC - 17EE REV.

ENTERPRISE LEASING COMPANY OF PHILADELPHIA
24 HOUR C/O BURKE 516 STONE HARBOR BLV 609-522-1119
CAPE MAY COURTHSE NJ 08210-2418

MO 8:00A- 5:00P TU 8:00A-5
WE 8:00A- 5:00P TH 8:00A-5
FR 8:00A- 5:00P SA 9:00A-12
1719 SU CLOSED

RENTAL AGREEMENT NO. D 81

OUT: 7/28/03 11:31 AM
IN: 7/26/03
START CHARGES IF DIFFERENT

RENTAL SOURCE # M001871 I.D. # 020
TYPE D

RENTER [redacted]
ADDRESS [redacted] HOME PHONE [redacted]
CITY CAPE MAY STATE NJ ZIP [redacted] OFFICE PHONE
LOCAL ADDRESS OTHER PHONE

DRIVER'S LICENSE [redacted] STATE NJ EXPIRES 9/30/05
DOB 9/20/80 HEIGHT 6'2 WEIGHT EYES HAIR
SOCIAL SECURITY # EMPLOYER

NO CHARGE

DAY = 24 HOUR PERIOD
HOURS @ 10.00/HOUR
DAYS @ 3 30.00/DAY

ORIGINAL VEHICLE
COLOR Tan LICENSE NO.
MODEL Malibu 85396
MILEAGE IN
MILEAGE OUT 45591
DRIVEN

CONDITION AGREED TO X RENTER
X = DENT / SCRATCH O = MISSING

FUEL OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F (0)
FUEL IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

REPLACEMENT VEHICLE
OUT
COLOR LICENSE NO.
MODEL ECAR #
MILEAGE IN
MILEAGE OUT
DRIVEN

CONDITION AGREED TO X RENTER
X = DENT / SCRATCH O = MISSING

FUEL OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
FUEL IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

Insurance Co.: NJ MANSURA
Agency Name:
Policy #:
Comp/Coll. Deductible:

BILL TO COMPANY BURKE CHEVROLET CADILLAC**
ADDRESS 327 BAYBERRY DRIVE
CITY CAPE MAY COUNTY STATE NJ ZIP 08210
ATTN: MARC** PHONE 609-465-6000 EXT.

RENTER ACCEPTS DAMAGE RESPONSIBILITY X RENTER OK
RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE X RENTER RDI
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) X RENTER OK
RENTER REQUESTS OPTIONAL DAMAGE WAIVER (DW) AT DAILY FEE SHOWN IN ADJACENT COLUMN. THIS IS NOT INSURANCE. SEE TERMS & CONDITIONS AND RENTAL AGREEMENT TICKET JACKET X RENTER
RENTER REQUESTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT DAILY FEE SHOWN IN ADJACENT COLUMN X RENTER
RENTER REQUESTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT DAILY RATE SHOWN IN ADJACENT COLUMN X RENTER

ADDITIONAL AUTHORIZED DRIVER – NONE PERMITTED WITHOUT ENTERPRISE'S APPROVAL
I request Enterprise's permission to allow AGE LICENSE NO. NO OTHER DRIVER PERMITTED STATE EXP.

Who is [redacted] ble for me and in my behalf. I am responsible ditions of this agreement.
X RENTER [redacted] AUTH. BY ENTERPRISE'S REP TW

PERMISSION GRANTED FOR VEHICLE TO LEAVE THE STATE OF RENTAL
YES X NO Authorized states of operation NJ AUTH. BY ENTERPRISE'S REP TW

NO GASOLINE REFUND - 1 DAY MINIMUM
ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT INCLUDING RENTAL AGREEMENT: TICKET JACKET
I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON BOTH SIDES OF THIS PAGE AND THE ATTACHED RENTAL AGREEMENT: TICKET JACKET WHICH IS HEREBY INCORPORATED IN AND A PART OF THIS AGREEMENT. MY SIGNATURE BELOW IS CONSIDERED TO HAVE BEEN MADE ON ANY APPLICABLE CREDIT CARD VOUCHER AND I AUTHORIZE ENTERPRISE TO PROCESS SUCH VOUCHER FOR ADVANCE DEPOSITS AND CHARGES INCURRED, INCLUDING PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. SEE REVERSE FOR LIABILITY RESTRICTIONS.

R [redacted] DATE 7/26/03
ENTERPRISE REP. X Tawn EMPL # 26631

WILL RETURN CAR BY	DATE/TIME		ORIG. DEP.	AMOUNT	PD BY	TYPE	DATE PD.	AUTH #
EXT TO	7/28/03 11:30 AM		ADDT'L DEP.			4482		
EXT TO			ADDT'L DEP.	30.00	VISA	AUTH 7/26	56615A	
EXT TO			ADDT'L DEP.					
EXT TO			ADDT'L DEP.					

ADDITIONAL INFORMATION:

PLEASE USE PART PARTS

TAX 6.0 % 5
FUEL CHARGE 4.00 EIGHTH
CDW/SECFE 2.00/DAY
TOTAL CHARGES 101

DEPOSITS
REFUNDS
AMOUNT DUE
CLOSED BY

PAID BY	CASH	CHECK	CR. C.

RECEIPT FOR CASH REFU
DATE RECEIVED BY X AMOUNT

CLAIM INFORMATI
POL. OR CL #. NEED RO
INSD.
LOSS DATE THEFT ACCID
PHONE 609-465-6000
REPAIR SHOP BURKE CHEVROLDS
TYPE CAR 02 TRI BLZR

CUSTOMER COPY - ADDITIONAL STIPULATIONS ON REV

BURKE CHEVROLET-OLDS-CADILLAC, Inc

Stone Harbor Blvd. & Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000

[redacted]

[redacted]

INVOICE

COPY

ERMA NJ [redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 8 MIKE PRETTYMAN EXT145

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	2002	CHEVROLET BLAZER	1GNDT13S622[redacted]		3353/3353	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002			17:00 20MAY02			CASH	20MAY2002

R.O. OPENED	READY	OPTIONS:
08:22 20MAY02	16:12 20MAY02	STK:D2443 ENG:133512

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LT FR DOOR SPEAKER IN-OP			
PO PART ORDERED SPEAKER			
262 CC		0.00	0.00
**********			
B LUBE OIL & FILTER CHANGE SPECIAL			
LOFS LUBE OIL & FILTER CHANGE SPECIAL			
262 CC		10.95	10.95
1 25014377 OIL FLTR	6.75	6.50	6.50
LUBE OIL			
CC		4.50	4.50
**********			
C 2 SCRATCHES , SEE JIM MCCARTY			
NC NO CHARGE			
984 IC			(N/C)
LUBE OIL			(N/C)

165987 *
RECEIPT NO.

(609) 465-6000

RECEIVED OF Koach / Ro# [redacted]

DATE 05.21.02

$ 23.27

****
YOUR BUSINESS.IF YOU ARE
PLEASE TELL OTHERS, IF
E AT 465-6000 EXT.143
JESTION WITH YOUR BILL
0 EXT.146 OR MIKE AT
& GENE EXT.149 AND
RIOLE SERV.SUPERVISOR.

DETAIL	ACCOUNT	NOTE	HOW PAID	
AMOUNT DUE			CASH	✓ 23.27
AMOUNT PAID			CHECK	
			CREDIT CARD	
			DRAFT	
BALANCE DUE			MONEY ORDER	

BY Lynn

Thank You

RM CTM-139-NC (10/98)

Reynolds and Reynolds

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	10.95
PARTS AMOUNT	6.50
GAS, OIL, LUBE	4.50
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	21.95
LESS INSURANCE	0.00
SALES TAX	1.32
PLEASE PAY THIS AMOUNT	23.27

Jim Rathmann CHEVROLET CHEVY TRUCKS

800 S. HARBOR CITY BLVD. (U.S. HWY 1)
MELBOURNE, FLORIDA 32901-1996
(321) 723-3611 TOLL FREE: 1-800-735-3611
SERVICE DIRECT: (321) 726-4251

SERVICE INVOICE

Signature SERVICE

STATE OF FLORIDA REGISTRATION # MV-04878

COPY

STOMER NO. [redacted]	ADVISOR HENRY J HAMPTONSIA 570	TAG NO. 6176	INVOICE DATE 03/18/03	INV# [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 16,783	COLOR /	STOCK NO.
CAPE MAY, NJ [redacted]	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/TRAILBLAZER/2 DOO		DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. 1GNDT13S622[redacted]		SELLING DEALER NO.		PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	P.O. DATE 03/17/03		
[redacted]	COMMENTS				MO: 16783

OB# 1 CHARGES

ABOR
1 21CVZ03 A/C NOT COOLING TECH(S):1216 WARRANTY
CUSTOMER STATES A/C NOT COLD
OWNER STATES THAT THE A/C IS BLOWING COLD AIR
ACCUMULATOR SWITCH LEAKING R-134
REPLACED ACCUMULATOR SWITCH EVAC AND RECHARGE SYSTEM

ARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	2	12356150	R134 REF 8.800		WARRANTY
	1	1132749	SWITCH 9.172		WARRANTY
	1	52450548	SEAL 8.927		WARRANTY
			TOTAL PARTS		0.00

OB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

OB# 2 CHARGES

ABOR
2 51CVZ05 HEADLIGHTS TECH(S):1216 WARRANTY
OWNER STATES THAT THE FRONT PASS SIDE HEAD LIGHT IS OUT
BULB BURNED OUT
REPLACED RIGHT SIDE LOW BEAM HEADLAMP BULB.

ARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	1999366	BULB 2.727		WARRANTY
			TOTAL PARTS		0.00

OB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

OMMENTS
EAVE CAR

Also Replaced Brake light here as I was having We noticed it and the replaced real quick

As the Service Director, I pledge that our technicians are well-trained and fully qualified to do the repairs correctly, based on the information on this repair order.
Thank you.

X Tony Hannigan

DISCLAIMER OF WARRANTIES

The seller JIM RATHMANN CHEVROLET hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JIM RATHMANN CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product. (P.L. 93-637).

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. The seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any 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 mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto, and any reasonable attorney's fees.

CUSTOMER'S SIGNATURE _____

 [CONTINUED ON NEXT PAGE] 09:38am

BURKE MOTOR GROUP

227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000

[redacted]

COPY

INVOICE

PAGE 1

[redacted]
ERMA NJ
HOME: [redacted] BUS:

SERVICE ADVISOR: 8 MIKE PRETTYMAN EXT145

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	2002	CHEVROLET BLAZER	1GNDT13S622[redacted]		15460/15460	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002			17:00 06MAR03			CASH	07MAR2003

R.O. OPENED	READY	OPTIONS:
09:29 06MAR03	16:00 07MAR03	STK:D2443 ENG:133512

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
1 LUBE OIL & FILTER CHANGE SPECIAL				
LOFS LUBE OIL & FILTER CHANGE SPECIAL				
23 CT			15.95	15.95
1 25010792 OIL FLTR		6.50	6.50	6.50
LUBE OIL				
CT			4.50	4.50
**********				
1 CUST STS BRAKES JERK AT ALMOST COMPLEAT STOP				
B9995 CUSTOMER CONCERN NOT DUPLICATED				
23WCHV4				(N/C)

********** YOU FOR YOUR BUSINESS.IF YOU ARE
ASE TELL OTHERS, IF
AT 465-6000 EXT.144
TION WITH YOUR BILL
00 EXT.146 OR MIKE
ENE EXT.149 AND
LE SERV.SUPERVISOR.

RECEIVED OF Dick Koach

RO [redacted]

DATE 02.10.03

$ 28.57

DETAIL	ACCOUNT	NOTE	HOW PAID
AMOUNT DUE			CASH
AMOUNT PAID		MC	CHECK
			CREDIT CARD X $ 28.57
BALANCE DUE			DRAFT
			MONEY ORDER

FORM CTM-139-NC (10/98)

BY

Thank You

Reynolds and Reynolds

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

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

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	15.95
PARTS AMOUNT	6.50
GAS, OIL, LUBE	4.50
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	26.95
LESS INSURANCE	0.00
SALES TAX	1.62
PLEASE PAY THIS AMOUNT	28.57

[redacted]

[redacted]

BURKE MOTOR GROUP

227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000

INVOICE

[redacted]

ERMA NJ [redacted]
IOME: 6[redacted] BUS:

PAGE 1

CHEVROLET OLDSMOBILE CADILLAC PONTIAC BUICK GMC

SERVICE ADVISOR: 642 KYM WHARTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	2002	CHEVROLET BLAZER	1GNDT13S6224[redacted]		18780/18780	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18MAR2002			17:00 08APR03			CASH	08APR2003

R.O. OPENED	READY	OPTIONS: STK:D2443 ENG:133512
18:27 08APR03	09:03 08APR03	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
CUSTOMER STATES THE LH INSIDE DOOR BEZEL IS BROKEN, INSTALL SOP BEZEL								
M001	LEFT SIDE DOOR BEZEL WORN, INSTALLED NEW BEZEL ON LEFT FRONT DOOR							
	374WCHV4							(N/C)
1	15155148	BEZEL						(N/C)

****

WE THANK YOU FOR YOUR BUSINESS.IF YOU ARE HAPPY WITH OUR SERVICE PLEASE TELL OTHERS, IF NOT TELL US. CONTACT MIKE AT 465-6000 EXT.144 IF YOU HAVE ANY QUESTION WITH YOUR BILL CALL KYM WHARTON AT 465-6000 EXT.146 OR MIKE EXT.145 PARTS DEPT.KEN & GENE EXT.149 AND AGAIN THANK YOU! MIKE PRIOLE SERV.SUPERVISOR.

COPY

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

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CUSTOMER SIGNATURE

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

[redacted]

[redacted]

INVOICE

BURKE MOTOR GROUP

227 Bayberry Drive
CAPE MAY COURT HOUSE, NJ 08210
Phone: (609) 465-6000

ERMA NJ [redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 53 JOHN DELEENER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	2002	CHEVROLET BLAZER	1GNDT13S622[redacted]		18578/18578	T167.

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAR2002			WAIT			CASH	03APR2003

R.O. OPENED	READY	OPTIONS: STK:D2443 ENG:133512
08:07 03APR03	09:03 03APR03	

LINE OPCODE TECH TYPE HOURS			LIST	NET	TOTAL
A LUBE, OIL & FILTER SOME VEHICLES SLIGHTLY HIGHER.					
LOF LUBE, OIL & FILTER SOME VEHICLES SLIGHTLY HIGHER.					
	96	CC		18.95	18.95
1	25014377	OIL FLTR	6.71	6.50	6.50
5	12345621	OIL10W30B	1.10	1.10	5.50
1	12345621	OIL10W30B	2.20	2.20	2.20
**********					
B TIRE ROTATION					
TR TIRE ROTATION					
	96	CC		33.52	33.52
**********					
C CUST STATES "THE INTERIOR PANEL(DRIVER'S DOOR) IS COMING APART."					
SOP PARTS HAVE BEEN SPECIALLY ORDERED FOR THIS REPAIR					
	96	IW5			(N/C)
PART ORDERED # 15155148					
**********					

WE THANK YOU FOR YOUR BUSINESS.IF YOU ARE HAPPY WITH OUR SERVICE PLEASE TELL OTHERS, IF NOT TELL US. CONTACT MIKE AT 465-6000 EXT.144 IF YOU HAVE ANY QUESTION WITH YOUR BILL CALL KYM WHARTON AT 465-6000 EXT.146 OR MIKE EXT.145 PARTS DEPT.KEN & GENE EXT.149 AND AGAIN THANK YOU! MIKE PRIOLE SERV.SUPERVISOR.

COPY

[redacted] Blvd. & Bayberry Dr.
CAPE MAY COURT HOUSE, NJ 08210
Phone (609) 465-6000

183477 *
RECEIPT NO.

EIVED OF Richard Roach

DATE 04.03.03

RO 10857

$ 70.67

DETAIL	ACCOUNT	NOTE	HOW PAID	
AMOUNT DUE			CASH	
AMOUNT PAID		MC	CHECK	
			CREDIT CARD	X $70.67
			DRAFT	
BALANCE DUE			MONEY ORDER	

BY JDH

Thank You

CTM-139-NC (10/98) Reynolds and Reynolds

DESCRIPTION	TOTALS
LABOR AMOUNT	52.47
PARTS AMOUNT	14.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	66.67
LESS INSURANCE	0.00
SALES TAX	4.00
PLEASE PAY THIS AMOUNT	70.67

GENERAL MOTORS BUSINESS RESOURCE CENTER

September 30, 2003

VIA FAX ONLY

Robert Silverman, Esq.
Kimmel & Silverman, P.C.
30 East Butler Pike
Ambler, Pa 19002

Re: [redacted] v. General Motors Corporation
CARS File No. [redacted]
2002 Chevrolet Trailblazer
VIN # 1GNDT13S622[redacted]

Dear Mr. Silverman:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2002 Chevrolet Trailblazer for all defendants. This offer is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at any General Motors dealership prior to the issuance of any funds. Please advise my office of the dealership that your client would like to work with in your written response to our offer. My office will then contact the dealership and provide them with necessary documents for the inspection. The dealership will then contact you to arrange an inspection at a mutually agreeable date and time for your client. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year of the vehicle. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments 19 @ 266.89	5,070.91
Total down payment	4,441.13
License/Title/Registration	202.30
Sales Tax	714.68
Subtotal:	10,429.02
Less Rebates/Incentives	< 900.00 >
Less Usage/Depreciation	< 3,400.00 >
Subtotal:	6,129.02
Attorney's Fees	1,500.00
Subtotal:	7,629.02
* Payoff to lienholder (good through 10/27/03)	20,187.96
* The payoff amount is subject to change if this offer letter is not received in time for the current payoff amount to be processed; however, General Motors will be responsible for paying off the lienholder if the amount should change.	
Repurchase Offer	$ 27,816.98
Total due to attorney and client:	*$ 7,629.02*

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 days from the date of your acceptance of our offer. We will need a copy of your client's registration and social security number and 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 me at the fax number shown below.

Sincerely,

Aaron Swartz
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57466
FAX# 866-359-9721

cc: FILE

Attach.

Client's Signature	Client's Signature
Date	Date

SETTLEMENT AGREEMENT AND RELEASE

This Settlement Agreement and Release is effective as of the latter of the dates set forth opposite the signatures below.

W I T N E S S E T H:

WHEREAS, [redacted], Erma, NJ [redacted] (hereinafter referred to as "Releasor", and General Motors Corporation (hereinafter referred to as "Releasee"), are involved in a dispute regarding a certain 2002 Chevrolet Trailblazer, bearing Vehicle Identification No. (VIN) 1GNDT13S622425023 (hereinafter referred to as "Vehicle"), which Releasor leased from Burke Chevrolet Oldsmobile Cadillac, Inc., located at 227 Bayberry Drive, Cape May Court House, NJ 08210 (hereinafter referred to as the "Dealership") on March 28, 2002 and

WHEREAS, Releasor has voluntarily agreed to resolve this dispute and Releasee denies liability with respect to any and all claims set forth in this action; and

NOW, THEREFORE, in consideration of the settlement of the Suit and of the mutual covenants hereinafter set forth, the parties hereto agree as follows:

1. Releasee agrees to pay Releasor $ 6,129.02 and his attorney $ 1,500.00 and Releasor agrees to turn over possession and clear title of the Vehicle to Releasee, free from any liens and encumbrances. In addition, Releasee agrees to pay off the balance of Releasor's account with GMAC, Account No. 020 9004 34090, in the amount of $ 20,187.96 and terminate the same.

2. Releasor agrees that a material component of this Agreement is that Releasee will be allowed to inspect the Vehicle to determine whether the Vehicle is free from any damage or abuse, other than normal wear and tear usage. Any damages beyond normal wear and tear usage that is noted during the inspection must be repaired and paid for by the Releasor prior to proceeding.

3. That the Vehicle shall not exceed 30,000 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 fifteen cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasee or its authorized dealer.

4. As an express element and condition of this Settlement Agreement and Release, Releasor, individually and on behalf of any and all of his predecessors, successors, heirs, assigns, executors, administrators, agents, attorneys or any other representatives, agree that Releasor shall

Initials: _____

not now or hereafter institute, maintain or assert against Releasee, either directly or indirectly, and agree to release and discharge Releasee from, any and all causes of action, claims, damages, statutory penalties, equitable, legal and administrative relief, interest, attorney fees, demands or rights of any kind or nature whatsoever, whether based on federal, state or local statute, regulation, contract, common law, or any other source, whether known or unknown, that have been, could have been, may or could be alleged or asserted now or in the future by Releasor against Releasee on the basis of, connected with, arising out of, or related to, in whole or in part, the claims asserted in this action.

5. Releasor understands and agrees that this Settlement Agreement and Release shall be considered final and binding upon him.

6. This Agreement may be executed in counter-parts, and when each party has signed and delivered at least one such counter-part, each counter-part shall be deemed an original, and taken together shall constitute one and the same Agreement, which shall be binding and effective as to all parties.

7. This Agreement contains the entire Agreement between the parties hereto and the terms of this Agreement are contractual and not a mere recital. Furthermore, this Agreement supersedes all prior Agreements, understandings or covenants, whether oral or written. This Agreement, and each and every term and provision hereof, shall be governed by and construed in accordance with the laws of New Jersey.

8. It is understood and agreed that this Agreement is being entered into voluntarily and is not based on any representations or statements of any kind by any party or their representatives as to the merits, legal liability or value of Releasor's actions or any matters relating thereto.

9. The parties agree that a fully executed facsimile copy of this Agreement shall be binding on the parties.

10. RELEASOR ACKNOWLEDGES THAT HE HAS READ THIS RELEASE, THAT HE HAS HAD THE BENEFIT OF CONSULTATION WITH LEGAL COUNSEL IN CONNECTION HEREWITH, THAT HE UNDERSTANDS ALL OF ITS TERMS AND THAT HE EXECUTED IT VOLUNTARILY AND WITH FULL KNOWLEDGE OF ITS SIGNIFICANCE AND CONSEQUENCES.

Initials: _____

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF _____.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE _____ DATE SIGNED: _____

WITNESS: _____

_____	_____
Claimant's signature	Claimant's signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code
_____	_____
Social Security Number	Social Security Number

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by Richard D. Roach, Jr..

_____
Signature of Notary Public

_____
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____

Initials: _____

Service Satisfaction Survey

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

[redacted]
Dallas TX
[redacted]

Home telephone [redacted]
Change to: ( )

Please provide us with your preferred Email address:

Dear [redacted]

Our records indicate that you had your **2002 Trailblazer serviced at Powell Chevrolet on June 10, 2003.** 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 Powell 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 JUNE 10, 2003, 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

1GNDS13SX22[redacted]07166
21322380714 00000162379 133037 **057-1** CSI 101321

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 Approx 6 hrs	☑	☐	☐	☐	☐
– The ease of getting your vehicle?	☑	☐	☐	☐	☐
– The condition in which it was returned?	☑	☐	☐	☐	☐

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

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) My head Lamps still flicked at night at the slightest bump.
- ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
	☐	☐	☐	☑	☐

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

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?	Yes	No	Don't Know/ Not Sure
	☐	☑	☐

Summing Up Your Experience

16. **Based on this service visit, overall, how satisfied are you with Powell Chevrolet?**	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
	☐	☐	☑	☑	☐

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

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

19. Are you ... ☐ Male ☑ Female

20. Your age ... ☐ Under 25 ☐ 25 - 34 ☐ 35 - 44 ☑ 45 - 54 ☐ 55 - 64 ☐ 65 or older

21. May we include your name when providing this survey information to your dealership?	Yes	No
	☑	☐

22. Do you have any other comments/recommendations about Powell Chevrolet?

This problem with my head lamps did not exist when I bought the car, However I have had to have them Replaced before. Please Correct the problem

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020

Thank You!!

Your opinions will help us serve you better.

0599

Please return this questionnaire in the self-addressed, postage-paid envelope to:
CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054

0599

1GNDS13SX22 [redacted] 07166
21322380714 7805987972 133037

057-2

NJ Motor Vehicle Work May Take 15 to 20 Days To Be Processed

Retail Order
☐ New ☐ Used
☐ Demo ☐

BURNS PONTIAC GMC TRUCK

Route 70 • Where Cherry Hill meets Marlton
Marlton, NJ 08053 • (856) 983-6060

Motor Vehicle Work will be processed when payment in full is enclosed

CUSTOMER [redacted] DATE 06/15/2002 STOCK NO. 420184

ADDRESS [redacted] ELLMAWR NJ [redacted] 4916

HOME PHONE [redacted] WORK PHONE [redacted] SALESPERSON STEVE BRODY

D.L. # [redacted] SOC. SEC. # 146600344 D.O.B. 09/25/1960

PLEASE ENTER MY ORDER FOR 1902 GMC MODEL ENVOY

BODY TYPE ____ COLOR BLACK MILES 11 (YEAR AND MAKE) SERIAL NO. 1GHDT13S9 [redacted]

INTERIOR TRIM COLOR ____

Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:
- Cash Purchase - Finance Purchase - Lease

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

TO BE DELIVERED ON OR ABOUT

Price of Unit		
Additional Equipment (options)	DECOR PACKAGE	

IF A LEASE, THE FOLLOWING APPLY:

MONTHLY PAYMENT AMOUNT $ 515.00
TERM: 36 MONTHS
MILEAGE PER YEAR 15,000
CASH DUE AT DELIVERY $ 2200.00

IF A PURCHASE, THE FOLLOWING APPLY:

TOTAL PRICE OF VEHICLE		
Less Trade-in		
SUBTOTAL		
WINDOW ETCH REGISTRATION	99	50
TOTAL TAXABLE AMOUNT		
State Sales Tax		
Luxury Tax (If Applicable)		
Registration/Title Fee		
Documentary Fee	139	00
NET PAY-OFF ON TRADE-IN		
TOTAL		
Deposit		
BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY		
BALANCE DUE ON DELIVERY		

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 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. 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 or 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 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 the dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the date of delivery of such vehicle.

/ / X
Date Customer's Signature

WAIVER OF DEALER'S OBLIGATION (Used Vehicle Sale)
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, unless the cause for the vehicle's rejection is an item which is "covered by New Jersey's Used Car Lemon/Warranty Laws (P.L. 1995, Chpt 373).

/ / X
Date Customer's Signature

TRADE-IN DESCRIPTION AND ALLOWANCE

Year ____ Make ____ Model ____
Serial No. ____ Mileage ____
Trade-In Value ____ Date of ____
Less Balance Owed ____
Net Trade-In Allowance ____
Balanced Owed to: ____
Address: ____
Account No. ____
Info. From ____ Good thru ____

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.

/ / X
Date Customer's Signature

Customer agrees that this Order on the face and reverse side and any attachments to it include all the terms and conditions if a sale. Customer further agrees that this Order cancels and supersedes any prior agreements 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 DOCUMENTARY AND 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. I AM [redacted] LEGAL CAPACITY TO ENTER INTO THIS CONTRACT.**

Accepted by: 06/15/2002 X [signature] 06/15/2002 X [redacted]
Date Dealer or Authorized Representative Date Purchaser's Signature

ALL BALANCES MUST BE PAID IN CASH OR CERTIFIED CHECK

THIS IS A SPECIAL ORDER NOT SUBJECT TO CANCELLATION
DEPOSIT NON-REFUNDABLE
IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING

4/98

LEASE
GMAC SmartLease® — Monthly Payment

LESSEE (and **CO-LESSEE**) ("You") name and address, including county

[redacted]
BELLMAWR NJ [redacted]

LESSOR (Retailer) name, address, and telephone number

BURNS PONTIAC, GMC, TRUCK, INC.
ROUTE 70
MARLTON, NJ 08053

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).

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID#	Mileage	Primary Use
NEW	2002	GMC	ENVOY	1GKDS13S92[redacted]	114	☐ Personal, Family or Household ☐ Business or Agricultural

Number of Engine Cylinders _____

Transmission	Brakes	Steering Mechanism	Air Conditioning
☐ Automatic	☐ Power assisted	☐ Power assisted	☐ Yes
☐ Manual	☐ Manual	☐ Manual	☐ No

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

Manufacturer's Suggested Retail Price shown on window sticker, if any $ 37880.00

Dealer Installed Options: [illegible]

FEDERAL CONSUMER LEASING ACT DISCLOSURES

Amount Due at Lease Signing or Delivery (Itemized Below)*
$ 2950.00

Monthly Payments
Your first monthly payment of $ 515.00 is due on 06/15/2002, followed by 35 payments of $ 515.00 due on the 15TH of each month.
The total of your monthly payments is $ 18540.00

Other Charges (not part of your monthly payment)
Disposition fee (if you do not purchase the vehicle) $ N/A
$ N/A
Total $ N/A

Total of Payments (The amount you will have paid by the end of the lease.)
$ 20975.00

*Itemization of Amount Due at Lease Signing or Delivery

Amount Due at Lease Signing or Delivery:		How the Amount Due at Lease Signing or Delivery will be paid:	
Capitalized cost reduction	$ 2179.50	Net trade-in allowance	$ N/A
First monthly payment	$ 515.00	Rebates and noncash credits	$ 750.00
Refundable security deposit	$ N/A	Amount to be paid in cash	$ 2200.00
Title fees	$ N/A		
Registration fees	$ 116.50		
Sales/use tax	$ N/A		
DOCUMENT FEE	$ 139.00		
N/A	$ N/A		
Total	$ 2950.00	Total	$ 2950.00

Your monthly payment is determined as shown below:

Gross capitalized cost. The agreed upon value of the vehicle ($ 35516.86) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)		$ 37096.72
Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	−	$ 2179.50
Adjusted capitalized cost. The amount used in calculating your base monthly payment	=	$ 34917.22
Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	−	$ 19697.60
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	=	$ 15219.62
Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+	$ 3320.38
Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	=	$ 18540.00
Lease term. The number of months in your lease	÷	36
Base monthly payment	=	$ 515.00
Monthly sales/use tax (estimated)	+	$ N/A
	+	$ N/A
Total monthly payment	=	$ 515.00

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.

Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15,000 miles per year at the rate of $ .15 per mile.
Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for $ 20197.60, plus official fees and taxes.
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.

1. ITEMIZATION OF GROSS CAPITALIZED COST. 35516.86

7. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it

Optional service contract ... + $ N/A
Optional life insurance ... + $ N/A
Optional disability insurance ... + $ N/A
N/A ... + $ N/A
N/A ... + $ N/A
Gross Capitalized Cost ... = $ 37036.72

2. THE VEHICLE YOU ARE TRADING. N/A (year) (make) (model)

Gross trade-in value ... $ N/A
Payoff ... − $ N/A
Net trade-in value ... = $ N/A

3. 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 ... $ 2950.00
Total of monthly payments (other than first monthly payment) ... + $ 18025.00
Security deposit and any life or disability insurance ... − $ N/A
Price if you buy at scheduled lease end ... + $ 20197.60
Total cost of the lease plus any related official fees and taxes ... = $ 41172.60

4. 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 ... $ 1473.36
Title fees ... $ N/A
Registration fees ... $ 349.50
License fees ... $ N/A
Sales/use taxes (including tax on capitalized cost reduction) ... $ 984.36
Excise taxes ... $ N/A
Personal property taxes ... $ N/A
Other (describe) DOC FEE ... $ 139.00

5. LATE CHARGE. If you do not pay a monthly payment 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.

6. EXCESS MILEAGE CHARGE. The total allowed mileage on the odometer at lease end is:

Starting odometer mileage ... 114 miles
Standard mileage allowance ... + 45,000 miles
Purchased extra miles ... + N/A miles
Total allowed mileage ... = 45,114 miles.

You are paying $ N/A for extra miles. At scheduled lease end, we will credit you with $ N/A per mile for each unused extra mile you purchased. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

The excess mileage charge is $ .15 per mile for each mile beyond 45114 miles. If the lease ends early, 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.

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 ... Age
Co-Lessee's Signature ... Age

9. 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.
We are giving 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.

10. OPTIONAL SERVICE OR MAINTENANCE CONTRACT.

Name N/A
Term ... months, ... 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.

11. ASSIGNMENT BY LESSOR.

☐ 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
VAULT/GMAC 1-800-200-4622
320 EAGLE ROCK AVE
EAST HANOVER, NJ

The assignee may designate Vehicle Asset Universal Leasing Trust, or its trustee, as agent to hold title for the benefit of the assignee on the vehicle's certificate of title and/or registration.

The sale and assignment will not be considered to change materially your duties, burden, or risk under this lease. Neither the assignee nor Vehicle Asset Universal Leasing Trust will have to make any repairs to the vehicle, get any insurance, or perform any service Lessor has agreed to perform under this lease. You will look only to Lessor for these services.

After assignment, GMAC will service this lease. If GMAC is the assignee or if GMAC helped to arrange this lease, You must then make all payments to GMAC (for its or the assignee's account) or as otherwise directed. If we assign this lease, you will not receive notice of assignment.

THIS IS THE ENTIRE AGREEMENT. This lease contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding. We may delay or refrain from enforcing any of our rights under this lease without losing them. Lessee (and Co-Lessee) initials MK

NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED [redacted] COPY AT MARLTON, NJ (city) (state) ON JUN 15TH 2002 (month) (day) (year)

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

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 acknowledge that they have had at least one business day to review this lease before sig[redacted]

Lessee (and Co-Lessee) Initials [redacted]

LESSOR: BY: TITLE: DATE:

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 as 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: BURNS PONTIAC, GMC, TRUCK, INC BY: TITLE:

GM

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]

VIN: 1GKDT13S922 4[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
B-CASH	$ 750.00	MSV
Lease Loyalty	$ 750.00	LLN
	$	
	$	
	$	
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 _____

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 __/__/__. 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: X [redacted] Date: 6/15/02

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: Sonia Suarez Date: 6/15/02

Dealership Name: Burns Pontiac Dealer Code: 10397

* 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

Reynolds and Reynolds
ORDER TOLL FREE: 1-800-344-0996
FAX: 1-800-631-9055

Home of the NICE GUYS

[redacted]
BELLMAWR, N[redacted]

BURNS PONTIAC INC.
RT 70
MARLTON, NJ 08053

SERVICE ADVISOR: DOLORES FLORIO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
26AUG02	27AUG02	[redacted]	1GKDT13S922[redacted]	[redacted]	T4565		27AUG02	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	IN SERVICE DATE	PREPARED BY	S/A
08:46	08:10	02	GMC ENVOY	[redacted]	VARI	15JUN02	989	98[illegible]

MILEAGE IN	MILEAGE OUT	LICENSE NO.
2642	2642	[redacted]

MISCELLANEOUS COMMENT / LOCATION

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL	COST	SALE	COMP.
A CUSTOMER STATES SHAKING WHEN TURNING								
CAUSE: D								
K999S CUSTOMER CONCERN NOT DUPLICATED								
70 WART4 0.20					(N/C)			
WARRANTY WARRANTY								
70 ISS 0.00					(N/C)			
B CUSTOMER STATES AROUND THIRD BRAKE LIGHT								
LOOKS LIKE GLUE AROUND IT								
99S SUBLET								
70 ISS 0.00					(N/C)			

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

STATEMENT OF DISCLAIMER

DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.

➡ CUSTOMER SIGNATURE

BURNS COLLISION CENTER
"REPAIRS TO ALL MAKES & MODELS"
500 West Route 70 • Marlton, NJ 08053
(609) 983-3311 • FAX 985-9888

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

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

[redacted]

GM Goodwrench QUICK LUBE plus

29 MINUTES OR LESS GUARANTEED, OR THE NEXT ONE'S FREE.

PLEASE CHECK ☐

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 [redacted] ed by dealer, include, but are not limited to, any warranties that such parts and/or accessories are [redacted] vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: X [redacted]

CUST. NO. | STOCK NO. | TAG NO. | COLOR

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVERY DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER

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 [redacted] 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 anti-freeze.

X [redacted]

I hereby waive my right to receive a written estimate of the price to complete the requested repairs [redacted]

X

NAME [redacted]

ADDRESS [redacted]

CITY/STATE/ZIP [redacted]

BILL TO:

METHOD OF PAYMENT

CUSTOMER PAY	$
RYAN	$
GMCPP	$
GE WARRANTY	$
OTHER	$
TOTAL	$

TIME PROMISED

[redacted]

HOME PHONE

BUSINESS PHONE

PARTS TO BE ☐ DISCARDED ☐ SAVED

REVISED ESTIMATE (3) $ No Charge

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

X MSL
CUSTOMER SIGNATURE

ENGINE NO. | TRANSM. NO. | AXLE NO. | PROD. DATE | LABOR RATE

SHUTTLE ☐ RENTAL ☐

METHOD OF PAYMENT
SELLING DEALER
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GMCPP

Get Tape off Paper well OK

Right Back Glass Molding Scratch Tape Mark

Crack Marks on Body

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

DEDUCTIBLE	
CLAIM #	
DATE AUTH.	
CLAIMS REP.	
TOTAL AUTH.	
RENTAL	
DAYS	
@	PER DA
SUBLET	DATE COMPLETED
P.O. #	MILEAGE OUT
TOWING	PARKING SPOT #
MISC.	LOCATION OF WHEEL LOCK KEY

FOREMAN'S SIGNATURE ▶

OCT 03 2003 FR BUSINESS RES CNTR #5 TO 9186623702 P.06/29

PARTS

(A) CAUSE Shaky while turning

CORRECTION

70H Could not Reproduce problem at this time. Tryed several 4wd Simulations forward and Reverse

ON

OFF

B CAUSE All OK.

CORRECTION

ON

OFF

C CAUSE

CORRECTION

ON

OFF

D CAUSE

CORRECTION

ON

OFF

E

ON

OFF

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	OPER. NO.	DIP NO.	TIME	OFF
0	0 2	443190				5

ON

OFF

ON

OFF

Home of the NICE GUYS

[redacted]
BELLMAWR, NJ [redacted]

BURNS PONTIAC INC.
RT 70
MARLTON, NJ 08053

SERVICE ADVISOR: DAVID DODRILL

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST NO	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO
03SEP02	09SEP02	420184	1GKDT13S224 [redacted]	[redacted]	T-475		[redacted]	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	IN SERVICE DATE	PREPARED BY	S/A
09:12	17:26	02	GMC ENVOY	[redacted]	VARI	15JUN02		4550

MILEAGE IN	MILEAGE OUT	LICENSE NO	MISCELLANEOUS COMMENT / LOCATION
2843	2843	[redacted]	

	TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL	COST	SALE	COMP.
A COST STATES IN ALL WHEEL DRIVE FT END SHAKES WHEN TURNING									
R BULLETIN; WAITING FOR NEW DESIGN ENCODER MOTOR									
			74 - ISS	0.00		(N/C)			
LUBE 7.0									
			CPI		7.10	7.10			
			FC:						
B** 3,000 MILE SERVICE									
			30 3,000 MILE SERVICE						
			74 CPI	0.40	9.20	9.20			
			1 25014377 Oil Filter	6.06	6.80	6.80			
			1 35369/6 SEAL	0.91	0.91	0.91			
			1 TOPOFF FLUID	1.67	1.67	1.67			
27501.30									

DESCRIPTION	TOTALS
LABOR AMOUNT	7.20
PARTS AMOUNT	9.58
GAS, OIL, LUBE	7.10
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	23.88
LESS INSURANCE	0.00
SALES TAX	3.34
PLEASE PAY THIS AMOUNT	27.22

STATEMENT OF DISCLAIMER

DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.

[redacted]

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

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

BURNS COLLISION CENTER
"REPAIRS TO ALL MAKES & MODELS"
300 West Route 70 • Marlton, NJ 08053
(609) 983-3311 • FAX 985-9888

BURNS PONTIAC INC.
RT 70
MARLTON, NJ 08053

GM Goodwrench
QUICK LUBE plus
29 MINUTES OR LESS GUARANTEED, OR THE NEXT ONE'S FREE.

PLEASE CHECK ☐

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 unders[redacted] include, but are not limited to, any warranties that such parts and/or accesso[redacted] of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: [redacted]

CUST. NO. 3740232 STOCK NO. [redacted] TAG NO. T4475 COLOR BLACK PAGE 1 OF

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVERY DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
JF2002	1GKDT13S922420184	2843	15JUN02	T1416	02	GMC ENVOY	4550	44375

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

X

...hereby waive my right to receive a written estimate of the price to complete the requested ...pairs.

X

PARTS TO BE ☐ DISCARDED ☐ SAVED

REVISED ESTIMATE (3) $ 27.00

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

CUSTOMER SIGNATURE

NAME [redacted]

ADDRESS [redacted]

CITY/STATE/ZIP BELLMAWR NJ [redacted]

BILL TO:

METHOD OF PAYMENT

CUSTOMER PAY	$
RYAN	$
GMCPP	$
GE WARRANTY	$
OTHER	$
TOTAL	$ 27.22

TIME PROMISED 21:00 03SEP02

[redacted]

HOME PHONE [redacted]

BUSINESS PHONE [redacted]

ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE 15JUN04 LABOR RATE VAR

Rusty

SHUTTLE ☐ RENTAL ☒

METHOD OF PAYMENT CASH
SELLING DEALER 03-09
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GMCPP
A		CUST STATES IN ALL WHEEL DRIVE FT END SHAKES WHEN TURNING	

Loff.

Bulletin & Parts will be out in October

Avoid using Auto 4WD Till Parts Are Available

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

B

74

DEDUCTIBLE	
CLAIM #	
DATE AUTH.	
CLAIMS REP.	
TOTAL AUTH.	
RENTAL	
DAYS	8
@	PER DA
SUBLET	DATE COMPLETED 9/03/02
P.O. #	MILEAGE OUT 2845
TOWING	PARKING SPOT # F/P
MISC.	LOCATION OF WHEEL LOCK KEY

FOREMAN'S SIGNATURE

OCT 03 2003 16:[redacted] FR BUSINESS RES CNTR #5 TO 918662337027 P.09/29

PARTS

AD
VICE

A CAUSE Cust States In All wheel Drive Fnt end shakes

CORRECTION Checked Called Tech Tech Said Parts will Be out in oct & To Avoid using Auto 4WD until october

B CAUSE LOF

CORRECTION

D CAUSE

CORRECTION

E CAUSE

CORRECTION

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	EMP. NO.	OPER. NO.	TIME	OFF	ON
	0	4	79	KRAUSS			

ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF

[redacted]

BLACKWOOD, NJ [redacted]

BURNS
PONTIAC GMC
Home of the NICE GUYS!
Route 70 · Marlton, NJ 08053
Phone: (609) 983-1115
burnspontiacgmc.com

SERVICE ADVISOR DAVID DODRILL

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
01JUL03	01JUL03	420184	1GKDT13S922[redacted]	3[redacted]	T1752		01JUL03	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:03	10:15	02	GMC ENVOY	[redacted]	VARI	15JUN02		[redacted]

MILEAGE IN	MILEAGE OUT	LICENSE NO.
15277	15280	T[redacted]

	TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CUST STATES RECALL						
ISS SHOP SUPPLIES						
	33	CPL	0.00		0.00	0.00
B LUBE,OIL,FILTER AND TIRE ROTATION						
LOFR LUBE,OIL,FILTER AND TIRE ROTATION						
	33	CPL	0.80		26.00	26.00
1 89017342 OIL FLTR				8.02	5.07	5.07
1 3536966 SEAL				0.94	0.83	0.83
1 TOPOFF FLUID				1.67	1.60	1.60
LUBE 7.0						
		CPL			6.45	6.45
FC:						
C** CUST STATES FOUR WHEEL DRIVE IS STILL						
BANGING FOR THE RECORD ONLY						
R DOCUMENTAITON ONLY						
	33	ISS	0.00			(N/C)

DESCRIPTION	TOTALS
LABOR AMOUNT	26.00
PARTS AMOUNT	7.50
GAS,OIL, LUBE	6.45
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	39.95
LESS INSURANCE	0.00
SALES TAX	2.40
PLEASE PAY THIS AMOUNT	42.35

STATEMENT OF DISCLAIMER
DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.

X

BURNS COLLISION CENTER
"REPAIRS TO ALL MAKES & MODELS"
500 West Route 70 · Marlton, NJ 08053
(609) 983-3311 · FAX 985-9888

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

Copy

BURNS PONTIAC INC.
RT 70
MARLTON, NJ 08053

GM Goodwrench QUICK LUBE plus

PLEASE CHECK ☐

29 MINUTES OR LESS GUARANTEED, OR THE NEXT ONE'S FREE.

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 [redacted] include, but are not limited to, any warranties that such parts and/or accessories are of perfo[redacted] of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: X [redacted]

UST. NO. 3740232 STOCK NO. 420184 TAG NO. T1752 COLOR BLACK PAGE 1 OF

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVERY DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
01JUL2003	1GKDT135922[redacted]	15277	15JUN02	[redacted]	02	GMC ENVOY	4550	[redacted]

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 anti-freeze.

X _____

I hereby waive my right to receive a written estimate of the price to complete the requested repairs.

X _____

PARTS TO BE ☐ DISCARDED ☐ SAVED

REVISED ESTIMATE (3) $

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

CUSTOMER SIGNATURE

NAME [redacted]

ADDRESS [redacted]

CITY/STATE/ZIP BLACKWOOD NJ [redacted]

BILL TO:

METHOD OF PAYMENT

CUSTOMER PAY	$
RYAN	$
GMCPP	$
GE WARRANTY	$
OTHER	$
TOTAL	$ 42.35

TIME PROMISED 21:00 01JUL

HOME PHONE [redacted]

BUSINESS PHONE [redacted]

ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE 15JUN04 LABOR RAT VAR

Wait

SHUTTLE ☐ RENTAL ☐

METHOD OF PAYMENT CAS
SELLING DEALER 03-0
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GMGPP
A		COST STATES RECALL SOP pack	
B	LOFR	LUBE,OIL,FILTER AND TIRE ROTATION	
		ALL PARTS ARE NEW	
		UNLESS SPECIFIED	
		OTHERWISE	

DEDUCTIBLE	
CLAIM #	
DATE AUTH.	
CLAIMS REP.	
TOTAL AUTH.	
RENTAL	
DAYS	
@	PER D
SUBLET	DATE COMPLETED 7/1
P.O. #	MILEAGE OUT 15280
TOWING	PARKING SPOT # Mauve
MISC.	LOCATION OF WHEEL LOCK KEY

FOREMAN'S

35

OCT 03 2003 16:47 FR BUSINESS RES CNTR #5 TO 918662337027 P.12/29

PARTS

466993 09:10 01JUL03 EB
B 99017342 OIL FLTR 1 37
B 3536966 SEAL 1 54
B TOPOFF FLUID 1 100

466993 09:54 01JUL03 EB
A 15107204 PLUG 1 200

A CAUSE
CORRECTION Defer LOF + Rotate.

CAUSE
CORRECTION order part for camp

C CAUSE
CORRECTION

D CAUSE
CORRECTION

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	OPER. NO.	EMP. NO.	RUN	OFF	ON
	8	4669	33	KRAMS	AW		

E CAUSE
CORRECTION

[redacted]

BLACKWOOD, NJ [redacted]

SERVICE ADVISOR RONALD CAPALDI

BURNS
PONTIAC-GMC
Home of the NICE GUYS!
Route 70 · Marlton, NJ 08053
Phone: (609) 983-1115
burnspontiacgmc.com

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
30JUL03	05AUG03	420184	1GKDT13S9224[redacted]	3740232	T806		[redacted]	

TIME IN	TIME READY	YEAR	MAKE & MODEL		CUST PAY LABOR RATE	DELIVERY DATE	PREPARED BY	EST.
17:01	17:01	02	GMC ENVOY	[redacted]	VARI	15JUN02		170

MILEAGE IN	MILEAGE OUT	LICENSE NO.
17000	17000	[redacted]

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CUST STATES CLUSTER INOP ONYERMIT					
CAUSE: SHORTED					
N4180 CLUSTER ASSEMBLY, INSTRUMENT PANEL					
R&R OR REPLACE					
	70WARP4	0.90			(N/C)
OLH OTHER LABOR HOURS					
	70WART4	3.00			(N/C)
B CUST STATES OUTSIDE TEMP DISPLAY GIVES ERRATIC READINGS					
D1210 SENSOR, OUTSIDE AIR TEMPERATURE					
REPLACE					
	70WART4	0.60			(N/C)
1 15047946 SENSOR					(N/C)
C CUST STATES BANGING NOISE FRAM DRIVETRAIN IN ALL 4WD OR ALLWHEEL DRIVE SETTINGS BUT NOT IN 2WD					
52 NO WORK PERFORMED - COULD NOT DUPLICATE PROBLEM - REQUEST CUSTOMER TO DRIVE					
	70 ISS	0.00			(N/C)

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

STATEMENT OF DISCLAIMER
DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.

X _____

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(609) 983-3311 • FAX 985-9888

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(SIGNED) _____ GENERAL MANAGER OR AUTHORIZED PERSON DATE

SERVICE COPY

SUNNA PONTIAC INC.
RT 70
MARLTON, NJ 08053

GM Goodwrench QUICK LUBE plus

PLEASE CHECK ☐

29 MINUTES OR LESS GUARANTEED, OR THE NEXT [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 pu[redacted]ncluded by dealer, include, but are not limited to, any warranties that such parts and/or accessories are o[redacted] any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: X [redacted]

ST. NO. 3740292 STOCK NO. [redacted] TAG NO. T806 COLOR BLACK PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVERY DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	PO NUMBER
AUG 2003	1GK01136922 [redacted]	17000	15JUN02	T1416	02	GMC ENVOY	170	[illegible]

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

X

...ereby waive my right to receive a written estimate of the price to complete the requested ...pairs.

X

PARTS TO BE ☐ DISCARDED ☐ SAVED

...VISED ...TIMATE (3) $

...EREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ...OVE REVISED ESTIMATES:

CUSTOMER SIGNATURE

NAME [redacted]

ADDRESS [redacted]

CITY/STATE/ZIP BLACKWOOD NJ [redacted]

BILL TO:

METHOD OF PAYMENT

CUSTOMER PAY	$
RYAN	$
GMCPP	$
GE WARRANTY	$
OTHER	$
TOTAL	$

TIME PROMISED 21:00 30JUL03

HOME PHONE [redacted]

BUSINESS PHONE [redacted]

ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE 15JUN04 LABOR RATE VARI

SHUTTLE ☐ RENTAL ☑

METHOD OF PAYMENT CASH
SELLING DEALER 03-091
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GMCPP
A		CUST STATES CLUSTER INOP ONYERMIT	
		1/ Dennis. soft vone PN 151943 56 803859	
		Case #6226020 3.0 OZH at cost tech line 800-828-6860	
B		CUST STATES OUTSIDE TEMP DISPLAY GIVES ERRATIC READINGS	
		D1210.6 1/ Bob 2/ Alinna 3/ Scott - 990153	
C		CUST STATES BANGING NOISE [illegible] IN ALL 4WD OR ALLWHEEL DRIVE SETTINGS BUT NOT IN 2WD	
		SELL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	
		15096863 6-51	
		OLH 3.0	

#70

DEDUCTIBLE	
CLAIM #	
DATE AUTH.	
CLAIMS REP.	
TOTAL AUTH.	
RENTAL	
DAYS	
@	PER DA
SUBLET	DATE COMPLETED 8-5-03
P.O. #	MILEAGE OUT 17000
TOWING	PARKING SPOT # 22
MISC.	LOCATION OF WHEEL LOCK KEY

FOREMAN'S SIGNATURE

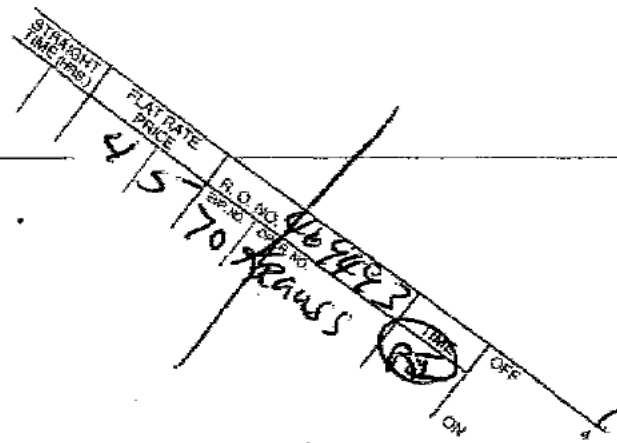
846

PARTS

A CAUSE .8 Clutter inop intermittently
CORRECTION Tryied to Hook up Scan tool
to Reprom clutter during so
am Exoker appeared and would not let
me proceed. called tech assistance

B CAUSE was told that tech line would
CORRECTION Have to Supplie VCI # called
tech line spoke to Bob and got
a VCI # Reprom again would not
accept. called Back spoke to Scott

C CAUSE was told to use production # from IPCI
CORRECTION Tryied to Retrieve # could not. called
Back to tech line spoke to alina she
said the the # was on the back of IPC
Had to Remove IPC from car dam load
to PC in office then Reinstall in car
CORRECTION Reprom Success.



D CAUSE ambient Sensor inop Erratic
CORRECTION Replace ant Seek temp Sensor.

CAUSE
CORRECTION Bang noise in 4 wheel all wheel automatic
Road test could not duplicate
problem at this time Road test with Ron C

STRAIGHT TIME (HRS) | FLAT RATE PRICE | R.O. NO. 469493 | TIME | OFF | ON
4 | 5 | 70 | Krauss | RT

D1210 .6

Home of the NICE GUYS

BURNS PONTIAC INC.
RT 70
MARLTON, NJ 08053

COLORES FLORIO

VICE ADVISOR:

AIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
MAR02	22MAR02	420184	1GKDT13892[redacted]		TT1416		[redacted]	

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	IN SERVICE DATE	PREPARED BY	S/A
12:00	13:34	2002	GMC ENVOY		VARI		989	989

LEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION
2	2	[redacted]	

	ECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL	COST	SALE	COMP
CHECK IN NEW CAR/TRUCK									
1000C CHECK IN NEW CAR/TRUCK									
		35	IPDT	0.60		(N/C)			
PRE-DELIVERY INSPECTION									
1000 PRE-DELIVERY INSPECTION									
		64	IPDT	0.90		(N/C)			

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

STATEMENT OF DISCLAIMER

DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.

CUSTOMER SIGNATURE

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

BURNS COLLISION CENTER
"REPAIRS TO ALL MAKES & MODELS"
500 West Route 70 • Marlton, NJ 08053
(609) 983-3311 • FAX 985-9888

BURNS PONTIAC INC.
RT 70
MARLTON, NJ 08053

GM Goodwrench QUICK LUBE plus

PLEASE CHECK ☐

29 MINUTES OR LESS GUARANTEED, OR THE NEXT ONE'S FREE.

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by [redacted] er understands and agrees that dealer makes no warranties of any kind, express or implied, and disc[redacted] merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchase[redacted] e for incidental or consequential damages or commercial losses arising out of such purchase. The [redacted] warranties excluded by dealer, include, but are not limited to, any warranties that such parts and/or acce[redacted] ey will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: SIGNED: [redacted]

JST. NO. STOCK NO [redacted] TAG NO. TT1416 COLOR BLACK PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVERY DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
21MAR2002	1GKDT135922[redacted]	2		T1416	02	GMC ENVOY	989	431543

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

X

ereby waive my right to receive a written estimate of the price to complete the requested pairs.

X

PARTS TO BE ☐ DISCARDED ☐ SAVED

VISED TIMATE (3) $

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

CUSTOMER SIGNATURE

NAME

ADDRESS

CITY/STATE/ZIP

BILL TO:

METHOD OF PAYMENT

CUSTOMER PAY	$
RYAN	$
GMCPP	$
GE WARRANTY	$
OTHER	$
TOTAL	$

TIME PROMISED 17:30 21MAR02

HOME PHONE

BUSINESS PHONE

ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE LABOR RATE VARI

SHUTTLE ☐ RENTAL ☐

METHOD OF PAYMENT CASH
SELLING DEALER 03-091
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GMCPP
A	1000C	CHECK IN NEW CAR/TRUCK	
B	1000	PRE-DELIVERY INSPECTION	

64

103.21

ALL PARTS ARE NEW
UNLESS SPECIFIED
OTHERWISE

DEDUCTIBLE	
CLAIM #	
DATE AUTH.	
CLAIMS REP.	
TOTAL AUTH.	
RENTAL	
DAYS	
@	PER DA
SUBLET	DATE COMPLETED 3/21/0
P.O. #	MILEAGE OUT 2.
TOWING	PARKING SPOT #
MISC.	LOCATION OF WHEEL LOCK KEY

FOREMAN'S SIGNATURE

PARTS

A CAUSE P.D.I

CORRECTION

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 431643	TIME	OFF
	9	64 T-1416	00	ON

P.D.I

B CAUSE

CORRECTION

C CAUSE

CORRECTION

D CAUSE

CORRECTION

E CAUSE

CORRECTION

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 431643	TIME	OFF	ON
0	0	36 1410			

ON OFF

[redacted]

MT LAUREL, NJ [redacted]

SERVICE ADVISOR DAVID DODRILL

BURNS
PONTIAC-GMC
Home of the NICE GUYS!
Route 70 Marlton, NJ 08053
Phone: (609) 983-1115
bu[redacted]pontiacgmc.com

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
21JUL03	22JUL03	108374	1GKDT13SX22[redacted]	[redacted]	T1049		23JUL03	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SA
08:50	12:53	02	GMC ENVOY	[redacted]	VARI	15JUN01		4550

MILEAGE IN	MILEAGE OUT	LICENSE NO.
30291	30291	LNY85A

FROM	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CUST STATES SOP FOR RECALL PARTS IN					
CAUSE: RECALL					
V0994 INSTALL PLUG AND REMOVE OVERRIDE					
LEVER					
	62WART4	0.20			(N/C)
1 15107204 PLUG					(N/C)
FC: PART#: COUNT:					
CLAIM TYPE:					
AUTH CODE:					
B CUST STATES WONT GO INTO DRIVE ,					
INTERMITTENT					
CAUSE: F					
K9995 CUSTOMER CONCERN NOT DUPLICATED					
	62WART4	0.30			(N/C)
FC: PART#: COUNT:					
CLAIM TYPE:					
AUTH CODE:					

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

STATEMENT OF DISCLAIMER
DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES, FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.

X

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

SIGNED: SERVICE CITY GENERAL MANAGER OR AUTHORIZED PERSON DATE

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RT 70
MARLTON, NJ 08053

GM Goodwrench
QUICK LUBE plus
29 MINUTES OR LESS GUARANTEED, OR THE NEXT ONE'S FREE.

PLEASE CHECK ☐

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

ST. NO. 2731942 STOCK NO. 1[redacted] TAG NO. T1049 COLOR BLACK PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVERY DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	PO NUMBER
21JUL2003	1GKDT13SX22[redacted]	30291	15JUN01	LNY85A	02	GMC ENVOY	4550	[redacted]8537

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

X

...ereby waive my right to receive a written estimate of the price to complete the requested ...pairs.

X

PARTS TO BE ☐ DISCARDED ☐ SAVED

REVISED ESTIMATE (3) $

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

CUSTOMER SIGNATURE

NAME [redacted]

ADDRESS [redacted]

CITY/STATE/ZIP MT LAUREL NJ 0[redacted]

BILL TO:

METHOD OF PAYMENT

CUSTOMER PAY	$
RYAN	$
GMCPP	$
GE WARRANTY	$
OTHER	$
TOTAL	$

TIME PROMISED 21:00 21JUL03

[redacted]

BUSINESS PHONE [redacted]

ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE LABOR RATE VARI

SHUTTLE ☐ RENTAL ☐

METHOD OF PAYMENT CASH
SELLING DEALER 03-091
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GMCPP
A		CUST STATES SOP FOR RECALL PARTS IN	V0994-012
B		CUST STATES WONT GO INTO DRIVE , INTERMITTENT	K9995-03

ALL PARTS ARE NEW
UNLESS SPECIFIED
OTHERWISE

DEDUCTIBLE	
CLAIM #	
DATE AUTH.	
CLAIMS REP.	
TOTAL AUTH.	
RENTAL	
DAYS	
@	PER DA
SUBLET	DATE COMPLETED 7/22/0
P.O. #	MILEAGE OUT 30295
TOWING	PARKING SPOT # 29
MISC.	LOCATION OF WHEEL LOCK KEY None

62

FOREMAN'S SIGNATURE

[redacted]

OCT 03 2003 FR BUSINESS RES CNTR #5 TO 918662337027 P.21/29

PARTS

46837 16:30 21JUL07
4 13107204 PLUS

A CAUSE Sep Recall Part In 03012
Remove Cover & Remove Lever
Remove plug & Reinstall New plug
ok now

B CAUSE ck Shifter Want go into Drive
CORRECTION ck Trans Shift Lever moving ok
Remove Consol Cover & ck Shifter
Linkage ok, ck Trans, Linkage
at Trans. ok Move Shifter around
C CAUSE Sev. times goes into Drive can't
CORRECTION find problem.

Sell

30,000 mile Service
& all cks -3.0
D CAUSE
CORRECTION Throttle Body closed up
FI Service -1.3

E CAUSE

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	OPER NO.	TIME	OFF	ON
	0 5	62		46837		

Mitchell

[redacted]
BELLMAWR NJ [redacted]

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Phone: (609) 983-1115
burnspontiacgmc.com

SERVICE ADVISOR DOLORES FLORIO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
03MAR03	05MAR03	4[redacted]	1GKDT13S9224[redacted]	3[redacted]	T1402		06MAR03	457124

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:12	16:35	02	GMC ENVOY	[redacted]	VARI	15JUN02	1992	989

MILEAGE IN	MILEAGE OUT	LICENSE NO.
9820	9820	T1416

	TOTAL
A CUST STATES SOMETIMES DTR LIGHTS INOP	
52 NO WORK PERFORMED - COULD NOT DUPLICATE PROBLEM - REQUEST CUSTOMER TO DRIVE	
32 ISS 0.00	(N/C)
B CUST STATES IN 4WH HI, OR ALLWHEEL FEELS A BANGING AND VIBRATION	
52 NO WORK PERFORMED - COULD NOT DUPLICATE PROBLEM - REQUEST CUSTOMER TO DRIVE	
32 ISS 0.00	(N/C)
C RESET OIL LIFE	
61 WORK COMPLETED NO CHARGE	
32 ISS 0.00	(N/C)
D ANTENNA WONT TIGHTEN	
51 NOT EQUIPED WITH ANTENA IT IS BUILT IN WINDSHIELD	
32 ISS 0.00	(N/C)

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

STATEMENT OF DISCLAIMER
DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.

X

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(609) 983-3311 · FAX 985-9888

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

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

BURNS PONTIAC INC.
RT 70
MARLTON, NJ 08053

GM Goodwrench QUICK LUBE plus

PLEASE CHECK ☐

29 MINUTES OR LESS GUARANTEED, OR THE NEXT ONE'S FREE.

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 _____

T. NO. 3740232 STOCK NO. [redacted] TAG NO. T1402 COLOR BLACK REPRINT PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVERY DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	R.O. NUMBER
3MAR2003	1GKDT13S922[redacted]	98020	15JUN02	[redacted]	02	GMC ENVOY	989	457124

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

X _____

...reby waive my right to receive a written estimate of the price to complete the requested ...ins.

X _____

PARTS TO BE ☐ DISCARDED ☐ SAVED

...ISED ...MATE (S) $

...EREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ...OVE REVISED ESTIMATES:

...CUSTOMER SIGNATURE

NAME [redacted]

ADDRESS [redacted]

CITY/STATE/ZIP BELLMAWR NJ [redacted]

BILL TO:

METHOD OF PAYMENT

CUSTOMER PAY	$
RYAN	$
GMCPP	$
GE WARRANTY	$
OTHER	$
TOTAL	$

TIME PROMISED 21:00 03MAR03

HOME PHONE [redacted]

BUSINESS PHONE [redacted]

ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE 15JUN04 LABOR RATE VAR1

SHUTTLE ☐ RENTAL ☐

METHOD OF PAYMENT CASH
SELLING DEALER 03--091
WARRANTY EXPIRES

NE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GMCPP
A		CUST STATES SOMETIMES OTR LIGHTS INOP	
B		CUST STATES IN 4WH HI, OR ALLWHEEL FEELS A BANGING AND VIBRATION	
C		RESET OIL LIFE ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	
D		ANTENNA WONT TIGHTEN	

DEDUCTIBLE	
CLAIM #	
DATE AUTH.	
CLAIMS REP.	
TOTAL AUTH.	
RENTAL	
DAYS	
@	PER DA
SUBLET	DATE COMPLETED 3/5/03
P.O. #	MILEAGE OUT
TOWING	PARKING SPOT # INWASH
MISC.	LOCATION OF WHEEL LOCK KEY

FOREMAN'S SIGNATURE ▶

OCT 03 2003 16:57 FR BUSINESS RES CNTR #5 TO 918662337027 P.24/29

PARTS		
	A CAUSE unable to dispense	ON
	CORRECTION	OFF
		ON
		OFF
	B CAUSE NRF	ON
	CORRECTION	OFF
		ON
		OFF
	C CAUSE reset	ON
	CORRECTION	OFF
		ON
		OFF
	D CAUSE Not requested	ON
	CORRECTION	OFF
		ON
		OFF
	E CAUSE	ON
	CORRECTION	OFF
		ON
		OFF

[redacted]

BELLMAWR, NJ [redacted]

SERVICE ADVISOR DOLORES FLORIO

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PONTIAC-GMC
Home of the NICE GUYS!
Route 70 · Marlton, NJ 08053
Phone: (609) 983-1115
burnspontiacgmc.com

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
05FEB03	11FEB03	420184	1GKDT13S922 [redacted]	[redacted]	T2597		11FEB03	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:32	10:07	02	GMC ENVOY	[redacted]	VARI	15JUN02	989	989

MILEAGE IN	MILEAGE OUT	LICENSE NO.
9047	9050	T1416

TECH	TYPE	HOURS	RATE	AMOUNT	TOTAL
A CUST STATES LOF					
90 9,000 MILE SERVICE					
	70	CPL	0.40	11.93	11.93
1 25014377 OIL FLTR			8.02	5.07	5.07
1 3536966 SEAL			0.91	0.83	0.83
1 TOPOFF FLUID			1.67	1.60	1.60
LUBE 5.0 OIL					
	CPL			6.25	6.25
FC:					
B CUST STATES TIRE ROTATION					
ROTATE ROTATE TIRES					
	70	CPL	0.50	22.50	22.50
DISC CUSTOMER DISCOUNT					
	70CDISC		0.00	-8.23	-8.23
C CK SCRATCHES					
0000 RETURN FOR REPAIRS					
	99	ISS	0.00		(N/C)
D CUSTOMER STTAES INTERMINRLY DASH GOES OUT					
AND GAUGES WENT BACK ON TODAY					
N4180 INSTRUMENT PANEL CLUSTER COMPONENTS					
(DIGITAL/ELECTRO MECHANICAL)					
INSTRUMENT PANEL CLUSTER ASSEMBLY R&R					
OR					
	70WART4		0.80		(N/C)

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

STATEMENT OF DISCLAIMER
DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.

X

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

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

Copyright 2002 ADP, Inc. SERVICE INVOICE #1 XSI1C

[redacted]

BELLMAWR, NJ [redacted]

SERVICE ADVISOR DOLORES FLORIO

BURNS
PONTIAC-GMC
Home of the NICE GUYS!
Route 70 · Marlton, NJ 08053
Phone: (609) 983-1115
burnspontiacgmc.com

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
05FEB03	11FEB03	420184	1GKDT13S922[redacted]	[redacted]	T2597		11FEB03	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SA
08:32	10:07	02	GMC ENVOY	[redacted]	VARI	15JUN02	989	989

MILEAGE IN	MILEAGE OUT	LICENSE NO.
9047	9050	T1416

	TOTAL
OLH OTHER LABOR HOURS	
70WART4 3.00	(N/C)
E** CUST STATES CK BANGING NOISE IN REAR WHEN IN 4/4 OR AUTO	
K4123 SWITCH, TRANSFER CASE SELECT	
REPLACE	
70WART4 0.70	(N/C)
1 15194913 SWITCH	(N/C)

DESCRIPTION	TOTALS
LABOR AMOUNT	26.20
PARTS AMOUNT	7.50
GAS,OIL, LUBE	6.25
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	39.95
LESS INSURANCE	0.00
SALES TAX	2.40
PLEASE PAY THIS AMOUNT	42.35

STATEMENT OF DISCLAIMER
DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.

X

BURNS COLLISION CENTER
"REPAIRS TO ALL MAKES & MODELS"
500 West Route 70 · Marlton, NJ 08053
(609) 983-3311 · FAX 985-9888

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

(SIGNED) SERVICE COPY GENERAL MANAGER OR AUTHORIZED PERSON DATE

GM Goodwrench
QUICK LUBE plus
29 MINUTES OR LESS GUARANTEED, OR THE NEXT ONE'S FREE.

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

IST. NO. STOCK NO. [redacted] TAG NO. COLOR BLACK PAGE 1 OF

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVERY DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	R/O NUMBER
[illegible]	[illegible] [redacted]	9047	[illegible]	[illegible]	02	BIG HENRY	[illegible]	[illegible]

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

X

reby waive my right to receive a written estimate of the price to complete the requested pairs.

X

PARTS TO BE ☐ DISCARDED ☐ SAVED

VISED TIMATE (3) $ 39.95 + tax

EREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE OVE REVISED ESTIMATES:

CUSTOMER SIGNATURE

NAME MARC S KRAUSE

ADDRESS 2049 HARRISBURG RD, APT 110

CITY/STATE/ZIP PAULSBORO NJ 08066

BILL TO:

ENGINE NO. TRANSM. NO. AXLE NO.

CUSTOMER PAY [redacted]

RYAN	$
GMCPP	$
GE WARRANTY	$
OTHER	$
TOTAL	$ 47.35 5.07

TIME PROMISED [illegible]

HOME PHONE [illegible]

BUSINESS PHONE [illegible]

PROD. DATE [illegible] LABOR RATE [illegible]

SHUTTLE ☐ RENTAL ☒

METHOD OF PAYMENT [illegible]
SELLING DEALER [illegible]
WARRANTY EXPIRES [illegible]

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GMCPP
		CUST STATES LOF	
		CUST STATES TIRE ROTATION	
		CK DEPT'H AT PARTS AREA [illegible] UNLESS SPECIFIED OTHERWISE	
		CUSTOMER STATES TIRE/RIM ONLY HAVE DOES OUT AND CAUSES HEAT BACK TODAY	
		CK hanging from rear ulen - w Hood / or Dub Well	

DEDUCTIBLE
CLAIM #
DATE AUTH.
CLAIMS REP.
TOTAL AUTH.
RENTAL DAYS @ PER DA
SUBLET
P.O. #
TOWING
MISC.

DATE COMPLETED 2-16-02
MILEAGE OUT 9050
PARKING SPOT # [illegible]
LOCATION OF WHEEL LOCK KEY [illegible]

FOREMAN'S SIGNATURE

OCT 03 2003 17:01 FR BUSINESS RES CNTR #5 TO 918662337027 P.28/29

PARTS

1- 15194913 4WD switch

Cluster Care

STRAIGHT TIME (HRS.) | FLAT RATE PRICE | R.O. NO. | OPER. NO. | TIME | ON | OFF

5 | 4 | 20 | 455344 | 20

(A) CAUSE

CORRECTION

LoF

TOH

(B) CAUSE

CORRECTION

Tire Rotation

Scrathes

(C) CAUSE

CORRECTION

Intermittent Dash Gauges

you and write ~~Replace~~ drive called tech assisting Because gauges ~~was~~ not working when truck came in was told By Mike to Reflash cluster for Problem, performed Reprogram and when I tryed to Down load new program Error Code come up Line 2 operation 27 FF this Soft ware Error called tech Back Spoke to Tom was told to call SPS for Software Reprogram tryed it again Still same problem called tech Back again was told By Chris Crumb to Remove Battery cable and touch together to put module to sleep and install new cluster. Replace cluster Reprogram as Per tech line

(D) Banging from Rear ~~wheels~~ with 4 wheel drive Replace 4 wheel drive switch and Reprogram Body control module and TC module

ON | OFF | ON | OFF | ON | OFF | ON | OFF | ON | OFF | ON | OFF | ON | OFF | ON | OFF | ON | OFF | ON | OFF | ON | OFF

5 FEB 11.8

6 FEB 15.9

7 FEB 14.6

7 FEB 15.7

BRC REPURCHASE WORKSHEET

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: Fricke

Old Vehicle VIN: 1GKDT13S922[redacted]

New Vehicle VIN:

Date: 03-Oct-03

TRADE REPURCHASE		STRAIGHT REPURCHASE		PAYMENT / LEASE REPURCHASE	
				Lease Terms MO __ MI ___ Lease Usage Mo __ MI __	
1 Replacement Vehicle Costs	$0.00	1 Base Price	$0.00	1 Down Payment / Cap Cost Reductior	$2,179.50
2 Equipment Transfer	$0.00	2 Conversion Price	$0.00	2 Additional Payments@515.00	$8,755.00
3 Sales Tax	$0.00	3 Sales Tax	$0.00	3 Reg./Lic./Title (opt)	$255.50
4 Reg./Lic./Title (opt)	$0.00	4 Reg./Lic./Title (opt)	$0.00	4 Aftermarket Items	$0.00
5 Aftermarket Items	$0.00	5 Finance Charges	$0.00	5 Collateral Costs	$0.00
6 Collateral Costs	$0.00	6 Aftermarket Items	$0.00	6 Pre-Judgement Interest	$0.00
7 Pre-Judgement Interest	$0.00	7 Collateral Costs	$0.00	7 Annoyance / Inconvenience	$0.00
8 Annoyance / Inconvenience	$0.00	8 Pre-Judgement Interest	$0.00	8 Other	
9 Dealer Admin / Vehicle Transfer	$0.00	9 Annoyance / Inconvenience	$0.00	9 **Total Additions**	**$11,190.00**
10 Other		10 Other		10	
11 **Total Replacement Price**	$0.00	11 **Total Purchase Price**	**$0.00**	11 Usage/Depreciation @9047 (NJ)	$3,427.00
12 Usage/Depreciation	$0.00	12 Usage/Depreciation	$0.00	12 Damage	$0.00
13 Tax/Title/Registration Contribution	$0.00	13 Damage	$0.00	13 Over-Allowance	$0.00
14 MSRP Upgrade	$0.00	14 Over-Allowance	$0.00	14 Negative Equity	$0.00
15 Damage	$0.00	15 Negative Equity	$0.00	15 Incentives	$1,500.00
16 MSRP Downgrade	$0.00	16 Incentives (deduct)	$0.00	16 Over Mileage Penalty	
17 **Customer Cost (review L.L.)**	$0.00	17 **Total Deductions**	**$0.00**	17 **Total Deductions**	**$4,927.00**
18		18		18	
19 **Repurchase Subtotal**	$0.00	19 **Repurchase Subtotal**	**$0.00**	19 **Total Refund to Customer**	**$6,263.00**
20 Loan Payoff	$0.00	20 Loan Payoff	$0.00	20 Attorney's Fees	$1,500.00
21 **Total to Dealer & Customer**	$0.00	21 **Total Refund to Customer**	**$0.00**	21 Dealer Buy Out / Payoff Amount	$0.00
22 Attorney's Fees	$0.00	22 Attorneys Fees	$0.00	22	
23 **Total Repurchase**	$0.00	23 **Total Repurchase**	$0.00	23 **Total Repurchase Amount**	**$7,763.00**
24 NADA		24 NADA	$0.00	24 NADA	$22,275.00
25 Estimated Auction Price	$0.00	25 Estimated Auction Price	$0.00	25 Estimated Auction Price	$16,483.50
26 **Projected Loss**	**$0.00**	26 **Projected Loss**	**$0.00**	26 **Projected Loss**	**($8,720.50)**

OVER ALLOWANCE CALCULATION

PURCHASE PRICE (before t/t/t)		TRADE ALOWANCE		PURCHASE PRICE	
MSRP (FROM BARS INVOICE)		PAYOFF OF TRADE		INCENTIVE* (from BARS)	
DIFFERENCE	$ -	DIFFERENCE	$ -	OVERALLOWANCE	
if positive look for over allowance		if negative=negative equity		ACTUAL PRICE	$ -
		TRADE ALOWANCE			
		ACV OF TRADE			
		DIFFERENCE	$ -	do not include fuel file credit	
		acv=actual cash value		include GM card points	

TRADE REPURCHASE WORKSHEET

File Number | **CRM Name** | **Customer Name:**

Old Vehicle VIN: | **Date:** | **New Vehicle VIN:**

TRADE REPURCHASE		BILL OF SALE
Acct [redacted] Vehicle Costs	$ -	Purchase Price (New Unit)
Adjustment to line 1	$ -	
Conversion Cost	$ -	State Sales Tax
Tax	$ -	
Luxury Tax	$ -	Luxury Tax
Reg./Lic./Title Fees (opt)	$ -	
Miscellaneous	$ -	Reg./Lic./Title Fees (opt)
Other	$ -	
State Fees	$ -	Additional Aftermarket Items
Cost to Transfer Aftermarket Items	$ -	State Fees
Service Contracts/GMPP	$ -	
Transportation Fees	$ -	Miscellaneous
		Other
Total Replacement Price	$ -	
		Subtotal
Tax, Reg./Lic./Title Fees	$ -	
Luxury Tax	$ -	Trade In
Other	$ -	
Additional Aftermarket Items	$ -	Payoff
Usage/Depreciation	$ -	Net Allowance
Damage	$ -	
Upgrade	$ -	**Cash on Delivery**
Downgrade (deducted)	$ -	
Reimbursement of Aftermarkets	$ -	**Total Balance Due**
Other	$ -	
Total Customer Cost	$ -	**Amount to Dealer for additional Fees**
		Amount to Attorney
Trade Repurchase Amount	$ -	
Atty Fees	$ -	
		Estimated Auction Price
Total Repurchase Amount	$ -	Projected (Loss)
Total Payoff Amount	$ -	
PAYOFF GOOD THRU	*1/0/1900*	
Dealer Due to GM	NA	
GM Due to Dealer	NA	
GM Due to Attorney	$ -	

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GENERAL MOTORS BUSINESS RESOURCE CENTER

November 4, 2003

VIA FAX ONLY

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

Re: [redacted]. General Motors Corporation
CARS File No.: [redacted]
2002 GMC Envoy
VIN # 1GKDT13S82[redacted]

Dear Mr. Silverman:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2002 GMC Envoy for all defendants. This offer is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at any General Motors dealership prior to the issuance of any funds. Please advise my office of the dealership that your client would like to work with in your written response to our offer. My office will then contact the dealership and provide them with necessary documents for the inspection. The dealership will then contact you to arrange an inspection at a mutually agreeable date and time for your client. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year of the vehicle. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments 28 @ 446.91	12,513.48
Total down payment	4,100.00
License/Title/Registration	159.00
Fees	299.00
Subtotal:	17,071.48
Less Usage/Depreciation	< 5,400.00 >
Less Late Charges Due	< 238.68 >
Subtotal:	11,432.80
Attorney's Fees	1,500.00
Subtotal:	12,932.80
* Payoff to lienholder (good through 11/28/03)	22,321.63
Repurchase Offer	$ 35,254.43

* The payoff amount is subject to change if this offer letter is not received in time for the current payoff amount to be processed; however, General Motors will be responsible for paying off the lienholder if the amount should change.

The above offer is inclusive of $ 875.28 in sales tax, 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 days from the date of your acceptance of our offer. We will need a copy of your client's registration and social security number and 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 me at the fax number shown below.

Sincerely,

Aaron Swartz
BRC Legal Case Manager
Ph# 800-231-1841, extension 57466
FAX# 866-359-9721

cc: FILE

Attach.

Client's Signature	Client's Signature
Date	Date

SETTLEMENT AGREEMENT AND RELEASE

This Settlement Agreement and Release is effective as of the latter of the dates set forth opposite the signatures below.

W I T N E S S E T H:

WHEREAS, [redacted] Whippany, NJ 0[redacted] (hereinafter referred to as "Releasor(s)", and General Motors Corporation (hereinafter referred to as "Releasee"), are involved in a dispute regarding a certain 2002 GMC Envoy, bearing Vehicle Identification No. (VIN) 1GKDT13S82[redacted] (hereinafter referred to as "Vehicle"), which Releasor(s) leased from Greenrook Buick Pontiac GMC, located at 101 Route 22 East, Green Brook, NJ 08812 (hereinafter referred to as the "Dealership") on May 29, 2001 and

WHEREAS, Releasor(s) have voluntarily agreed to resolve this dispute and Releasee denies liability with respect to any and all claims set forth in this action; and

NOW, THEREFORE, in consideration of the settlement of the Suit and of the mutual covenants hereinafter set forth, the parties hereto agree as follows:

1. Releasee agrees to pay Releasor(s) $ 11,432.80 and their attorney $ 1,500.00 and Releasor(s) agree to turn over possession and clear title of the Vehicle to Releasee, free from any liens and encumbrances. In addition, Releasee agrees to pay off the balance of Releasor's account with GMAC, Account No[redacted] in the amount of $22,321.63 and terminate the same.

2. Releasor(s) agree(s) that a material component of this Agreement is that Releasee will be allowed to inspect the Vehicle to determine whether the Vehicle is free from any damage or abuse, other than normal wear and tear usage. Any damages beyond normal wear and tear usage that is noted during the inspection must be repaired and paid for by the Releasor(s) prior to proceeding.

3. That the Vehicle shall not exceed 36,000 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 fifteen cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasee or its authorized dealer.

4. As an express element and condition of this Settlement Agreement and Release, Releasor(s), individually and on behalf of any and all of their predecessors, successors, heirs, assigns, executors, administrators, agents, attorneys or any other representatives, agree that Releasor(s) shall not now or hereafter institute, maintain or assert against Releasee, either

Initials: _____

directly or indirectly, and agree to release and discharge Releasee from, any and all causes of action, claims, damages, statutory penalties, equitable, legal and administrative relief, interest, attorney fees, demands or rights of any kind or nature whatsoever, whether based on federal, state or local statute, regulation, contract, common law, or any other source, whether known or unknown, that have been, could have been, may or could be alleged or asserted now or in the future by Releasor(s) against Releasee on the basis of, connected with, arising out of, or related to, in whole or in part, the claims asserted in this action.

5. Releasor(s) understand and agree(s) that this Settlement Agreement and Release shall be considered final and binding upon them.

6. This Agreement may be executed in counter-parts, and when each party has signed and delivered at least one such counter-part, each counter-part shall be deemed an original, and taken together shall constitute one and the same Agreement, which shall be binding and effective as to all parties.

7. This Agreement contains the entire Agreement between the parties hereto and the terms of this Agreement are contractual and not a mere recital. Furthermore, this Agreement supersedes all prior Agreements, understandings or covenants, whether oral or written. This Agreement, and each and every term and provision hereof, shall be governed by and construed in accordance with the laws of New Jersey.

8. It is understood and agreed that this Agreement is being entered into voluntarily and is not based on any representations or statements of any kind by any party or their representatives as to the merits, legal liability or value of Releasor's actions or any matters relating thereto.

9. The parties agree that a fully executed facsimile copy of this Agreement shall be binding on the parties.

10. RELEASOR(S) ACKNOWLEDGE(S) THAT THEY HAVE READ THIS RELEASE, THAT THEY HAVE HAD THE BENEFIT OF CONSULTATION WITH LEGAL COUNSEL IN CONNECTION HEREWITH, THAT THEY UNDERSTAND ALL OF ITS TERMS AND THAT THEY EXECUTED IT VOLUNTARILY AND WITH FULL KNOWLEDGE OF ITS SIGNIFICANCE AND CONSEQUENCES.

Initials: _____

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF _____.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE _____ DATE SIGNED: _____

WITNESS: _____

_____	_____
Claimant's signature	Claimant's signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code
_____	_____
Social Security Number	Social Security Number

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by Diana T. Drake and Delwin M. Carr.

_____
Signature of Notary Public

_____
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____

Initials: _____

BRC REPURCHASE WORKSHEET

File Number [redacted]

Customer Name
Mark Krauss

Worksheet Filled Out By:
Fricke

Old Vehicle VIN:
1GKDT13S922[redacted]

New Vehicle VIN:

Date:
04-Nov-03

	TRADE REPURCHASE			STRAIGHT REPURCHASE			PAYMENT / LEASE REPURCHASE	
							Lease Terms MO __ MI ___	Lease Usage Mo __ MI __
1	Replacement Vehicle Costs	0.00	1	Base Price	0.00	1	Down Payment / Cap Cost Reductio	2,179.50
2	Equipment Transfer	0.00	2	Conversion Price	0.00	2	Payments (16 x 515.00)	8,240.00
3	Sales Tax	0.00	3	Sales Tax	0.00	3	Reg./Lic./Title (opt)	116.50
4	Reg./Lic./Title (opt)	0.00	4	Reg./Lic./Title (opt)	0.00	4	Document Fees	139.00
5	Aftermarket Items	0.00	5	Finance Charges	0.00	5	Collateral Costs	0.00
6	Collateral Costs	0.00	6	Aftermarket Items	0.00	6	Pre-Judgement Interest	0.00
7	Pre-Judgement Interest	0.00	7	Collateral Costs	0.00	7	Annoyance / Inconvenience	0.00
8	Annoyance / Inconvenience	0.00	8	Pre-Judgement Interest	0.00	8	Other	
9	Dealer Admin / Vehicle Transfer	0.00	9	Annoyance / Inconvenience	0.00	9	**Total Additions**	**10,675.00**
10	Other		10	Other		10		
11	**Total Replacement Price**	0.00	11	**Total Purchase Price**	**0.00**	11	Usage/Depreciation	1,010.00
12	Usage/Depreciation	0.00	12	Usage/Depreciation	0.00	12	Late Charges Due	220.50
13	Tax/Title/Registration Contribution	0.00	13	Damage	0.00	13	Over-Allowance	0.00
14	MSRP Upgrade	0.00	14	Over-Allowance	0.00	14	Negative Equity	0.00
15	Damage	0.00	15	Negative Equity	0.00	15	Incentives	1,500.00
16	MSRP Downgrade	0.00	16	Incentives (deduct)	0.00	16	Over Mileage Penalty	
17	**Customer Cost (review L.L.)**	0.00	17	**Total Deductions**	**0.00**	17	**Total Deductions**	**2,730.50**
18			18			18		
19	**Repurchase Subtotal**	0.00	19	**Repurchase Subtotal**	**0.00**	19	**Total Refund to Customer**	**7,944.50**
20	Loan Payoff	0.00	20	Loan Payoff	0.00	20	Attorney's Fees	1,500.00
21	**Total to Dealer & Customer**	0.00	21	**Total Refund to Customer**	**0.00**	21	Dealer Buy Out / Payoff Amount	28,925.01
22	Attorney's Fees	0.00	22	Attorneys Fees		22		
23	**Total Repurchase**	0.00	23	**Total Repurchase**	0.00	23	**Total Repurchase Amount**	**38,369.51**
24	NADA		24	NADA		24	NADA	
25	Estimated Auction Price	0.00	25	Estimated Auction Price	0.00	25	Estimated Auction Price	26,275.00
26	**Projected Loss**	**0.00**	26	**Projected Loss**	**0.00**	26	**Projected Loss**	**12,094.51**

OVER ALLOWANCE CALCULATION

	PURCHASE PRICE (before t/t/t)	35,516.80		TRADE ALOWANCE	0.00		PURCHASE PRICE	35,516.80
	MSRP (FROM BARS INVOICE)	37,880.00		PAYOFF OF TRADE	0.00		INCENTIVE* (from BARS)	1,500.00
	DIFFERENCE	(2,363.20)		DIFFERENCE	0.00		OVERALLOWANCE	0.00
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	34,016.80
				TRADE ALOWANCE	0.00			
				ACV OF TRADE	0.00			
				DIFFERENCE	0.00		do not include fuel file credit	
				acv=actual cash value			include GM card points	

TRADE REPURCHASE WORKSHEET

File Number | **CRM Name** | **Customer Name:**

Old Vehicle VIN: | **Date:** | **New Vehicle VIN:**

TRADE REPURCHASE		BILL OF SALE
Acct [redacted] Vehicle Costs	$ -	Purchase Price (New Unit)
Adjustment to line 1	$ -	
Conversion Cost	$ -	State Sales Tax
Tax	$ -	
Luxury Tax	$ -	Luxury Tax
Reg./Lic./Title Fees (opt)	$ -	
Miscellaneous	$ -	Reg./Lic./Title Fees (opt)
Other	$ -	
State Fees	$ -	Additional Aftermarket Items
Cost to Transfer Aftermarket Items	$ -	State Fees
Service Contracts/GMPP	$ -	
Transportation Fees	$ -	Miscellaneous
		Other
Total Replacement Price	$ -	
		Subtotal
Tax, Reg./Lic./Title Fees	$ -	
Luxury Tax	$ -	Trade In
Other	$ -	
Additional Aftermarket Items	$ -	Payoff
Usage/Depreciation	$ -	Net Allowance
Damage	$ -	
Upgrade	$ -	**Cash on Delivery**
Downgrade (deducted)	$ -	
Reimbursement of Aftermarkets	$ -	**Total Balance Due**
Other	$ -	
Total Customer Cost	$ -	**Amount to Dealer for additional Fees**
		Amount to Attorney
Trade Repurchase Amount	$ -	
Atty Fees	$ -	
		Estimated Auction Price
Total Repurchase Amount	$ -	Projected (Loss)
Total Payoff Amount	$ -	
PAYOFF GOOD THRU	*1/0/1900*	
Dealer Due to GM	NA	
GM Due to Dealer	NA	
GM Due to Attorney	$ -	

$ -
$ -
$ -
$ -
$ -
$ -
$ -
$ -
$ -
$ -
$ -
$ -
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$ -
$ -
$ -
$ -

GENERAL MOTORS BUSINESS RESOURCE CENTER

November 4, 2003

VIA FAX ONLY

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

Re: [redacted]v. General Motors Corporation
CARS File N[redacted]
2002 GMC Envoy
VIN # 1GKDT13S92[redacted]

Dear Mr. Silverman:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2002 GMC Envoy for all defendants. This offer is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at any General Motors dealership prior to the issuance of any funds. Please advise my office of the dealership that your client would like to work with in your written response to our offer. My office will then contact the dealership and provide them with necessary documents for the inspection. The dealership will then contact you to arrange an inspection at a mutually agreeable date and time for your client. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year of the vehicle. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments 16 @ 515.00	8,240.00
Total down payment	2,179.50
License/Title/Registration	116.50
Document Fees	139.00
Subtotal:	10,675.00
Less Rebates/Incentives	< 1,500.00 >
Less Usage/Depreciation	< 1,010.00 >
Less Late Charges Due	< 220.50 >
Subtotal:	7,944.50
Attorney's Fees	1,500.00
Subtotal:	9,444.50
* Payoff to lienholder (good through 12/14/03)	28,925.01
Repurchase Offer	$ 38,369.51

* The payoff amount is subject to change if this offer letter is not received in time for the current payoff amount to be processed; however, General Motors will be responsible for paying off the lienholder if the amount should change.

The above offer is inclusive of $ 984.86 in sales tax, 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 days from the date of your acceptance of our offer. We will need a copy of your client's registration and social security number and 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 me at the fax number shown below.

Sincerely,

Aaron Swartz
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57466
FAX# 866-359-9721

cc: FILE

Attach.

Client's Signature	Client's Signature
Date	Date

SETTLEMENT AGREEMENT AND RELEASE

This Settlement Agreement and Release is effective as of the latter of the dates set forth opposite the signatures below.

W I T N E S S E T H:

WHEREAS, M[redacted]Bellmawr, NJ 0[redacted] (hereinafter referred to as "Releasor(s)", and General Motors Corporation (hereinafter referred to as "Releasee"), are involved in a dispute regarding a certain 2002 GMC Envoy, bearing Vehicle Identification No. (VIN) 1GKDT13S92[redacted](hereinafter referred to as "Vehicle"), which Releasor(s) leased from Burns Pontiac GMC, Inc., located at Route 70, Marlton, NJ 08053 (hereinafter referred to as the "Dealership") on June 15, 2002 and

WHEREAS, Releasor(s) has voluntarily agreed to resolve this dispute and Releasee denies liability with respect to any and all claims set forth in this action; and

NOW, THEREFORE, in consideration of the settlement of the Suit and of the mutual covenants hereinafter set forth, the parties hereto agree as follows:

1. Releasee agrees to pay Releasor $ 7,944.50 and his attorney $ 1,500.00 and Releasor(s) agree to turn over possession and clear title of the Vehicle to Releasee, free from any liens and encumbrances. In addition, Releasee agrees to pay off the balance of Releasor's account with GMAC, Account No.[redacted] in the amount of $ 28,925.01 and terminate the same.

2. Releasor(s) agree(s) that a material component of this Agreement is that Releasee will be allowed to inspect the Vehicle to determine whether the Vehicle is free from any damage or abuse, other than normal wear and tear usage. Any damages beyond normal wear and tear usage that is noted during the inspection must be repaired and paid for by the Releasor(s) prior to proceeding.

3. That the Vehicle shall not exceed 22,000 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 fifteen cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasee or its authorized dealer.

4. As an express element and condition of this Settlement Agreement and Release, Releasor(s), individually and on behalf of any and all of his predecessors, successors, heirs, assigns, executors, administrators, agents, attorneys or any other representatives, agree that Releasor(s) shall not now or hereafter institute, maintain or assert against Releasee, either

directly or indirectly, and agree to release and discharge Releasee from, any and all causes of action, claims, damages, statutory penalties, equitable, legal and administrative relief, interest, attorney fees, demands or rights of any kind or nature whatsoever, whether based on federal, state or local statute, regulation, contract, common law, or any other source, whether known or unknown, that have been, could have been, may or could be alleged or asserted now or in the future by Releasor(s) against Releasee on the basis of, connected with, arising out of, or related to, in whole or in part, the claims asserted in this action.

5. Releasor(s) understand and agree(s) that this Settlement Agreement and Release shall be considered final and binding upon him.

6. This Agreement may be executed in counter-parts, and when each party has signed and delivered at least one such counter-part, each counter-part shall be deemed an original, and taken together shall constitute one and the same Agreement, which shall be binding and effective as to all parties.

7. This Agreement contains the entire Agreement between the parties hereto and the terms of this Agreement are contractual and not a mere recital. Furthermore, this Agreement supersedes all prior Agreements, understandings or covenants, whether oral or written. This Agreement, and each and every term and provision hereof, shall be governed by and construed in accordance with the laws of New Jersey.

8. It is understood and agreed that this Agreement is being entered into voluntarily and is not based on any representations or statements of any kind by any party or their representatives as to the merits, legal liability or value of Releasor's actions or any matters relating thereto.

9. The parties agree that a fully executed facsimile copy of this Agreement shall be binding on the parties.

10. RELEASOR(S) ACKNOWLEDGE(S) THAT HE HAS READ THIS RELEASE, THAT HE HAS HAD THE BENEFIT OF CONSULTATION WITH LEGAL COUNSEL IN CONNECTION HEREWITH, THAT HE UNDERSTANDS ALL OF ITS TERMS AND THAT HE EXECUTED IT VOLUNTARILY AND WITH FULL KNOWLEDGE OF ITS SIGNIFICANCE AND CONSEQUENCES.

Initials: _____

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF _____.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE _____ DATE SIGNED: _____

WITNESS: _____

_____	_____
Claimant's signature	Claimant's signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code
_____	_____
Social Security Number	Social Security Number

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by [redacted]

_____
Signature of Notary Public

_____
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification_____

My commission expires: _____

Initials: _____

Business Resource Center

Fax

To:	DAVID KELLY
Company:	KIMMEL & SILVERMAN, P.C.
Phone:	215-540-8888
Fax:	215-540-8817
From:	AARON SWARTZ
Phone:	800-231-1841, Ext. 57466
Fax:	866-359-9721
Date:	Tuesday, November 04, 2003 12:15:54 PM
Pages:	05
	(not including cover)

Comments:
RE: KRAUSS ?

Drake & Carr's Release attached was

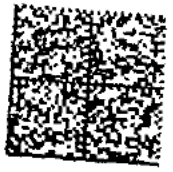
Could you resend?

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 the facsimile in error, please immediatcly notify us by fax, or by telephone at the numbers above. Thank you.

PRIORITY MAIL

STATES POSTAL SERVICE ®

WWW



UNITED STATES POSTAGE PITNEY BOWES

02 1A $ 08.00⁰
0004320240 SEP 15 2003
MAILED FROM ZIPCODE 19002

KIMMEL & SILVERMAN
P.C.

30 East Butler Pike, Ambler, PA 19002

RECEIVED
SEP 18 2003
MSXI

TO:

Mr. Aaron Swartz
General Motors Corp. - Cars-legal
c/o MSX International, MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326

KIMMEL & SILVERMAN
P.C.

ROBERT M. SILVERMAN *
CRAIG THOR KIMMEL **

* ALSO MEMBER OF NEW YORK AND PENNSYLVANIA BARS
** MEMBER OF NEW YORK AND PENNSYLVANIA BARS
+ ALSO MEMBER OF PENNSYLVANIA BAR
++ MEMBER OF PENNSYLVANIA BAR

89 HADDON AVENUE NORTH
HADDONFIELD, NJ 08033

1-800-LEMON LAW
P (856) 429-8334
F (856) 216-7344

www.lemonlaw.com

JACQUELINE C. HERRITT+
ROBERT A. RAPKIN++
VIVIAN BENZ PEIKIN+
AMY D. COX+
LOUIS DOBI, JR+
SHANNON M. RYAN+
DANA TARQUINI+
MAYLEE M. MEEKINS+
LINDSAY D. HOFFMAN++

GLENN I. GERBER++
of Counsel

September 10, 2003

VIA REGULAR MAIL AND TELEFAX

Mr. Aaron Swartz
General Motors Corporation
c/o MSX International
MC 336-105-000
1464 John A. Papalas Drive
Lincoln Park, MI 48146-1460

RE: [redacted]. General Motors Corporation
2002 GMC Envoy
VIN: 1GKDT13S922[redacted]
Selling Dealer: Burns Pontiac

Dear Mr. Swartz:

Please take notice that I represent the captioned individual in his claim against General Motors Corporation. Please take the steps necessary to advise all General Motors Personnel and dealership personnel that I am Mr. [redacted] counsel and there should be no contact with my client, except for contact necessary to implement current repair attempts. I am writing this letter is an effort to work out a pre-litigation settlement and any attempts to contact my client directly will result in the immediate filing of suit and a request for an injunction and sanctions.

As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon. Specifically, the vehicle has been serviced by Burns Pontiac for the defective four-by-four and all-wheel drive on four occasions. In addition, Burns has repaired numerous other complaints from Mr. Krauss, including faulty instrument panel components, an inoperable air conditioner, a defective battery, and a faulty temperature display.

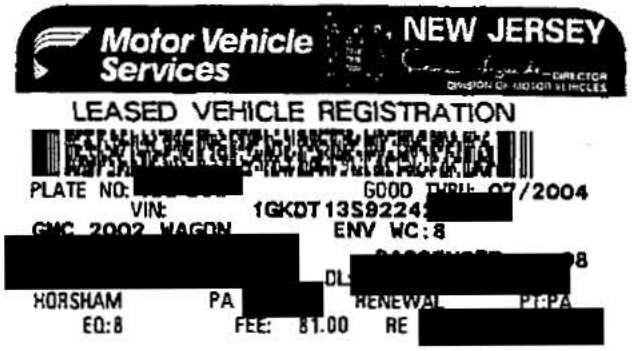
Plaintiff hereby demands the statutory repurchase of his vehicle, plus payment of counsel fees and costs in the bottom line amount of $1,500.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal General Motors Customer.

Please be advised that suit will be filed if we have not reached a settlement on or before 9/30/03. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,

Robert M. Silverman

RMS\gpk


Motor Vehicle Services
NEW JERSEY
DIRECTOR
DIVISION OF MOTOR VEHICLES
LEASED VEHICLE REGISTRATION
PLATE NO: [redacted]
GOOD THRU: 07/2004
VIN: 1GKDT13S92242[redacted]
GMC 2002 WAGON
ENV WC:8
[redacted]
DL [redacted]
HORSHAM PA [redacted] RENEWAL PIPA
EQ:8 FEE: 81.00 RE [redacted]

[redacted]

020-9019-00853

A
PERSONAL
LEASING
PROGRAM
FOR:

04/16/03
02 GMC ENVOY
1GKDT13S922[redacted]

GENERAL MOTORS ACCEPTANCE CORP
PO BOX 971
HORSHAM PA 19044

ADDRESS SERVICE REQUESTED

[redacted]
BLACKWOOD NJ 0[redacted]

513349-00004

800-200-GMAC

GMAC

513349-00004

15 03 21

04 16 03

[redacted]

QUEED AMOUNT DUE
$515.00
ECK NUMBER
TE ISSUED
OUNT PAID

DETACH COUPON HERE AND MAIL IN ENVELOPE PROVIDED

ACCOUNT NUMBER
020 9019 00853
DUE DATE
SEP 15 03
AMOUNT DUE
$515.00
REMAINING PMTS.
21
LATE CHARGE
MISCELLANEOUS
TOTAL PAID

GMAC PAYMENT PROCESSING CENTER
PO BOX 51014
CAROL STREAM IL 60125-1014

DO NOT SEND POST DATED CHECKS ALL CHECKS WILL BE DEPOSITED UPON RECEIPT

[redacted]

Use this address for PAYMENTS ONLY.
Mail all OTHER CORRESPONDENCE to the return address shown on front cover
Make Check Payable to GMAC
DO NOT SEND CASH IN THE MAIL

Home of the NICE GUYS

[redacted]
BELLMAWR, NJ [redacted]

BURNS PONTIAC INC.
RT 70
MARLTON, NJ 08053

DAVID DOORILL

SERVICE ADVISOR:

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	[redacted]	TAG NO.	P.O. NO.	INVOICE PRINTED	[redacted]
03SEP02	03SEP02	[redacted]	1GKDT13S922 [redacted]	[redacted]	14475		04SEP02	

TIME IN	TIME READY	YEAR	MAKE & MODEL	[redacted]	CUST. PAY LABOR RATE	IN SERVICE DATE	PREPARED BY	S/A
09:12	17:26	02	GMC ENVOY	95 [redacted]	VARI	15JUN02		455

MILEAGE IN	MILEAGE OUT	LICENSE NO.
2843	2843	T1416

MISCELLANEOUS COMMENT / LOCATION

	TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
R COST STATES IN ALL WHEEL DRIVE FT END SHAFTS WHEN TURNING						
R BULLETIN, WAITING FOR NEW DESIGN ENCODER MOTOR						
	74	ISS	0.00			.00(N/C)
LUBE 7.0						
		CPL			7.10	7.10
FC:						
B** 3,000 MILE SERVICE						
30 3,000 MILE SERVICE						
	74	CPL	0.40		9.20	9.20
1 25014377 OIL FLTR				8.06	6.80	6.80
1 3536966 SEAL				0.91	0.91	0.91
1 TOPOFF FLUID				1.67	1.67	1.67

COPY

DESCRIPTION	TOTALS
LABOR AMOUNT	9.20
PARTS AMOUNT	7.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	16.30
LESS INSURANCE	0.00
SALES TAX	1.54
PLEASE PAY THIS AMOUNT	17.32

STATEMENT OF DISCLAIMER

DEALER GUARANTEES THE LABOR PE
FORMED IN THIS REPAIR SHOP HAS BE
COMPETENTLY PERFORMED AND THAT A
DEFECT WHICH OCCURS WILL BE CORRECT
WITHOUT CHARGE BY THIS REPAIR SHOP F
A PERIOD OF 12 MONTHS OR 12,000 MIL
FROM THE DATE OF THE REPAIR, WHICHEV
FI[redacted]

[redacted]

[redacted]
BELLMAWR, NJ [redacted]

SERVICE ADVISOR DOLORES FLORIO

BURNS
PONTIAC-GMC
Home of the NICE GUYS!
Route 70 · Marlton, NJ 08053
Phone: (609) 983-1115
burnspontiacgmc.com

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
05FEB03	11FEB03	[redacted]	1GKDT13S922[redacted]	[redacted]	T2597		11FEB03	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:32	10:07	02	GMC ENVOY	[redacted]	VARI	15JUN02	989	989

MILEAGE IN	MILEAGE OUT	LICENSE NO.
9047	9050	[redacted]

	TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CUST STATES LOF						
90 9,000 MILE SERVICE						
	70	CPL	0.40		11.93	11.93
1 25014377 OIL FLTR				8.02	5.07	5.07
1 3536966 SEAL				0.91	0.83	0.83
1 TOPOFF FLUID				1.67	1.60	1.60
LUBE 5.0 OIL						
		CPL			6.25	6.25
FC:						
B CUST STATES TIRE ROTATION						
ROTATE ROTATE TIRES						
	70	CPL	0.50		22.50	22.50
DISC CUSTOMER DISCOUNT						
	70	CDISC	0.00		-8.23	-8.23
C CK SCRATCHES						
0000 RETURN FOR REPAIRS						
	99	ISS	0.00			(N/C)
D CUSTOMER STTAES INTERMINRLY DASH GOES OUT						
AND GAUGES WENT BACK ON TODAY						
N4180 INSTRUMENT PANEL CLUSTER COMPONENTS						
(DIGITAL/ELECTRO MECHANICAL)						
INSTRUMENT PANEL CLUSTER ASSEMBLY R&R						
OR						
	70	WART4	0.80			(N/C)

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

COPY

STATEMENT OF DISCLAIMER
DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.

X

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

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

[redacted]
BELLMAWR, NJ [redacted]

SERVICE ADVISOR DOLORES FLORIO

BURNS
PONTIAC-GMC
Home of the NICE GUYS!
Route 70 · Marlton, NJ 08053
Phone: (609) 983-1115
burnspontiacgmc.com

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
05FEB03	11FEB03	[redacted]	1GKDT13S92[redacted]	[redacted]	T2597		11FEB03	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:32	10:07	02	GMC ENVOY	[redacted]	VARI	15JUN02	989	989

MILEAGE IN	MILEAGE OUT	LICENSE NO.
9047	9050	[redacted]

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
OLH OTHER LABOR HOURS					
	70WART4	3.00			(N/C)
E** CUST STATES CK BANGING NOISE IN REAR WHEN IN 4/4 OR AUTO					
K4123 SWITCH, TRANSFER CASE SELECT					
REPLACE					
	70WART4	0.70			(N/C)
1	15194913	SWITCH			(N/C)

COPY

DESCRIPTION	TOTALS
LABOR AMOUNT	26.20
PARTS AMOUNT	7.50
GAS,OIL, LUBE	6.25
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	39.95
LESS INSURANCE	0.00
SALES TAX	2.40
PLEASE PAY THIS AMOUNT	42.35

STATEMENT OF DISCLAIMER
DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.

X

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

(SIGNED) CUSTOMER COPY (SERVICE MANAGER OR AUTHORIZED PERSON) (DATE)

[redacted]

BELLMAWR NJ [redacted]

SERVICE ADVISOR DOLORES FLORIO

BURNS
PONTIAC-GMC
Home of the NICE GUYS!
Route 70 · Marlton, NJ 08053
Phone: (609) 983-1115
burnspontiacgmc.com

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
03MAR03	05MAR03	[redacted]	1GKDT13S92[redacted]	3740232	T1402		06MAR0[redacted]	

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:12	16:35	02	GMC ENVOY	[redacted]	VARI	15JUN02	1992	989

MILEAGE IN	MILEAGE OUT	LICENSE NO.
9820	9820	[redacted]

TECH. TYPE HOURS LIST/UNIT NET/UNIT	TOTAL
A CUST STATES SOMETIMES DTR LIGHTS INOP	
52 NO WORK PERFORMED - COULD NOT DUPLICATE PROBLEM - REQUEST CUSTOMER TO DRIVE	
32 ISS 0.00	(N/C)
B CUST STATES IN 4WH HI, OR ALLWHEEL FEELS A BANGING AND VIBRATION	
52 NO WORK PERFORMED - COULD NOT DUPLICATE PROBLEM - REQUEST CUSTOMER TO DRIVE	
32 ISS 0.00	(N/C)
C RESET OIL LIFE	
61 WORK COMPLETED NO CHARGE	
32 ISS 0.00	(N/C)
D ANTENNA WONT TIGHTEN	
51 NOT EQUIPED WITH ANTENA IT IS BUILT IN WINDSHIELD	
32 ISS 0.00	(N/C)

COPY

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

STATEMENT OF DISCLAIMER
DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.

X

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

SIGNED CUSTOMER COPY DEALER MANAGER OR AUTHORIZED PERSON DATE

[redacted]

BLACKWOOD, NJ [redacted]

BURNS
PONTIAC-GMC
Home of the NICE GUYS!
Route 70 · Marlton, NJ 08053
Phone: (609) 983-1115
burnspontiacgmc.com

SERVICE ADVISOR DAVID DODRILL

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
01JUL03	01JUL03	[redacted]	1GKDT13S9224[redacted]	3740232	T1752		01JUL03	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:03	10:15	02	GMC ENVOY	[redacted]	VARI	15JUN02		4550

MILEAGE IN	MILEAGE OUT	LICENSE NO.
15277	15280	[redacted]

	TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CUST STATES RECALL						
ISS SHOP SUPPLIES						
	33	CPL	0.00		0.00	0.00
B LUBE,OIL,FILTER AND TIRE ROTATION						
LOFR LUBE,OIL,FILTER AND TIRE ROTATION						
	33	CPL	0.80		26.00	26.00
1 89017342 OIL FLTR				8.02	5.07	5.07
1 3536966 SEAL				0.94	0.83	0.83
1 TOPOFF FLUID				1.67	1.60	1.60
LUBE 7.0						
		CPL			6.45	6.45
FC:						
C** CUST STATES FOUR WHEEL DRIVE IS STILL BANGING FOR THE RECORD ONLY						
R DOCUMENTAITON ONLY						
	33	ISS	0.00			(N/C)

COPY

7-1-03

Had oil changed & TIRE ROTATION AT 15,200 miles

(3rd TIME FOR BOTH. TIRE ROT & oil change.)

4x4 still bangs.

Also waiting for Recall parts to come in: something about it can come out of park??

DESCRIPTION	TOTALS
LABOR AMOUNT	26.00
PARTS AMOUNT	7.50
GAS,OIL, LUBE	6.45
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	39.95
LESS INSURANCE	0.00
SALES TAX	2.40
PLEASE PAY THIS AMOUNT	42.35

STATEMENT OF DISCLAIMER
DEALER GUARANTEES THE LABOR PERFORMED IN THIS REPAIR SHOP HAS BEEN COMPETENTLY PERFORMED AND THAT ANY DEFECT WHICH OCCURS WILL BE CORRECTED WITHOUT CHARGE BY THIS REPAIR SHOP FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE OF THE REPAIR, WHICHEVER FIRST OCCURS.

X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 01 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

SIGNED: [illegible] DEPARTMENTAL MANAGER OR AUTHORIZED PERSON DATE

MARK S KRAUSS
2049 BARNSBORO RD, APT C10
BLACKWOOD, NJ 08012

BURNS
PONTIAC-GMC
Home of the NICE GUYS!
Route 70 · Marlton, NJ 08053
Phone: (609) 983-1115
burnspontiacgmc.com

SERVICE ADVISOR ROBERT INGELIDO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
22JUL03	22JUL03	420184	1GKDT13S922420184	3740232	T320		23JUL03	468637

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:35	14:27	02	GMC ENVOY	856-374-0232	VARI	15JUN02		1992

MILEAGE IN	MILEAGE OUT	LICENSE NO.
16185	16192	T1416

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CUST STATES AC INOP[					
CAUSE: OPEN					
D1180 SWITCH, PRESSURE CYCLING REPLACE					
70WART4		0.50			(N/C)
1 1132749 SWITCH					(N/C)
FC: PART#: COUNT:					
CLAIM TYPE:					
AUTH CODE:					
B CUST STATES BATTERY GOES DEAD SOMETIMES GOES DEAD.					
52 NO WORK PERFORMED - COULD NOT DUPLICATE PROBLEM - REQUEST CUSTOMER TO DRIVE					
70	ISS	0.00			(N/C)
C CUST STATES 4X4 BANGS					
CAUSE: PER TECH LINE CASE # 6640963					
F1200 PROPELLER SHAFT, FRONT OF TRANSFER CASE REPLACE					
70WART4		0.60			(N/C)
FC: PART#: COUNT:					
CLAIM TYPE:					

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

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X

COPY

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burnspontiacgmc.com

MARK S KRAUSS
2049 BARNSBORO RD, APT C10
BLACKWOOD, NJ 08012

SERVICE ADVISOR ROBERT INGELIDO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
22JUL03	22JUL03	420184	1GKDT13S922420184	3740232	T320		23JUL03	468637

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:35	14:27	02	GMC ENVOY	856-374-0232	VARI	15JUN02		1992

MILEAGE IN	MILEAGE OUT	LICENSE NO.
16185	16192	T1416

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
AUTH CODE:					
D CUST STATES RECALL					
CAUSE: REC ALL					
V0994 INSTALL PLUG AND REMOVE OVERRIDE LEVER					
70WART4		0.20			(N/C)
1 15107204 PLUG					(N/C)
E CUST STATES ALL GUAGES GO TO ZERO FOR ABOUT A HALF HOUR					
CAUSE: RECALL					
V0995 REPROGRAM IP CLUSTER					
70WART4		0.30			(N/C)
FC: PART#: COUNT:					
CLAIM TYPE:					
AUTH CODE:					

COPY

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

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X _____

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[SIGNED] CUSTOMER COPY SERVICE MANAGER OR AUTHORIZED PERSON DATE

Copyright 2000 ADP, Inc. SERVICE INVOICE v1 XSHC

[redacted]

BLACKWOOD, NJ [redacted]

SERVICE ADVISOR RONALD CAPALDI

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Route 70 · Marlton, NJ 08053
Phone: (609) 983-1115
burnspontiacgmc.com

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
30JUL03	05AUG03	[redacted]	1GKDT13S922[redacted]	[redacted]	T806		07AUG03	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
17:01	17:01	02	GMC ENVOY	[redacted]	VARI	15JUN02		170

MILEAGE IN	MILEAGE OUT	LICENSE NO.
17000	17000	T[redacted]

TECH.	TYPE	HOURS	LISTPRICE	RETAIL	TOTAL
A CUST STATES CLUSTER INOP ONYERMIT					
CAUSE: SHORTED					
N4180 CLUSTER ASSEMBLY, INSTRUMENT PANEL					
R&R OR REPLACE					
	70WARP4	0.90			(N/C)
OLH OTHER LABOR HOURS					
	70WART4	3.00			(N/C)
B CUST STATES OUTSIDE TEMP DISPLAY GIVES ERRATIC READINGS					
D1210 SENSOR, OUTSIDE AIR TEMPERATURE					
REPLACE					
	70WART4	0.60			(N/C)
1 15047946 SENSOR					(N/C)
C CUST STATES BANGING NOISE FRAM DRIVETRAIN IN ALL 4WD OR ALLWHEEL DRIVE SETTINGS BUT NOT IN 2WD					
52 NO WORK PERFORMED - COULD NOT DUPLICATE PROBLEM - REQUEST CUSTOMER TO DRIVE					
	70 ISS	0.00			(N/C)

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

STATEMENT OF DISCLAIMER
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X

COPY

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SERVICE MANAGER OR AUTHORIZED PERSON DATE

12/12/17

Privileged and Confidential Information

CASE ASSESSMENT BY: Fricke

Customer Name: [redacted] CARS Request No.: [redacted] GM Legal File No.: n/a

Vehicle ID No.: 1GKDT13S922[redacted] In Service Date: 6-15-02 Vehicle is: **new** DLR's BAC Code: 15619

Year, Make & Model: 2002 GMC Envoy

VEHICLE REPAIR HISTORY

CUSTOMERS PRIMARY SYMPTOM/COMPLAINT: **4WD noise**

Date:	Mileage:	Days Out:	Description of Repair:
2-05-03	9047	*	CS banging noise in rear when in 4/4 or auto: Transfer case select switch replaced
3-03-03	9820	*	CS in 4WH HI or all wheel feels a banging and vibration: Could not duplicate
7-01-03	15280	*	CS 4 wheel drive is still banging for the record only
7-30-03	17000	*	CS banging noise from drive train in all 4wd or all wheel settings but not in 2wd: Could not duplicate

OTHER SYMPTOM/COMPLAINT: **AWD front end shakes when turning**

Date:	Mileage:	Days Out:	Description of Repair:
9-03-02	2843	1	CS in all wheel drive front end shakes when turning: Waiting for new design encoder motor

OTHER SYMPTOM/COMPLAINT: **IP Cluster inop**

Date:	Mileage:	Days Out:	Description of Repair:
2-05-03	9047	*	CS intermittently dash goes out and gauges went back on today: Instrument panel cluster solenoid replaced
7-21-03	16185	*	Reprogram IP cluster
7-30-03	17000	1	CS cluster inop: Shorted/Instrument panel digital reprogrammed

OTHER SYMPTOM/COMPLAINT: **Suspension**

Date:	Mileage:	Days Out:	Description of Repair:
7-21-03	16185	*	Front prop shaft replaced (RO being faxed)

OTHER SYMPTOM/COMPLAINT: **AC**

Date:	Mileage:	Days Out:	Description of Repair:
7-21-03	16185	2	Press cycle switch replaced (RO being faxed)

OTHER SYMPTOM/COMPLAINT: **Campaign 03012**

Date:	Mileage:	Days Out:	Description of Repair:
7-01-03	15280	1	Campaign 03012: SOP PARTS
7-21-03	16185	*	SOP FORM 7-01-03: Install plug and remove override lever

OTHER SYMPTOM/COMPLAINT: **Shaking when turning**

Date:	Mileage:	Days Out:	Description of Repair:
8-26-02	2642	1	CS shaking when turning: could not duplicate

OTHER / MISCELLANEOUS:

8-26-02	2642	*	CS around third brake light looks like glue around it-sublet
2-05-03	9047	3	CS scratches: return for repairs
3-03-03	9820	3	CS sometimes DTR lights inop: Could not duplicate
3-03-03	9820	*	Antenna won't tighten: Not equipped with antenna it is built in windshield
7-21-03	16185	*	CS won't go into drive-intermittent: Could not duplicate
7-30-03	17000	*	CS outside temp display gives erratic readings: Sensor, outside temperature replaced

DO THE NUMBER OF REPAIR ATTEMPTS MEET THE LEMON LAW REQUIREMENT: YES: **xx** NO:
DO THE DAYS OUT OF SERVICE (12) MEET THE LEMON LAW REQUIREMENT: YES: NO: **xx**
DOES THE CASE MEET THE CRITERIA FOR ANY FEDERAL OR STATE LAWS: YES: NO:

CRM FINAL OFFER: {CASH /REP/ TRADE}: **OFFER TO CUST: $**{Amount} **ATTORNEY FEES: $**{Amount }

RECOMMENDATION: Medium cash/repurchase

Veh appears to meet the requirements of the NJ lemon law for number of repair attempts for the same non conformity. The vehicle has not been seen since July 30, 2003

Reason for Removal

TEAM MANAGER APPROVING:	{Name}	YES:	NO:
BRC LEGAL CASE MANAGER:	{Name}	Ph# 800-231-1841, prompt 9, prompt 5, {Ext}	FAX# 1-866-{xxx-xxxx}

NAME	FILE	STATUS	COMMENTS
[redacted]	[redacted]	Waiting on the signed release, faxed on 10/06/03.	
[redacted]	[redacted]	Waiting on a response to our verbal offer, made on 10/15/03.	
[redacted]	[redacted]	Waiting on a response to our verbal offer, made on 10/09/03.	
[redacted]	[redacted]	Waiting on a response to our verbal offer, made on 10/09/03.	
[redacted]	[redacted]	Waiting on a response to our verbal offer, made on 10/09/03.	
[redacted]	[redacted]	Waiting on a response to our verbal offer, made on 10/09/03.	
[redacted]	[redacted]	Waiting on a response to our verbal offer, made on 10/09/03.	
[redacted]	[redacted]	Waiting on a response to our verbal offer, made on 10/16/03.	
[redacted]	[redacted]	Waiting on a response to our verbal offer, made on 10/16/03.	
[redacted]	[redacted]	Waiting on a response to our verbal offer, made on 10/16/03.	
[redacted]	[redacted]	Waiting on a response to our verbal offer, made on 10/16/03.	

GENERAL MOTORS BUSINESS RESOURCE CENTER

September 15, 2003

Robert Silverman, Esq.
Kimmel & Silverman, , PC
89 Haddon Avenue North
Haddonfield, NJ 08033

Re: [redacted]. General Motors Corporation
2002 GMC Envoy VIN: 1GKDT13S9224[redacted]

This is to advise you that we are in receipt of the above referenced case dated September 10, 2003. This case file has been assigned to me, and I will be contacting you in the next 10-15 business days for review.

In order to do a thorough review and assessment of this case, I may need additional information and documentation from you. Therefore, if any of the items below are marked, please fax or mail the information requested to the address on the bottom of this page.

If you have any questions, please call me at the number below.

Thank you.

Sincerely,

Aaron Swartz
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57466
FAX# 866-356-9721

X Copy of owner's current title and/or registration
X Finance agreement
X Buyer's agreement

X Other: Lienholder Information Request

NAME	FILE	STATUS	COMMENTS
[redacted]	S[redacted]	Waiting on the signed release, faxed on 11/03/03.	
	S	Waiting on the signed offer and release, faxed on 11/03/03.	
	S	Waiting on the signed offer and release, faxed on 11/04/03.	
	S	Waiting on the signed release, faxed on 11/03/03.	
	S	Waiting on the signed release, faxed on 11/03/03.	
	S	Waiting on the signed release, faxed on 11/03/03.	
	S	Waiting on the signed release, faxed on 11/04/03.	
	S	Waiting on a response to our verbal offer made on 10/30/03.	
	S	Waiting on a response to our verbal offer made on 10/30/03.	
	S	Waiting on a response to our verbal offer made on 11/04/03.	
	S	Waiting on a response to our verbal offer made on 10/30/03.	
	S	Waiting on a response to our verbal offer made on 10/30/03.	
	S	Waiting on the signed release, faxed on 11/04/03.	
	S	Waiting on the signed release, faxed on 11/04/03.	
	S	Waiting on a response to our verbal offer made on 11/04/03.	

ROBERT M. SILVERMAN[+*-]
CRAIG THOR KIMMEL[+-]

+ Member, PA Bar
* Member, NJ Bar
- Member, DE Bar
Member, NY Bar

KIMMEL & SILVERMAN
P.C.

1-800-LEMON LAW
www.lemonlaw.com

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F (215) 540-8817

WESTERN PA OFFICE
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Pittsburgh, PA 15219
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F (412) 566-1005

NEW JERSEY OFFICE
89 Haddon Avenue North
Haddonfield, NJ 08033
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F (856) 216-7344

JACQUELINE C. HERRITT[+*]
ROBERT A. RAPKIN[+]
VIVIAN BENZ PEIKIN[+*]
AMY D. COX[+*]
LOUIS DOBI, JR[+*]
SHANNON M. RYAN[+*]
LINDSAY D. HOFFMAN[+*]
BRIAN T. GOLDENFARB[*]
TAMMY J. SCHMITT[+]
SUSANNE KIMBERLAND[+]
TRACY L. HASLETT[+]
HILARY K. WHEATLEY[+]
RENEE D. VENEY[+]
MELISSA WEIK[+]
SAMANTHA J. EVIAN[+]
JENNIFER R. SEGAL[+]

PLEASE REMIT ALL CORRESPONDENCE TO:
AMBLER OFFICE

November 17, 2003

Mr. Aaron Swartz
General Motors Corp.- Cars
C/o MSX International
MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326
(866) 359-9721

RE: Krauss vs. General Motors

Dear Mr. Swartz:

Enclosed please find the executed Release of Claim and settlement letter for the captioned matter. Please recall that the captioned matter settled prior to litigation.

Please contact me when the settlement checks are available.

If you need additional information, please contact this office immediately.

Very truly yours,

DAVID WILLIAM KELLY

DWK/rc
Enclosure

GENERAL MOTORS BUSINESS RESOURCE CENTER

November 4, 2003

VIA FAX ONLY

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

Re: [redacted] General Motors Corporation
CARS File No [redacted]
2002 GMC Envoy
VIN # 1GKDT13S92[redacted]

Dear Mr. Silverman:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2002 GMC Envoy for all defendants. This offer is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at any General Motors dealership prior to the issuance of any funds. Please advise my office of the dealership that your client would like to work with in your written response to our offer. My office will then contact the dealership and provide them with necessary documents for the inspection. The dealership will then contact you to arrange an inspection at a mutually agreeable date and time for your client. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year of the vehicle. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments 16 @ 515.00	8,240.00
Total down payment	2,179.50
License/Title/Registration	116.50
Document Fees	139.00
Subtotal:	10,675.00
Less Rebates/Incentives	< 1,500.00 >
Less Usage/Depreciation	< 1,010.00 >
Less Late Charges Due	< 220.50 >
Subtotal:	7,944.50
Attorney's Fees	1,500.00
Subtotal:	9,444.50
* Payoff to lienholder (good through 12/14/03)	28,925.01
Repurchase Offer	$ 38,369.51

* The payoff amount is subject to change if this offer letter is not received in time for the current payoff amount to be processed; however, General Motors will be responsible for paying off the lienholder if the amount should change.

The above offer is inclusive of $ 984.86 in sales tax, 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 days from the date of your acceptance of our offer. We will need a copy of your client's registration and social security number and 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 me at the fax number shown below.

Sincerely,

Aaron Swartz
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57466
FAX# 866-359-9721

cc: FILE

Attach.

[redacted]
Client's Signature

Client's Signature

NOV 12, 2003
Date

Date

SETTLEMENT AGREEMENT AND RELEASE

This Settlement Agreement and Release is effective as of the latter of the dates set forth opposite the signatures below.

WITNESSETH:

WHEREAS, [redacted] Bellmawr, NJ [redacted] (hereinafter referred to as "Releasor(s)", and General Motors Corporation (hereinafter referred to as "Releasee"), are involved in a dispute regarding a certain 2002 GMC Envoy, bearing Vehicle Identification No. (VIN) 1GKDT13S92[redacted] (hereinafter referred to as "Vehicle"), which Releasor(s) leased from Burns Pontiac GMC, Inc., located at Route 70, Marlton, NJ 08053 (hereinafter referred to as the "Dealership") on June 15, 2002 and

WHEREAS, Releasor(s) has voluntarily agreed to resolve this dispute and Releasee denies liability with respect to any and all claims set forth in this action; and

NOW, THEREFORE, in consideration of the settlement of the Suit and of the mutual covenants hereinafter set forth, the parties hereto agree as follows:

1. Releasee agrees to pay Releasor $ 7,944.50 and his attorney $ 1,500.00 and Releasor(s) agree to turn over possession and clear title of the Vehicle to Releasee, free from any liens and encumbrances. In addition, Releasee agrees to pay off the balance of Releasor's account with GMAC, Account No. [redacted] in the amount of $ 28,925.01 and terminate the same.

2. Releasor(s) agree(s) that a material component of this Agreement is that Releasee will be allowed to inspect the Vehicle to determine whether the Vehicle is free from any damage or abuse, other than normal wear and tear usage. Any damages beyond normal wear and tear usage that is noted during the inspection must be repaired and paid for by the Releasor(s) prior to proceeding.

3. That the Vehicle shall not exceed 22,000 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 fifteen cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasee or its authorized dealer.

4. As an express element and condition of this Settlement Agreement and Release, Releasor(s), individually and on behalf of any and all of his predecessors, successors, heirs, assigns, executors, administrators, agents, attorneys or any other representatives, agree that Releasor(s) shall not now or hereafter institute, maintain or assert against Releasee, either

Initials: MS/C

directly or indirectly, and agree to release and discharge Releasee from, any and all causes of action, claims, damages, statutory penalties, equitable, legal and administrative relief, interest, attorney fees, demands or rights of any kind or nature whatsoever, whether based on federal, state or local statute, regulation, contract, common law, or any other source, whether known or unknown, that have been, could have been, may or could be alleged or asserted now or in the future by Releasor(s) against Releasee on the basis of, connected with, arising out of, or related to, in whole or in part, the claims asserted in this action.

5. Releasor(s) understand and agree(s) that this Settlement Agreement and Release shall be considered final and binding upon him.

6. This Agreement may be executed in counter-parts, and when each party has signed and delivered at least one such counter-part, each counter-part shall be deemed an original, and taken together shall constitute one and the same Agreement, which shall be binding and effective as to all parties.

7. This Agreement contains the entire Agreement between the parties hereto and the terms of this Agreement are contractual and not a mere recital. Furthermore, this Agreement supersedes all prior Agreements, understandings or covenants, whether oral or written. This Agreement, and each and every term and provision hereof, shall be governed by and construed in accordance with the laws of New Jersey.

8. It is understood and agreed that this Agreement is being entered into voluntarily and is not based on any representations or statements of any kind by any party or their representatives as to the merits, legal liability or value of Releasor's actions or any matters relating thereto.

9. The parties agree that a fully executed facsimile copy of this Agreement shall be binding on the parties.

10. RELEASOR(S) ACKNOWLEDGE(S) THAT HE HAS READ THIS RELEASE, THAT HE HAS HAD THE BENEFIT OF CONSULTATION WITH LEGAL COUNSEL IN CONNECTION HEREWITH, THAT HE UNDERSTANDS ALL OF ITS TERMS AND THAT HE EXECUTED IT VOLUNTARILY AND WITH FULL KNOWLEDGE OF ITS SIGNIFICANCE AND CONSEQUENCES.

Initials: JJSK

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 12 DAY OF NOV 2003.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 20,000 DATE SIGNED: NOV 12, 2003

WITNESS: Lysa Tirgilio

[redacted]
Claimant's signature

Claimant's signature

[redacted]
Address

Address

BLACKWOOD NJ [redacted]
City, State, Zip Code

City, State, Zip Code

[redacted]
Social Security Number

Social Security Number

STATE OF New Jersey

COUNTY OF Gloucester

Sworn to (or affirmed) and subscribed before me this 12th day of November, 20 03, by Mark S. Krauss.

Melinda Sweeney
Signature of Notary Public

MELINDA SWEENEY
NOTARY PUBLIC OF NEW JERSEY
MY COMMISSION EXPIRES NOV. 03, 2005

Print, type or stamp Commissioned Name of Notary Public

Personally Known ____ OR Produced identification ✓

Type of identification NJ Drivers Lic

My commission expires: 11-03-05

Initials: MSK

KIMMEL & SILVERMAN
P.C.

ROBERT M. SILVERMAN *
CRAIG THOR KIMMEL **

* ALSO MEMBER OF NEW YORK AND PENNSYLVANIA BARS
** MEMBER OF NEW YORK AND PENNSYLVANIA BARS
+ ALSO MEMBER OF PENNSYLVANIA BAR
++ MEMBER OF PENNSYLVANIA BAR

89 HADDON AVENUE NORTH
HADDONFIELD, NJ 08033

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JACQUELINE C. HERRITT+
ROBERT A. RAPKIN++
VIVIAN BENZ PEIKIN+
AMY D. COX+
LOUIS DOBI, JR+
SHANNON M. RYAN+
DANA TARQUINI+
MAYLEE M. MEEKINS+
LINDSAY D. HOFFMAN++

GLENN L GERBER++
of Counsel

September 10, 2003

VIA REGULAR MAIL AND TELEFAX

Mr. Aaron Swartz
General Motors Corporation
c/o MSX International
MC 336-105-000
1464 John A. Papalas Drive
Lincoln Park, MI 48146-1460

RE: [redacted] v. General Motors Corporation
2002 GMC Envoy
VIN: 1GKDT13S922[redacted]
Selling Dealer: Burns Pontiac

Dear Mr. Swartz:

Please take notice that I represent the captioned individual in his claim against General Motors Corporation. Please take the steps necessary to advise all General Motors Personnel and dealership personnel that I am Mr. Krauss' counsel and there should be no contact with my client, except for contact necessary to implement current repair attempts. I am writing this letter is an effort to work out a pre-litigation settlement and any attempts to contact my client directly will result in the immediate filing of suit and a request for an injunction and sanctions.

As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon. Specifically, the vehicle has been serviced by Burns Pontiac for the defective four-by-four and all-wheel drive on four occasions. In addition, Burns has repaired numerous other complaints from Mr. Krauss, including faulty instrument panel components, an inoperable air conditioner, a defective battery, and a faulty temperature display.

Plaintiff hereby demands the statutory repurchase of his vehicle, plus payment of counsel fees and costs in the bottom line amount of $1,500.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal General Motors Customer.

Please be advised that suit will be filed if we have not reached a settlement on or before 9/30/03. In the meantime, please call or write me if you need any additional information or documentation.

Very truly yours,

Robert M. Silverman

RMS\gpk

Customer Name:	[redacted]	Approval Date:	11/28/2003
CRM Name:	AARON SWARTZ		

RVDC Case# 61784
BRC Case Number [redacted]
Customer Name [redacted]
Original VIN 1GKDT13S922[redacted]
BAC 115619
Dealership Name BURNS PONTIAC-GMC TRUCK, INC.
Dealer Contact/Title Ron Capaldi, Service Manager
Dealer Phone 8569836060
Dealer Fax 8569834770
Delivery Date 2002-06-15
Buyback Mileage 20000
Transmission A
UCC Code(s) K0108 N3504
MSRP 37880.00
NADA 26275.00
Case Number 6[redacted]
TAC Case Number
Type of Transaction SL
Replacement VIN
Repurchase Type Legal-Early Resolution-NISM
Repurchase Source Legal CRM, Aaron Swartz
Reason for Repurchase: 4WD makes noise, instrument cluster is inoperable.
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:
2003-12-08 Established on:
2003-11-28

If no, where: BAC is 0
Location Site Name:
Contact Name:
Address 1:
Address 2:
City: State: Zip:
Phone #:
Fax #:

Comment: Please see attached Special Instructions about holding Kimmel & Silverman check until confirmation from dealership of completed exchange.

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: 28925.01 Lien Payoff Expires on: 2003-12-19 Per Diem: 0.00
Customer Due to GM: 0.00 Dealer Due GM: 0.00
Check Information
Customer Lienholder Plaintiff's Attorney
Check Amt: 7944.50 Check Amt: 1500.00
Payee1: [redacted]ayee1: GMAC Payee1: Kimmel &
Payee2: [redacted] Payee2: Silverman, P.C.
Address1[redacted]Address1: 555 Business
Address1[redacted]
Address2: Apt. C-10 Address2: Center Drive Address2: Butler Pike
City: Blackwood City: Horsham City: Ambler
State: NJ State: PA State: PA
Zip 08012 Zip 19044 Zip 19002
Phone #[redacted]Phone #: 8002004622 Phone #: 2155408888
Fax #: Fax #: Fax #: 2155408817
Attention: [redacted]ayoff Dept. Attention: David Kelly
Account #:[redacted] Fed Tax ID: 23-2671027
Firm Name: Kimmel & Silverman
Case ID: 61784 Initiator: swartza

KIMMEL & SILVERMAN
P.C.
30 EAST BUTLER PIKE
AMBLER, PA 19002



NOV 20 2003

Mr. Aaron Swartz
General Motors Corp.- Cars
C/o MSX International
MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326

48326+1571 06

ROBERT M. SILVERMAN+*-
CRAIG THOR KIMMEL+-

+ Member, PA Bar
* Member, NJ Bar
x Member, DE Bar
- Member, NY Bar

KIMMEL & SILVERMAN
P.C.

1-800-LEMON LAW
www.lemonlaw.com

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

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

NEW JERSEY OFFICE
89 Haddon Avenue North
Haddonfield, NJ 08033
P (856) 429-8334
F (856) 216-7344

JACQUELINE C. HERRITT+*
ROBERT A. RAPKIN+
VIVIAN BENZ PEIKIN+*
AMY D. COX+*
LOUIS DOBI, JR+*
SHANNON M. RYAN+*
LINDSAY D. HOFFMAN+*
BRIAN T. GOLDENFARB*
TAMMY J. SCHMITT+
SUSANNE KIMBERLAND+
TRACY L. HASLETT+
HILARY K. WHEATLEY+
RENEE D. VENEYx
MELISSA WEIK+
SAMANTHA J. EVIAN+
JENNIFER R. SEGAL+

PLEASE REMIT ALL CORRESPONDENCE TO:
AMBLER OFFICE

November 17, 2003

Mr. Aaron Swartz
General Motors Corp.- Cars
C/o MSX International
MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326
(866) 359-9721

RE: [redacted] vs. General Motors

Dear Mr. Swartz:

Enclosed please find the executed Release of Claim and settlement letter for the captioned matter. Please recall that the captioned matter settled prior to litigation.

Please contact me when the settlement checks are available.

If you need additional information, please contact this office immediately.

Very truly yours,

DAVID WILLIAM KELLY

DWK/rc
Enclosure

GENERAL MOTORS BUSINESS RESOURCE CENTER

November 4, 2003

VIA FAX ONLY

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

Re: [redacted], General Motors Corporation
CARS File No.: [redacted]
2002 GMC Envoy
VIN # 1GKDT13S92[redacted]

Dear Mr. Silverman:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2002 GMC Envoy for all defendants. This offer is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at any General Motors dealership prior to the issuance of any funds. Please advise my office of the dealership that your client would like to work with in your written response to our offer. My office will then contact the dealership and provide them with necessary documents for the inspection. The dealership will then contact you to arrange an inspection at a mutually agreeable date and time for your client. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year of the vehicle. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments 16 @ 515.00	8,240.00
Total down payment	2,179.50
License/Title/Registration	116.50
Document Fees	139.00
Subtotal:	10,675.00
Less Rebates/Incentives	< 1,500.00 >
Less Usage/Depreciation	<1,010.00>
Less Late Charges Due	< 220.50>
Subtotal:	7,944.50
Attorney's Fees	1,500.00
Subtotal:	9,444.50
* Payoff to lienholder (good through 12/14/03)	28,925.01
Repurchase Offer	$ 38,369.51

* The payoff amount is subject to change if this offer letter is not received in time for the current payoff amount to be processed; however, General Motors will be responsible for paying off the lienholder if the amount should change.

The above offer is inclusive of $ 984.86 in sales tax, 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 days from the date of your acceptance of our offer. We will need a copy of your client's registration and social security number and 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 me at the fax number shown below.

Sincerely,

Aaron Swartz
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57466
FAX# 866-359-9721

ORIGINAL

cc: FILE

Attach.

[redacted]
Client's Signature

NOV 12, 2003
Date

Client's Signature

Date

SETTLEMENT AGREEMENT AND RELEASE

This Settlement Agreement and Release is effective as of the latter of the dates set forth opposite the signatures below.

WITNESSETH:

WHEREAS, [redacted] Bellmawr, NJ [redacted] (hereinafter referred to as "Releasor(s)", and General Motors Corporation (hereinafter referred to as "Releasee"), are involved in a dispute regarding a certain 2002 GMC Envoy, bearing Vehicle Identification No. (VIN) 1GKDT13S922[redacted] (hereinafter referred to as "Vehicle"), which Releasor(s) leased from Burns Pontiac GMC, Inc., located at Route 70, Marlton, NJ 08053 (hereinafter referred to as the "Dealership") on June 15, 2002 and

WHEREAS, Releasor(s) has voluntarily agreed to resolve this dispute and Releasee denies liability with respect to any and all claims set forth in this action; and

NOW, THEREFORE, in consideration of the settlement of the Suit and of the mutual covenants hereinafter set forth, the parties hereto agree as follows:

1. Releasee agrees to pay Releasor $ 7,944.50 and his attorney $ 1,500.00 and Releasor(s) agree to turn over possession and clear title of the Vehicle to Releasee, free from any liens and encumbrances. In addition, Releasee agrees to pay off the balance of Releasor's account with GMAC, Account No. [redacted], in the amount of $ 28,925.01 and terminate the same.

2. Releasor(s) agree(s) that a material component of this Agreement is that Releasee will be allowed to inspect the Vehicle to determine whether the Vehicle is free from any damage or abuse, other than normal wear and tear usage. Any damages beyond normal wear and tear usage that is noted during the inspection must be repaired and paid for by the Releasor(s) prior to proceeding.

3. That the Vehicle shall not exceed 22,000 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 fifteen cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasee or its authorized dealer.

4. As an express element and condition of this Settlement Agreement and Release, Releasor(s), individually and on behalf of any and all of his predecessors, successors, heirs, assigns, executors, administrators, agents, attorneys or any other representatives, agree that Releasor(s) shall not now or hereafter institute, maintain or assert against Releasee, either

Initials: MS/C

directly or indirectly, and agree to release and discharge Releasee from, any and all causes of action, claims, damages, statutory penalties, equitable, legal and administrative relief, interest, attorney fees, demands or rights of any kind or nature whatsoever, whether based on federal, state or local statute, regulation, contract, common law, or any other source, whether known or unknown, that have been, could have been, may or could be alleged or asserted now or in the future by Releasor(s) against Releasee on the basis of, connected with, arising out of, or related to, in whole or in part, the claims asserted in this action.

5. Releasor(s) understand and agree(s) that this Settlement Agreement and Release shall be considered final and binding upon him.

6. This Agreement may be executed in counter-parts, and when each party has signed and delivered at least one such counter-part, each counter-part shall be deemed an original, and taken together shall constitute one and the same Agreement, which shall be binding and effective as to all parties.

7. This Agreement contains the entire Agreement between the parties hereto and the terms of this Agreement are contractual and not a mere recital. Furthermore, this Agreement supersedes all prior Agreements, understandings or covenants, whether oral or written. This Agreement, and each and every term and provision hereof, shall be governed by and construed in accordance with the laws of New Jersey.

8. It is understood and agreed that this Agreement is being entered into voluntarily and is not based on any representations or statements of any kind by any party or their representatives as to the merits, legal liability or value of Releasor's actions or any matters relating thereto.

9. The parties agree that a fully executed facsimile copy of this Agreement shall be binding on the parties.

10. RELEASOR(S) ACKNOWLEDGE(S) THAT HE HAS READ THIS RELEASE, THAT HE HAS HAD THE BENEFIT OF CONSULTATION WITH LEGAL COUNSEL IN CONNECTION HEREWITH, THAT HE UNDERSTANDS ALL OF ITS TERMS AND THAT HE EXECUTED IT VOLUNTARILY AND WITH FULL KNOWLEDGE OF ITS SIGNIFICANCE AND CONSEQUENCES.



Initials: MSK

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 12 DAY OF NOV 2003.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 20,000 DATE SIGNED: NOV 12, 2003

WITNESS: Lisa Virgilio

[redacted]
Claimant's signature

Claimant's signature

[redacted]
Address

BLACKWOOD NJ [redacted]
City, State, Zip Code

City, State, Zip Code

[redacted]
Social Security Number

Social Security Number

STATE OF New Jersey

COUNTY OF Gloucester

ORIGINAL

Sworn to (or affirmed) and subscribed before me this 12th day of November, 20 03, by Mark S. Krauss.

Melinda Sweeney
Signature of Notary Public

MELINDA SWEENEY
NOTARY PUBLIC OF NEW JERSEY
MY COMMISSION EXPIRES NOV. 03, 2005

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ✓

Type of identification NJ Drivers Lic

My commission expires: 11-03-05

Initials: MSK

Business Resource Center

Fax

To:	ROBERT SILVERMAN / DAVID KELLY
Company:	KIMMEL & SILVERMAN, P.C.
Phone:	215-540-8888
Fax:	215-540-8817
From:	AARON SWARTZ
Phone:	800-231-1841, Ext. 57466
Fax:	866-359-9721
Date:	Wednesday, October 29, 2003 11:35:40 AM
Pages:	01 (not including cover)

Comments:
RE: KRAUSS

See attached.

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 the facsimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you.

KIMMEL & SILVERMAN
P.C.

ROBERT M. SILVERMAN*
CRAIG THOR KIMMEL**

* ALSO MEMBER OF NEW YORK AND NEW JERSEY BARS
** ALSO MEMBER OF NEW YORK BAR
+ ALSO MEMBER OF NEW JERSEY BAR
++ MEMBER OF NEW JERSEY BAR

30 EAST BUTLER PIKE
AMBLER, PA 19002

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SHANNON M. RYAN+
DANA TARQUINI+
LINDSAY D. HOFFMAN+
BRIAN T. GOLDENFARB++
TAMMY J. SCHMITT

October 17, 2003

VIA TELEFAX ONLY (813-635-4081)

Aaron Swartz, Esquire
BRC Legal Case Manager
GM Business Resource Center

RE: [redacted] v. GM

Dear Mr. Swartz:

It was a pleasure speaking with you. Please be advised that my client hereby accepts your most gracious offer to statutorily repurchase his vehicle with a $1010.00 mileage charge. This will confirm we have separately settled my firm's bill of attorney fees and costs for $1,500.00. As discussed, I must insist on a separate check for my attorney fee and cost settlement and that it be sent directly to my office as opposed to the dealership. Attached is a copy of my client's Registration, the current mileage is about 19000 and my client's SS Number is [redacted] I will have David Kelly of my office telephone you to touch base on consummating the settlement. Once again, thank you for all of your help in getting this matter expeditiously resolved and I look forward to discussing more cases with you as soon as you are ready.

Very truly yours,

Robert M. Silverman

Motor Vehicle Services NEW JERSEY

LEASED VEHICLE REGISTRATION

PLATE [redacted] GOOD THRU: 07/2004

VIN: 1GKDT13S822[redacted]

GMC 2002 WAGON ENV WC:8

[redacted] PASSENGER 08

DL [redacted] 90440

HORSHAM PA [redacted] RENEWAL PT-PA

EQ:8 FEE $1.00 R[redacted]



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

October 29, 2003

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

Re: [redacted] v. General Motors Corporation
CARS File No.: [redacted]
2002 GMC Envoy
VIN # 1GKDT13S92242[redacted]

Dear Mr. Silverman:

On October 9, 2003 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.

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 notify me in writing as soon as possible. If your client does not agree with the terms of this offer, we ask that you contact us immediately regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client's concerns. With that in mind, we are hopeful that we can resolve this matter within the next three days. We look forward to hearing from you within this time frame.

Sincerely,

Aaron Swartz
BRC Legal Case Manager
Ph# 800-231-1841, extension 57466
FAX# 866-359-9721

cc: FILE



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

November 17, 2003

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

Re: [redacted]. General Motors Corporation
CARS File No.: [redacted]
2002 GMC Envoy
VIN # 1GKDT13S922[redacted]

Dear Mr. Silverman:

On November 4, 2003 we faxed to you General Motors Corporation's offer and release to resolve the above-referenced matter. To date, we have not received these documents back.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client's concerns. With that in mind, we are hopeful that we can resolve this matter within the next three days. We look forward to hearing from you within this time frame.

Sincerely,

Aaron Swartz
BRC Legal Case Manager
Ph# 800-231-1841, extension 57466
FAX# 866-359-9721

cc: FILE

GENERAL MOTORS BUSINESS RESOURCE CENTER

September 15, 2003

Robert Silverman, Esq.
Kimmel & Silverman, , PC
89 Haddon Avenue North
Haddonfield, NJ 08033

Re: [redacted]v. General Motors Corporation
2002 GMC Envoy VIN: 1GKDT13S922[redacted]

This is to advise you that we are in receipt of the above referenced case dated September 10, 2003. This case file has been assigned to me, and I will be contacting you in the next 10-15 business days for review.

In order to do a thorough review and assessment of this case, I may need additional information and documentation from you. Therefore, if any of the items below are marked, please fax or mail the information requested to the address on the bottom of this page.

If you have any questions, please call me at the number below.

Thank you.

Sincerely,

Aaron Swartz
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57466
FAX# 866-356-9721

X Copy of owner's current title and/or registration
X Finance agreement
X Buyer's agreement

X Other: Lienholder Information Request

GENERAL MOTORS BUSINESS RESOURCE CENTER

October 9, 2003

JAY MALLOY, SVC MGR
SIMPSON BUICK PONTIAC GMC
6600 MANCHESTER BLVD
BUENA PARK, CA 90621-2927

Re: [redacted]
Siebel Request: 1-149337177
2003 GMC Envoy
VIN # 1GKDS13SX3229[redacted]

Dear Mr. [redacted]

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.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Bill Wedebrock
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 58983
FAX# 866-311-2776

SIMPSON
BUICK Pontiac GMC

6600 MANCHESTER BLVD.
BUENA PARK, CA 90621-2927
(714) 690-6200 • (562) 861-1261
www.buickpontiacgmc.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JEFF BRENNON 0106	115	10/08/03	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	
	YEAR / MAKE / MODEL	3229	CARBON META	U37115
	03/GMC/ENVOY/ENVOY 2WD 4DR		DELIVERY DATE 08/29/03	DELIVERY MILES 5
	VEHICLE I.D. NO. 1GKDS13SX32 2[redacted]		SELLING DEALER NO.	PRODUCTION DATE
FULLERTON, CA [redacted]	F. I. C. NO.		R. O. DATE 10/07/03	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		

LABOR & PARTS----------

J# 1 22BUZ AIR CONDITIONING HOURS: 0.20 TECH(S):0181 14.14
OWNER STATES THAT THE A/C IS WORKING INTERMITTENTLY-WORKING NOW..DIDN'T WORK WHEN IN HOT AREA OR HIGHER ALTITUDES

NECESSARY TO REPLACE SW W/ UPDATED DESIGN

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	89040362	SWITCH 9.172	16.90	16.90	23.66	23.66

JOB # 1 COST TOTAL 16.90
JOB # 1 TOTAL PARTS 23.66
JOB # 1 TOTAL LABOR & PARTS 37.80

J# 3 47BUZRENT RENTAL CAR HOURS: TECH(S):0102
RENTAL VEHICLE
COURTESY TRANSPORTATION ON WARRANTY REPAIRS
RENTAL TRANSPORTATION FOR CUSTOMER SATISFACTION ON WARRANTY REPAIRS, VEHICLE MAY NOT BE DRIVABLE OR REQUIRE EXTENDED STAY. SUPPLY CUSTOMER WITH RENTAL TRANSPORTATION. SUBLET TO RENTAL CO. RENTAL AUTHORIZATION APPROVED.
JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET----

	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 3	84238	D913006	10/08/03	ENTERPRISE RENTA A CAR	90.00
				TOTAL - SUBLET	90.00
				R/O TAX	0.00
				R/O TOTALS	127.80

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

CLAIM#	TOTAL
112959	127.80
CLAIM TOTALS	127.80

APPROVED BY SIGNATURE

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SIMPSON
BUICK Pontiac GMC

6600 MANCHESTER BLVD.
BUENA PARK, CA 90621-2927
(714) 690-6200 • (562) 861-1261
www.buickpontiacgmc.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JEFF DRENNON 0106	115	10/09/03	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 3229	COLOR CARBON META	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 03/GMC/ENVOY/ENVOY 2WD 4DR		DELIVERY DATE 08/29/03	DELIVERY MILES 5
	VEHICLE I.D. NO. 1GKDS13SX32 2[redacted]		SELLING DEALER NO.	PRODUCTION DATE
FULLERTON, CA [redacted]	F. T. E. NO. / P. O. NO.		R. O. DATE 10/07/03	
[redacted] BUSINESS PHONE [redacted]	COMMENTS			

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.774
10/09/2003 WARRANTY NEW CLAIM
0917

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
112959	10/07/2003	1GKDS13SX32[redacted]	8	08177	3229	533-82-4191

CUSTOMER NAME; FIRST: GEORGE MIDDLE:
LAST: MARTINEZ PHONE;WORK: 310-594-5554 HOME: 714-826-2177

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OK	1	89040362	23.66	6C	D1180	.2			14.14

LN-TOT: 37.80 TECH SSN: 566-99-4076 AUTH CODE: AUTH. AUTHOR.:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	03		MJ				98	Z7903			90.00	

LN-TOT: 90.00 TECH SSN: 558-15-2083 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 127.80

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 [END OF INVOICE] 01:34pm

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JEFF DRENNON 0106	115	10/08/03	[redacted]
	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		3229	CARBON META	[redacted]
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	03/GMC/ENVOY/ENVOY 2WD 4DR		08/29/03	5
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	1GKDS13SX32 29[redacted]			
BUENA PARK, CA 90[redacted]	P. T. E. NO. / P. O. NO.		R. O. DATE	
			10/07/03	
[redacted]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

J# 2 41BUZOIL VANTAGE OIL & FILTER HOURS: 0.30 TECH(S):0181 16.50

CHANGE ENGINE OIL AND ENGINE OIL FILTER
VISUALLY INSPECT VEHICLE CHASSIS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	89017342	FILTER 1.836	4.10	4.10
JOB # 2	7	OIL	QUART(S)	1.09	7.63
			JOB # 2 TOTAL PARTS		11.73
			JOB # 2 TOTAL LABOR & PARTS		28.23

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 2	I2	COUPON ADV N/C	112959	-9.41
JOB # 2	I3	COUPON ADV SERVICE		-9.41
JOB # 2	I4	COUPON ADV PARTS		-9.41
		TOTAL - MISC		-28.23

TOTALS

CONTROL#	ACCOUNT#	AMOUNT..		
032115			TOTAL LABOR....	16.50
			TOTAL PARTS....	11.73
			TOTAL SUBLET...	0.00
			TOTAL G.O.G....	0.00
			TOTAL MISC.CHG.	0.00
			TOTAL MISC.DISC	-28.23
			TOTAL TAX.....	0.00
			TOTAL INVOICE $	0.00

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BAR # AC-177313 • EPA # CAL000205136

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RECOMMENDED SERVICES

B.A.R. AC-177313 EPA #CAL000205136

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/26/03	[redacted]	852	0106	0122	C	28BUZ	SIGNALS & LAMPS
				0122	C	86BUZ	ACCESSORIES
09/08/03		530	0106	0181	W	22BUZ	AIR CONDITIONING
				0181	W	13BUZALDL	ALDL CHECK ENGINE
				0181	W	47BUZRENT	RENTAL CAR
09/08/03		530	0106	0181	I	36BUZ	DOOR LOCKS

SALESPERSON NO. 0222 EDDIE L JOHNSON SERVICE

TERMS	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
CASH ☐ CREDIT CARD ☐ CHECK ☐ PRIOR APPROVAL ☐ OTHER ☐	1GKDS13SX3[redacted]	03/GMC/ENVOY/ENVOY 2WD 4DR		032115		11[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
62102 1	GMPP	08/29/03	5		10/07/03

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
CARBON METALLIC/P		08/29/09	75000	115

TURBO	M/M/C	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
					3229	0106	JEFF DRENNON

[redacted]
BUENA PARK, CA [redacted]

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

TIME RECEIVED 11:51am DATE/TIME PROMISED 10/07/03 11:00pm PRIORITY 5

APPOINTMENT ☐ Yes ☒ No

STATE REG# AC177313

LABOR RATE

REVISED ESTIMATE (1) PERSON CONTACTED
DATE TIME VIA ☐ PHONE ☐ IN PERSON CONTACTED BY

2ND REVISED ESTIMATE (2) PERSON CONTACTED
DATE TIME VIA ☐ PHONE ☐ IN PERSON CONTACTED BY

PHONE #1 PHONE #2

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.01

X----------

			AUTH	CC	FC	LABOR OPERATION	TIME	OLH	SUBLET	TECH
1	W *22BUZ	AIR CONDITIONING OWNER STATES THAT THE A/C IS WORKING INTERMITTENTLY-WORKING NOW..DIDN'T WORK WHEN IN HOT AREA OR HIGHER ALTITUDES		OK	6C	D1180	.2			
2	I 41BUZOIL	VANTAGE OIL & FILTER								
3	W *47BUZRENT	RENTAL CAR RENTAL VEHICLE		MJ	98	Z7903	0	0	90.00	

PAGE 1 OF 1 112959 SHOP COPY

CALLED CUSTOMER 4:45PM - DIME 10/9/03

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JEFF BRENNON 0106	445	09/26/03	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 852	COLOR CARBON META	STOCK NO. 032115
	YEAR / MAKE / MODEL 03/GMC/ENVOY/ENVOY 2WD 4DR		DELIVERY DATE 08/29/03	DELIVERY MILES 5
	VEHICLE I.D. NO. 1GKDS13SX32-[redacted]		SELLING DEALER NO.	PRODUCTION DATE
BUENA PARK, CA 9[redacted]	F. T. E. NO.		R. O. DATE 09/26/03	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		

LABOR & PARTS----------

J# 1 28BUZ SIGNALS & LAMPS TECH(S):0122 0.00

OWNER STATES THAT THE LOW BEAM HEADLAMPS ARE INOP

CHECKED HEADLAMP CIRCUITS FOUND POSSIBLE LOOSE CONNECTION AT
BCM. COULD NOT RE- DUPLICATE CONCERN

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 86BUZ ACCESSORIES TECH(S):0122 0.00

OWNER STATES THAT THE GARAGE DOOR OPENER WONT PROGRAM
GARAGE DOOR OPENER HAS ROLLING CODES
CUSTOMER TO PROGRAM AT HOME

JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.01 (+TAX)

TOTALS----------

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE. THIS APPLIES FOR CUSTOMER PAY REPAIRS.

ALL OF THE SERVICE STAFF AT SIMPSON BUICK ARE INTERESTED IN YOUR COMPLETE SATISFACTION. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE ASK TO SEE THE SERVICE MANAGER. YOUR COMPLETE SATISFACTION IS IMPORTANT TO US.

THANK YOU
JAY MALLOY
JOSE CAMPOS
SERVICE MANAGER'S

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

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 [END OF INVOICE] 11:28am

BAR # AC-177313 • EPA # CAL000205136

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RECOMMENDED SERVICES B.A.R. AC-177313 EPA #CAL000205136

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/08/03	[redacted]	530	0106	0181	W	22BUZ	AIR CONDITIONING
				0181	W	13BUZALDL	ALDL CHECK ENGINE
				0181	W	47BUZRENT	RENTAL CAR
09/08/03		530	0106	0181	I	36BUZ	DOOR LOCKS
				0103	I	99BUZGRANTCOM	GRANTIZE INSIDE-OUT
				0102	I	86BUZ	ACCESSORIES

SALESPERSON NO. 0222 EDDIE L JOHNSON

SERVICE

TERMS: CASH / CREDIT CARD / CREDIT APPROVAL / OTHER

VEHICLE I.D. NO: 1GKDS13SX32 [redacted]
YEAR/MAKE/MODEL: 03/GMC/ENVOY/ENVOY 2WD 4DR
PRODUCTION DATE:
STOCK NO: [redacted]
LICENSE NO:
R. O. NO: 112213

[redacted]
BUENA PARK, CA 9[redacted]

CUSTOMER NO: [redacted]
SERVICE CONTRACT: GMPP
DELIVERY DATE: 08/29/03
DELIVERY MILES: 5
SELLING DEALER NO:
R. O. DATE: 09/26/03

COLOR: CARBON METALLIC/P
CONTRACT NO:
EXPIRATION DATE: 08/29/09
EXPIRATION MILES: 75000
TAG NO: 445

TURBO / W/MC / AIR COND. / P.S. / TRANS / MILEAGE: 852
ADVISOR NO: 0106
ADVISOR: JEFF DRENNON

SAVE REMOVED PARTS FOR CUSTOMER: ☐ YES ☐ NO

[redacted]

REVISED ESTIMATE (1) DATE / TIME / OPERATION CONTACTED / VIA PHONE IN PERSON / CONTACTED BY

TIME RECEIVED: 08:45am
DATE/TIME PROMISED: 09/26/03 11:00pm
PRIORITY: 5

2ND REVISED ESTIMATE (2) DATE / TIME / OPERATION CONTACTED / VIA PHONE IN PERSON / CONTACTED BY

APPOINTMENT: ☐ Yes ☒ No
LABOR RATE:
STATE REG# AC177313

PHONE #1 PHONE #2

WAIT

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.01

X-

	AUTH	CC	FC	LABOR OPERATION	TIME	DLH	SUBLET	TECH
1 W *28BUZ SIGNALS & LAMPS OWNER STATES THAT THE LOW BEAM HEADLAMPS ARE INOP							022 ED	
2 W *86BUZ ACCESSORIES OWNER STATES THAT THE GARAGE DOOR OPENER WONT PROGRAM CUST HAS ROLLING TRANSMITTER REVIEWED INST WITH CUST WILL PROGRAM HIMSELF					N/C			

PAGE 1 OF 1 112213 SHOP COPY

2

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JEFF DRENNON 0106	055	09/26/03	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE		COLOR	
		630	CARBON META	032115
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	03/GMC/ENVOY/ENVOY 2WD 4DR		08/29/03	5
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	1GKDS13SX32 [redacted]			
BUENA PARK, CA 9[redacted]	F. & E. NO. / P. O. NO.		R. O. DATE	
			08/08/03	
RESIDENCE PHONE	COMMENTS			
[redacted]				

LABOR & PARTS----------

J# 1 22BUZ AIR CONDITIONING HOURS: 2.40 TECH(S):0181 169.63

OWNER STATES THAT THE A/C IS INTERMITTENTLY BLOWING HOT AIR
FAN CLUTCH IS INOPERATIVE
VERIFY CONCERN.DIAGNOISE A/C INOP BY CHECKING PRESSURES
HIGH SIDE VERY HIGH.REPLACED FAN CLUTCH

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	15116115	CLUTCH 1.050	196.22	196.22	274.71	274.71
			JOB # 1 COST TOTAL		196.22		
				JOB # 1 TOTAL PARTS			274.71
				JOB # 1 TOTAL LABOR & PARTS			444.34

J# 2 13BUZALDL ALDL CHECK ENGINE HOURS: 2.20 TECH(S):0181 155.50

OWNER STATES THAT THE SERVICE ENGINE SOON LIGHT IS ON
P0440 LARGE EVAP LEAK AT EVAP LINE ON TOP OF FUEL TANK
VERIFY-SCAN FOR CODES-LOWER FUEL TANK AND RECONNECT
EVAP LINE AND RECHECK..CLEARED CODES

JOB # 2 TOTAL LABOR & PARTS 155.50

J# 3 47BUZRENT RENTAL CAR HOURS: TECH(S):0181

RENTAL VEHICLE
COURTESY TRANSPORTATION ON WARRANTY REPAIRS
RENTAL TRANSPORTATION FOR CUSTOMER SATISFACTION ON WARRANTY REPAIRS. VEHICLE MAY NOT BE DRIVABLE OR REQUIRE EXTENDED STAY. SUPPLY CUSTOMER WITH RENTAL TRANSPORTATION. SUBLET TO RENTAL CO. RENTAL AUTHORIZATION APPROVED.

JOB # 3 TOTAL LABOR & PARTS 0.00

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

JOB # 3	88194	D912050	09/15/03	ENTERPRISE	120.00
				TOTAL - SUBLET	120.00
				R/O TAX	0.00
				R/O TOTALS	719.84

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

CLAIM#.....	TOTAL....
111006	719.84
CLAIM TOTALS	719.84

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CUSTOMER NO. [redacted]	ADVISOR: JEFF DRENNON 0106	TAG NO. 055	INVOICE DATE: 08/26/03	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE: 530	COLOR: CARBON META	032115
	YEAR / MAKE / MODEL: 03/GMC/ENVOY/ENVOY 2WD 4DR		DELIVERY DATE: 08/29/03	DELIVERY MILES: 5
BUENA PARK, CA [redacted]	VEHICLE I.D. NO: 1GKDS13SX32 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. 2 NO.		R. O. DATE: 08/08/03	
[redacted]	BUSINESS PHONE [redacted]	COMMENTS		

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.494
09/26/2003 WARRANTY NEW CLAIM
0817

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
111006	09/08/2003	1GKDS13SX3[redacted]	8	08177	530	533-82-4191

CUSTOMER NAME: FIRST [redacted] MIDDLE [redacted]
LAST: [redacted] PHONE: WORK: [redacted] HOME: [redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OK	1	15116115	274.71	FC	J3390	2.4			169.63
LN-TOT:	444.34	TECH SSN: [redacted]			AUTH CODE: B			AUTH. AUTHOR.: 0090				
LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		WG		[redacted]			L1060	2.2			155.50
LN-TOT:	155.50	TECH SSN: [redacted]			AUTH CODE:			AUTH. AUTHOR.:				
LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	03		MJ				08	Z7904			120.00	
LN-TOT:	120.00	TECH SSN [redacted]			AUTH CODE:			AUTH. AUTHOR.:				

R.O. TOTAL: 719.84

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RECOMMENDED SERVICES

B.A.R. AC-177313 EPA #CAL000205136

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/04/03	110[redacted]	138	0106	0181	W	22BUZ	AIR CONDITIONING
				0181	C	12BUZ	TUNE AND ELECT
				0102	W	47BUZRENT	RENTAL CAR
08/29/03	110[redacted]	16	0201	0192	I	76BUZNVID	NEW CAR INSPECTION
				0192	I	86BUZ	ACCESSORIES
08/29/03	110[redacted]	16	0201	0192	C	28BUZ	SIGNALS & LAMPS

SALESPERSON NO. 0222 EDDIE L JOHNSON SERVICE

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐

SAVE REMOVED PARTS FOR CUSTOMER: ☐ YES ☐ NO

APPOINTMENT: ☐ Yes ☒ No

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	[redacted]	LICENSE NO.	R. O. NO.
1GKDS13SX3[redacted]	03/GMC/ENVOY/ENVOY 2WD 4DR		[redacted]	[redacted]	

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]	GMPP	08/29/03	5		09/08/03

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
CARBON METALLIC/P		08/29/09	75000	~~1774~~ 05

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
					530	0106	JEFF DRENNON

[redacted] BUENA PARK, CA [redacted]

[redacted]

TIME RECEIVED: 02:55pm | DATE/TIME PROMISED: 09/08/03 11:00pm | PRIORITY: 5

STATE REG# AC177313 | LABOR RATE

REVISED ESTIMATE (1) | PERSON CONTACTED | DATE | TIME | VIA PHONE / IN PERSON | CONTACTED BY

2ND REVISED ESTIMATE (2) | PERSON CONTACTED | DATE | TIME | VIA PHONE / IN PERSON | CONTACTED BY

PHONE #1 | PHONE #2

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.01

			AUTH	CC	FC	LABOR OPERATION	TIME	OLH	SUBLET	TECH
1	W *22BUZ	AIR CONDITIONING OWNER STATES THAT THE A/C IS INTERMITTENTLY BLOWING HOT AIR	B/0090	OK	6C	53390	2.4			
			~~to~~RO 110747							
2	W 13BUZALDL	ALDL CHECK ENGINE OWNER STATES THAT THE SERVICE ENGINE SOON LIGHT IS ON P0440		WG	2K	L1060	2.2			
3	W *47BUZRENT	RENTAL CAR RENTAL VEHICLE		MJ	48	Z1904	0	0	120.00	

PAGE 1 OF 1 111006 SHOP COPY

9/16/03

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TRANSMISSION _____ ENGINE SIZE _____

COMPRESSOR _____ A/T P/S A/C C/C P/W D/L W/C

PASTE TIME STICKER HERE

PASTE TIME STICKER HERE

09-09-03 P12:22 IN
09-09-03 P01:02 OUT
09-09-03 P01:02 IN
09-09-03 P01:41 OUT

PASTE TIME STICKER HERE

TIME CLOCK
ON
OFF
ON
OFF
ON
OFF

STRAIGHT TIME (HOURS)	FLAT RATE	RO NO. 11006	S	TIME	OFF
	1.6	OPER. NO. 0181			9-9
		EMP. NO.			ON

GM-3557-QB (2-03)

CAUSE AC inop at times J3390 2.1 + 0.3 Diag

Fan clutch inop

CORRECTION - Verify concern, Diag ac inop by checking press. High side very high - check fan clutch operation - does not respond - need to replace & recheck - OK

WARRANTY PARTS RETURNED
JOB # _____
DATE _____

2.4

CAUSE SES light on L0160 1.6 + 0.3 Diag + 0.3 for tank

P0440 Large Evap leak at Evap line on top of fuel tank

WARRANTY PARTS RETURNED
JOB # _____
DATE _____
INITIAL _____

CORRECTION Verify - scan for codes - P0440 Diag as per flow chart Use J41413-200 smoke/Nitrogen machine to find Evap leak, need to lower fuel tank to repair/reconnect evap line & recheck & clear codes - OK

WARRANTY PARTS RETURNED
JOB # _____
DATE _____
INITIAL _____

CAUSE

CORRECTION

WARRANTY PARTS RETURNED
JOB # _____
DATE _____
INITIAL _____

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CUSTOMER NO.	ADVISOR	TAG NO.		INVOICE NO.
[redacted]	JEFF BRENNON 0108	055	[redacted]	[redacted]
	YEAR / MAKE / MODEL	530	CARBON META	032115
	03/GMC/ENVOY/ENVOY 2WD 4DR		08/29/03	5
	VEHICLE ID NO.		SECURITY CODE NO.	PRODUCTION DATE
BUENA PARK, C[redacted]	1GKDS13SX32 2[redacted]		R. O. DATE	
			09/08/03	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[redacted]	[redacted]			

LABOR & PARTS----------

J# 1 368UZ DOOR LOCKS HOURS: TECH(S):0181 0.00
MAKE EXTRA KEY AS PER WE OWE

MADE EXTRA KEY

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		15026222	KEY 2.187	4.30	4.30
				JOB # 1 TOTAL PARTS		4.30
				JOB # 1 TOTAL LABOR & PARTS		4.30

J# 2 99BUZGRANTCOM GRANTIZE INSIDE-OUT HOURS: TECH(S):0103 95.00
APPLY GRANTIZE PROTECTION TO INSIDE AND OUTSIDE OF VEHICLE.
DETAIL WHEELS AND TIRES. CLEAN WINDOWS.

JOB # 2 TOTAL LABOR & PARTS 95.00

J# 3 868UZ ACCESSORIES HOURS: 0.00 TECH(S):0102 0.00
INSTALL MOON ROOF AS PER WE OWE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1		5400	MOONROOF	1259.25	1259.25
				JOB # 3 TOTAL PARTS		1259.25
				JOB # 3 TOTAL LABOR & PARTS		1259.25

TOTALS----------

CONTROL# 032115 ACCOUNT# AMOUNT..

TOTAL LABOR....	95.00
TOTAL PARTS....	1263.55
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 $	1358.55

APPROVED BY SIGNATURE

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BAR # AC-177313 • EPA # CAL000205136

SIMPSON BUICK Pontiac GMC

6600 MANCHESTER BLVD.
BUENA PARK, CA 90621-2927
(714) 526-2281 • (714) 690-6200

RECOMMENDED SERVICES B.A.R. AC-177313 EPA #CAL000205136

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/04/03	[redacted]	138	0106	0181	W	22BUZ	AIR CONDITIONING
				0181	C	12BUZ	TUNE AND ELECT
				0102	W	47BUZRENT	RENTAL CAR
08/29/03		16	0201	0192	I	76BUZNVID	NEW CAR INSPECTION
				0192	I	86BUZ	ACCESSORIES
08/29/03		16	0201	0192	C	28BUZ	SIGNALS & LAMPS

SALESPERSON NO. 0222 EDDIE L JOHNSON SERVICE

TERMS: CASH / CREDIT CARD / CHECK / PR OR APPROVAL / OTHER

VEHICLE I.D. NO.: 1GKDS13SX32[redacted]
YEAR/MAKE/MODEL: 03/GMC/ENVOY/ENVOY 2WD 4DR
PRODUCTION DATE:
S[redacted]
LICENSE NO.:
R. O. NO.: [redacted]

GE[redacted]
60[redacted]
BUENA PARK, CA 90620

CUSTOMER NO.: [redacted]
SERVICE CONTRACT: GMPP
DELIVERY DATE: 08/29/03
DELIVERY MILES: 5
SELLING DEALER NO.:
R. O. DATE: 09/08/03

COLOR: CARBON METALLIC/P
CONTRACT NO.:
EXPIRATION DATE: 08/29/09
EXPIRATION MILES: 75000
TAG NO.: ~~1774~~

TURBO | M/MC | AIR COND. | P. S. | TRANS | MILEAGE: 530
ADVISOR NO.: 0106
ADVISOR: JEFF DRENNON 055

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

RESIDENCE PHONE: [redacted]
BUSINESS PHONE: [redacted]

TIME RECEIVED: 03:02pm
DATE/TIME PROMISED: 09/08/03 11:00pm
PRIORITY: 5

REVISED ESTIMATE (1) PERSON CONTACTED
DATE TIME VIA PHONE IN PERSON CONTACTED BY

2ND REVISED ESTIMATE (2) PERSON CONTACTED
DATE TIME VIA PHONE IN PERSON CONTACTED BY

APPOINTMENT ☐ Yes ☒ No

STATE REG# AC177313
LABOR RATE
PHONE #1 PHONE #2

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.01
X.....

			AUTH	CC	FC	LABOR OPERATION	TIME	OLH	SUBLET	TECH
1	I 36BUZ	DOOR LOCKS MAKE EXTRA KEY AS PER WE OWE								
2	I 99BUZGRANTCOM	GRANTIZE INSIDE-OUT — Δ 4.5								
3	I *86BUZ	ACCESSORIES INSTALL MOON ROOF AS PER WE OWE								

PAGE 1 OF 1 111007 SHOP COPY

TRANSMISSION _____ ENGINE SIZE _____

COMPRESSOR _____ A/T P/S A/C C/C P/W D/L W/C

VEHICLE



PASTE TIME STICKER HERE

PASTE TIME STICKER HERE

PASTE TIME STICKER HERE

TIME CLOCK
ON
OFF
ON
OFF
ON
OFF

STRAIGHT TIME (HOURS)		FLAT RATE		R/O NO. 11007-4	TIME	OFF
4.	5	4.	5	OPER. NO. EMP. NO. 0103	9/12	Signature ON 8007 32299184

WARRANTY PARTS RETURNED

JOB # _____

DATE _____

INITIAL _____

WARRANTY PARTS RETURNED

JOB # _____

DATE _____

INITIAL _____

WARRANTY PARTS RETURNED

JOB # _____

DATE _____

INITIAL _____

WARRANTY PARTS RETURNED

JOB # _____

DATE _____

INITIAL _____

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	JEFF DRENNON 0106	1822	09/08/03	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		138	CARBON META	[redacted]
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	03/GMC/ENVOY/ENVOY 2WD 4DR		08/29/03	5
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	1GKDS13SX32 2[redacted]			
BUENA PARK, CA [redacted]	F. T. E. NO.	P. O. NO.	R. O. DATE	
			09/04/03	
[redacted]	BUSINESS PHONE	COMMENTS		
	[redacted]			

LABOR & PARTS----------

J# 1 22BUZ AIR CONDITIONING HOURS: 4.40 TECH(S):0181 310.99

OWNER STATES THAT THE A/C IS INOPEERATIVE
SYSTEM EMPTY-A/C SEAL LEAKING.COMPRESSOR COMING APART AND
ORFICE TUBE HAS METAL FLAKES.FAN IS WEAK
RECOVER SYSTEM,PRESSURIZE SYSTEM.LEAK FOUND AT THE EVAPORATO
R, REPLACED SEAL AND RECHECK.HIGH SIDE PRESSURE 401 PSI,
CHECKED ORFICE TUBE FOR BLOCKAGES.METAL FLAKES FOUND.
NECESSARY TO REPLACE ORFICE TUBE AND COMPRESSOR.RECHARGED
SYSTEM AND RECHECK,HI SIDE PRESSURE 401 PSI.COOLING FAN SPEE
D 100RPM-DESIRED SPEED 780 RPM-CLUCTH WEAK.REPLACE CLUTCH

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	3	12345922	R134FREON 8.800	4.48	13.44	6.27	18.81
JOB # 1	1	2724966	SEAL 9.222	3.09	3.09	4.33	4.33
JOB # 1	1	12346303	R134 DYE 8.800	3.57	3.57	5.00	5.00
JOB # 1	1	15070473	*COMPRESSO 9.170	351.97	351.97	492.76	492.76
JOB # 1	1	3033879	ORIFICE 9.213	1.70	1.70	2.38	2.38
JOB # 1	1	12378526X	12378526 AC OIL	4.88	4.88	6.83	6.83
JOB # 1	1	15116115	CLUTCH 1.050	196.22	196.22	274.71	274.71
			JOB # 1 COST TOTAL		574.87		
			JOB # 1 TOTAL PARTS				804.82

JOB # 1 TOTAL LABOR & PARTS 1115.81

J# 3+47BUZRENT RENTAL CAR HOURS: TECH(S):0102
Added Operation (JEFF @ 09/04/2003 17:44)

RENTAL VEHICLE
COURTESY TRANSPORTATION ON WARRANTY REPAIRS
RENTAL TRANSPORTATION FOR CUSTOMER SATISFACTION ON WARRANTY
REPAIRS. VEHICLE MAY NOT BE DRIVABLE OR REQUIRE EXTENDED
STAY. SUPPLY CUSTOMER WITH RENTAL TRANSPORTATION. SUBLET TO
RENTAL CO. RENTAL AUTHORIZATION APPROVED.

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 3	88152	D911925	09/05/03	ENTERPRISE	30.00
				TOTAL - SUBLET	30.00

R/O TAX 0.00
R/O TOTALS 1145.81

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

CLAIM#.....	TOTAL....
110747	1145.81
CLAIM TOTALS	1145.81

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GMC

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JEFF DRENNON 0106	1822	09/08/03	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	YEAR / MAKE / MODEL	138	CARBON META	032115
BUENA PARK, CA [redacted]	03/GMC/ENVOY/ENVOY 2WD 4DR		DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE ID NO.		08/29/03	5
	1GKDS13SX3[redacted]	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
	F.I.Z. NO.		R. O. DATE	
	COMMENTS		08/04/03	

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.109
09/08/2003 WARRANTY NEW CLAIM
0817

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[redacted]	09/04/2003	[redacted]	8	08177	138	533-82-4191

CUSTOMER FIRST: [redacted] MIDDL
LAST: [redacted] PHONE:WORK: [redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OK	8	15070473	530.11	2K	D4440	2.0			141.36
LN-TOT:	671.47	TECH SSN: 566-99-4076			AUTH CODE:				AUTH. AUTHOR.:			
COMMENTS: AC CODE A48940104K97DG1K												
LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	01		NO	1	15116115	274.71	1D	J3390	2.4			169.63
LN-TOT:	444.34	TECH SSN: 566-99-4076			AUTH CODE:				AUTH. AUTHOR.:			
LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	03		MJ				98	Z7901			30.00	
LN-TOT:	30.00	TECH SSN: 558-15-2083			AUTH CODE:				AUTH. AUTHOR.:			

R.O. TOTAL: 1145.81

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RECOMMENDED SERVICES B.A.R. AC-177313 EPA #CAL000205136

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/29/03	[redacted]	16	0201	0192	I	76BUZNVID	NEW CAR INSPECTION
				0192	I	86BUZ	ACCESSORIES
08/29/03		16	0201	0192	C	28BUZ	SIGNALS & LAMPS
07/28/03		12	0102	0144	I	76BUZNVID	NEW CAR INSPECTION
				0144	I	86BUZ	ACCESSORIES

SALESPERSON NO. 0222 EDDIE L JOHNSON SERVICE

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ PROGRAM/LEASE ☐ OTHER ☐

VEHICLE I.D. NO.: 1GKDS13SX32[redacted]
YEAR/MAKE/MODEL: 03/GMC/ENVOY/ENVOY 2WD 4DR
PRODUCTION DATE:
STOCK NO.: 032115
LICENSE NO.: [redacted]

[redacted]
BUENA PARK, CA 9[redacted]

CUSTOMER NO.: [redacted]
SERVICE CONTRACT: GMPP
DELIVERY DATE: 08/29/03
DELIVERY MILES: 5
SELLING DEALER NO.:
R. O. DATE: 09/04/03
COLOR: CARBON METALLIC/P
CONTRACT NO.:
EXPIRATION DATE: 08/29/09
EXPIRATION MILES: 75000
TAG NO.: 1822

TURBO | M/MC | AIR COND | P.S. | TRANS | MILEAGE: 1[redacted] | ADVISOR NO.: 0106 | ADVISOR: JEFF DRENNON

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

RESIDENCE PHONE: [redacted]
BUSINESS PHONE: [redacted]

REVISED ESTIMATE (1) DATE: TIME: PERSON CONTACTED: VIA ☐ PHONE ☐ IN PERSON: CONTACTED BY:
2ND REVISED ESTIMATE (2) DATE: TIME: PERSON CONTACTED: VIA ☐ PHONE ☐ IN PERSON: CONTACTED BY:
PHONE #1: PHONE #2:

TIME RECEIVED: 09:48am DATE/TIME PROMISED: 09/04/03 11:00pm PRIORITY: 4

APPOINTMENT ☐ Yes ☒ No

STATE REG# AC177313

LABOR RATE

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.01

X [signature]

	AUTH	CC	FC	LABOR OPERATION	TIME	CLK	SUBLET	TECH
1 W 22BUZ AIR CONDITIONING OWNER STATES THAT THE A/C IS INOPEERATIVE		OK	RK	D4440	2.0		91.81	
2 W 12BUZ TUNE AND ELECT OWNER STATES THAT THE SERVICE ENGINE SOON LIGHT IS ON		NQ	ID	J3390	2.4		60.00	
				N/C				
3 Car rental		MJ	98	Z7901	0.0		30.00	

PAGE 1 OF 1 110747

[illegible] RGE SUMMARY [illegible] 2003
[illegible] ENT DATA [illegible]
[illegible] E DATA [illegible]
04K97DG1K

[signature] 9/8/03

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TRANSMISSION _____ ENGINE SIZE _____

COMPRESSOR _____ A/T P/S A/C C/C P/W D/L W/O

TIME CLOCK
ON
OFF
ON
OFF
ON
OFF

PASTE TIME STICKER HERE

PASTE TIME STICKER HERE

09-04-03 P03:01 IN
09-04-03 P03:29 OUT
09-04-03 P03:29 IN
09-04-03 P05:29 OUT

PASTE TIME STICKER HERE

STRAIGHT TIME (HOURS)	FLAT RATE				TIME	OFF
	4.4		110747 OPER. NO. 0181 EMP. NO.	4		9-4 ON

WARRANTY PARTS RETURNED
JOB # _____
DATE _____
INITIAL _____

SES light on

P0440 Evap - loose gas cap

Check for codes - tighten gas cap
Clear codes & recheck - OK

AC not cooling J3390 2.1 +0.3 Diag + 2.0 OLH to replace AC compressor, orifice tube & recover, recharge syst

System Empty - AC seal Bad leaking, compressor coming apart & orifice tube
plugged & has metal flakes, & fan clutch weak

Verify concern, Recover syst, empty - pressurize syst - leak found at seal at evaporator, replace seal & recheck - high side press at 425psi, check orifice tube for blockages, metal flakes found nec to replace orifice tube & AC compressor, recharge syst & recheck, high side press 401psi, found cooling fan speed 100 rpm - desired speed 780 rpm, fan clutch weak, nec to replace recheck ac opp - OK

WARRANTY PARTS RETURNED
JOB # _____
DATE _____
INITIAL 4.4

WARRANTY PARTS RETURNED
JOB # _____
DATE _____
INITIAL _____

WARRANTY PARTS RETURNED
JOB # _____
INITIAL [signature]

SIMPSON
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6600 MANCHESTER BLVD.
BUENA PARK, CA 90621-2927
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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
10	RONALD HRITZ 0201	2115	08/30/03	[redacted]
SIMPSON AUTOMOTIVE INC. DBA SIMPSON BUICK PON GMC 6600 MANCHESTER BLVD. BUENA PARK, CA. 90261	YEAR / MAKE / MODEL 03/GMC/ENVOY/ENVOY 2WD 4DR	18	CARBON META	032115
	VEHICLE ID NO. 1GKDS13SX32[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		R. O. DATE	
RESIDENCE PHONE [redacted]	BUSINESS PHONE 690-6200	COMMENTS SRAD89-450773	08/29/03	

LABOR & PARTS----------

J# 1 28BUZ SIGNALS & LAMPS TECH(S):0192 0.00

CUSTOMER STATES HEADLIGHTS ARE NOT WORKING ON LOW BEAM.ALL OTHERS ARE OK.CHECK AND ADVISE.

SPECIAL ORDER PART

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS----------

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

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE. THIS APPLIES FOR CUSTOMER PAY REPAIRS.

ALL OF THE SERVICE STAFF AT SIMPSON BUICK ARE INTERESTED IN YOUR COMPLETE SATISFACTION. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE ASK TO SEE THE SERVICE MANAGER. YOUR COMPLETE SATISFACTION IS IMPORTANT TO US.

THANK YOU
JAY MALLOY
JOSE CAMPOS
SERVICE MANAGER'S

CUSTOMER SIGNATURE



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BAR # AC-177313 • EPA # CAL000205136

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BUICK Pontiac GMC

6600 MANCHESTER BLVD.
BUENA PARK, CA 90621-2927
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RECOMMENDED SERVICES

B.A.R. AC-177313 EPA #CAL000205136

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/28/03	108249	12	0102	0144 0144	I I	76BUZNVID 86BUZ	NEW CAR INSPECTION ACCESSORIES

SALESPERSON NO. SERVICE

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ PRIOR APPROVAL OTHER ☐

SAVE REMOVED PARTS FOR CUSTOMER: ☐ YES ☐ NO

APPOINTMENT: ☐ Yes ☒ No

VEHICLE I.D. NO.: 1GKDS13SX3[redacted]
YEAR/MAKE/MODEL: 03/GMC/ENVOY/ENVOY 2WD 4DR
PRODUCTION DATE:
STOCK NO.: [redacted]
LICENSE NO.:
R. O. NO.: [redacted]

SIMPSON AUTOMOTIVE INC.
DBA SIMPSON BUICK PON GMC
6600 MANCHESTER BLVD.
BUENA PARK, CA. 90261

CUSTOMER NO.: 10
SERVICE CONTRACT:
DELIVERY DATE:
DELIVERY MILES:
SELLING DEALER NO.:
R. O. DATE: 08/29/03
COLOR: CARBON METALLIC/P
CONTRACT NO.:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO.: 2115
TURBO | M/MC | AIR COND. | P. S. | TRANS | MILEAGE: 16
ADVISOR NO.: 0201
ADVISOR: RONALD HRITZ

RESIDENCE PHONE: 714-690-6200
BUSINESS PHONE: 690-6200
REVISED ESTIMATE (1):
PERSON CONTACTED:
DATE:
TIME:
VIA PHONE IN PERSON
CONTACTED BY:
TIME RECEIVED: 11:14pm
DATE/TIME PROMISED: 08/30/03 03:00pm
PRIORITY: 1
2ND REVISED ESTIMATE (2):
PERSON CONTACTED:
DATE:
TIME:
VIA PHONE IN PERSON
CONTACTED BY:
STATE REG[redacted]
LABOR RATE:
PHONE #1:
PHONE #2:

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL
X.....

	AUTH	CC	FC	LABOR OPERATION	TIME	OLH	SUBLET	TECH
1 W 288UZ SIGNALS & LAMPS CUSTOMER STATES HEADLIGHTS ARE NOT WORKING ON LOW BEAM, ALL OTHERS ARE OK, CHECK AND ADVISE.							0172	

S.O.P.

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TRANSMISSION _____ ENGINE SIZE _____

COMPRESSOR _____ A/T P/S A/C C/C P/W D/L W/C



PASTE TIME STICKER HERE

PASTE TIME STICKER HERE

PASTE TIME STICKER HERE

PASTE TIME STICKER HERE

TIME CLOCK
ON
OFF
ON
OFF
ON
OFF

Found High Beam Relay faulty S.O.P

WARRANTY PARTS RETURNED
JOB # _____
DATE _____
INITIAL _____

WARRANTY PARTS RETURNED
JOB # _____
DATE _____
INITIAL _____

WARRANTY PARTS RETURNED
JOB # _____
DATE _____
INITIAL _____

WARRANTY PARTS RETURNED
JOB # _____
DATE _____
INITIAL _____

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
10	JAY A MALLOY 0102	MILEAGE 2115	07/29/03	[redacted]
SIMPSON AUTOMOTIVE INC. DBA SIMPSON BUICK PON GMC 6600 MANCHESTER BLVD. BUENA PARK, CA. 90261	YEAR / MAKE / MODEL 03 GMC ENVOY/ENVOY 2WD 4DR	12	CARBON-META	032115
	VEHICLE I.D. NO. 1GKDS13SX32 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. I. MGR.		R. O. DATE	
RESIDENCE PHONE 714-690-6200	BUSINESS PHONE 690-6200	COMMENTS SRAD99-450773	07/28/03	

LABOR & PARTS----------

J# 1 76BUZNVID	NEW CAR INSPECTION PREDELIVERY INSPECTION	HOURS: 0.70 TECH(S):0144	49.48

INSPECT VEHICLE FOR DELIVERY. CHECK ALL BODY FITS. CHECK ALL FLUID LEVELS. CHECK TIRE PRESSURE. INSPECT LIGHTS, ROAD TEST

JOB # 1 TOTAL LABOR & PARTS 49.48

J# 2 86BUZ	ACCESSORIES ADD VTP	HOURS: 0.50 TECH(S):0144	17.50

VTP INSTALLED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	VTP	HARNESS	23.00	23.00

JOB # 2 TOTAL PARTS 23.00

JOB # 2 TOTAL LABOR & PARTS 40.50

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	22	NEW CAR PDI GET READY	108249	49.47
JOB # 1	83	NVI DELIVERY INSPECTION	A99184	-98.95
			TOTAL - MISC	-49.48

TOTALS----------

CONTROL#	ACCOUNT#	AMOUNT..		
032115			TOTAL LABOR....	66.98
			TOTAL PARTS....	23.00
			TOTAL SUBLET...	0.00
			TOTAL G.O.G....	0.00
			TOTAL MISC.CHG.	49.47
			TOTAL MISC.DISC	-98.95
			TOTAL TAX.....	0.00
			TOTAL INVOICE $	40.50

APPROVED BY SIGNATURE

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BAR # AC-177313 • EPA # CAL000205136

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RECOMMENDED SERVICES B.A.R. AC-177313 EPA #CAL000205136

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. PDI

TERMS: CASH / CREDIT CARD / CHECK / OTHER

VEHICLE I.D. NO: 1GKDS13SX32 [redacted] | YEAR/MAKE/MODEL: 03/GMC/ENVOY/ENVOY 2WD 4DR | PRODUCTION DATE: [redacted] | LICENSE NO. | R.O. NO: 108249

SIMPSON AUTOMOTIVE INC.
DBA SIMPSON BUICK PON GMC
6600 MANCHESTER BLVD.
BUENA PARK, CA. 90261

CUSTOMER NO: 10 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO | R.O. DATE: 07/28/03

COLOR: CARBON METALLIC/P | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO: 2115

TURBO | M/MC | AIR COND | P.S. | TRANS | MILEAGE: 12 | ADVISOR NO: 0102 | ADVISOR: JAYA MALLOY

SAVE REMOVED PARTS FOR CUSTOMER: ☐ YES ☐ NO

RESIDENCE PHONE: 714-690-6200 | BUSINESS PHONE: 690-6200

REVISED ESTIMATE (1) | PERSON CONTACTED | DATE | TIME | VIA PHONE / IN PERSON | CONTACTED BY

TIME RECEIVED: 04:33pm | DATE/TIME PROMISED: 07/28/03 06:00pm | PRIORITY: 1

2ND REVISED ESTIMATE (2) | PERSON CONTACTED | DATE | TIME | VIA PHONE / IN PERSON | CONTACTED BY

APPOINTMENT: ☐ YES ☒ NO

STATE REG# [redacted] | LABOR RATE

PHONE #1 | PHONE #2

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X Tonya Ryan

				AUTH	CC	FC	LABOR OPERATION	TIME	OLH	SUBLET	TECH
1	I	76BUZNVIP	NEW CAR INSPECTION PREDELIVERY INSPECTION					.7			
2	I	86BUZ	ACCESSORIES ADD VIP					.5			

PAGE 1 OF 1 108249 SHOP COPY

22 - 49.47
83 - 98.95 - A99184

SIMPLE INTEREST FINANCE CHARGE

Dealer Number 04917 Contract Number 16391 A.O.S. Number 0595096 Stock Number 031115

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
GEORGE KAPTINEH 5878 SAN RODOLFO WAY BUENA PARK ORANGE CA 90620	SIMPSON BUICK PONTIAC GMC 6600 MANCHESTER BUENA PARK CA 90621

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2003	GMC ENVOY	5	1GKDS13S332[redacted]	☒ personal, family or household ☐ business ☐ agricultural

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 $ 4750.00
3.74 %	$ 3192.40 (e)	$ 29033.51	$ 32225.91 (e)	$ 33925.91 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of	N/A	
One Payment of	N/A	
59 Payments	537.10	Monthly, Beginning 07/13/2003
One Final Payment	537.10	07/13/2008

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

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price
   - A. Cash Price of Motor Vehicle and Accessories $ 32431.56 (A)
     - 1. Cash Price Vehicle $ 31931.56
     - 2. Cash Price Accessories $ 500.00
   - B. Documentary Preparation Fee (not a governmental fee) $ 145.00 (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. Sales Tax (on A + B + C) $ 2516.93 (D)
   - E. (Optional) DPA New Vehicle Report of Sale or Annual Transaction Fee* $ N/A (E)
   - F. (Optional) Service Contract* $ 1430.00 (F)
   - G. Prior Credit or Lease Balance paid by Seller to _____ $ N/A (G)
     (see downpayment and trade-in calculation)
   - H. (Optional) Gap Contract (to whom paid)* _____ $ N/A (H)
   - I. Other (to whom paid)* _____ $ 28.02 (I)
     For: TIRE WARRANTY

   Total Cash Price (A through I) $ 36521.51 (1)
2. Amounts Paid to Public Officials
   - A. License Fees ESTIMATED $ 857.00 (A)
   - B. Registration/Transfer/Titling Fees $ N/A (B)
   - C. California Tire Fees* $ 6.00 (C)
   - D. Other _____ $ N/A (D)
   - E. Other _____ $ N/A (E)

   Total Official Fees (A through E) $ 863.00 (2)
3. Amount Paid to Insurance Companies
   (Total premiums from Statement of Insurance column A + B)* $ N/A (3)
4. Smog Certification Fee Paid to State $ N/A (4)
5. Subtotal (1 through 4) $ 37384.51 (5)
6. Total Downpayment
   - A. Agreed Trade-In Value Yr _____ Make _____ $ N/A (A)
     Model _____ Odom. _____
     VIN _____
   - B. Less Prior Credit or Lease Balance $ N/A (B)
   - C. Net Trade-In (A less B) (indicate if a negative number) $ N/A (C)
   - D. Deferred Downpayment $ N/A (D)
   - E. Manufacturer's Rebate $ 4750.00 (E)
   - F. Other _____ $ N/A (F)
   - G. Cash $ N/A (G)

   Total Downpayment (C through G) $ 4750.00 (6)
   (If negative, enter zero and add the amount less than zero as a positive number on line 1C above)
7. Amount Financed (5 less 6) $ 32633.51 (7)

*Seller may keep part of these amounts.

STATEMENT OF INSURANCE

NOTICE: No person is required as a condition of furnishing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker.

Vehicle Insurance

	Term	Premium
$ N/A Ded. Comp. Fire & Theft	Mo.	$ N/A
$ N/A Ded. Coll.	Mo.	$ N/A
Bodily Injury $ N/A Limits	Mo.	$ N/A
Property Damage $ N/A Limits	Mo.	$ N/A
Under _____	Mo.	$ N/A
_____	Mo.	$ N/A
Total Vehicle Insurance Premiums		$ N/A

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

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

Buyer X _____
Co-Buyer X _____
Seller X _____

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

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	N/A	Mos.	$ N/A
Credit Disability	N/A	Mos.	$ N/A
Total Credit Insurance Premiums			$ N/A (8)

Insurance Company Name _____
N/A
Home Office Address N/A

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

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

X _____ _____
Date Buyer Signature Age

X _____ _____
Date Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra cost. If you choose to buy a gap contract, the cost is shown in item 1H. See your gap contract for details on the protection it provides.

Term N/A Mos. N/A
Name of Gap Contract

Buyer X _____

OPTIONAL SERVICE CONTRACT You want to purchase a service contract written with the following company for the term shown below for the price shown in item 1F.

Company [illegible]
Term 72 Mos. or 75000 Miles
Buyer X _____

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

X _____ X _____
Buyer Initials Co-Buyer Initials

SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS OR BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A
Amount $ N/A Finance Charge $ N/A
Total $ N/A Payable N/A
Initial Interest of $ N/A $ N/A
from this Loan is shown in Item 6D.

AUTO BROKER FEE DISCLOSURE

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

☐ Name of autobroker receiving fee, if applicable:

N/A

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.

Buyer X _____ Co-Buyer X _____

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 7, is paid in full on or before N/A Year ____ SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
WARNING:

General Motors
Vehicle Purchase Program
Customer - Dealer Agreement and Pricing Sheet

GM FAMILY FIRST

Purchaser Name: [redacted]
Address: [redacted] City: **Buena Park** State: **CA** ZIP: 9[redacted]

Relationship to Eligible Participant: **In-Law**
Eligible Participant (If Different): **R ROMERO**

Approval Number: [redacted] Approval Date: **08/30/2003**
Dealer Name: **SIMPSON AUTOMOTIVE, INC.** BAC Code:
Division: **GMC Truck** Dealer Code: **0817748**

Vehicle Identification Number (VIN): _____

(1) Amount listed on invoice below caption "GMS Price" or "PAY 310" (the "GMU" Price) $ 31031.58
Copy of invoice must be shown to customer for verification.

(2) I have confirmed the price "GMS" or "GMU" shown on line (1) above is correct
Customer Initials

(3) I have reviewed the Incentive Acknowledgment and/or Assignment form and confirm that all applicable incentives have been reflected in final purchase price.
Customer Initials

(4) I have reviewed the vehicle price worksheet (Buyer's Order) and understand all additions and deductions that affect the final purchase price
Customer Initials

Customer Agreement and Verification of Delivery

1. By signing this form, the Purchaser acknowledges the following:
   A. Receipt of the vehicle designated above and a copy of this form
   B. The Purchaser has read the GM Vehicle Purchase Program Rules and Guidelines for the appropriate program ("GMS" or "GMU")
   C. The Purchaser agrees that he/she will not violate any Program provision
   D. Penalties for violation of Program provisions may include one or more of the following:
      i. Termination of Program privileges
      ii. Requirement that the Purchaser or employee reimburse General Motors for the amount of any dealer allowance paid
      iii. Disciplinary action up to and including termination of employment (employee) (1)

   E. In consideration of the discount I receive on the purchase/lease of the vehicle, I will not be able to bring lawsuit for any dispute involving repairs made to that vehicle under GM's Limited Warranty or regarding the extent to which such warranty coverage is provided on that vehicle. Instead, I AGREE to address such disputes through the GM Dispute Resolution Process, which includes mandatory arbitration that is binding on both GM and me. I acknowledge that this Authorization evidences a transaction involving interstate [redacted] (9 U.S.C. § 2 et. seq.) shall govern the interpretation, enforcement, and proceedin[redacted]ot cover, the laws of the State in which I reside shall govern.

Customer Signature: [redacted] **Date:** 8-29-03

Dealer Agreement

1. By signing this form, the dealer agrees to the following:
   A. Assume General Motors's obligation for delivery of the vehicle
   B. Collect from the purchaser the amount specified in the Purchase Contract
   C. Comply with the Rules and Guidelines of The Program
   D. Review the Factory Invoice with the customer
   E. Complete this form and provide a copy of it to the purchaser under any Program ("GMS" or "GMU") and provide a completed agreement supplement for all SmartLease / SmartBuy transactions.
   F. Maintain the original copy of this form in the deal jacket
2. General Motors agrees to pay the Dealer the incentive or allowance in effect under the applicable Program. If a Participant does not accept delivery of the vehicle within five working days of notification by the Dealer that the vehicle is available for delivery to the Purchaser, unless otherwise agreed to between the Dealer and the Participant, the Dealer is relieved of all obligations to the Purchaser. The vehicle then becomes the responsibility of the Dealer, and no incentive or allowance will be paid by GM.
3. By signing below, the Dealer acknowledges having read The Program Rules and Guidelines and agrees to the following:
   A. Comply with the terms and conditions contained in The Program Rules and Guidelines
   B. Violation of any Program provision by the Dealer or anyone acting on behalf of the Dealer may result in the Dealer being:
      i. Declared ineligible to participate further in the Program
      ii. Charged back any incentive or allowance paid by General Motors on transactions in which violations occur

Authorized Dealer Signature: _____ **Date:** 8-29-03

(1) GM will ask the court to compel mandatory binding arbitration of any lawsuit filed by the eligible purchaser relating to the repairs made to the vehicle. GM, however, will not discipline or terminate the employment of the eligible purchaser because he or she has filed such a lawsuit.

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: GEORGE MARTINEZ

VIN: 1 G K D S 1 3 5 X 3 [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
	N/A	
CODE	$ 3000 00	
BED	$ 1000 00	
MRP	$ 750 00	
	N/A	
	$ N/A 00	
Total Incentive Amount Received	$ 4750 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 —

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 08/29/03. 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: 08/29/2003

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: 08/29/2003

Dealership Name: SIMPSON BUICK PONTIAC GMC Dealer Code: _____

* 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

Reynolds and Reynolds
ORDER TOLL FREE: 1-800-344-0996
FAX: 1-800-531-9055

2003 ENVOY 2WD (4-DOOR) PONTIAC/GMC DIVISION
620 CARBON METALLIC /L6G GENERAL MOTORS CORPORATION
582 DARK PEWTER 100 RENAISSANCE CENTER
ORDER NO. FWCF09/TRE STOCK NO. DETROIT MI [redacted]
VIN 1GK DS13 SX 32[redacted] VEHICLE INVOICE [redacted]

032115

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TS15506 ENVOY 2WD (4-DOOR)	33095.00	29950.98	INVOICE 02/20/03
AJ7 SIDE IMPACT AIR BAGS	350.00	301.00	SHIPPED 02/20/03
BVE RUNNING BOARDS	375.00	322.50	EXP I/T 03/04/03
C49 GVW RATING - 5,550 LBS	N/C	N/C	INT COM 03/04/03
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	PRC EFF 02/20/03
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	KEYS S592A S592A
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	WFR-5 QTR OPT-1
			BANK: GMAC - 085
N80 POLISHED ALUMINUM WHEELS	495.00	425.70	CHG-TO 08-177
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
UC6 AM/FM STEREO, W/6 DISC CD CHANGER (REPLACES STD/OPT PKG RADIO)	395.00	339.70	SHIP WT: 4421
			HP: 32.1
			GVW: 5550
VK3 FRONT LICENSE PLATE MOUNT	N/C	N/C	GVWF: 2950
YF5 50-STATE EMISSIONS	N/C	N/C	GVWR: 3200
19C SLT STANDARD PACKAGE	N/C	N/C	GMS: 31031.58
			SUPPLR: 32272.84
			MRM: 35410.00
			NTR: 1/2
			MEMO 1713.00

TIRE CHAIN DISCLOSURE REQUIRED

moon Roof @ 1400 ∞

TOTAL MODEL & OPTIONS	34760.00	31399.38	ACT 237	31006.58
DESTINATION CHARGE	650.00	650.00	H/B 261	1042.80
LAM DEALER CONTRIBUTION		347.60	ADV 261	347.60
LAM GROUP CONTRIBUTION		173.80	EXP 65A	173.80
TOTAL	35410.00	32570.78	PAY 310	32570.78

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 31031.55

****

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.

SIMPSON BUICK PONTIAC GMC

REMIT TO GMAC NO. 085
VIN 1GKDS13SX32299184
$ 32570.78 INV 5AD80151504
DUE 03/04/03 DEALER 08-177

Confidential Information

CASE ASSESSMENT BY: Bill Wedebrock **CARS Request No:** [redacted]

Customer Name: Ron Kalahoff

Year of Vehicle: 2002 Make: Chevrolet Model: Silverado Current Mileage: 34,502

Vehicle ID No.: 2GCEC19T4214[redacted] In Service Date: 7/2/02 Purchased: New
If used: (date/miles)

What is customer seeking: Repurchase
What is customer eligible for:

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Transmission

[redacted]			
06/25/2003	28,321	3	Unable to duplicate concern. No problem found.
09/16/2002	6,926	1	K6560 Body valve cleaned. (TSB #01-07-30-038).
08/06/2002	3,405	n/a	Added on after the repair order was written. Unable to duplicate concern. No problem found.
07/23/2002	2,140	n/a	Customer decided to reschedule.

OTHER SYMPTOM / COMPLAINT: Differential locks up

[redacted]			
06/25/2003	28,321	n/a	F2003 Found dirty fluid. Gasket Replaced.

OTHER SYMPTOM / COMPLAINT: A/C does not blow cold

[redacted]			
09/16/2002	6,926	n/a	D1180 Tightened pressure switch.
08/06/2002	3,405	n/a	D1180 Replace pressure cycling switch.
07/23/2002	2,140	1	D4450 Evacuate system added tracker dye

OTHER SYMPTOM / COMPLAINT: MISC

[redacted]			
06/25/2003	28,321	n/a	Unable to duplicate concern. Left front suspension
07/23/2003	2,140	n/a	Unable to duplicate concern. Ticking noise in the engine

Total Days Reported Out of Service: _8___

VEHICLE MEETS PRESUMPTION: YES:[ ] NO:[X]

Arbitrate case: [ ] Settle case: [ ]

Case Recommendation for Customer Satisfaction (based on a review of documentation):

AVM and/or DEALER RECOMMENDATION:
AVM offered to replace the transmission.

DH 1097 10-31 11:17

GMPP REQUEST FOR PROCESSING

SR # [redacted] PGM0355751

Division Name: GMC | Truck

Complete VIN: 1GKDS13SX[redacted] Year: 2003

Division - Dealer Code Information: Choose Division

General Motors has agreed to:

Approve and pay for a new plan - no GMPP Coverage currently

Special Instructions: check if applicable

☐ Transfer all claims to new policy ☐ Endorse selling dealer code to Division code.

(Selling dealer to keep profit. Division is debited the dealers profit.)

Delivery Date: 8/29/03 Odometer reading: 3,200

Plan purchase date: 10/21/2003 Customer Ownership: Owner

Business Name:

Customer Name (First - M.I. - Last): Mr. G[redacted]

Address Line 1: [redacted]

Address Line 2:

City: Buena Park State: CA Zip: [redacted]

Plan Type: SmartCare # of months: 12 months Mileage: 12000 miles

Plan Type: Choose Plan # of months: Choose Mileage: Choose

Deductible: $0.00

Plan lien holder (Select Division below):

Division: GMC - PO Box 33172 Detroit, MI 48232-5172

CRM (decision maker): Bill Wedebrock

Team Manager/Liaison: Diane Limoli Diane Limoli

TEAM CARS Site: Tampa Date: 10/22/2003

☐ AVM Requested

BBB AUTO LINE

October 21, 2003

[redacted]

Sierra Park, C[redacted]

Re: Martinez vs Pontiac/GMC Division # PGM0355751

Dear [redacted]

I am writing to confirm the terms of the settlement between you and the manufacturer that resolves the BBB AUTO LINE claim you filed.

The terms of the settlement are as follows:

The Manufacturer has offered the Consumer a General Motors Protection Plan (GMPP) for 12 months/12,000 miles, whichever comes first. This shall be the Smart Care package which shall cover limited maintenance items. The consumer has accepted this offer. The consumer shall received information regarding the GMPP within 4-6 weeks from the date of this letter.

If your understanding of this settlement differs from what is written above, please call me immediately at 800.955.5100. If I do not hear from you within eight days from the date of this letter, it will be assumed the above terms of the settlement are correct.

I will follow up with you after the date for performance of the settlement to confirm that all required actions have been satisfactorily completed. Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 120 days from the date of this letter, we will reopen your case based on the age and mileage of your vehicle at the time you filed your current claim. If you wish to reopen your case more than 120 days from the date of this letter, we will determine whether your claim is within BBB AUTO LINE's jurisdiction based on the age and mileage of your vehicle at that time.

I am happy we have been able to assist you in reaching an agreeable resolution of you claim. Please contact me at 800.955.5100 if you have any questions.

Sincerely,
Jeanette Wilson at Extension 210

cc: Anne Corlett

4200 Wilson Blvd., Suite 800, Arlington, VA 22203 Phone: 800.955.5100 Fax: 703.247.9300

2003 ENVOY 2WD (4-DOOR) PONTIAC/GMC DIVISION
62U CARBON METALLIC /L6G GENERAL MOTORS CORPORATION
922 DARK PEWTER 100 RENAISSANCE CENTER
ORDER NO [redacted] STOCK NO. DETROIT MI 48243-1114
VIN 1GK DS13 SX 32[redacted] VEHICLE INVOICE [redacted]
**********48*08177S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TS15506 ENVOY 2WD (4-DOOR)	33095.00	29950.98	INVOICE 02/20/03
AJ7 SIDE IMPACT AIR BAGS	350.00	301.00	SHIPPED 02/20/03
BVE RUNNING BOARDS	375.00	322.50	EXP I/T 03/04/03
C4D GVW RATING - 5,550 LBS	N/C	N/C	INT COM 03/04/03
GT4 REAR AXLE - 3.73 RATIO	50.00	43.00	PRC EFF 02/20/03
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	KEYS S592A S592A
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	WFP-S QTR OPT-1 BANK: GMAC - 085
N80 POLISHED ALUMINUM WHEELS	495.00	425.70	CHG-TO 08-177
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
UC6 AM/FM STEREO, W/6 DISC CD CHANGER (REPLACES STD/OPT PKG RADIO)	395.00	339.70	SHIP WT: 4421
			HP: 32.1
			GVW: 5550
VK3 FRONT LICENSE PLATE MOUNT	N/C	N/C	GVWF: 2950
YF5 50-STATE EMISSIONS	N/C	N/C	GVWR: 3200
1SC SLT STANDARD PACKAGE	N/C	N/C	GMS: 31031.58
			SUPPLR: 32272.84
			MRM: 35410.00
			NTR: 1/2
			MEMO 1713.00

TOTAL MODEL & OPTIONS	34760.00	31399.38	ACT 237 31006.58
DESTINATION CHARGE	650.00	650.00	H/B 261 1042.80
LAM DEALER CONTRIBUTION		347.60	ADV 261 347.60
LAM GROUP CONTRIBUTION		173.80	EXP 65A 173.80
TOTAL	35410.00	32570.78	PAY 310 32570.78

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 31031.55

****

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.

SIMPSON BUICK PONTIAC GMC

REMIT TO GMAC NO. 085
VIN 1GKDS13SX32[redacted]
$ 32570.78 INV [redacted]
DUE 03/04/03 DEALER 08-177

Overallowance / Incentives / Negative Equity Form

Customer [redacted] Request [redacted] BBB # PGM0355751

Straight _____ Trade _____ Mandated _____ Mediated _____

This form may be used to identify possible overallowance 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 and/or incentives prior to arbitration or voluntary repurchase.

Use the charts below to help determine overallowance and incentives.

*** PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale) -- (Selling Price) (before tax, tag, etc)	$ 32,431.56
MSRP (from BARS Invoice)	minus $ 35,410.00
Difference	$ (2,978.44) (If positive, look for Overallowance)

Trade Allowance (from dealer Bill of Sale)	$ 0
*ACV Amount (from the dealer's ACV form) – (from dealer)	$ 0
Difference	minus $ 0 (If positive, this is the Overallowance amount)

If Overallowance and/or Incentives (not included in Purchase Price) are found, **verify** with Team Manager before submitting information to BBB

Purchase Price (from dealer Bill of Sale) – (before tax, tag, etc.)	$ 32,431.56
Incentives not included in Purchase Price (from BARS) (Do not include fuel fill credit, dealer incentives or GM card credited back to customer)	minus $ 7,853.58
Overallowance (difference between Trade Allowance & ACV)	minus $ 0
Actual price of Vehicle that should be presented to BBB for ATA	$ 24,577.98

December 12, 2017

[redacted]
Buena Park, CA [redacted]

[redacted]

Dear Mr. [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 Smart Care Plan for your 2003 GMC Envoy, Vehicle Identification Number 1GKDS13SX32[redacted], is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on 10/21/2003 and ending on 10/20/2004 and begins with 3,200 and ends with 15,200 odometer miles
- 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,

Bill Wedebrock
Customer Relationship Manager
Business Resource Center

Confidential Information

CASE ASSESSMENT BY: Bill Wedebrock **CARS Request No** [redacted]

Customer Name: [redacted]

Year of Vehicle: 2003 **Make:** GMC **Model:** Envoy **Current Mileage:** 3,200

Vehicle ID No: 1GKDS13SX322[redacted] **In Service Date:** 8/29/03 **Purchased:** New
If used: (date/miles)

What is customer seeking: Repurchase
What is customer eligible for:

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Air conditioner

10/07/2003	3,220	3	Software updated.
09/08/2003	630	4	J3390 Replace fan clutch assembly.
09/04/2003	138	1	D4440 Replace compressor, J3390 Replace fan clutch assembly.

OTHER SYMPTOM / COMPLAINT: Headlights

09/26/2003	852	1	Unable to duplicate.
08/29/2003	16	1	High beam relay fault switch.

OTHER SYMPTOM / COMPLAINT: MISC

09/26/2003	852	n/a	Garage door opener/Cust to program at home./
09/08/2003	630	n/a	Evap line fuel tank leak/L0160 reconnect line.

Total Days Reported Out of Service: 10

VEHICLE MEETS PRESUMPTION: YES: ☐ NO: ☒

Arbitrate case: ☐ **Settle case:** ☐

Case Recommendation for Customer Satisfaction (based on a review of documentation):

AVM and/or DEALER RECOMMENDATION:

GENERAL MOTORS BUSINESS RESOURCE CENTER

October 9, 2003

JAY MALLOY, SVC MGR
SIMPSON BUICK PONTIAC GMC
6600 MANCHESTER BLVD
BUENA PARK, CA 90621-2927

Re: [redacted]
Siebel Request: [redacted]
2003 GMC Envoy
VIN # 1GKDS13SX322[redacted]

Dear Mr. Malloy:

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.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Bill Wedebrock
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 58983
FAX# 866-311-2776

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 9, 2004

[redacted]

Staten Island, New York 1[redacted]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2003 Chevrolet TrailBlazer**
Case Number: [redacted]

Dear Mr.[redacted]

We regret that you are dissatisfied with your 2003 Chevrolet TrailBlazer and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied **Chevrolet** customer. **Chevrolet** will assist you into **new 2004 Chevrolet TrailBlazer, vehicle 1GNET16S846**[redacted] Your responsibilities may be, **but not limited to**, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle good until 02/25/04	$29,881.41
Plus Upgrade	$ 890.00
Plus Usage	$ 3,045.28
TOTAL RESPONSIBILTY OF CUSTOMER	**$33,816.69**

Payoff will be handled with Substition of Collateral.

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase **vehicle 1GNET16S83**[redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-233-7026 by February 9, 2004. The conditions of the trade-repurchase are as follows:

- ⇒ **the vehicle is free from any abnormal damage or alterations which impair its resale value**
- ⇒ **all factory installed equipment are intact and functional**
- ⇒ **a free and clear title is provided at the time of repurchase (payoff original loan)**
- ⇒ **a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed* (supplied by General Motors)**
- ⇒ **an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)**
- ⇒ **this offer is contingent upon the approval of your lending/leasing institution**
- ⇒ **no cash back rebates or incentives of any kind are applicable towards this transaction**
- ⇒ **the enclosed release agreement is signed and returned with this offer letter**



If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to **H-L Motors**. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 ext. 57098 if you have any questions or concerns.

Sincerely,
Kathy Meszaros
Business Resource Center

This letter will be required for you to bring to the signing.

Signature and Date

BRC REPURCHASE WORKSHEET

File Number [redacted]

Customer Name [redacted]

Worksheet filled out by: *Kathy Meszaros*

Old Vehicle VIN: 1GNET16S83[redacted]

New Vehicle VIN: 1GNET16S84[redacted]

Date: 2/2/04

DEALER'S SAMPLE PURCHASE ORDER

TRADE REPURCHASE			MOCK BILL OF SALE	
Acct. [redacted] Vehicle Costs	34,989.38	G	Purchase Price (New Unit)	34,989.38
Adjustment to line 1	761.40	M		
Conversion Cost	0.00		State Sales Tax	339.42
Tax	339.42	R		
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	59.00	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	59.00
Other	0.00	O		
State Fees	22.50	N	Additional Aftermarket Items	0.00
		S		
Cost to transfer Aftermarket Items	0.00	I	State Fees	22.50
Service Contracts/GMPP	0.00	B		
Attorney's Fees	0.00	I	Miscellaneous	0.00
Transportation Fees	0.00	T		
		Y	Other	0.00
Total Replacement Price	36,171.70			
CUSTOMER'S		R	**Less Dealer Contribution**	**0.00**
Tax	0.00	E		
Luxury Tax	0.00	S	Subtotal	35,410.30
Reg./Lic./Title Fees (opt)	0.00	P		
Additional Aftermarket Items	0.00	O	Trade In	31,054.10
		N		
Usage/Depreciation	3,045.28	S	Payoff	0.00
Damage	0.00	I		
Upgrade	890.00	B	Net Allowance	31,054.10
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	**Cash on Delivery (Paid by GM)**	**420.92**
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		**Total Balance Due**	**3,935.28**
Total Customer Cost	3,935.28			
			Amount to Dealer for additional Fees	**761.40**
Trade Repurchase Amount	32,236.42			
Total Payoff Amount	**0.00**		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/yy				
Dealer Due to GM	NA			
GM Due to Dealer	32,236.42			

Estimated Auction Price	20,525.00				**This is a "work in process" until signed	
Projected (Loss)	(11,711.42)				by a GM Authorized Representative**	
						Rev 1/6/04

Dealer Confirmation Letter- Collateral Exchange

Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 x57098, Kathy Meszaros

Collateral Exchange Agreement between Cadillac and its dealer partner H-L Motors, Inc.

Customer's Name: [redacted]
Case Number:

Thank you for assisting Chevrolet in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of **$32,236.42 made payable to H-L Motors, Inc.** after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1GNET16S84[redacted]
New Vehicle Sales Price:	$34,989.38
Used Vehicle Trade Value:	$31,054.10
Trade Difference:	$3,935.28
Taxes:	$339.42
Rebates:	[Not Applicable]
Plus title and license fees:	$59.00
Miscellaneous State Fees:	$22.50
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[$200 applied as warranty credit via W.I.N.S.]

As always, **the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle**. With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

Sales Tax:	$ 339.42	
License/Title Fees:	$ 59.00	
Usage / depreciation:	$3,045.28	
Upgrade:	$ 890.00	
Total Customer Contribution:		$3,935.28

H-L Motors, Inc. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax # 866-233-7026.

H-L MOTORS, INC. BAC 116938 Management Agent's Signature and Title.

H-L MOTORS, INC. BAC 116938 Management Agent's Printed Name and Title.

Kathy Meszaros
Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting Chevrolet in this collateral exchange transaction for our mutual customer!

Dealer Confirmation Letter- Collateral Exchange

Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 x57098, Kathy Meszaros

Collateral Exchange Agreement between Cadillac and its dealer partner H-L Motors, Inc.

Customer's Name: [redacted]
Case Number:

Thank you for assisting Chevrolet in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of **$32,236.42 made payable to H-L Motors, Inc.** after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1GNET16S84[redacted]
New Vehicle Sales Price:	$34,989.38
Used Vehicle Trade Value:	$31,054.10
Trade Difference:	$3,935.28
Taxes:	$339.42
Rebates:	[Not Applicable]
Plus title and license fees:	$59.00
Miscellaneous State Fees:	$22.50
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[$200 applied as warranty credit via W.I.N.S.]

As always, **the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle**. With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

Sales Tax:	$ 339.42	
License/Title Fees:	$ 59.00	
Usage / depreciation:	$3,045.28	
Upgrade:	$ 890.00	
Total Customer Contribution:		$3,935.28

H-L Motors, Inc. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax # 866-233-7026.

_____
H-L MOTORS, INC. BAC 116938 Management Agent's Signature and Title.

_____
H-L MOTORS, INC. BAC 116938 Management Agent's Printed Name and Title.

Kathy Meszaros
_____
Authorized General Motors BRC Representative Signature

_____
Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting Chevrolet in this collateral exchange transaction for our mutual customer!

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 9, 2004

[redacted]

Staten Island, New York 1[redacted]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2003 Chevrolet TrailBlazer**
Case Number: [redacted]

Dear Mr.[redacted]

We regret that you are dissatisfied with your 2003 Chevrolet TrailBlazer and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied **Chevrolet** customer. **Chevrolet** will assist you into **new 2004 Chevrolet TrailBlazer, vehicle 1GNET16S846**[redacted] Your responsibilities may be, **but not limited to**, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle good until 02/25/04	$29,881.41
Plus Upgrade	$ 890.00
Plus Usage	$ 3,045.28
TOTAL RESPONSIBILTY OF CUSTOMER	**$33,816.69**

Payoff will be handled with Substition of Collateral.

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase **vehicle 1GNET16S83**[redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-233-7026 by February 9, 2004. The conditions of the trade-repurchase are as follows:

- ⇒ **the vehicle is free from any abnormal damage or alterations which impair its resale value**
- ⇒ **all factory installed equipment are intact and functional**
- ⇒ **a free and clear title is provided at the time of repurchase (payoff original loan)**
- ⇒ **a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed* (supplied by General Motors)**
- ⇒ **an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)**
- ⇒ **this offer is contingent upon the approval of your lending/leasing institution**
- ⇒ **no cash back rebates or incentives of any kind are applicable towards this transaction**
- ⇒ **the enclosed release agreement is signed and returned with this offer letter**



If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to **H-L Motors**. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 ext. 57098 if you have any questions or concerns.

Sincerely,
Kathy Meszaros
Business Resource Center

This letter will be required for you to bring to the signing.

Signature and Date

GM RVDC

RVDC Case# 82639

BRC Case Number	1
Customer Name	Frank J. and Jill M. Felicetti
Original VIN	1GNET16S836
BAC	116938
Dealership Name	H-L MOTORS INC
Dealer Contact/Title	Richard Land, General Manager
Dealer Phone	7183514200
Dealer Fax	7189790891
Delivery Date	2003-03-31
Buyback Mileage	8500
Transmission	A
UCC Code(s)	D0106
MSRP	39205.00
NADA	
Case Number	
TAC Case Number	
Type of Transaction	CR
Replacement VIN	1GNET16S846
Repurchase Type	AVM Voluntary
Repurchase Source	PRA AVM Robert Heintz
Reason for Repurchase: HVAC not cooling properly.	

Vehicle is going to: Auction	Is Vehicle Drivable? Y	Issue 1099?
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? N	Title Brand?	
Reason for not Retrieving Sales Tax: NOT AVAILABLE IN THIS STATE		
Original Sales Tax Paid in State: NY	Repurchased Under Laws of State: NY	
Vehicle Meets Presumption of LEMON LAW? Y		
Closing Schedule: 2004-03-05	Established on: 2004-02-26	
If no, where: BAC is 0		
Location Site Name:		
Contact Name:		
Address 1:		
Address 2:		
City:	State:	Zip:
Phone #:		
Fax #:		
Comment: BRC Case Number Collateral Trade - lienholder: GMAC, 800-200-4622, acct 070-9022-82679, 175 Corporate Woods, Suite 300, Rochester, NY 14623.		
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: 32236.42	Lien Payoff Expires on: 2004-03-09	Per Diem: 0.00
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

Check Information

Customer		***Lienholder***		***Plaintiff's Attorney***	
Check Amt:	0.00			Check Amt:	0.00
Payee1:		Payee1:	H-L Motors, Inc.	Payee1:	
Payee2:	and H-L Motors, Inc.	Payee2:		Payee2:	
Address1:		Address1:	2519 Hyland Boulevard	Address1:	
Address2:		Address2:		Address2:	
City:	Staten Island	City:	Staten Island	City:	
State:	NY	State:	NY	State:	
Zip		Zip	10306-4398	Zip	
Phone #:		Phone #:	718-351-4200	Phone #:	
Fax #:		Fax #:	718-980-5036	Fax #:	
		Attention:	Richard Land	Attention:	
		Account #:		Fed Tax ID:	
				Firm Name:	

Case ID: Initiator: meszarok

MAR 0 1 2004

BRC REPURCHASE WORKSHEET

File Number [redacted]

Customer Name [redacted]

Worksheet filled out by: *Kathy Meszaros*

Old Vehicle VIN: 1GNET16S83[redacted]

New Vehicle VIN: 1GNET16S8[redacted]

Date: 2/2/04

DEALER'S SAMPLE PURCHASE ORDER

			MOCK BILL OF SALE	
Acct. 2[redacted]ehicle Costs	34,989.38	G	Purchase Price (New Unit)	34,989.38
Adjustment to line 1	761.40	M		
Conversion Cost	0.00		State Sales Tax	339.42
Tax	339.42	R		
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	59.00	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	59.00
Other	0.00	O		
State Fees	22.50	N	Additional Aftermarket Items	0.00
		S		
Cost to transfer Aftermarket Items	0.00	I	State Fees	22.50
Service Contracts/GMPP	0.00	B		
Attorney's Fees	0.00	I	Miscellaneous	0.00
Transportation Fees	0.00	T		
		Y	Other	0.00
Total Replacement Price	36,171.70			
CUSTOMER'S		R	**Less Dealer Contribution**	**0.00**
Tax	0.00	E		
Luxury Tax	0.00	S	Subtotal	35,410.30
Reg./Lic./Title Fees (opt)	0.00	P		
Additional Aftermarket Items	0.00	O	Trade In	31,054.10
		N		
Usage/Depreciation	3,045.28	S	Payoff	0.00
Damage	0.00	I		
Upgrade	890.00	B	Net Allowance	31,054.10
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	**Cash on Delivery (Paid by GM)**	**420.92**
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		**Total Balance Due**	**3,935.28**
Total Customer Cost	3,935.28			
			Amount to Dealer for additional Fees	**761.40**
Trade Repurchase Amount	32,236.42			
			[signature]	2/2/04
Total Payoff Amount	**0.00**		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/y				
Dealer Due to GM	NA			
GM Due to Dealer	32,236.42			
Estimated Auction Price	20,525.00		****This is a "work in process" until signed**	
Projected (Loss)	(11,711.42)		**by a GM Authorized Representative****	
				Rev 1/6/04

BRC REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	*Frank Felicetti*	*Kathy Meszaros*

Old Vehicle VIN:	New Vehicle VIN:	Date:
1GNET16S8361[redacted]	1GNET16S846[redacted]	1/28/04

DEALER'S SAMPLE PURCHASE ORDER

TRADE REPURCHASE			MOCK BILL OF SALE	
Acct. [redacted] Vehicle Costs	34,989.38	G	Purchase Price (New Unit)	34,989.38
Adjustment to line 1	761.40	M		
Conversion Cost	0.00		State Sales Tax	339.42
Tax	339.42	R		
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	59.00	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	59.00
Other	0.00	O		
State Fees	0.00	N	Additional Aftermarket Items	0.00
		S		
Cost to transfer Aftermarket Items	0.00	I	State Fees	0.00
Service Contracts/GMPP	0.00	B		
Attorney's Fees	0.00	I	Miscellaneous	0.00
Transportation Fees	0.00	T		
		Y	Other	0.00
Total Replacement Price	36,149.20			
CUSTOMER'S		R	**Less Dealer Contribution**	**0.00**
Tax	0.00	E		
Luxury Tax	0.00	S	Subtotal	35,387.80
Reg./Lic./Title Fees (opt)	0.00	P		
Additional Aftermarket Items	0.00	O	Trade In	31,054.10
		N		
Usage/Depreciation	3,045.28	S	Payoff	0.00
Damage	0.00	I		
Upgrade	890.00	B	Net Allowance	31,054.10
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	**Cash on Delivery (Paid by GM)**	**398.42**
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		**Total Balance Due**	**3,935.28**
Total Customer Cost	3,935.28			
			Amount to Dealer for additional Fees	**761.40**
Trade Repurchase Amount	32,213.92			
			MAC	1/28/04
Total Payoff Amount	**0.00**		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/y				
Dealer Due to GM	NA			
GM Due to Dealer	32,213.92			
Estimated Auction Price	20,525.00		****This is a "work in process" until signed**	
Projected (Loss)	(11,688.92)		**by a GM Authorized Representative****	
				Rev 1/6/04

Chevrolet

37732

[redacted]

2519 HYLAN BLVD., S.I., N.Y. 10306
718 • 351-4200

16237

02/05/04

[redacted]

STATEN ISLAND NY [redacted]

[redacted]6

SALESMAN: HOUSE 99 STOCK # 4C478A

YEAR	MAKE	MODEL	COLOR	NEW OR USED	MILEAGE	VEH. IDENT. NO.	KEY NUMBERS
04	CHEV	TRAIL	SILVER	NEW	14	1GNET16S846[redacted]	S444E

PRICE OF VEHICLE	34989.38
SALES TAX	339.42
TIRE FEE	12.50
DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE, $220.00	
N.Y. STATE INSPECTION FEE	10.00
SINGLE INTEREST INS	
LICENSE AND TITLE	59.00
TOTAL CASH PRICE	35410.30
INSURANCE	
TOTAL PRICE	
SETTLEMENT:	
DEPOSIT	
CASH ON DELIVERY	3935.28
TRADE-IN	31054.10
LESS LIEN	
TYPE 03 CHEV TRAIL	
VIN 1GNET16S836105552	
FINANCE CONTRACT Pd. by GM.	420.92
VALUE OF TRADE — STOCK NO.	
TOTAL	35410.30

DEALER INSTALLED

$15.00 FUEL

*"THE DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEE. UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES, YOU MAY AVOID THIS FEE BY SUBMITTING YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE ISSUING OFFICE."

Reynolds and Reynolds RO16823 C (1/02)

NYS • DLR. LIC. NO. R-6430054 / NYC • C/A LIC. 426285

NEW VEHICLE DISCLAIMER OF WARRANTIES. "ALL WARRANTIES ON THIS VEHICLE ARE THE MANUFACTURER'S. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF

VERICLE INVOICE

THE NEW NORRIS CHEVROLET

(SIRRON, Inc.)
433 North Ave. E. Telephone (908) 233-0220
WESTFIELD, N.J. 07091-2879

DEAL # 6205 [redacted]

SOLD TO: H & L MOTORS INC.
ADDRESS 2519 HIGHLAND BLVD.
STATEN ISLAND NY 10306

DATE 01/13/04

SALESMAN: SWAP

	YEAR	MAKE	NEW OR USED	STOCK NUMBER	MODEL OR SERIES	VEHICLE IDENTIFICATION NO.	KEY NUMBER
VEHICLE SOLD	2004	CHEVROLET	NEW	4205	TRAILBLAZER	1GNET16S846[redacted]	S444E
TRADE IN							

INSURANCE COVERAGE INCLUDES

- ☐ FIRE AND THEFT
- ☐ COLLISION-AMT. DEDUCT.
- ☐ PUBLIC LIABILITY-AMT.
- ☐ PROPERTY DAMAGE-AMT.

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP DESCRIPTION

FACTORY INSTALLED:

ONSTAR-1YR SAFE AND SOUND SVC
SEATS-FRT LTH APPT RECL BKTS
STEER WHL-LTH WRAP RIM
CRUISE CNTL-ELEC W/RESUME SPD
DEFOGGER-RR WINDOW-ELECTRIC
FLRMATS-CLR-KEY-CARPET-FRT/RR
KEYLESS ENTRY-REMOTE
THEFT-DETERRENT ALARM SYSTEM
DOOR HANDLES-BDY-CLR
GRILLE-BDY-CLR
LUGGAGE RACK-ROOF MTD-BLK/ADJ
MOLDINGS-BODYSIDE-BDY-CLR
STEERING WHEEL W/AUDIO CTRLS

DEALER INSTALLED:

GMAC PAPER SWAP

SELLING PRICE	36764.41
SALES TAX	N/A
LICENSE AND TITLE	N/A
TOTAL CASH PRICE	36764.41
FINANCING	N/A
INSURANCE	
TOTAL TIME PRICE	36764.41
SETTLEMENT:	
DEPOSIT	N/A
CASH ON DELIVERY	36764.41
TRADE-IN $ N/A	
LESS LIEN $ N/A	N/A
PAYMENTS: 1 AT $ N/A	N/A
N/A AT $ N/A	
TOTAL	36764.41

NJADA SERVICES, INC. 34605 (3/94)

01/22/2004 01:54 FAX 17189790891 H L MOTORS INC 003
MAR 01 2004 16:10 FR SITEL TO 918662337026 P.05/15

Ver.4-9/25/2002

electronic Preliminary Repurchase Authorization (ePRA)

*(**To go from field to field, use the **TAB KEY**)*

1.Date (mm/dd/yyyy): 01/14/2004
2.Customer Name: [redacted]
3.Customer Address: [redacted]
4.Customer City, State, and Zip: Staten Island, Ny [redacted]
5.Primary Customer Phone #: [redacted] Home
6.Additional Customer Phone #: _____ Click here for pull-down:
7.Customer fax #:
8. Cust Drivers Licenses # [redacted]
9. State tax % rate 8.25%

Meszaros 1.16.04 9:10

1/27- Sabrina 2/25 - $29,881.41
070-902282679

Customer Vehicle Information

10.Year/Make/Model: 2003 Chevrolet [redacted]
11.VIN (17 Digits): 1GNET16S836[redacted] 12.Current Mileage: 8,500
13.Purchased: NEW

Detail your agreement with the Dealer and Customer on the following items:

Dealership that will handle entire transaction:
14.Dealership Name: H-L Motors
15.Dealership Phone #: 718-351-4200
16.Dealership Contact Name and **TITLE:** Richard Land - General Manager
17.Dealership Contact Phone # (if different than Dealership #):
18.Dealership Contact Fax # 718-980-5036 <979-0891>
19.Dealership BAC: 116938 Region: Northeast

8.625% $59

22.50 state fees 02131

20.What **GOODWILL TOOLS** were offered?

- ☐ Component Coverage Letter
- ☐ Maintenance Letter
- ☐ Owner Loyalty Certificate
- ☐ GM SmartCare
- ☒ GMPP
- ☐ Miscellaneous Reimbursement
- ☐ American Express Check
- ☐ Other
- ☐ NOTHING OFFERED

21.Was a **TRADE** Repurchase offered? YES
22.If this will not be a Trade Repurchase, Please explain Why?

TAC case number is required and if not available, Please explain why not?

23.CAC Case Number: [redacted] 24.TAC Case Number: N/A
25.If no TAC number, Explain: Dealer did not believe they needed help to correct problems. Failures were straightforward.

26.Reason for Repurchase (Include specific mechanical failure): 3 visits for A/C problems compounded by multiple failures of the aftermarket alarm system. Dealer is participating in the cost of trade. - not cooling properly

27.This case was resolved by: Field Voluntary Decision
28.Does this vehicle meet the presumption of Lemon Law in applicable state? YES
29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).
30.Type of TRANSACTION? TRADE REPURCHASE
31.Vehicle Damage (explain what damage is present and who is responsible): None

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1GNET16S846[redacted]
33.New Vehicle Year/Make/Model: 2004 Chevrolet Trailblazer
34..Upgrade ☒ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): $890

35.Usage/Depreciation Amount:
(Standard Usage Formula = Current mileage/100,000 *multiplied* by purchase price; **NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)
-Please show how you arrived at this usage amount: Std. Formula using 7584Mi. & $40154.60 - $3045.28

36.Aftermarket Items: No
-If GM will be responsible, please supply detail of the items and cost (transfer cost or other):
37.Lease Termination Terms: N/A
38.Who will be responsible for the **Taxes and/or Fees**? General Motors
-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, $ Amount, etc.)
Explain:All

39.I have reviewed with the customer what is ***Negative Equity/Overallowance*** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): YES
**NO Rebates are to be applied to the replacement vehicle*
**GM Card points are only refunded back to the card; Current points may be applied to replacement vehicle*
Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40.General Comments/Special Instructions: Dealer will be responsible for some of the cost of the trade and has worked the details out with the customer.

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 1/15/04
42.Authorizer Name: Robert S. Heintz
43.GM Position: AVM
44.VoiceMail Node: 914055 Mailbox Number: 8434
45.Email Address: robert.heintz@gm.com
Save this document using the customers last name plus the last 8 of the VIN as the Filename.
Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com
Forward any supporting documentation to FAX- 866-827-1129

Any questions on lease repurchases or any other unusual circumstances, please contact the BRC Repurchase Group in Tampa at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.

INCENTIVE SHUT-OFF NOTICE

SPECIALIST NAME: Kathy Meszaros

DEPARTMENT: Business Resource Center

FILE NUMBER: [redacted]

CUSTOMER NAME: [redacted]

OLD VEHICLE VIN: 1GNET16S836[redacted]

REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "*NEW VEHICLE*"

DEALER CODE: 02131

BRAND *(circle one)*: **Oldsmobile** (15) **Cadillac** (12) **Chevrolet** (13) **Buick** (11) **GMC** (48) **Pontiac** (16)

NEW VEHICLE VIN: 1GNET16S846[redacted]

SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

STOP **DON'T PEEL STICKER FROM FRONT - SEE BACK!**

Keep this document to show to the police and courts.

STOP STOP

CL [redacted]

NYMA 03/30/05

3 05

STOP STOP

[redacted]

Chevrolet

36188

3

HL

2519 HYLAN BLVD., S.I., N.Y. 10306
718 • 351-4200

14699

03/31/03

[redacted]

STATEN ISLAND NY [redacted]

498.42

6674436

SALESMAN: MANCO ANTHONY 14 STOCK # BC613A

YEAR	MAKE	MODEL	COLOR	NEW OR USED	MILEAGE	VEH. IDENT. NO.	KEY NUMBERS
03	CHEV	TRLBLZ	RED	NEW	171	1GNET16S836 [redacted]	

99.60 / 75.

35862.33

220/44

PRICE OF VEHICLE	3542183	36360.75
RICH 8.250		
SALES TAX		3048.85
DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE *$20.00		20.00
PASSIVE ALARM 23800 @375 -		595.00
N.Y. STATE INSPECTION FEE		10.00
SINGLE INTEREST INS		
LICENSE AND TITLE		120.00
TOTAL CASH PRICE		40154.60
INSURANCE		
TOTAL PRICE		
SETTLEMENT:		
DEPOSIT		1000.00 ✓
CASH ON DELIVERY		4000.00 ✓
TRADE-IN		
LESS LIEN		
TYPE		
VIN		
FINANCE CONTRACT GMAC		35154.60
VALUE OF TRADE / STOCK NO.		
TOTAL		40154.60

DEALER INSTALLED

$15.00 FUEL
ALARM AUTO START
SPECIAL FACTORY RATE -0-

APR 01 2003

R 100 MAR03

MAR 31 2003 R

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Reynolds and Reynolds RO1[illegible]

NYS • DLR. LIC. NO. R-6430054 / NYC • C/A LIC. 426285

NEW VEHICLE DISCLAIMER OF WARRANTIES. "ALL WARRANTIES ON THIS VEHICLE ARE THE MANUFACTURER'S. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 6, 2004

[redacted]
Staten Island, New York [redacted]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2003 Chevrolet TrailBlazer**
Case Number: [redacted]

Dear Mr. [redacted]

We regret that you are dissatisfied with your 2003 Chevrolet TrailBlazer and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied **Chevrolet** customer. **Chevrolet** will assist you into **new 2004 Chevrolet TrailBlazer, vehicle 1GNET16S84[redacted]** Your responsibilities may be, **but not limited to**, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle good until 02/25/04	$29,881.41
Plus Upgrade	$ 890.00
Plus Usage	$ 3,045.28
TOTAL RESPONSIBILTY OF CUSTOMER	**$33,816.69**

Payoff will be handled with Substition of Collateral.

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

General Motors will repurchase **vehicle 1GNET16S836[redacted]** in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-233-7026 by February 9, 2004. The conditions of the trade-repurchase are as follows:

- ⇒ **the vehicle is free from any abnormal damage or alterations which impair its resale value**
- ⇒ **all factory installed equipment are intact and functional**
- ⇒ **a free and clear title is provided at the time of repurchase (payoff original loan)**
- ⇒ **a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed* (supplied by General Motors)**
- ⇒ **an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)**
- ⇒ **this offer is contingent upon the approval of your lending/leasing institution**
- ⇒ **no cash back rebates or incentives of any kind are applicable towards this transaction**
- ⇒ **the enclosed release agreement is signed and returned with this offer letter**



If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to H-L Motors. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 ext. 57098 if you have any questions or concerns.

Sincerely,
Kathy Meszaros
Business Resource Center

This letter will be required for you to bring to the signing.

08/26/04

Signature and Date

Dealer Confirmation Letter- Collateral Exchange

Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 x57098, Kathy Meszaros

Collateral Exchange Agreement between Cadillac and its dealer partner H-L Motors, Inc.

Customer's Name: [redacted]
Case Number:

Thank you for assisting Chevrolet in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of **$32,236.42 made payable to H-L Motors,** Inc. after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1GNET16S8461[redacted]
New Vehicle Sales Price:	$34,989.38
Used Vehicle Trade Value:	$31,054.10
Trade Difference:	$3,935.28
Taxes:	$339.42
Rebates:	[Not Applicable]
Plus title and license fees:	$59.00
Miscellaneous State Fees:	$22.50
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[$200 applied as warranty credit via W.I.N.S.]

As always, **the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle.** With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

Sales Tax:	$ 339.42	
License/Title Fees:	$ 59.00	
Usage / depredation:	$3,045.28	
Upgrade:	$ 890.00	
Total Customer Contribution:		$3,935.28

H-L Motors, Inc. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax # 866-233-7026.

Richard B. Loud Vice President
H-L MOTORS, INC. BAC 116938 Management Agent's Signature and Title.

Richard B. Loud Vice President
H-L MOTORS, INC. BAC 116938 Management Agent's Printed Name and Title.

Kathy Meszaros
Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting Chevrolet in this collateral exchange transaction for our mutual customer!

[redacted]

Chevrolet

[redacted]

2519 HYLAN BLVD., S.I., N.Y. 10306
718 • 351-4200

01/13/04 16130

TA THE NEW NORRIS CHEVROLET
433 NORTH AVE
WESTFIELD NJ 07090

[redacted]

SALESMAN: HOUSE 99 STOCK # [redacted]

YEAR	MAKE	MODEL	COLOR	NEW OR USED	MILEAGE	VEH. IDENT. NO.	KEY NUMBERS
04	CHEV	MALI	WHITE	NEW	14	1G1ZT64874F[redacted]	G0901

PRICE OF VEHICLE	–	21559.38
	–	
	–	
	–	
	–	
SALES TAX	32400 –	
	–	
DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE. ₱$20.00	90501 –	
	–	
	–	
N.Y. STATE INSPECTION FEE	90500 –	
SINGLE INTEREST INS	–	
LICENSE AND TITLE	90501 –	
TOTAL CASH PRICE		21559.38
INSURANCE		
TOTAL PRICE		
SETTLEMENT:		
DEPOSIT	22001 +	21559.38
CASH ON DELIVERY	22001 +	
TRADE-IN		
LESS LIEN	–	
TYPE		
VIN		
	–	
	–	
FINANCE CONTRACT	2050 +	
VALUE OF TRADE — STOCK NO.	20400 +	
	+	
TOTAL		21559.38

$15.00 FUEL DEALER INSTALLED

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Reynolds and Reynolds

NYS • DLR. LIC. NO. R-6430054 / NYC • C/A LIC. 426285

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&THSDCS 30225311200554NAODLRAC07PRT
2004 TRAILBLAZER EXT LT 4WD
67U SILVERSTONE METALLIC /L6G
952 MEDIUM PEWTER
ORDER NO. GTDQ8W/TRE STOCK NO.
VIN 1GN ET16 S8 4615[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

**********S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15806 TRAILBLAZER EXT LT 4WD	34045.00	30810.73	INVOICE 11/19/03
AJ7 DR/PASS FRT & SIDE AIRBAGS	350.00	301.00	SHIPPED 11/19/03
CE1 RAIN SENSING WIPERS	70.00	60.20	EXP I/T 12/02/03
DT4 ASHTRAY AND LIGHTER	30.00	25.80	INT COM 12/02/03
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	PRC EFF 11/18/03
LL8 VORTEC 4200 SFI I6	0.00	0.00	KEYS S444E S444E
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	WFP-F QTR OPT-1 BANK: GMAC - 020
NE1 50-STATE EMISSIONS	N/C	N/C	CHG-TO 02-253
N74 17" BRIGHT ALUMINUM WHEELS	N/C	N/C	
R6M NEW JERSEY COST SURCHARGE	0.00	68.00	SHIP WT: 4922
UC6 AM/FM RADIO,RDS,6 DISC CHANGER, (REPLACES STD/OPT PKG RADIO)	245.00	210.70	HP: 32.1 GVW: 6400
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1113.70	GVWF: 3200
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	GVWR: 3400
YC6 LT PACKAGE 2	1360.00	1169.60	GMS: 35064.38
* STEERING WHL W/AUDIO CTRLS			SUPPLR: 36642.28
* RR SEAT RADIO & HVAC CONTROLS			MRM: 40095.00
* DRIVER INFORMATION CENTER			NTR: 1/2
* AUTO CLIMATE CONTROL			MEMO 1897.25
* 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)			
1SE LT PREFERRED EQUIPMENT GROUP 2	2050.00	1763.00	
* LEATHER WRAPPED STEERING WHL			
* LEATHER APPOINTED SEATING ON 1ST AND 2ND ROW, 8-WAY PWR PSGR & PWR LUMBAR			
* ONSTAR SYSTEM INCLUDES 1 YEAR SAFE & SOUND			
* ELECTROCHROMIC ISRV MIRROR			
TOTAL MODEL & OPTIONS	39445.00	35522.73	ACT 237 34989.38
DESTINATION CHARGE	650.00	650.00	H/B 261 1183.35
LAM DEALER CONTRIBUTION		394.45	ADV 261 394.45
LAM GROUP CONTRIBUTION		197.23	EXP 65A 197.23
TOTAL	40095.00	36764.41	PAY 310 36764.41

4205
12/3/03

037314410
4009500

5 mile

3558106

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 35070.38

****

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.

T/A THE NEW NORRIS CHEVROLET, INC.

REMIT TO GMAC NO. 020
VIN 1GNET16S846159872
$ 36764.41 INV 1AD28940517
DUE 12/02/03 DEALER 02-253

** TOTAL PAGE 15 **

BRC REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	*Kathy Meszaros*

Old Vehicle VIN:	New Vehicle VIN:	Date:
1GNET16S836[redacted]	1GNET16S8[redacted]	1/29/04

DEALER'S SAMPLE PURCHASE ORDER

TRADE REPURCHASE				MOCK BILL OF SALE	
Acc[redacted]/ehicle Costs	34,989.38	G		Purchase Price (New Unit)	34,989.38
Adjustment to line 1	761.40	M			
Conversion Cost	0.00			State Sales Tax	339.42
Tax	339.42	R			
Luxury Tax	0.00	E		Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	59.00	S			
Miscellaneous	0.00	P		Reg./Lic./Title Fees (opt)	59.00
Other	0.00	O			
State Fees	0.00	N		Additional Aftermarket Items	0.00
		S			
Cost to transfer Aftermarket Items	0.00	I		State Fees	0.00
Service Contracts/GMPP	0.00	B			
Attorney's Fees	0.00	I		Miscellaneous	0.00
Transportation Fees	0.00	T			
		Y		Other	0.00
Total Replacement Price	36,149.20				
CUSTOMER'S		R		**Less Dealer Contribution**	**0.00**
Tax	0.00	E			
Luxury Tax	0.00	S		Subtotal	35,387.80
Reg./Lic./Title Fees (opt)	0.00	P			
Additional Aftermarket Items	0.00	O		Trade In	31,054.10
		N			
Usage/Depreciation	3,045.28	S		Payoff	0.00
Damage	0.00	I			
Upgrade	890.00	B		Net Allowance	31,054.10
Downgrade (deducted)	0.00	I			
Reimbursement of Aftermarkets	0.00	T		**Cash on Delivery (Paid by GM)**	**398.42**
Other	0.00	Y			
Dealer Contribution (deducted)	0.00			**Total Balance Due**	**3,935.28**
Total Customer Cost	3,935.28				
				Amount to Dealer for additional Fees	**761.40**
Trade Repurchase Amount	32,213.92				
Total Payoff Amount	**0.00**			GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/yy					
Dealer Due to GM	NA				
GM Due to Dealer	32,213.92				

Estimated Auction Price	20,525.00				**This is a "work in process" until signed	
Projected (Loss)	(11,688.92)				by a GM Authorized Representative**	
						Rev 1/6/04

Dealer Confirmation Letter- Collateral Exchange

Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 x57098, Kathy Meszaros

Collateral Exchange Agreement between Cadillac and its dealer partner H-L Motors, Inc.

Customer's Name: [redacted]
Case Number:

Thank you for assisting Chevrolet in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of **$32,213.92 made payable to H-L Motors, Inc.** after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1GNET16S8[redacted]
New Vehicle Sales Price:	$34,989.38
Used Vehicle Trade Value:	$31,054.10
Trade Difference:	$3,935.28
Taxes:	$339.42
Rebates:	[Not Applicable]
Plus title and license fees:	$59.00
Miscellaneous State Fees:	[If applicable]
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[$200 applied as warranty credit via W.I.N.S.]

As always, **the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle**. With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

Sales Tax:	$ 339.42	
License/Title Fees:	$ 59.00	
Usage / depreciation:	$3,045.28	
Upgrade:	$ 890.00	
Total Customer Contribution:		$3,935.28

H-L Motors, Inc. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax # 866-233-7026.

_____
H-L MOTORS, INC. BAC 116938 Management Agent's Signature and Title.

_____
H-L MOTORS, INC. BAC 116938 Management Agent's Printed Name and Title.

Kathy Meszaros
_____
Authorized General Motors BRC Representative Signature

_____
Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting Chevrolet in this collateral exchange transaction for our mutual customer!

December 12, 2017

[redacted]
Staten Island, NY [redacted]

Service Request: S[redacted]

Dear Mr. [redacted]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2003 Chevrolet TrailBlazer. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <http://www.dr.bbb.org/goauto>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

Marsha Oates
Customer Relationship Manager

MN0001-T/lag

December 12, 2017

[redacted]
Harlingen, TX [redacted]

Service Request: [redacted]

Dear Mrs. [redacted]

We are sorry you have experienced concerns with your 2002 Chevrolet TrailBlazer. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary 30,000-mile maintenance service, not to exceed $200.00. Present this letter to any Chevrolet dealership for redemption.

If you have future questions, 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,

Heather Jones
Customer Relationship Manager

RS0022-P/mn

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary 30,000-mile maintenance service, not to exceed $200.00

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]
Covington, GA [redacted]

Service Request [redacted]

Dear [redacted]:

We would like to discuss your request for assistance regarding your 2003 Chevrolet TrailBlazer, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please 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,

Gay Miller
Customer Relationship Manager

RS0006-A/dnj

December 12, 2017

[redacted]
Kansas city, MA [redacted]

Service Request: [redacted]

Dear Mr [redacted]

We are sorry you have experienced concerns with your 2004 Chevrolet TrailBlazer. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary lube, oil, and filter service. Present this letter to any Chevrolet dealership for redemption.

If you have future questions, 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,

Paula Reid
Customer Relationship Manager

RS0022-T/snr

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]
Woodville, WI [redacted]

Service Request: [redacted]
Customer Relationship Manager: Gloria Cooper

Dear Ms [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,

General Motors Corporation

BURDGE LAW OFFICE CO. LPA
2299 Miamisburg-Centerville Rd
Dayton, Ohio 45459-3817
Phone: (937) 432.9500 Facsimile: (937) 432.9503

[redacted]T

TO: [redacted]

FAX NO.: 866-255-3848

RE: Cupp - Release of Claim

FROM:
[ ] Ronald L. Burdge, Esquire
[ ] Courtney Caparella, Esquire
[ ] Linda Montgomery, Business Manager
[ ] Estella Campbell, Sr. Legal Assistant
[X] Melanie Robison, Legal Assistant
[ ] Pam Compton, Legal Assistant

[X] ORIGINAL WILL NOT FOLLOW

ORIGINAL WILL FOLLOW VIA:
[ ] Regular Mail
[ ] Overnight Delivery
[ ] Hand Delivery
[ ] Other

COMMENTS:

No. of pages including cover sheet: 4

Time: 4:03pm
Date: 2-18-04

CONFIDENTIALITY NOTICE

The information contained in this facsimile message is attorney 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, or the employee or agent responsible to deliver it to 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, and return the original message to us at the above address via the U.S. Postal Service. Thank you.

Z:\data\1 FORMS\Procedure & Process\A Form FaxCoverSheet.wpd

RELEASE OF CLAIM

1. I [redacted] (hereinafter referred to as "Releasor(s)"), as buyer(s) of a certain 2003 Chevrolet Trailblazer, bearing Vehicle Identification No. 1GNDS13S8[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "Releasee") of $35,127.14, said payment to be made as outlined below, does for himself and each and all of his representatives, heirs, successors and assigns, hereby releases and discharges Releasee, 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 in the matter of this claim.

2. As consideration for the payment described above to be tendered in the form of 3 checks: the first, in the amount of $ 30,648.67, made payable to GMAC; the second in the amount of $ 2,978.47, made payable to Roger W. Cupp, the third in the amount of $1,500.00, made payable to Ronald L. Burdge, Esq.

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

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to General Motors Corporation, will execute a limited Power of Attorney in favor of General Motors Corporation 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 after Releasor(s) executes this Release, but before Releasee 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 Releasee upon receipt of $35,127.14, 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, Releasee shall make payment of said consideration to Releasor(s) of $35,127.14, 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 2003 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 11,500 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 20 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasee 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 Releasee by Releasor(s);

(d) That neither Releasee'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 wrong doing by Releasee 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 his 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 he 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) do hereby for himself, his heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless the Releasee from any and every claim or demand of every kind and character arising out of the Complaint referenced above and this release;

(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 Releasee.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF _____.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE _____ DATE SIGNED: _____

WITNESS: _____

[redacted] [redacted]

[redacted]

Address Address

Miamisburg OH [redacted]

City, State, Zip Code City, State, Zip Code

[redacted]

Social Security Number Social Security Number

STATE OF OHIO

COUNTY OF Montgomery

Sworn to (or affirmed) and subscribed before me this 18 day of February, 2004, by {full name of consumer}.

Melanie S. Robison

Signature of Notary Public

MELANIE S. ROBISON
Notary Public
In and for the State of Ohio
My Commission Expires
August 1, 2007

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ✓

Type of identification [redacted] - Driver's License

My commission expires: 08/01/2007

RELEASE OF CLAIMS

I, [redacted] (hereinafter referred to as "Releasor"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $3,000.00 paid by General Motors Corporation, hereby release and discharge General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor's/Releasors' 2003 Chevrolet Trailblazer 2wd bearing Vehicle Identification Number 1GNDS13S832[redacted] ("subject vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle and any claims for any injuries, losses or damages to my person and/or property. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of 2 checks: the first, in the amount of $ 2,000.00, made payable to Roger W. Cupp; the second in the amount of $ 1,000.00, made payable to Ronald L. Burdge, Esq..

The subject vehicle's mileage is _____ on the date of signing this release.

Releasor has/have carefully read and understand this release. Releasor agree and acknowledge that this Release constitutes the entire agreement between Releasor and General Motors Corporation, and Releasor is/are not relying on any representations, promises or inducements other than those stated in this Release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims.

DATE SIGNED: _____

_____ [redacted]

_____
Claimant's signature

_____
Address

_____
Address

_____
City, State, Zip Code

_____
City, State, Zip Code

_____
Social Security Number

_____
Social Security Number

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by {full name of consumers}.

_____
Signature of Notary Public

_____
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification_____

My commission expires: _____

BRC REPURCHASE WORKSHEET

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By:
VICTORIA NELSON

Old Vehicle VIN:
1GNDS13S8[redacted]

New Vehicle VIN:

Date:
17-Jan-04

TRADE REPURCHASE		STRAIGHT REPURCHASE		PAYMENT / LEASE REPURCHASE	
				Lease Terms MO __ MI ___ Lease Usage Mo __ MI __	
1 Replacement Vehicle Costs	$0.00	1 Base Price	$0.00	1 Payments 6@$487.79	$2,926.74
2 Equipment Transfer	$0.00	2 Conversion Price	$0.00	2 Additional Payments	$0.00
3 Sales Tax	$0.00	3 Sales Tax	$0.00	3 Reg./Lic./Title (opt)	$0.00
4 Reg./Lic./Title (opt)	$0.00	4 Reg./Lic./Title (opt)	$0.00	4 Aftermarket Items	$0.00
5 Aftermarket Items	$0.00	5 Finance Charges	$0.00	5 Collateral Costs	$0.00
6 Collateral Costs	$0.00	6 Aftermarket Items	$0.00	6 Pre-Judgement Interest	$0.00
7 Pre-Judgement Interest	$0.00	7 Collateral Costs	$0.00	7 Annoyance / Inconvenience	$0.00
8 Annoyance / Inconvenience	$0.00	8 Pre-Judgement Interest	$0.00	8 Other	
9 Dealer Admin / Vehicle Transfer	$0.00	9 Annoyance / Inconvenience	$0.00	9 **Total Additions**	**$2,926.74**
10 Other		10 Other		10	
11 **Total Replacement Price**	$0.00	11 **Total Purchase Price**	**$0.00**	11 Usage/Depreciation	$0.00
12 Usage/Depreciation	$0.00	12 Usage:	$0.00	12 Damage	$0.00
13 Tax/Title/Registration Contribution	$0.00	13 Damage	$0.00	13 Late Charge	$0.00
14 MSRP Upgrade	$0.00	14 Over-Allowance	$0.00	14 Negative Equity	$0.00
15 Damage	$0.00	15 Negative Equity	$0.00	15 Incentives	$0.00
16 MSRP Downgrade	$0.00	16 Incentives (deduct)	$0.00	16 Over Mileage Penalty	
17 **Customer Cost (review L.L.)**	$0.00	17 **Total Deductions**	**$0.00**	17 **Total Deductions**	**$0.00**
18		18		18	
19 **Repurchase Subtotal**	$0.00	19 **Repurchase Subtotal**	**$0.00**	19 **Total Refund to Customer**	**$2,926.74**
20 Loan Payoff	$0.00	20 Loan Payoff good thru	$0.00	20 Attorney's Fees	$1,500.00
21 **Total to Dealer & Customer**	$0.00	21 **Total Refund to Customer**	**$0.00**	21 Dealer Buy Out / Payoff Amount	$30,648.67
22 Attorney's Fees	$0.00	22 Attorneys Fees	$0.00	22	
23 **Total Repurchase**	$0.00	23 **Total Repurchase**	$0.00	23 **Total Repurchase Amount**	**$35,075.41**
24 NADA		24 NADA	$0.00	24 NADA	$20,175.00
25 Estimated Auction Price	$0.00	25 Estimated Auction Price	$0.00	25 Estimated Auction Price	$14,929.50
26 **Projected Loss**	**$0.00**	26 **Projected Loss**	**$0.00**	26 **Projected Loss**	**$20,145.91**

OVER ALLOWANCE CALCULATION

PURCHASE PRICE (before t/t/t)		TRADE ALOWANCE		PURCHASE PRICE	
MSRP (FROM BARS INVOICE)		PAYOFF OF TRADE		INCENTIVE* (from BARS)	
DIFFERENCE	$ -	DIFFERENCE	$ -	OVERALLOWANCE	
if positive look for over allowance		if negative=negative equity		ACTUAL PRICE	$ -
		TRADE ALOWANCE			
		ACV OF TRADE			
		DIFFERENCE	$ -	do not include fuel file credit	
		acv=actual cash value		include GM card points	

TRADE REPURCHASE WORKSHEET

File Number | **CRM Name** | **Customer Name:**

Old Vehicle VIN: | **Date:** | **New Vehicle VIN:**

TRADE REPURCHASE		BILL OF SALE
Acct [redacted] Vehicle Costs	$ -	Purchase Price (New Unit)
Adjustment to line 1	$ -	
Conversion Cost	$ -	State Sales Tax
Tax	$ -	
Luxury Tax	$ -	Luxury Tax
Reg./Lic./Title Fees (opt)	$ -	
Miscellaneous	$ -	Reg./Lic./Title Fees (opt)
Other	$ -	
State Fees	$ -	Additional Aftermarket Items
Cost to Transfer Aftermarket Items	$ -	State Fees
Service Contracts/GMPP	$ -	
Transportation Fees	$ -	Miscellaneous
		Other
Total Replacement Price	$ -	
		Subtotal
Tax, Reg./Lic./Title Fees	$ -	
Luxury Tax	$ -	Trade In
Other	$ -	
Additional Aftermarket Items	$ -	Payoff
Usage/Depreciation	$ -	Net Allowance
Damage	$ -	
Upgrade	$ -	**Cash on Delivery**
Downgrade (deducted)	$ -	
Reimbursement of Aftermarkets	$ -	**Total Balance Due**
Other	$ -	
Total Customer Cost	$ -	**Amount to Dealer for additional Fees**
		Amount to Attorney
Trade Repurchase Amount	$ -	
Atty Fees	$ -	
		Estimated Auction Price
Total Repurchase Amount	$ -	Projected (Loss)
Total Payoff Amount	$ -	
PAYOFF GOOD THRU	*1/0/1900*	
Dealer Due to GM	NA	
GM Due to Dealer	NA	
GM Due to Attorney	$ -	

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GENERAL MOTORS BUSINESS RESOURCE CENTER

February 12, 2004

VIA FAX ONLY

Ronald L. Burdge, Esq.
Burdge Law Office
2299 Miamisburg-Centerville Road
Dayton, OH 45459-3817

Re: [redacted]
CARS File No.: [redacted]
2003 Chevrolet Trailblazer 2WD
VIN # 1GNDS13S832[redacted]

Dear Mr. Burdge:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2003 Chevrolet Trailblazer for all defendants. This offer is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at any General Motors dealership prior to the issuance of any funds. Please advise my office of the dealership that your client would like to work with in your written response to our offer. My office will then contact the dealership and provide them with necessary documents for the inspection. The dealership will then contact you to arrange an inspection at a mutually agreeable date and time for your client. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year of the vehicle. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Payments 6 @ $487.79	$2,926.74
License/Title/Registration	$20.25
Incentives	- $1,000.00
Negative Equity on Trade	-$294.08
Late Charges	- $24.38
* Minus payoff to lienholder (good through 3-3-4)	- $30,648.67

* The payoff amount is subject to change if this offer letter is not received in time for the current payoff amount to be processed; however, General Motors will be responsible for paying off the lienholder if the amount should change.

Attorney's Fees	$1,500.00
Total due to client:	$2,978.47

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 days from the date of your acceptance of our offer. We will need a copy of your client's registration and social security number and 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 me at the fax number shown below.

Sincerely,

Victoria Nelson
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 58837
FAX# 866-255-3848

cc: FILE

Attach.

Roger Cupp	Client's Signature
Date	Date

RELEASE OF CLAIM

1. I, [redacted] hereinafter referred to as "Releasor(s)"), as buyer(s) of a certain 2003 Chevrolet Trailblazer, bearing Vehicle Identification No. 1GNDS13S832[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "Releasee") of $35,127.14, said payment to be made as outlined below, does for himself and each and all of his representatives, heirs, successors and assigns, hereby releases and discharges Releasee, 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 in the matter of this claim.

2. As consideration for the payment described above to be tendered in the form of 3 checks: the first, in the amount of $ 30,648.67, made payable to GMAC; the second in the amount of $ 2,978.47, made payable to Roger W. Cupp, the third in the amount of $1,500.00, made payable to Ronald L. Burdge, Esq.

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

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to General Motors Corporation, will execute a limited Power of Attorney in favor of General Motors Corporation 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 after Releasor(s) executes this Release, but before Releasee 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 Releasee upon receipt of $35,127.14, 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, Releasee shall make payment of said consideration to Releasor(s) of $35,127.14, 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 2003 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 9,785 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 20 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasee 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 Releasee by Releasor(s);

(d) That neither Releasee'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 wrong doing by Releasee 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 his 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 he 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) do hereby for himself, his heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless the Releasee from any and every claim or demand of every kind and character arising out of the Complaint referenced above and this release;

(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 Releasee.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF _____.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE _____ DATE SIGNED: _____

WITNESS: _____

_____	_____
Roger W. Cupp	Claimant's signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code
_____	_____
Social Security Number	Social Security Number

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by {full name of consumer}.

_____
Signature of Notary Public

_____
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification_____

My commission expires: _____

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 10, 2004

VIA FAX ONLY

Ronald L. Burdge, Esq.
Burdge Law Office
2299 Miamisburg-Centerville Road
Dayton, OH 45459-3817

Re: [redacted]
CARS File No.: [redacted]
2003 Chevrolet Trailblazer 2WD
VIN # 1GNDS13S8324[redacted]

Dear Mr. Burdge:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2003 Chevrolet Trailblazer for all defendants. This offer is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at any General Motors dealership prior to the issuance of any funds. Please advise my office of the dealership that your client would like to work with in your written response to our offer. My office will then contact the dealership and provide them with necessary documents for the inspection. The dealership will then contact you to arrange an inspection at a mutually agreeable date and time for your client. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year of the vehicle. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Base Price	$28,763.38
License/Title/Registration	$20.25
Sales or use tax	$2,198.43
Subtotal:	$30,982.06
Less Rebates/Incentives	- $1,294.08
Less Usage/Depreciation	- $64.85
Subtotal:	$29,047.13
* Minus payoff to lienholder (good through 2-24-4)	- $30,635.78
Subtotal:	-$1,588.65
Attorney's Fees	$1,500.00
Total due to attorney and client:	$0.00

* The payoff amount is subject to change if this offer letter is not received in time for the current payoff amount to be processed; however, General Motors will be responsible for paying off the lienholder if the amount should change.

This offer requires a contribution of $1,588.65 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 days from the date of your acceptance of our offer. We will need a copy of your client's registration and social security number and 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 and return it to me at the fax number shown below.

Sincerely,

Victoria Nelson
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 58837
FAX# 866-255-3848

cc: FILE

Attach.

Roger Cupp	Client's Signature
Date	Date

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 15, 2004

Greg Stout
Voss Chevrolet
100 Loop Road
Dayton, OH 45459-2197

Re: [redacted]
CARS File No.: [redacted]
2003 Chevrolet Trailblazer 2WD
VIN # 1GNDS13S8324[redacted]

Dear Mr. Stout:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer.
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 any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade. Also needed are service and body shop repair orders of all internal, customer pay, and warranty repair orders, etc. (to include front and backs of shop copies). Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please notify me and then mail them to the following address:

General Motors Corp. – CARS – Legal
Attn: Legal – Victoria Nelson
5701 East Hillsborough Avenue
Suite 2300
Tampa, Fl 33610

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 any questions regarding this matter, feel free to contact me directly at the number below.

Sincerely,

Victoria Nelson
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 58837
FAX# 866-255-3848

cc: FILE

December 12, 2017

[redacted] St
Miamisburg, OH [redacted]

Service Request: [redacted]
Customer Relationship Manager: Nicholas Jones

Dear Ms [redacted]

We would like to discuss your request for assistance regarding your 2003 Chevrolet TrailBlazer, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please 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,

Tyrel Jones
General Motors Corporation

BURDGE
LAW OFFICE
CO. LPA
2299 Miamisburg-Centerville Rd
Dayton, Ohio 45459-3817
Phone: (937) 432.9500 Facsimile: (937) 432.9503

February 11, 2004

VIA FAX ONLY
Victoria Nelson
General Motors Legal-Tampa
c/o MSX International
1464 John A. Papalas Drive
Lincoln Park MI 48146-1460
866-255-3848

Re: [redacted] 2003 Chevrolet Trailblazer, ***Settlement***

Dear Victoria:

Attached is my "Plaintiff's Estimated Damage Calculations" for this case. According to it, even considering the negative trade-in equity, GM should be taking back the vehicle and paying $3,620.45. With that in mind, please take another look at this and let me know your thoughts.

Thank you.

Sincerely,

Ronald L. Burdge

RLB:emg
Attachment

Z:\data\Cupp\Correspondence-Misc\Corr Nelson GM Re Settlement 021104.wpd

BURDGE LAW OFFICE CO. LPA
2299 Miamisburg Centerville Road
Dayton, Ohio 45459-3817
Phone: (937) 432.9500
Facsimile: (937) 432.9503

Compiled: February 11, 2004

Rodger Cupp

Plaintiff's Estimated Damage Calculations

1. Trade In Equity:	$	1,294.08
2. Down Payment:	+ $	0
3. Monthly Payments to Date:	+ $	3,414.53
7 Payments on Vehicle from 08 - 16 - 03 at ...	$	487.79
4. Repairs Paid For By Client to Date:	+ $	0
5. Loaner Vehicle, Improvements, Etc. to Date:	+ $	0
6. Subtotal "Out of Pocket" Loss to Client to Date:	= $	2,120.45
7. Lien Payoff (as of _03_ - _12_ - 04):	+ $	30,669.00
(GMAC, a/n 488.9033.51674, ssn 116.56.8398, ph 800.200.4622, payoff = $ 30,621.66 + per diem $ 1.58 x 30)		
8. Attorney Fees to Date:	+ $	
_____ Atty Hrs. x $250 _____ = $ _____		
+ _____ NonAtty Hrs. x $ _____ = $ _____		
9. Costs of Litigation to Date:	+ $	_____
10. Total of Damages, Fees & Costs to Date:	= $	

NOTICE: This is a statement being made in compromise negotiations and is subject to Evi. R. 408 and it not admissible.

Z:\data\Cupp\Damage Calculations w fees 021104.wpd

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 14, 2004

Ronald L. Burdge, Esq.
Burdge Law Office
2299 Miamisburg-Centerville Road
Dayton, OH 45459-3817

Re: [redacted]v. General Motors Corporation
2003 Chevrolet Trailblazer 2WD VIN: 1GNDS13S832[redacted]

This is to advise you that we are in receipt of the above referenced case dated January 9, 2004. This case file has been assigned to me, and I will be contacting you in the next 10-15 business days for review.

In order to do a thorough review and assessment of this case, I may need additional information and documentation from you. Therefore, if any of the items below are marked, please fax or mail the information requested to the address on the bottom of this page.

If you have any questions, please call me at the number below.

Thank you.

Sincerely,
Victoria Nelson
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 58837
FAX# 866-255-3848

☒ Lienholder (See Attached Sheet)

Lien Holder Information Request

General Motors Corp. – CARS – Legal, c/o MSX International, MC 336-105-000
1426 Pacific Drive, Auburn Hills, MI 48326

December 12, 2017

Customer Name:
Social Security No:
Customer Name:
Social Security No:
VIN:
Attorney Name: TIN:

Lien Holder Information:
Account #:
Name of Lien Holder:
Physical Address:
City: State: Zip Code:
Contact Person:
Telephone # :

Payoff: $
Good Until: Next Due Date:
Per Diem: $ (OR) %
Late Charges Paid: **$** Late Charges Due: **$**

No. Payments Made: at $ /month
Total payments made : $
Total Interest Paid to Date: $ as of:
1999 $ 2000 $ 2001 $ 2002 $

Current Mileage of Vehicle: Date Mileage Read:

I / We, _____, hereby authorize _____ to release any and all information regarding the above referenced account to General Motors Corporation, including but not limited to a complete payment history of my account. Dated this _____ day of _____, 2002

BURDGE LAW OFFICE CO. LPA
2299 Miamisburg-Centerville Rd
Dayton, Ohio 45459-3817
Phone: (937) 432.9500 Facsimile: (937) 432.9503

FAX COVER SHEET

TO: Victoria Nelson

FAX NO.: 1-866-255-3848

RE: [redacted]

FROM:
[ ] **Ronald L. Burdge, Esquire**
[ ] **Courtney Caparella, Esquire**
[ ] **Linda Montgomery, Business Manager**
[ ] **Estella Campbell, Sr. Legal Assistant**
[ ] **Melanie Robison, Legal Assistant**
[X] **Pam Compton, Legal Assistant**

[ ] ORIGINAL WILL NOT FOLLOW

ORIGINAL WILL FOLLOW VIA:
[ ] Regular Mail
[ ] Overnight Delivery
[ ] Hand Delivery
[ ] Other

COMMENTS: Lienholder Form per your request

No. of pages including cover sheet: 2

Time:
Date:

CONFIDENTIALITY NOTICE

The information contained in this facsimile message is attorney 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, or the employee or agent responsible to deliver it to 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, and return the original message to us at the above address via the U.S. Postal Service. Thank you.

Z:\data\1 FORMS\Procedure & Process\A Form FaxCoverSheet.wpd

January 14, 2004

Lien Holder Information Request

Customer Name: [redacted]
Social Security No:
Customer Name:
Social Security No:
VIN: 1GNDS13S832 [redacted]
Attorney Name: RONALD L BURDGE TIN:

Lien Holder Information:
Account #: [redacted]
Name of Lien Holder: GMAC
Physical Address: [redacted]
City: Auburn Hills State: MI Zip Code: [redacted]
Contact Person: N/A
Telephone #: 1-800-200-4622

Payoff: $ 31,076.12
Good Until: 1-25-04 Next Due Date: 2-16-04
Per Diem: $ (OR) %
Late Charges Paid: $ 0 Late Charges Due: $ 24.85

No. Payments Made: 6 at $ 487.79 /month
Total payments made: $ 2926.74
Total Interest Paid to Date: $ 300.00 as of: 2-21-04
1999 $ 2000 $ 2001 $ 2002 $

Current Mileage of Vehicle: 8129 Date Mileage Read: 1-21-04

I/We, [redacted] hereby authorize Ronald L Burdge to release any and all information regarding the above referenced account to General Motors Corporation, including but not limited to a complete payment history of my account. Dated this 21 day of JAN, 2002

General Motors Corp. - CARS - Legal c/o MSX International, MC 336-105-000
1426 Pacific Drive, Auburn Hills, MI 48326



GENERAL MOTORS BUSINESS RESOURCE CENTER

January 14, 2004

Ronald L. Burdge, Esq.
Burdge Law Office
2299 Miamisburg-Centerville Road
Dayton, OH 45459-3817

Re: [redacted]v. General Motors Corporation
2003 Chevrolet Trailblazer 2WD VIN: 1GNDS13S832[redacted]

This is to advise you that we are in receipt of the above referenced case dated January 9, 2004. This case file has been assigned to me, and I will be contacting you in the next 10-15 business days for review.

In order to do a thorough review and assessment of this case, I may need additional information and documentation from you. Therefore, if any of the items below are marked, please fax or mail the information requested to the address on the bottom of this page.

If you have any questions, please call me at the number below.

Thank you.

Sincerely,
Victoria Nelson
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 58837
FAX# 866-255-3848

☒ Lienholder (See Attached Sheet)

January 14, 2004

Lien Holder Information Request

Customer Name:

Social Security No:

Customer Name:

Social Security No:

VIN:

Attorney Name: TIN:

Lien Holder Information:

Account #:

Name of Lien Holder:

Physical Address:

City: State: Zip Code:

Contact Person:

Telephone # :

Payoff: $

Good Until: Next Due Date:

Per Diem: $ (OR) %

Late Charges Paid: **$** Late Charges Due: **$**

No. Payments Made: at $ /month

Total payments made : $

Total Interest Paid to Date: $ as of:

1999 $ 2000 $ 2001 $ 2002 $

Current Mileage of Vehicle: Date Mileage Read:

I / We, _____, hereby authorize _____ to release any and all information regarding the above referenced account to General Motors Corporation, including but not limited to a complete payment history of my account. Dated this _____ day of _____, 2002

General Motors Corp. – CARS – Legal, c/o MSX International, MC 336-105-000
1426 Pacific Drive, Auburn Hills, MI 48326

Customer Name:	[redacted]	Approval Date:	2/19/2004
CRM Name:	VICTORIA NELSON		

RVDC Case # [redacted]4
BRC Case Number [redacted]
Customer Name [redacted]
Original VIN 1GNDS13S832[redacted]
BAC 112840
Dealership Name VOSS CHEVROLET INC
Dealer Contact/Title Lou Dellapenta, Sales Manager
Dealer Phone 9374339640
Dealer Fax 9374282579
Delivery Date 2003-07-01
Buyback Mileage 10933
Transmission A
UCC Code(s) N1302
MSRP 32895.00
NADA 20175.00
Case Number[redacted]
TAC Case Number
Type of Transaction SR
Replacement VIN
Repurchase Type Legal-Early Resolution-NISM
Repurchase Source Legal CRM, Victoria Nelson
Reason for Repurchase: Turn signal inoperative.
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: OH Repurchased Under Laws of State: OH
Vehicle Meets Presumption of LEMON LAW? Y
Closing Schedule:
2004-03-01 Established on:
2004-02-19

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: 30648.67 Lien Payoff Expires on: 2004-03-08 Per Diem: 1.59
Customer Due to GM: 0.00 Dealer Due GM: 0.00
Check Information
Customer Lienholder Plaintiff's Attorney
Check Amt: 2978.47 Check Amt: 1500.00
Payee1: Roger Cupp Payee1: GMAC Payee1: Burdge Law Office
Payee2: Payee2: Acct [redacted]4 Payee2:
Address1 [redacted]e Address1 [redacted] Address1: [redacted]
Address2: Street Address2: Road, Suite #300 Address2: Centerville Road
City: Miamisburg City: Auburn Hills City: Dayton
State: OH State: MI State: OH
Zip [redacted] Zip [redacted]0 Zip [redacted]
Phone #: [redacted] Phone #: 800-200-4622 Phone [redacted]
Fax #: Fax #: Fax #: 937-432-9503
Attention: Payoff Dept. Attention: Ronald Burdge
Account #: [redacted] Fed Tax ID: 31-1611974
Firm Name: Burdge Law Office
Case ID: [redacted]: vnelson

BURDGE LAW OFFICE CO, LPA
2299 Miamisburg-Centerville Rd
Dayton, Ohio 45459-3817
Phone: (937) 432.9500 Facsimile: (937) 432.9503

February 10, 2004

VIA FAX ONLY
Victoria Nelson
General Motors Legal-Tampa
c/o MSX International
1464 John A. Papalas Drive
Lincoln Park MI 48146-1460
866-255-3848

Re: [redacted]003 Chevrolet Trailblazer, ***Settlement***

Dear Victoria:

I know my office spoke with you on February 4 about the status of settlement in this case and you were going to fax a repurchase offer to us. Looking at the file, it does not look like we have received that yet.

In the meantime, today General Motors announced that it was recalling 636,000 SUV vehicles including the model and year of the one involved in this case. General Motors announced that electronics could short circuit when water leaks into a wiper module. GM said the dealers would patch a vent hole in the windshield wiper module and inspect the electrical circuit board and connectors in that area for corrosion defects which could cause an accident to occur and that the recall notices will go out to dealers in the third quarter of this year. Hopefully we can get this over with before that arrives, so the recall work can be done more expeditiously. Do you think so?

Sincerely,

Ronald L. Burdge

RLB:emg
cc: Rodger Cupp

Z:\data\Cupp\Correspondence-Misc\Corr Nelson GM Re Settlement 021004.wpd

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 12, 2004

VIA FAX ONLY

Ronald L. Burdge, Esq.
Burdge Law Office
2299 Miamisburg-Centerville Road
Dayton, OH 45459-3817

Re: [redacted]
CARS File No. [redacted]
2003 Chevrolet Trailblazer 2WD
VIN # 1GNDS13S83[redacted]

Dear Mr. Burdge:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2003 Chevrolet Trailblazer for all defendants. This offer is contingent upon receipt of a copy of the current title and/or registration to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at any General Motors dealership prior to the issuance of any funds. Please advise my office of the dealership that your client would like to work with in your written response to our offer. My office will then contact the dealership and provide them with necessary documents for the inspection. The dealership will then contact you to arrange an inspection at a mutually agreeable date and time for your client. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year of the vehicle. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Payments 6 @ $487.79	$2,926.74
License/Title/Registration	$51.73

* Minus payoff to lienholder
(good through 3-3-4) - $30,648.67

* The payoff amount is subject to change if this offer letter is not received in time for the current payoff amount to be processed; however, General Motors will be responsible for paying off the lienholder if the amount should change.

Attorney's Fees	$1,500.00
Total due to client:	$2,978.47

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 days from the date of your acceptance of our offer. We will need a copy of your client's registration and social security number and 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 me at the fax number shown below.

Sincerely,

Victoria Nelson
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 58837
FAX# 866-255-3848

cc: FILE

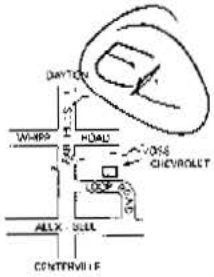
Attach.

_____	_____
Roger Cupp	Client's Signature
_____	_____
Date	Date

Attn

Victoria

Nelson



CHEVROLET SERVICE

VOSS CHEVROLET

100 Loop Road DAYTON, OHIO 45459-2197
Phone (937) 433-1444
www.vossauto.com

Customer Service and Parts Hours
Monday thru Thursday
7:00 a.m. - 7:00 p.m.
Friday 7:00 a.m. - 6:00 p.m.
Saturday 8:00 a.m. - 5:00 p.m.

VOSS AUTO NETWORK

GM Goodwrench

GENERAL MOTORS 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
08/13/03	[redacted]	1883	GT	AC	W	14CVZ	
08/13/03		1883	GT	AC	W	27CVZ	
06/10/03		5	WL	JK	W	96CVZ	

86878 Robert Miracle

SERVICE

TERMS: ☐ CASH ☐ CREDIT CARD ☐ CHARGE O.K. BY

VEHICLE I.D. NO. 1GNDS13S832[redacted]
YEAR/MAKE/MODEL 2003/Chevrolet/TrailBlazer
PRODUCTION DATE [redacted] STOCK NO. LICENSE NO. R. O. NO. 101041

[redacted]
Miamisburg, OH [redacted]
232 4956
RESIDENCE PHONE BUSINESS PHONE

CUSTOMER NO. [redacted] SERVICE CONTRACT
DELIVERY DATE 07/01/03 DELIVERY MILES SELLING DEALER NO. R. O. DATE 08/20/03
COLOR Red/Non-Color CONTRACT NO. EXPIRATION DATE EXPIRATION MILES PAGING 431
TURBO | M/C | AIR COND | P. S. | TRANS | MILEAGE 2,228 | ADVISOR NO. 90720 | ADVISOR Gregory Thomas

CALL WHEN READY ☐ Yes ☐ No
TIME RECEIVED 07:30 AM DATE/TIME PROMISED 08/20/03 12:00 PM PRIORITY 5
APPOINTMENT ☒ Yes ☐ No
LABOR RATE

TERMS: STRICTLY CASH UNLESS ARRANGED PRIOR TO SALE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any 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 the vehicle to secure the amount of repairs thereto. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

X [redacted]

JOB — 8% OF LABOR CHARGE UP TO A MAXIMUM OF $15.00 FOR SHOP MATERIALS.

ORIGINAL CUSTOMER ESTIMATE TOTAL: $ 0.00

X _____

1 C COMPLAINT: CUSTOMER STATES THE TURRNSIGNALS DO NOT FLASH AT TIMES FREEZES

1 LaborItem Standard Operation

C INT. Open Circuit In Passwe

VEHICLE INSPECTION RESULTS:

GENERAL COMMENTS: checks o.k.

11 C Replaced T/Signal Assem

96 B

Dash - print up Doc 8.28.03

Found Short Found In [redacted] at CKT 2 $96

on CKT 2114

ESTIMATE
(UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE

WRITTEN ESTIMATE
ORAL ESTIMATE
DO NOT REQUIRE AN ESTIMATE

ORIGINAL ESTIMATE | CUSTOMER'S ACCEPTANCE
N4755 | 02
INITIAL HERE
AUTHORIZED ADDITIONS
DATE 03
$ BY

PARTS REMOVED FOR WILL BE RETURNED UNLESS REQUESTED OTHERWISE

WARRANTY

Any repair or part not warranty or is not rebuilt or sold by us will be subject to adjustment. All other parts will be made available to you.

RO #
OF

THE GENERAL MOTORS LIMITED WARRANTY DOES NOT (REPEAT) DOES NOT COVER replacement vehicles while your car is being serviced. Insurance limitations PROHIBIT LENDING VOSS CHEVROLET, INC. Demos and Used Cars. Daily rental cars Available by Appointment

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

Phone (937) 433-1444
101041

Copyright © 1995 The Reynolds and Reynolds Company ERAN70344-2 (0308151)

PAGE 1 OF 1 PRINT [redacted] Tech Copy

[redacted]

[redacted]

[redacted]

[redacted]

Gregory N Thomas 90720 431 08/27/03 WS101041

2,228 Red/Non-Co 1331

Miamisburg, OH [redacted]

2003/Chevrolet/Trailblazer 07/01/03

1 G N D S 1 3 S 8 3 2 [redacted]

08/20/03

[redacted]

SI 1 WARRANTY(W) Charges----------

LABOR----------Book:0.5 HOURS: 0.5 TECH(S): AC $31.77

N1755 Flasher - Hazard And Turn Signal - Replace

TECH(s)	DATE	START	FINISH	TIME
3930	08/22/03	11:38	11:38	0.00
3930	08/22/03	11:38	11:38	0.00
91008	08/22/03	11:38	11:38	0.00
91916	08/22/03	11:38	11:38	0.00
TOTAL TECHNICIAN TIME(s)				0.00

COMPLAINT CUSTOMER STATES THE TURRNSIGNALS DO NOT FLASH AND AT TIMES FREEZES.
CAUSE OPEN SIGNAL IN FLASHER. REPALCED TURN SIGNAL FLASHER.
CORRECTION
NOTES

PARTS QTY	FP	NUMBER----	DESCRIPTION---	UNIT COST	UNIT PRICE	EXT PRICE
1		15101912	Flasher	20.20	$28.28	$28.28

TOTALS----------

	LABOR	$31.77
	PARTS	$28.28
	MISC	$0.00
	MATERIALS	$0.00
	SUBLET	$0.00
SI 1	TOTAL	$60.05

R/O TAX $0.00
R/O TOTALS $60.05

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

CLAIM #	LABOR	PARTS	CORE	DP SUB. LBR	SUB. PRT	GOG	MISC	TAX	TOTALS
101041									60.05

APPROVED BY SIGNATURE

GM Warranty New Claim GM BAC 112840 Dealer 09619

RO Number 101041 RO Date 08/20/2003
Division 3 Mileage In 2228
VIN 1GNDS13S83[redacted] Advisor SSN *********

Customer Information
First Middle Last Work Phone Home Phone
[redacted] [redacted] [redacted]

Claim Detail

LN	SI	CT	CC	FC	PC	FP	PT-AMT	PT-Cost
1	1		0J	6C	1	15101912	28.28	20.20

service file

(CONTINUED ON NEXT PAGE)

[redacted]
Miamisburg, OH
[redacted]

2003 Chevrolet
Red, TrailBlazer
VIN: 1GNDS13S83 [redacted]
Lic #: State:
Del: 07/01/03 Stk: 1331
08/18/2003 2228

RO #: 101041
Status: Closed
Est Price: 0.00
Total Price: 0.00
Date In: 08/20/2003
Priority: Medium

[redacted]
Dept: Service
Promi: 8/20/2003 12:00:00 PM
Tag: [redacted]
Mileage In: 2228
Mileage Out:

Repair Order Summary - Repair Order 1[redacted] (read-only) 9/19/2003

MFG Inq | Tech Time | Comments | Warr Claim | Inspection | Estimate | Alt Trans | Payment

SI	Status	Update	Sale Type	Techs	Description of Service	Charges	
1	Invoiced		W	AC*	Chassis electrical	$60.05	

407319

Summary of Costs

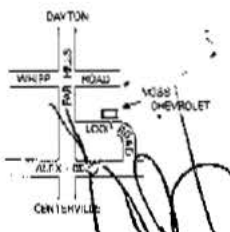
Component	Customer	Warranty	Internal

Summary of Charges

Component	Customer	Warranty	Internal
Labor	$0.00	$31.77	$0.00
Parts	$0.00	$28.28	$0.00
Sublet Labor	$0.00	$0.00	$0.00
Sublet Parts	$0.00	$0.00	$0.00
Miscellaneous	$0.00	$0.00	$0.00
Other Materials	$0.00	$0.00	$0.00
Sales Tax	$0.00	$0.00	$0.00
Total	**$0.00**	**$60.05**	**$0.00**

Sale Type Status **Cust:** Payment **Warr:** Payment **Int:** Not Used **Redelivered:** 08/22/2003

Parts List | Add SI | Pre-Invoice | Inv Cust | Inv Warr | Inv Int | Close



CHEVROLET SERVICE

VOSS CHEVROLET

100 Loop Road DAYTON, OHIO 45459-2197
Phone (937) 433-1444
www.vossauto.com

Convenient Service and Parts Hours
Monday thru Thursday
7:00 a.m. - 7:00 p.m.
Friday - 7:00 a.m. - 6:00 p.m.
Saturday 8:00 a.m. - 3:00 p.m.

10-31-03

111865

VOSS AUTO NETWORK

GM Goodwrench

111865

GENERAL MOTORS RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01-1 01-12	3,000 Mile Service (Except Co 6k/21k/36k/51k/66k/81k Service		9.0				

WHITE

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/20/03	101041	2228	GT	AC	W	N1755	Flasher - Hazard And Turn Sign
08/13/03	944170	1883	GT	AC	W	14CVZ	
08/13/03	944170	1883	GT	AC	W	27CVZ	
06/10/03	926345	5	WL	JK	W	96CVZ	

86878 Robert Miracle

SERVICE 4216237

TERMS ☐ CASH ☐ CREDIT CARD ☐ CHARGE O.K. BY

VEHICLE I.D. NO. 1GNDS13S832[redacted]

YEAR/MAKE/MODEL 2003/Chevrolet/TrailBlazer

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

CUSTOMER NO. [redacted] SERVICE CONTRACT | DELIVERY DATE 07/01/03 | DELIVERY MILES | SELLING DEALER NO. | R. O. DATE 12/29/03

COLOR Red/Non-Color | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | CAR NO. 851

[redacted] Miamisburg, OH [redacted] 299-356[illegible]

TURBO | M/MC | AIR COND. | P. S. | TRANS | MILEAGE 7,785 | ADVISOR NO. 90720 | ADVISOR Gregory Thomas

CALL WHEN READY ☐ Yes ☐ No | RESIDENCE PHONE [redacted] | BUSINESS PHONE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

TIME RECEIVED 01:57 PM | DATE/TIME PROMISED 12/29/03 03:27 PM | PRIORITY 5

APPOINTMENT ☐ Yes ☐ No | LABOR RATE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not [redacted] in case of fire, theft, or any other cause beyond your co[redacted] parts shipments by the supplier or transporter. I hereby gra[redacted]erein described on streets, highways or elsewhere for the[redacted] is hereby acknowledged on the vehicle to secure the [redacted]PT OF A COPY HEREOF

[redacted]

JOB — 8% OF LABOR CHARGE UP TO A MAXIMUM OF $15.00 FOR SHOP MATERIALS.

ORIGINAL CUSTOMER ESTIMATE TOTAL: $ 75.00

X _____

1 C
COMPLAINT: CUSTOMER STATES AT TIMES WHEN THE TURNSIGNAL IS USED THE 4 WAY FLASHERS COME ON OR ALL 4 LIGHTS & INDICATOR START FLASHING DOES NOT CHANGE IF FLASHERS ARE USED OR TRY DIFFERNT POSITIONS ALSO THE HEADLAMP ONCE WENT OFF THEN ON WHEN T/SIGNAL WAS USED & TRUCK WENT INTO 4 WAY MODE
CAUSE
CORRECTION EXTLMP Exterior Lamp Repair C Relay $7.

2 C C Replaces T/Signal & Hazard Switch
COMPLAINT: CUSTOMER STATES AT TIMES THE A/C STARTS BLOWING COLD & CUSTOMER CAN NOT GET IT TO SHUT OFF CUSTOEMR USES SYSTEM IN MANUAL MODE
ACDIAG A/C or Heater System, Diagnosis - All
VEHICLE INSPECTION RESULTS: Could not Duplicate
GENERAL COMMENTS: OK Cked for Codes & Up

Test Drive Vehicle Tu
R.R Column Covers
Connections OK Cked for
R.R [redacted] Hzrd Lamp
[redacted] A/C Condition Normal Flash Condition Occurred

ESTIMATE
(UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.
_____ WRITTEN ESTIMATE
_____ ORAL ESTIMATE
_____ I DO NOT REQUEST AN ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

Limited Warranty
This dealership warrants all new parts from the original equipment manufacturer and labor performed in connection with the repair for twelve (12) months, twelve thousand (12,000) miles, whichever comes first. If any factory part or [illegible] normal service within that [illegible] the dealership will replace the [illegible] parts without charge for the [illegible] is workmanship. Any warranty [illegible] or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims [illegible] express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and labor. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of the repair order must be presented.)

	ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
$		INITIAL HERE
AUTHORIZED ADDITIONS	N185	31
$	TIME	12
	0 Hr	

REPLACED PARTS RETURNED ☐ OTHERWISE ☐ DISCARD
Parts replaced under warranty or to be rebuilt or sold by us will not be returned. All other parts will be made available to you.

OF

THE GENERAL MOTORS LIMITED WARRANTY DOES NOT (REPEAT) DOES NOT COVER replacement vehicles while [illegible] is being serviced. Insurance [illegible] PROHIBIT LENDING VOSS CHEVROLET, INC. Courtesy Used Cars [illegible] rental cars Available by Appointment.

ALL PARTS ARE NEW OR FACTORY [illegible] UNLESS SPECIFIED OTHERWISE

Phone (937) 433-1444

111865

PAGE 1 OF 1 PRINT With Tech Copy

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Nothing's better than an original.

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FAX (502) 499-8330
Toll Free Anywhere in the U.S. : 1-800-334-3041
www.bachmanparts.com

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GENUINE GM Parts
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15% HANDLING CHARGE ON RETURNED PARTS * NO RETURNS ON ELECTRICAL OR SPECIAL ORDER ITEMS.
* NO RETURNS WITHOUT THIS INVOICE * NO RETURN AFTER 30 DAYS
* RETURNED PARTS MUST BE IN ORIGINAL, UNDAMAGED, UNALTERED PACKAGE.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
30 DEC 03	UC254905	30 DEC 03	30 DEC 03	[redacted]

SOLD TO: 11210 (937) 433-9640
VOSS CHEVROLET
100 LOOP RD
DAYTON, OH 45459

SHIP TO:
VOSS CHEVROLET
100 LOOP RD
DAYTON, OH 45459

17:16

PAGE 1 OF 1

SHIP VIA	SLSM. NO.	SALESMAN	TAX NO.	TERMS
COAST	568	LARRY ADAMS	57714014	WCH CHARGE

			PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	12450284	2575 FLASHER 1078	40.40	24.24	24.24

THANK YOU, LARRY
CALL ME DIRECT:719-3861
TOLL FREE: 877-719-3861

R.O. [redacted]
242 24.24
237
5.10

PARTS HOURS:

MONDAY-FRIDAY
7:30 A.M.-6:00 P.M.

SATURDAY
8:00 A.M.-2:00 P.M.

NEED A RADIATOR OR CONDENSER ??????????
WE NOW CARRY A FULL LINE OF
*****RADERO RADIATORS & CONDENSERS*****
FOR GM, FORD, CHRYSLER & MOST IMPORTS!!
CALL & SEE HOW WE CAN HELP YOU SAVE !!

CUSTOMER'S SIGNATURE
X

PARTS	24.24
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
TOTAL	$24.24

Thank You!

DISCLAIMER OF WARRANTIES

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

CUSTOMER COPY

Jan 14 04 06:14p VossChevyWarranty (937)428-2338

INVOICE

38DD 9-03

[redacted] 1 800 rent-a-car

OWNER OF VEHICLE: ENTERPRISE RENT-A-CAR COMPANY OF CINCINNATI
BRANCH ADDRESS: 280 LOOP ROAD 937-291-9020
CENTERVILLE OH 45459-2163

NO 7:30A- 6:00P TU 7:30A- 5:00P
WE 7:30A- 6:00P TH 7:30A- 5:00P
FR 7:30A- 6:00P SA 9:00A-12:00P
3868 SU CLOSED

RENTAL TYPE D [redacted] LD # 0000

RENTAL AGREEMENT NO. D 426237

RENTER [redacted]

0200 PM 12/29/03

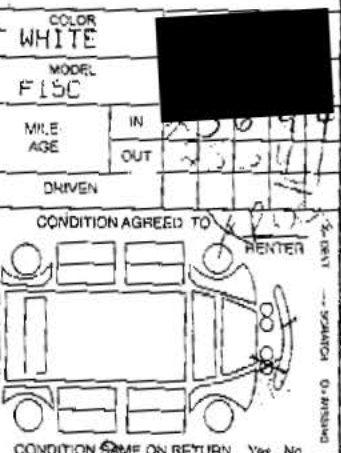
START CHARGES IF DIFFERENT
0157 PM 12/29/03

ORIGINAL VEHICLE

COLOR WHITE [redacted]
MODEL F150

MILEAGE IN [redacted]
OUT [redacted]
DRIVEN [redacted]

CONDITION AGREED TO RENTER



CONDITION SAME ON RETURN Yes No

OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
[redacted]
IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

BILL TO Y COMPANY VOSS CHEVROLET**

ATTN: GREG*SERVICE* PHONE 937-433-9540 EXT

REFERENCE NUMBER RO [redacted] VIN# 1FTRW08L [redacted]

ADDITIONAL AUTHORIZED DRIVER - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. I request Owner's permission to allow NO OTHER DRIVER PERMITTED

[redacted]

who is under my c[redacted] d on my behalf. I am responsible for their acts while they are driving, a[redacted] will affect my liabi[redacted] agreement. Use of Vehicle by an unauthorized driver

RENTER: [redacted]

PERMISSION GRAN[redacted] OF RENTAL AND THE FOLLOWING STATE(S).

Operation in any other state or Country will affect your liability and rights under this agreement.

OPTIONAL PRODUCTS NOTICE: Our contract offers, for an additional charge, optional products including Damage Waiver, Personal Accident Insurance and Supplemental Liability Protection. Before deciding whether to purchase any of these optional products, you may wish to determine whether your personal insurance or credit card provides you coverage during the Rental Period. The purchase of any of these optional products is not required to rent Vehicle.

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2, PARAGRAPH 5. RENTER:	RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. RENTER IS RELIEVED OF RESPONSIBILITY UP TO AMOUNT INITIALED. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 15. DAMAGE WAIVER IS NOT INSURANCE. $1,000 ALL DAMAGE RENTER:
RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). RENTER:	RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17. RENTER:
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). RENTER:	RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16. RENTER:

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4. I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED.

RENTER [redacted] DATE 12/29/03

OWNER REP [redacted] EMPL # 4372X

REPLACEMENT VEHICLE

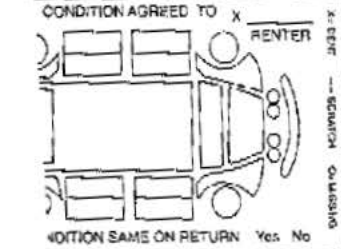
COLOR LICENSE NO

MODEL ECARS

MILEAGE IN OUT

DRIVEN

CONDITION AGREED TO X RENTER



CONDITION SAME ON RETURN Yes No

E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
NO Cellophane Package
E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

I will return car by:

Date	Time
12/30/03	

Deposit(s):

Amount	Paid By	Date Paid
20.00	CC [redacted]	12/29/2003

ADDITIONAL INFORMATION

Missing C Sticker
Miss[redacted] 3111865
Pd AMY 246

DAY = 24 HOUR PERIOD	
Mileage Charge @	.25
150 MI FREE P/DAY	
HOURS @	12.00/HOUR
DAYS @	30.00/DAY
	~~150 00~~ 120 00
DW	12.99/DAY
PAI	3.00/DAY
SLP	8.99/DAY
FUEL CHARGE	.01/SEE CHART
TAX	7.5 % ~~11 25~~ 9 00
T.E.-	9 00
TOTAL CHARGES	129 00
DEPOSITS	010
REFUNDS	VOSS
AMOUNT DUE	~~129 00~~

CLOSED BY

Paid By	Cash	Check	Charge
Receipt Of Cash Refund	Date	Amount	Received by

an affiliate of Enterprise Rent-A-Car Company, which owns all rights to Enterprise names and marks.

© Enterprise Rent-A-Car Company of Cincinnati, 2003

[redacted]

[redacted]

[redacted]

[redacted]

Gregory N Thomas 90720 851 01/08/04 WS111865

7,785 Red/Non-Co 1331

Miamisburg, OH [redacted] 2003/Chevrolet/TrailBlazer 07/01/03

1 G N D S 1 3 S 8 3 2 [redacted]

12/29/03

[redacted]

0

SI 1 WARRANTY(W) Charges..... $95.30

LABOR.....Book:1.5 HOURS: 1.5 TECH($): AC

N1755 Flasher - Hazard And Turn Signal - Replace

TECH(s)	DATE	START	FINISH	TIME
3930	12/31/03	14:49	14:49	0.00
3930	12/31/03	14:49	14:49	0.00
91008	12/31/03	14:49	14:49	0.00
91916	12/31/03	14:49	14:49	0.00
TOTAL TECHNICIAN TIME(s)				0.00

COMPLAINT CUSTOMER STATES AT TIMES WHEN THE TURNSIGNAL IS USED THE 4 WAY FLASHERS COME ON OR ALL 4 LIGHTS & INDICATOR START FLASHING DOES NOT CHANGE IF FLASHERS ARE USED OR TRY DIFFERNT POSITIONS ALSO THE HEADLAMP ONCE WENT OFF THEN ON WHEN T/SIGNAL WAS USED & TRUCK WENT INTO 4 WAY MODE

CAUSE Test drove vehicle twice r+r column covers and checked switch connections. check ok. checked for switch signals on circuit 1427 & 1428. R+R headlamp switch and check all connections - ok. When 4 way flash would come and go as swith lever was moved.

CORRECTION RELAY STICKING. REPLACED TURNSIGNAL/HAZARD FLASHER ASSEMBLY

NOTES AC

PARTS QTY	FP	NUMBER----	DESCRIPTION---	UNIT COST	UNIT PRICE	EXT PRICE
1		12450284	Flasher	20.20	$28.28	$28.28
1		999999	PICKUP PART	4.04	$5.66	$5.66

SUBLET-PO#....	VEND INV#	INV.DATE--	DESCRIPTION-----	------PRICE
0000254953		01/07/04	Lamps & bulbs	$90.00

TOTALS.....

	LABOR	$95.30
	PARTS	$33.94
	MISC	$0.00
	MATERIALS	$0.00
	SUBLET	$90.00
SI 1	TOTAL	$219.24

R/O TAX $0.00

R/O TOTALS $219.24

WARRANTY CLAIM TOTALS.....

CLAIM #	LABOR	PARTS	CORE	DP	SUB. LBR	SUB. PRT	GOG	MISC	TAX	TOTALS
[redacted]										213.58

APPROVED BY SIGNATURE

GM Warranty New Claim GM BAC 112840 Dealer 09619

RO Number 111865 [redacted] RO Date 12/29/2003

Division 3 Mileage In 7785

VIN 1GNDS13S832 Advisor SSN *********

Customer Information

[redacted]

[redacted]

[redacted]

Gregory N Thomas 90720 851 01/08/04 WS111865

7,785 Red/Non-Co 1331

[redacted]

Miamisburg, OH [redacted]

2003/Chevrolet/TrailBlazer 07/01/03

1 G N D S 1 3 S 8 3 2 [redacted]

12/29/03

[redacted]

0

First	Middle	Last	Work Phone	Home Phone
Roger	W	Cupp		(937) 847-8490

Claim Detail

LN	SI	CT	CC	FC	PC	FP	PT-AMT	PT-Cost
1	1		OL	6G	1	12450284	28.28	20.20
	LABOP		TECH-SSN			LHRS	OHRS	LAB-TOT
	N1755		*********			0.5	1.0	95.30
	AUTH Code			AUTH Author			NET-AMT	LN-AMT
	E			0090			0.00	123.58
	Comments							Routing Code

LN	SI	CT	CC	FC	PC	FP	PT-AMT	PT-Cost
3	1		mj	98			0.00	0.00
	LABOP		TECH-SSN			LHRS	OHRS	LAB-TOT
	z7903		*********			0.0	0.0	0.00
	AUTH Code			AUTH Author			NET-AMT	LN-AMT
							90.00	90.00
	Comments							Routing Code

Memo Parts

LN	PN	PQ	PT-AMT
1	12450284	1	28.28

Claim Totals

TOT-PT-QTY	TOT-PT-AMT	TOT-LAB-HRS	TOT-LAB-AMT
1	28.28	0.5	95.30
TOT-OHRS	**TOT-NET**	**TOT-PT-Cost**	**TOT-Tax**
1.0	90.00	20.20	0.00
Case Lines	2	Claim Total	213.58

service file

[END OF INVOICE]

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 26, 2004

VIA FAX ONLY

Ronald L. Burdge, Esq.
Burdge Law Office
2299 Miamisburg-Centerville Road
Dayton, OH 45459-3817

Re: [redacted]
File N[redacted]
2003 Chevrolet Trailblazer 2WD
VIN # 1GNDS13S83[redacted]

Dear Mr. Burdge:

We regret that your client is dissatisfied with His 2003 Chevrolet Trailblazer 2WD and that several attempts by the dealer to resolve his concerns have not met his expectations. General Motors Corporation takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration he has experienced.

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary cash 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.

- $2,000.00 to customer
- $1,000.00 in fees.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current title and/or registration 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 me at the fax number shown below. Once I receive the signed acceptance and notarized release, your client will receive a check by mail within 15 business days.

Sincerely,

Victoria Nelson
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 58838 FAX# 866-255-3848

cc: FILE

Attach.

Roger Cupp	Client's Signature
Date	Date

RELEASE OF CLAIMS

I, [redacted] (hereinafter referred to as "Releasor"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $3,000.00 paid by General Motors Corporation, hereby release and discharge General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor's/Releasors' 2003 Chevrolet Trailblazer 2wd bearing Vehicle Identification Number 1GNDS13S83[redacted] ("subject vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle and any claims for any injuries, losses or damages to my person and/or property. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of 2 checks: the first, in the amount of $ 2,000.00, made payable to [redacted]e second in the amount of $ 1,000.00, made payable to Ronald L. Burdge, Esq..

The subject vehicle's mileage is _____ on the date of signing this release.

Releasor has/have carefully read and understand this release. Releasor agree and acknowledge that this Release constitutes the entire agreement between Releasor and General Motors Corporation, and Releasor is/are not relying on any representations, promises or inducements other than those stated in this Release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims.

DATE SIGNED: _____

_____ [redacted]	_____ Claimant's signature
_____ Address	_____ Address
_____ City, State, Zip Code	_____ City, State, Zip Code
_____ Social Security Number	_____ Social Security Number

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by {full name of consumers}.

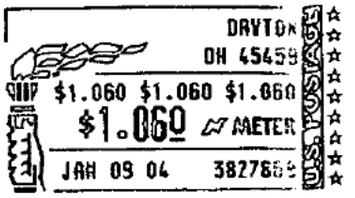
_____
Signature of Notary Public

_____
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification_____

My commission expires: _____



First Class Mail

BURDGE LAW OFFICE CO. LPA
2299 Miamisburg-Centerville Rd.
Dayton, OH 45459-3817
"Consumer Law Attorneys Helping People Help Themselves"

General Motors Business Resource Center
c/o MSX International MC 336-105-000
1426 Pacific Drive
Auburn Hills MI 48326

JAN 13 2004

BURDGE
LAW OFFICE
CO. LPA
2299 Miamisburg-Centerville Rd
Dayton, Ohio 45459-3817
Phone: (937) 432.9500 Facsimile: (937) 432.9503

January 9, 2004

General Motors Business Resource Center
c/o MSX International MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326

Re: [redacted], 2003 Chevrolet Trailblazer, VIN1GNDS13S8[redacted]

Dear Ladies and Gentlemen:

I represent [redacted] who purchased a 2003 Chevrolet Trailblazer from Voss Chevrolet in Centerville, Ohio on July 1, 2003. The vehicle was financed through GMAC with $0 down, and monthly payments of approximately $487.79 per month. When the vehicle was purchased, it had 16 miles on it. A copy of the purchase agreement, loan agreement, vehicle registration and repair orders are enclosed. The vehicle now has about 8,000 miles on it.

This vehicle has already been subject to repair three times for the same four defects – clearly making it a "lemon" under the Ohio Lemon Law. Mr. [redacted] has complained about, and repairs have been made for, the vehicle's headlights (repaired 3 times and still not fixed), turn signals (repaired 3 times and still not fixed), and hazard lights (repaired 3 times and still not fixed), all of which work only sporadically and (at times) come on for no reason at all. In fact, many of these electrical components malfunction at the same time. For example, when using a turn signal the hazard lights will come on and the headlights will cut off for no reason at all. In fact, it seems this whole vehicle has a "mind of its own", as repairs have been made for the fuel sensor light which either fails to work at all or comes on for no reason and has caused Mr[redacted] to literally run the vehicle out of gas (repaired 3 times and still not fixed). Most recently, the air conditioner comes on inexplicably (repaired 1 time and still not fixed).

After experiencing all of these defects within less than six months of ownership, Mr. [redacted] simply believes this vehicle was not built correctly. He has complained to General

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Motors and to the Dealer, all to no avail. What Mr. [redacted] wants is for General Motors to repurchase this seemingly "possessed" vehicle and pay his attorney fees and costs.

I would appreciate your prompt review of this file. Mr. [redacted] has lost patience with the Dealer's ability to ever get this vehicle running right and because he began having problems less than two months after the date of purchase, he just wants to be rid of the vehicle.

Please advise at your earliest convenience. Thank you.

Sincerely,

Ronald L. Burdge

RLB:cc
Enclosure: Purchase Order/Finance Agreement/Registration

Z:\data\Cupp\Corr General Motors Re Representation and Settlement 062603.wpd

PROMISSORY NOTE AND SECURITY AGREEMENT

FLEXIBLE FINANCE PLAN

Contract Number

Borrower (and Co-Borrower) Name and address (include county and zip code)	Creditor (name and address)
[redacted] MIAMISBURG MONTGOMERY OH [redacted]	General Motors Acceptance Corporation, North America 100 LOOP ROAD CENTERVILLE OH 45459

Promise to pay. You, the borrower (and any co-borrower), promise to pay us, the creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. The Finance Charge will be the prepaid finance charges shown below plus interest on the unpaid balance of the Amount Financed. We will figure the interest on a daily basis at the Base Rate of 1.90 % per year.

The word "contract" means this Promissory Note and Security Agreement.

Description of Vehicle

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use
NEW	2003	CHEVROLET TRUCK TRAILBLAZER	1GNDS13S83[redacted]	☒ personal, family, or household ☐ agricultural ☐ business ☐

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.
1.90 %	$ 1978.52	$ 33142.36	$ 35120.88

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	$ 487.79	Monthly beginning 08/15/2003	

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 minimum 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 described above.

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 Amount given to you directly		$ N/A (1)
2 Amount paid on your Account		$ N/A (2)
3 To VOSS CHEVROLET, INC (Seller) (3A+B+C+D+E+F+G+H+I+J) (The Seller may be keeping part of the amounts shown as paid to others.)		$ 33142.36 (3)
A Net vehicle cost		
(1) Vehicle (including sales tax)	$ 30961.80	
(2) Less down payment		
(a) Net trade-in allowance	$(1294.00) (a)	
(b) Cash down payment	$(N/A) (b)	
(c) Rebate	$(1000.00) (c)	
(d) Other N/A	$( ) (d)	
Total down payment (If total down payment is negative, enter "0" and see 3J below)	$(0.00) (2)	$ 30961.80 (A)
B Cost of optional credit life insurance paid to the insurance company or companies		$ N/A (B)
C Cost of optional credit disability insurance paid to the insurance company or companies		$ 1317.22 (C)
D Cost of other insurance paid to the insurance company or companies		$ N/A (D)
E Government agency fees (describe)		$ 5.00 (E)
F Government taxes not included above (describe)		$ N/A (F)
G Government license and/or registration fees (itemize)		
(1) LIC - @ 5.25	$ 5.25 (1)	
(2) REG - @ 5.00	$ 5.00 (2)	$ 10.25 (G)
H Government certificate of title fees		$ 5.00 (H)
I Other amounts (identify who will receive payment and describe purpose)		
(1) to VOSS CHEVROL for DOC FEE	$ 50.00 (1)	
(2) to for	$ N/A (2)	
(3) to GAP WISE for GAP INS	$ 499.00 (3)	
(4) to for	$ N/A (4)	$ 549.00 (I)
J Net trade-in payoff to AMACLEASE EARLY TERM		$ N/A (J)
4 Plus: Loan origination fee paid to creditor		$ N/A (4)
5 Less: Prepaid finance charge		$ N/A (5)
6 Total Amount financed (1+2+3+4-5)		$ 33142.36 (6)

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

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

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life ☐ Borrower ☐ Co-Borrower ☐ Both

☒ Credit Disability (Borrower Only)

Premium:

Credit Life $ N/A

Credit Disability $ 1317.22

NORTH AMERICAN INSURANCE
(Insurance Company)

P.O. BOX 44160
MADISON WI 53744-4160
(Home Office Address)

Credit life and credit disability insurance are not required to obtain credit. 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.

Optional Credit Insurance Cancellation Right. You have the right for twenty-five days from the date of this contract to cancel all credit life and credit disability obtained at your request in connection with this contract. If you cancel this insurance within the twenty-five days, you will receive a full refund of the insurance premium. To cancel, you must give a written notice to us and return all credit insurance policies or certificates or notices of proposed credit insurance to us within the twenty-five days.

Other Insurance.

☐ N/A — Type of Insurance — N/A — Term

Premium $ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

I want the insurance described above. [redacted]

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

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 oral changes are binding. Borrower (and any Co-Borrower) initials

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

You authorize [redacted] in the Itemization of Amount Financed.

You agree to [redacted] form that you received a completely filled-in copy when you signed it.

Borrower Signs [redacted] Date 07/01/2003 Co-Borrower Signs Date

Co-Borrower and other owner signs here — 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-borrower or other owner knows that we have a security interest in the vehicle and consents to the security interest.

Address

Other owner signs here Date 07/01/2003 By Title

Creditor Signs GMACNA

Notice: See Other Side

TRIPLICATE ORIGINAL - BORROWER'S COPY

Copyright 2001 General Motors Acceptance Corporation, North America. All Rights Reserved.

VOSS CHEVROLET

Retail Buyer's Order Agreement

100 Loop Road
Centerville, OH 45459
(937) 428-2500

Voss Chevrolet, Inc.

For Internal Use Only

Stock#: [redacted] Date: 07/01/2003
Finance Source: GMACNA
Customer#: [redacted] Deal#: 162825

Purchaser's Name: [redacted] Date: 07/01/2003
Street Address: [redacted] Home Phone: [redacted] Work Phone: [redacted]
City: MIAMISBURG State: OH Zip: [redacted] County: MONTGOMERY
Please Enter My Order For One: ☒ New or ☐ Used ☐ Car or ☒ Truck ☐ Demonstrator ☐ Rental Vehicle ☐ Factory Official Car As Follows:

Year: 2003 Make: CHEVROLE Model: TRAILBLAZ Body Type: 4DR 2W
Color: RED Trim: DK PEWT/ VIN: 1GNDS13S83[redacted]
Stock No: 1331 Sales Person: ROBERT E MIRACLE

Cash Price of Vehicle		28763.38
Dealer Installed Factory Accessories		N/A
		N/A
		N/A
		N/A
Dealer Installed After-Market Accessories		N/A
		N/A
		N/A
		N/A
Total Vehicle & Accessories		28763.38
Document Preparation & Recording Fees		50.00
Total Selling Price:		28813.38
Extended Service Contract		N/A
GAP Product		499.00
TRADE-IN And OTHER CREDITS		
Trade-In Allowance	N/A	
Balance Owed On Trade	1294.08	
Owed To: GMAC LEASE EARLY TERM		
Net Equity	-1294.08	
Deposit On Order	N/A	
Cash On Delivery	N/A	
Other:		
GM REBATE	500.00	
GM $	500.00	
	N/A	
Total Credit		-294.08
Total Taxable Price	29312.38	
Sales Tax: (Tax Rate 7.50 %)		2198.43
Gas/Luxury Tax		N/A
Title Fee		20.25
		N/A
Other:		33142.36
TOTAL BALANCE DUE		

DESCRIPTION OF TRADE-IN #1

Year: Make: Model: Body Type:
Color: Trim: Serial No:
Mileage: ACV: Stock No:
Lien Owed To: GMAC LEASE EARLY TERM Quoted By:

DESCRIPTION OF TRADE-IN #2

Year: Make: Model: Body Type:
Color: Trim: Serial No:
Mileage: ACV: N/A Stock No:
Lien Owed To: Quoted By:

NEGATIVE EQUITY

I am aware the balance owed on my trade-in vehicle exceeds the trade-in allowance from (Dealer) and, as a result, I have requested that $ 294.08 of negative equity from my trade-in be included in the cash price of the vehicle.

X

DEPOSIT RECEIPT

Dealer hereby acknowledges receipt of the sum of $ N/A as a Deposit/Partial Payment for the vehicle described above. If this receipt is for a Deposit, Dealer will refrain from selling the described vehicle for 24 hours. This Deposit/Partial Payment ☐ IS ☐ IS NOT refundable, subject to the following conditions:

Cash deposits refundable the following business day by check. Check deposits refundable 20 days after deposit date by check. Credit card payments refundable by credit card only. This receipt must be presented in the event of a refund.

ODOMETER MILEAGE STATEMENT

The odometer of the above described purchase vehicle now reads: 16 and is accurate unless checked below.

☐ Odometer mileage is not accurate, refer to the Federal Mileage Statement for full disclosure.

REMARKS

Have any oral statements o[redacted]d on this agreement.

☐ YES ☒ NO X [redacted]

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALER'S, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES UNLESS DEALER EXPRESSLY ASSUMES SUCH OBLIGATIONS IN CONNECTION WITH THE SALE OF THIS VEHICLE. THERE ARE NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE TERMS OF SUCH LIMITED WARRANTY OR SERVICE CONTRACT.

This Agreement, including all of the terms and conditions on both the front and reverse side hereof and on the Customer Satisfaction Questionnaire constitutes the entire agreement between Dealer and Buyer. This agreement cancels and supersedes any prior agreement. Buyer represents that this Agreement, including the Customer Satisfaction Questionnaire, which shall be integrated with and considered a part of the Agreement, contains all of the statements, representations or promises, oral or written, made by any agent or representative of Dealer upon which the Buyer has relied prior to signing this Agreement. If this Agreement is for a used vehicle see contractual disclosure statement below. I hereby certify that no credit has been extended to me for the purchase of this motor vehicle except as it appears in writing on the face of this Agreement. I have read the matter on the front and reverse side hereof and agree to it as a part of this Agreement as if it were printed above my signature. I certify that I am at least 18 years old, with the legal capacity to contract and hereby acknowledge receipt of a copy of this Agreement.

CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

THIS ORDER IS NOT VALID UNLESS SIGNED AND [redacted] BY DEALER OR HIS AUTHORIZED REPRESENTATIVE

[redacted] 07/01/2003
DATE

[redacted] 07/01/2003
DATE

White Copy - Customer Canary Copy - Accounting [illegible] Copy - Deal Jacket White Card Copy - Sales

[illegible]evrolet, Inc. - Retail Buyer's Order Agreement Rev. 3-18-01
Reynolds and Reynolds [illegible]

OWNER'S COPY

STATE OF OHIO - BUREAU OF MOTOR VEHICLES

REGISTRATION CARD — BICENTENNIAL

APPLICATION NO. [redacted]

TYPE VEH. CLASS	CODE	CODE (1)	TYPE RESERVE	CODE	REG. DATE	LATE	OFFLINE	GVW
PASSENGER	PC	N				N	N	

WEIGHT	DATE VEH. PURCHASED	TAX DIST.	AGENCY NO.	ISSUE DATE	EXPIRATION DATE	VALIDATION NO.
	07/15/03	5709	8310	M 07 D 29 Y 03	M 05 D 23 Y 04	[redacted]

FEE	REFL./CO. FEE	OWNER NAME	VEH. YR.	MAKE	TYPE (VEH)	CODE (2)	CODE (3)
17.00	0.75	[redacted]	03	CHEV	SW	NV	PC

COUNTY	ADDITIONAL NAME	VEH. SERIAL NO.	APPLICATION NO.
OLD M057 NEW M057		1GNDS13S832 [redacted]	[redacted]

CITY/TOWNSHIP	OWNER HOME ADDRESS	CODE (4)	CERTIFICATE TITLE NO.	SEATING CAP.	OLD LIC. NO.
MIAMISBURG	[redacted]	S	[redacted]		

LOCAL TAX	INSIDE CORP. LIMIT?	Y/N	POST OFFICE	STATE	ZIP	RESTRICTION CODE-APV ONLY 1. DAY 2. NIGHT & DAY	TOTAL STATE FEE*
20.00		Y	MIAMISBURG	OH	[redacted]		37.75

	Y/N				
IS YOUR LICENSE PLATE REGISTRATION UNDER SUSPENSION OR REVOCATION UNDER OHIO FINANCIAL RESPONSIBILITY LAW?	N				EQUIPMENT STANDARDS MET? APV ONLY Y/N [ ] BRAKES; MUFFLER SYSTEM Y/N [ ] — OLD APP NO.
HAS THE MOTOR VEHICLE BEING REGISTERED BEEN OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO DATE OF THIS APPLICATION?	Y				DEPUTY NAME: JONI LEA CENTERS
IF OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO THIS DATE, HAVE THE REQUIRED REGISTRATION OR TRANSFER FEES BEEN PAID?	Y	[redacted]	ODOMETER READING: 16		DEPUTY TOWN: FRANKLIN KS

TEAR OFF -- INFORMATION BELOW IS FOR YOUR RECORDS

	FROM	TO
CONVERSION		
ADDITIONAL WT.		

FM - FARM
TK - COMM TK
NC - NON-COMM TK
NT - NON-COMM TL

EPA INSPECTION	REVERSAL
EMISSIONS	HVUT CODE / HVUT WT.
DATE / I.D. NO.	

TEMPORARY

TRANSFER

DATE OF APP. _____ OLD EXP. DATE _____

NEW WT./FEE _____

OLD WT./FEE _____

ADDITIONAL FEE _____

OLD GVW _____

DATE VEH. FIRST USED _____ OLD VEH. YEAR _____ EVIDENCE OF PURCHASE _____

NEW VEH. LIC. FEE _____ MAKE _____

OLD VEH. LIC. FEE _____ TYPE _____

ADDITIONAL FEE _____

OLD VEH. SER. NO. _____

OLD WT. _____ GVW _____

DURING THE CURRENT REGISTRATION YEAR, HAVE YOU BEEN PREVIOUSLY ISSUED A LICENSE PLATE REGISTRATION THAT COULD LEGALLY BE TRANSFERRED TO THIS VEHICLE? (Y/N) [ ]

(1) REG. CODE
N (NEW); R (RENEWAL); C (CONV./ADD. WT.);
T (TRANSFER); E (TEMP); O (REPLACE); D (DUP);
(2) VEHICLE CODE: NV (NEW VEH.); UV (USED);
(3) OLD VEH. CLASS: PC (PASS); OTHERS SEPARATE LISTING
(4) OWNER CODE: X-COMMERCIAL; Y-JOINT; S-SINGLE; L-LEASE

DUPLICATE

REG. APPLIED FOR YEAR _____

REG. CARD STOLEN, LOST, DAMAGED OR REQUESTED (S/L/D/R) [ ]

REPLACEMENT

VAL. STICKER ONLY (Y/N) [ ]

LIC. PLATE (1) OR (2) [ ]

WERE PLATE(S) STOLEN, LOST, DAMAGED OR REQUESTED? (S/L/D/R) [ ]

IF PLATES WERE LOST, WERE POLICE NOTIFIED? (Y/N) [ ]

IMPORTANT--TAX MONEY IS RETURNED FOR YOUR ROADS AND STREETS. IS YOUR TAXING DISTRICT SHOWN CORRECTLY?

SOLD TO (TRANSFER), PURCHASED FROM (TEMP/REC. VEH.) OR OPERATOR NAME/ADDRESS (NON-RESIDENT PERMIT)

NAME _____ ADD _____

CITY _____ STATE _____

PROOF OF FINANCIAL RESPONSIBILITY

I AFFIRM THAT THE OWNERS (OR LESSEES OF LEASED VEHICLE) NOW HAVE INSURANCE OR OTHER PROOF OF FINANCIAL RESPONSIBILITY (FR PROOF) COVERING THIS VEHICLE AND WILL NOT OPERATE OR PERMIT THE OPERATION OF ANY VEHICLE WITHOUT FR PROOF; ALL PREVIOUS REGISTRATION FEES DUE HAVE BEEN PAID; THIS PLATE CATEGORY IS CORRECT; AND THIS VEHICLE WILL NOT BE USED AS A COMMERCIAL OR FARM VEHICLE UNLESS SO REGISTERED.

SOCIAL SEC. NO. OR TAX I.D. NO. [redacted] ADDL

X _____ DATE
SIGNATURE OF OWNER(S)

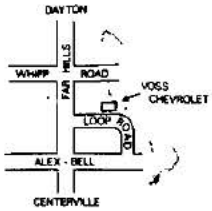
WARNING - APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13
APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

ORIGINAL - B.M.V. RECORDS
RED - OWNER
GREEN - DEPUTY REGISTRAR

Deputy Registrar fee is $3.25

*TOTAL STATE FEE DOES NOT INCLUDE DEPUTY REGISTRAR FEE

04-01)



CHEVROLET SERVICE

VOSS CHEVROLET

100 Loop Road DAYTON, OHIO 45459-2197
Phone (937) 433-1444
www.vossauto.com

Convenient Service and Parts Hours
Monday thru Thursday
7:00 a.m. - 7:00 p.m.
Friday - 7:00 a.m. - 6:00 p.m.
Saturday 8:00 a.m. - 3:00 p.m.

VOSS AUTO NETWORK
GM Goodwrench

GENERAL MOTORS RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01-1 01-12	3,000 Mile Service (Except Cor 6k/21k/36k/51k/66k/81k Service		9.00 45.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/20/03	101041	2228	GT	AC	W	N1755	Flasher - Hazard And Turn Sign
08/13/03	944170	1883	GT	AC	W	14CVZ	
08/13/03	944170	1883	GT	AC	W	27CVZ	
06/10/03	926345	5	WL	JK	W	96CVZ	

86878 Robert Miracle

S E R V I C E

TERMS: ☐ CASH ☐ CREDIT CARD ☐ CHARGE O.K. BY ____

VEHICLE I.D. NO. 1GNDS13S83[redacted] | YEAR/MAKE/MODEL 2003/Chevrolet/TrailBlazer | PRODUCTION DATE | STOCK NO. [redacted] | LICENSE NO. | R. O. NO. 111865

[redacted] | CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE 07/01/03 | DELIVERY MILES | SELLING DEALER NO. | R. O. DATE 12/29/03

Miamisburg, OH [redacted] 295 | COLOR Red/Non-Color | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | CAR NO. 851

TURBO | M/MC | AIR COND. | P. S. | TRANS | MILEAGE 7,785 | ADVISOR NO. 90720 | ADVISOR Gregory Thomas

CALL WHEN READY ☐ Yes ☐ No | RESIDENCE PHONE [redacted] | TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

TIME RECEIVED 01:57 PM | DATE/TIME PR 12/29/03 03:27 PM 5

APPOINTMENT ☐ Yes ☐ No | LABOR RATE

I authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any 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 the vehicle to secure the amount of repairs thereto. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

X _____ CUSTOMER'S SIGNATURE

JOB — 8% OF LABOR CHARGE UP TO A MAXIMUM OF $15.00 FOR SHOP MATERIALS.

ORIGINAL CUSTOMER ESTIMATE TOTAL: $ 75.00

X _____

1. C
COMPLAINT: CUSTOMER STATES AT TIMES WHEN THE TURNSIGNAL IS USED THE 4 WAY FLASHERS COME ON OR ALL 4 LIGHTS & INDICATOR START FLASHING DOES NOT CHANGE IF FLASHERS ARE USED OR TRY DIFFERNT POSITIONS ALSO THE HEADLAMP ONCE WENT OFF THEN ON WHEN T/SIGNAL WAS USED & TRUCK WENT INTO 4 WAY MODE

EXTLMP Exterior Lamp Repair

2. C
COMPLAINT: CUSTOMER STATES AT TIMES THE A/C STARTS BLOWING COLD & CUSTOMER CAN NOT GET IT TO SHUT OFF CUSTOEIMR USES SYSTEM IN MANUAL MODE

ACDIAG A/C or Heater System, Diagnosis - All

VEHICLE INSPECTION RESULTS:

GENERAL COMMENTS: OK

COPY

ESTIMATE
(UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE
_____ ORAL ESTIMATE
_____ I DO NOT REQUEST AN ESTIMATE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

Limited Warranty
This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of the repair order must be presented.)

ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
$ _____	_____ INITIAL HERE
AUTHORIZED ADDITIONS	DATE _____
	TIME _____
$ _____	BY _____

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE
_____ DISCARD
Parts replaced under warranty or to be rebuilt or sold by us will not be returned. All other parts will be made available to you.

RO # _____
OF _____

THE GENERAL MOTORS LIMITED WARRANTY DOES NOT (REPEAT) DOES NOT COVER replacement vehicles while your car is being serviced. Insurance limitations PROHIBIT LENDING VOSS CHEVROLET, INC. Demos and Used Cars. Daily rental cars Available by Appointment.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

Phone (937) 433-1444

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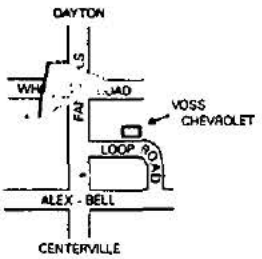

CHEVROLET PARTS

GM Goodwrench

VOSS CHEVROLET

100 Loop Road DAYTON, OHIO 45459-2197
Service Parts (937) 433-1444
www.vossauto.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	Gregory N Thomas 90720	851	12/31/03	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 7,785		COLOR: Red/Non-Co	STOCK NO.: [redacted]
Miamisburg, OH [redacted]	YEAR / MAKE / MODEL: 2003/Chevrolet/TrailBlazer		DELIVERY DATE: 07/01/03	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G N D S 1 3 S 8 3 2 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE: 12/29/03	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		0

SI 1 WARRANTY(W) Charges $0.00

LABOR---------- HOURS: 1.5 TECH(S): AC

EXTLMP Exterior Lamp Repair

COMPLAINT: CUSTOMER STATES AT TIMES WHEN THE TURNSIGNAL IS USED THE 4 WAY FLASHERS COME ON OR ALL 4 LIGHTS & INDICATOR START FLASHING DOES NOT CHANGE IF FLASHERS ARE USED OR TRY DIFFERNT POSITIONS ALSO THE HEADLAMP ONCE WENT OFF THEN ON WHEN T/SIGNAL WAS USED & TRUCK WENT INTO 4 WAY MODE

CORRECTION: RELAY STICKING. REPLACED TURNSIGNAL/HAZARD FLASHER ASSEMBLY

NOTES: AC

PARTS QTY	FP	NUMBER----	DESCRIPTION---	LIST PRICE	UNIT PRICE	EXT PRICE
1		12450284	Flasher			
1		999999	PICKUP PART			

SUBLET-PO#----	VEND INV#	INV.DATE--	DESCRIPTION-----	-----PRICE
0000254953			RENTAL #D426237	$0.00

TOTALS----------

	LABOR	$0.00
	PARTS	$0.00
	MISC	$0.00
	MATERIALS	$0.00
	SUBLET	$0.00
SI 1	TOTAL	$0.00

SI 2 CUSTOMER(C) Charges $0.00

LABOR---------- HOURS: 0 TECH(S): AC

ACDIAG A/C or Heater System, Diagnosis - All

COMPLAINT: CUSTOMER STATES AT TIMES THE A/C STARTS BLOWING COLD & CUSTOMER CAN NOT GET IT TO SHUT OFF CUSTOEMR USES SYSTEM IN MANUAL MODE

CORRECTION: COULD NOT DUPLICATE THIS CONCERN-CHECKED FOR CODES & UPDATES

NOTES: AC

TOTALS----------

	LABOR	$0.00
	PARTS	$0.00
	MISC	$0.00
	MATERIALS	$0.00
	SUBLET	$0.00
SI 2	TOTAL	$0.00

MISC- CODE--	DESCRIPTION----------	CTRL NO.--	CHARGE
SS	Shop Supplies		$0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF : $75.00 (+ TAX)

COPY

Limited Warranty

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order invoice must be presented.)

Convenient Service Dept. Hours

Monday thru Thursday	7:00 a.m. - 7:00 p.m.
Friday	7:00 a.m. - 6:00 p.m.
Saturday	8:00 a.m. - 3:00 p.m.

Parts Dept. Hours

Monday thru Thursday	8:00 a.m. - 7:00 p.m.
Friday	8:00 a.m. - 6:00 p.m.
Saturday	8:00 a.m. - 3:00 p.m.

Thank you for this opportunity to service you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you were not completely satisfied, please give us a call.

Thank You

VOSS AUTO NETWORK
Chevrolet-Cadillac-Oldsmobile-BMW
Land Rover-Dodge-Honda-Hyundai-Toyota

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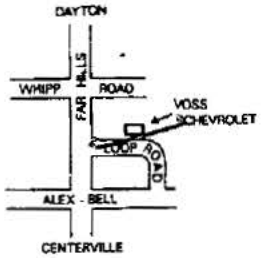
customer copy

[CONTINUED ON NEXT PAGE]



CHEVROLET PARTS

Goodwrench

VOSS CHEVROLET

100 Loop Road DAYTON, OHIO 45459-2197
Service Parts (937) 433-1444
www.vossauto.com



CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	Gregory N Thomas 90720	851	12/31/03	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 7,785		COLOR: Red/Non-Co	STOCK NO. [redacted]
Miamisburg, OH [redacted]	YEAR / MAKE / MODEL: 2003/Chevrolet/TrailBlazer		DELIVERY DATE: 07/01/03	DELIVERY MILES
	VEHICLE I.D. NO.: 1GNDS13S832[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE: 12/29/03	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		0

INVOICE MESSAGE

MASTERCARD [ ] VISA [ ] AMEX [ ] DISCOVER [ ]

INTERSTATE [ ] GMPP [ ] CASH [ ] CHECK#

TOTAL LABOR....	$0.00
TOTAL PARTS....	$0.00
TOTAL SUBLET...	$0.00
TOTAL MATERIALS	$0.00
TOTAL MISCCHG.	$0.00
TOTAL TAX.....	$0.00
TOTAL INVOICE	**$0.00**

CUSTOMER SIGNATURE

COPY

Limited Warranty

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order invoice must be presented.)

Convenient Service Dept. Hours

Monday thru Thursday	7:00 a.m. - 7:00 p.m.
Friday	7:00 a.m. - 6:00 p.m.
Saturday	8:00 a.m. - 3:00 p.m.

Parts Dept. Hours

Monday thru Thursday	8:00 a.m. - 7:00 p.m.
Friday	8:00 a.m. - 6:00 p.m.
Saturday	8:00 a.m. - 3:00 p.m.

Thank you for this opportunity to service you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you were not completely satisfied, please give us a call.
Thank You

VOSS AUTO NETWORK
Chevrolet-Cadillac-Oldsmobile-BMW
Land Rover-Dodge-Honda-Hyundai-Toyota

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customer copy

[END OF INVOICE]

Shop Management

Detailed Invoice History Report

Customer Name: [redacted]
Address1: [redacted]
Address2:
City, State, Zip: Miamisburg, OH [redacted]
Phone: [redacted]

Customer Number: [redacted]
VIN: 1GNDS13S832[redacted]
Year/Make/Model: 2003 - Chevrolet / TrailBlazer
Total Repair Orders: 1
Total Service Days: 1

Repair Order #: [redacted]
Service Advisor: Thomas, Gregory

RO Date: 08/20/2003
RO Time: 07:30 am
Mileage In: 2,228
Mileage Out: 0
Department: Service
Priority: Medium

Repair Order Totals

Invoice #	Invoice Date	Invoice Total
CS101041-C	08/22/2003	0.00
WS101041-W	08/27/2003	60.05

Service Item Totals

SI #	Sale Type	Dept	Category	Cause/Complaint/Correction	Technician	Hours	Cost	Sales	Tax
1	W	Service	Chassis electrical	Complaint: CUSTOMER STATES THE TURRNSIGNALS DO NOT FLASH AND AT TIMES FREEZES. Cause: OPEN SIGNAL IN FLASHER. REPALCED TURN SIGNAL FLASHER. Correction: Complaint: CUSTOMER STATES THE TURRNSIGNALS DO NOT FLASH AND AT TIMES FREEZES. Cause: OPEN SIGNAL IN FLASHER. REPALCED TURN SIGNAL FLASHER. Correction: Complaint: CUSTOMER STATES THE TURRNSIGNALS DO NOT FLASH AND AT TIMES FREEZES. Cause: OPEN SIGNAL IN FLASHER. REPALCED TURN SIGNAL FLASHER. Correction:	Fults, Ronald Coleman, Allan Hamilton Jr., Bradley	0.5000	$29.91	$60.05	$0.00

SI Summary

Subcategory	Operation Code	Operation Description
	N1755	Flasher - Hazard And Turn Signal - Replace
	N1755	Flasher - Hazard And Turn Signal - Replace
	N1755	Flasher - Hazard And Turn Signal - Replace

Labor Sale Type	Labor Cost	Labor Sale
W	9.71	31.77

Shop Management

Detailed Invoice History Report

Part #	Part Description	FP Ind	Sale Type	Qty	Unit Cost	Ext Cost	Unit Sale	Ext Sale
15101912	Flasher	False	W	1	20.20	20.20	28.28	28.28

SI Summary of Costs

Component	Internal	Warranty	Customer
Labor		9.71	
Parts		20.20	
Total		**29.91**	

SI Summary of Charges

Component	Internal	Warranty	Customer
Labor		31.77	
Parts		28.28	
Total		**60.05**	

Shop Management

Detailed Invoice History Report

Repair Order Summary

Vehicle Inspection Type	Comments
General	checks o.k.

Complaint/Cause/Correction Notes

Sl#	Notes
1	

Payment Date	Payment Type	Sale Type	Amount	GL Account #	Control #	Payment Information	Employee Name
08/27/2003	Chevrolet Warranty	W	60.05				Miller, Andrea

Warranty Summary Information

Sl#	Claim Number	Operation	Labor	Part	Sublet Labor	Sublet Part	Misc Charge	Other Material	Sales Tax	Total Claim
1	101041	N1755	31.77	28.28						60.05

RO Miscellaneous Charges

Code	Type	Description	Sale Type	Control #	Cost	Sale	Tax
SS	SS	Shop Supplies	C		0.00		0.00

RO Summary of Costs

Component	Internal	Warranty	Customer
Labor		19.42	
Parts		40.40	
RO Misc Charges			0.00
Tax			0.00
Total		59.82	

RO Summary of Charges

Component	Internal	Warranty	Customer
Labor		63.54	
Parts		56.56	
RO Misc Charges			
Tax			0.00
Total			

Repair Order #: 944170 RO Date: 08/13/2003 Mileage In: 1,883 Department: Service

Service Advisor: Thomas, Gregory RO Time: 07:40 am Mileage Out: Priority:

Repair Order Totals

Invoice #	Invoice Date	Invoice Total

Sl#	Sale Type	Dept	Category	Cause/Complaint/Correction	Technician	Hours	Service Item Totals Cost	Sales	Tax

Shop Management

Detailed Invoice History Report

1	W	Service	Conversion History	Complaint: CUSTOMER STATES THE LOW FUEL LIGHT WILL NOT COME ON, CUSTOME GOT DOWN TO 1/8 TANK. Cause: LOW FUEL INDICATOR INCORRECT REPLACE IPC Correction:	$0.00	$0.00	$0.00

SI Summary

Subcategory	Operation Code	Operation Description
	14CVZ	

Part #	Part Description	FP Ind	Sale Type	Qty	Unit Cost	Ext Cost	Unit Sale	Ext Sale
88909753	FUSE KIT 8.965	False	W	1	1.11	1.11	1.55	1.55

Shop Management

Detailed Invoice History Report

Sls	Sale Type	Dept	Category	Cause/Complaint/Correction	Technician	Hours	Service Item Totals Cost	Sales	Tax
2	W	Service	Conversion History	Complaint: CUSTOMER STATES THE TRAILER IS NOT GETTING ANY POWER TO JUST THE RUNNING LIGHTS, ALL OTHER LIGHTS WORK. TOOK BACK TO WHERE TRAILER WAS BOUGHT HAD CHECKED, TRAILER IS FINE WAS TOLD THE PROBLEM WAS WITH THE HITCH ON THE VEHICLE.			$0.00	$0.00	$0.00
				Cause: FUSE BLOWN REPLACE FUSE					
				Correction:					

SI Summary

Subcategory	Operation Code	Operation Description
	27CVZ	

Shop Management

Detailed Invoice History Report

Repair Order Summary

RO Summary of Costs				RO Summary of Charges			
Component	Internal	Warranty	Customer	Component	Internal	Warranty	Customer
RO Misc Charges				RO Misc Charges			
Tax				Tax			
Total				Total			

Shop Management

Detailed Invoice History Report

Repair Order Summary

RO Summary of Costs				RO Summary of Charges			
Component	Internal	Warranty	Customer	Component	Internal	Warranty	Customer
RO Misc Charges				RO Misc Charges			
Tax				Tax			
Total				Total			

Sort Criteria :

Selection Criteria :

User ID :

thomasgn

Report File :

srptfosInvoiceHistoryDetail.rpt

Shop Management

Detailed Invoice History Report

Customer Name: Voss Chevrolet Inc
Address1:
Address2:
City, State, Zip:
Phone: (937) 428-2308

Customer Number: 8
VIN: 1GNDS13S8[redacted]
Year/Make/Model: 2003 - Chevrolet / TrailBlazer
Total Repair Orders: 1
Total Service Days: 17

Repair Order #: [redacted]
Service Advisor: Long, William

RO Date: 06/10/2003 Mileage In: 5 Department: PDI
RO Time: 11:28 am Mileage Out: Priority:

Repair Order Totals		
Invoice #	Invoice Date	Invoice Total

Sale						Service Item Totals			
SI#	Type	Dept	Category	Cause/Complaint/Correction	Technician	Hours	Cost	Sales	Tax
1	W	PDI	Conversion History	Complaint:	Kirk, James Baver, Jim		$0.00	$0.00	$0.00
				Cause:					
				Correction:					
				Complaint:					
				Cause:					
				Correction:					

SI Summary

Subcategory	Operation Code	Operation Description
	96CVZ	
	96CVZ	

Service Management

Repair Order History Summary Report

Customer Name:	[redacted]	**Customer Number:**	52082
Address1:		**VIN:**	1GNDS13S832[redacted]
Address2:		**Year/Make/Model:**	2003 Chevrolet/TrailBlazer
City, State, Zip:	Miamisburg, OH[redacted]	**Total Repair Orders:**	2
Home Phone:	(937)847-8490	**Total Service Days:**	3

RO #	Close Date	Mile-In	Service Advisor	Dept	SI #	Sale Type	Technician	Operation Code	Operation Description
101041	8/22/2003	2,228	Thomas, Gregory	Service					
					1	W	Coleman, Allan Fults, Ronald Hamilton Jr., Bradley	N1755	Flasher - Hazard And Turn Signal - Replace
944170	8/13/2003	1,883	Thomas, Gregory	Service					
					1	W	Coleman, Allan	14CVZ	FLASHER - TURN SIGNAL FUSE
					2	W	Coleman, Allan	27CVZ	FUEL LEVEL SENSOR

Customer Name:	Voss Chevrolet Inc	**Customer Number:**	8
Address1:		**VIN:**	1GNDS13S832[redacted]
Address2:		**Year/Make/Model:**	2003 Chevrolet/TrailBlazer
City, State, Zip:		**Total Repair Orders:**	1
Home Phone:	(937)428-2308	**Total Service Days:**	17

RO #	Close Date	Mile-In	Service Advisor	Dept	SI #	Sale Type	Technician	Operation Code	Operation Description
926345	6/26/2003	5	Long, William	PDI					
					1	W	Baver, Jim Kirk, James	96CVZ	

Sort Criteria :

Selection Criteria :

User ID :

newmanpa

Service Management

Repair Order History Summary Report

Report File :

srptfosROHistorySummaryHP.rpt

RELEASE OF CLAIM

1. I, [redacted] (hereinafter referred to as "Releasor(s)"), as buyer(s) of a certain 2003 Chevrolet Trailblazer, bearing Vehicle Identification No. 1GNDS13S832[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "Releasee") of $35,127.14, said payment to be made as outlined below, does for himself and each and all of his representatives, heirs, successors and assigns, hereby releases and discharges Releasee, 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 in the matter of this claim.

2. As consideration for the payment described above to be tendered in the form of 3 checks: the first, in the amount of $ 30,648.67, made payable to GMAC; the second in the amount of $ 2,978.47, made payable to Roger W. Cupp, the third in the amount of $1,500.00, made payable to Ronald L. Burdge, Esq.

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

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to General Motors Corporation, will execute a limited Power of Attorney in favor of General Motors Corporation 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 after Releasor(s) executes this Release, but before Releasee 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 Releasee upon receipt of $35,127.14, 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, Releasee shall make payment of said consideration to Releasor(s) of $35,127.14, 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 2003 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 9,785 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 20 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasee 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 Releasee by Releasor(s);

(d) That neither Releasee'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 wrong doing by Releasee 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 his 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 he 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) do hereby for himself, his heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless the Releasee from any and every claim or demand of every kind and character arising out of the Complaint referenced above and this release;

(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 Releasee.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF _____.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE _____ DATE SIGNED: _____

WITNESS: _____

_____ _____
[redacted] Claimant's signature

_____ _____
Address Address

_____ _____
City, State, Zip Code City, State, Zip Code

_____ _____
Social Security Number Social Security Number

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by {full name of consumer}.

_____
Signature of Notary Public

_____
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification_____

My commission expires: _____

BURDGE LAW OFFICE CO, LPA
2299 Miamisburg-Centerville Rd
Dayton, Ohio 45459-3817
Phone: (937) 432.9500 Facsimile: (937) 432.9503

FAX COVER SHEET

TO: Victoria Nelson

FAX NO.: 1-866-255-3848

RE: Bodger Cupp

FROM:
[ ] **Ronald L. Burdge, Esquire**
[ ] **Courtney Caparella, Esquire**
[ ] **Linda Montgomery, Business Manager**
[ ] **Estella Campbell, Sr. Legal Assistant**
[ ] **Melanie Robison, Legal Assistant**
[X] **Pam Compton, Legal Assistant**

[ ] ORIGINAL WILL NOT FOLLOW

ORIGINAL WILL FOLLOW VIA:
[ ] Regular Mail
[ ] Overnight Delivery
[ ] Hand Delivery
[ ] Other

COMMENTS: Current Registration per your request.

No. of pages including cover sheet: 2

Time:
Date:

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Z:\data\1 FORMS\Procedure & Process\A Form FaxCoverSheet.wpd

OWNER'S COPY

STATE OF OHIO - BUREAU OF MOTOR VEHICLES

REGISTRATION CARD BICENTENNIAL

APPLICATION NO. [redacted]

TYPE VEH. CLASS	CODE	CODE (1)	TYPE RESERVE	CODE	REG. DATE	LATE	OFFLINE	GVW
PASSENGER	PC	N				N	N	

WEIGHT	DATE VEH. PURCHASED	TAX DIST.	AGENCY NO.	ISSUE DATE	EXPIRATION DATE	VALIDATION NO.	LICENSE NO.
	07/15/03	5709	8310	M 07 D 29 Y 03	M 05 D 23 Y 04	[redacted]	[redacted]

FEE	REFL./CO. FEE	OWNER NAME	VEH. YR.	MAKE	TYPE (VEH)	CODE (2)	CODE (3)
17.00	0.75	[redacted]	03	CHEV	SW	NV	PC

COUNTY	ADDITIONAL NAME	VEH. SERIAL NO.	APPLICATION NO.
OLD MO57 NEW MO57		1GNDS135832 [redacted]	51108VB

CITY/TOWNSHIP	OWNER HOME ADDRESS	CODE (4)	CERTIFICATE TITLE NO.	SEATING CAP.	OLD LIC. NO.
MIAMISBURG	[redacted]	S	[redacted]		

LOCAL TAX	INSIDE CORP. LIMIT?	Y/N	POST OFFICE	STATE	ZIP		TOTAL STATE FEE*
20.00		Y	MIAMISBURG	OH	[redacted]	1. DAY 2. NIGHT & DAY	37.75

IS YOUR LICENSE PLATE REGISTRATION UNDER SUSPENSION OR REVOCATION UNDER OHIO FINANCIAL RESPONSIBILITY LAW?	Y/N	EQUIPMENT STANDARDS MET? APV ONLY Y/N BRAKES: MUFFLER SYSTEM Y/N	OLD APP NO.
	N		

HAS THE MOTOR VEHICLE BEING REGISTERED BEEN OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO DATE OF THIS APPLICATION?	Y/N	DEPUTY NAME
	Y	JONI LEA CENTERS

IF OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO THIS DATE, HAVE THE REQUIRED REGISTRATION OR TRANSFER FEES BEEN PAID?	Y/N	ODOMETER READING	DEPUTY TOWN
[redacted]	Y	16	FRANKLIN KS

TEAR OFF - INFORMATION BELOW IS FOR YOUR RECORDS

	FROM	TO
CONVERSION		
ADDITIONAL WT.		

FM - FARM
TK - COMM TK
NC - NON-COMM TK
NT - NON-COMM TL

EPA INSPECTION	REVERSAL
EMISSIONS	HVUT CODE HVUT WT.
DATE I.D. NO.	

TEMPORARY

TRANSFER

DATE OF APP. _____ OLD EXP. DATE _____

NEW WT./FEE _____

OLD WT./FEE _____

ADDITIONAL FEE _____

OLD GVW _____

DUPLICATE

DATE VEH. FIRST USED _____ OLD VEH. YEAR _____ EVIDENCE OF PURCHASE _____

NEW VEH. LIC. FEE _____ MAKE _____

OLD VEH. LIC. FEE _____ TYPE _____

ADDITIONAL FEE _____

OLD VEH. SER. NO. _____

OLD WT. _____ GVW _____

DURING THE CURRENT REGISTRATION YEAR, HAVE YOU BEEN PREVIOUSLY ISSUED A LICENSE PLATE REGISTRATION THAT COULD LEGALLY BE TRANSFERRED TO THIS VEHICLE? (Y/N)

(1) REG. CODE: N (NEW); R (RENEWAL); C (CONV./ADD. WT.); T (TRANSFER); E (TEMP); O (REPLACE); D (DUP);
(2) VEHICLE CODE: NV (NEW VEH.); UV (USED);
(3) OLD VEH. CLASS: PC (PASS); OTHERS SEPARATE LISTING
(4) OWNER CODE: X-COMMERCIAL; Y-JOINT; S-SINGLE; L-LEASE

REG. APPLIED FOR YEAR _____

REG. CARD STOLEN, LOST, DAMAGED OR REQUESTED (S/L/D/R) ☐

REPLACEMENT

VAL. STICKER ONLY (Y/N) ☐

LIC. PLATE (1) OR (2) ☐

WERE PLATE(S) STOLEN, LOST, DAMAGED OR REQUESTED? (S/L/D/R) ☐

IF PLATES WERE LOST, WERE POLICE NOTIFIED? (Y/N) ☐

IMPORTANT--TAX MONEY IS RETURNED FOR YOUR ROADS AND STREETS. IS YOUR TAXING DISTRICT SHOWN CORRECTLY?

SOLD TO (TRANSFER), PURCHASED FROM (TEMP/REC. VEH.) OR OPERATOR NAME/ADDRESS (NON-RESIDENT PERMIT)

NAME _____ ADD. _____

CITY _____ STATE _____

PROOF OF FINANCIAL RESPONSIBILITY

I AFFIRM THAT THE OWNERS (OR LESSEES OF LEASED VEHICLE) NOW HAVE INSURANCE OR OTHER PROOF OF FINANCIAL RESPONSIBILITY (FR PROOF) COVERING THIS VEHICLE AND WILL NOT OPERATE OR PERMIT THE OPERATION OF ANY VEHICLE WITHOUT FR PROOF; ALL PREVIOUS REGISTRATION FEES DUE HAVE BEEN PAID; THIS PLATE CATEGORY IS CORRECT; AND THIS VEHICLE WILL NOT BE USED AS A COMMERCIAL OR FARM VEHICLE UNLESS SO REGISTERED.

SOCIAL SEC. NO. OR TAX I.D. NO. [redacted] ADDL

X _____ DATE
SIGNATURE OF OWNER(S)

WARNING - APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13
APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

Deputy Registrar fee is $3.25

*TOTAL STATE FEE DOES NOT INCLUDE DEPUTY REGISTRAR FEE

ORIGINAL - B.M.V. RECORDS
RED - OWNER
GREEN - DEPUTY REGISTRAR

04-01

Jan 20 04 10:19a Burdge Law Office 937 432 9503 P.2

12/12/17

Privileged and Confidential Information

CASE ASSESSMENT BY: VICTORIA NELSON

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

Vehicle ID No.: 1GNDS13S83[redacted] In Service Date: 07/01/2003 Vehicle is: **NEW** DLR's BAC Code: 112840

Year, Make & Model: 2003 CHEVROLET TRAILBLAZER 2WD

VEHICLE REPAIR HISTORY

CUSTOMERS PRIMARY SYMPTOM/COMPLAINT: **TURN SIGNAL INTERMITTENTLY INOP**

Date:	Mileage:	Days Out:	Description of Repair:
12-29-03	7,785	11	C/S AT TIMES WHEN THE TURN SIGNAL IS USED THE 4 WAY FLASHERS COME ON OR ALL 4 LIGHTS & INDICATOR START FLASHING, DOES NOT CHANGE IF FLASHERS ARE USED OR TRY DIFFERENT POSITIONS ALSO THE HEADLAMP ONCE WENT OFF THEN ON WHEN TURN SIGNAL WAS USED & TRUCK WENT INTO 4 WAY MODE. – TEST DROVE VEHICLE TWICE R&R COLUMN COVERS AND CHECKED SWITCH CONNECTIONS. CHECK OK, CHECKED FOR SWITCH SIGNALS ON CIRCUIT 1427 & 1428 R&R HEADLAMP SWITCH AND CHECK ALL CONNECTIONS – OK. WHEN 4 WAY FLASH WOULD COME AND GO AS SWITCH LEVER WAS MOVED. RELAY STICKING. REPLACED TURN SIGNAL HAZARD FLASHER ASSEMBLY
8-20-03	2,228	8	C/S THE TURN SIGNALS DO NOT FLASH AND AT TIMES FREEZES. OPEN SIGNAL IN FLASHER, REPLACED TURN SIGNAL FLASHER

OTHER SYMPTOM/COMPLAINT: **A/C WON'T SHUT OFF**

Date:	Mileage:	Days Out:	Description of Repair:
12-29-03	7,785		C/S AT TIMES THE A/C STARTS BLOWING COLD & CUSTOMER CAN NOT GET IT TO SHUT OFF. CUSTOMER USES SYSTEM IN MANUAL MODE. A/C OR HEATER SYSTEM, DIAGNOSIS – COULD NOT DUPLICATE CUSTOMER CONCERN.

OTHER SYMPTOM/COMPLAINT: **VEHICLE SUB LET FOR REPAIR**

Date:	Mileage:	Days Out:	Description of Repair:
8-14-03	1,883	UNK	DEALERSHIP SUB-LET VEHICLE TO DAYTON SPEEDOMETER SERVICE FOR REPAIR TO INSTRUMENT CLUSTER ASSEMBLY.

PER VERIFICATION WITH KELLY GABBARD THE SERVICE MANAGER DAYS OUT OF SERVICE IS 6 DAYS.

DO THE NUMBER OF REPAIR ATTEMPTS MEET THE LEMON LAW REQUIREMENT: YES: NO: **XX**
DO THE DAYS OUT OF SERVICE (6) MEET THE LEMON LAW REQUIREMENT: YES: NO: **XX**
DOES THE CASE MEET THE CRITERIA FOR ANY FEDERAL OR STATE LAWS: YES: XX NO:

CRM FINAL OFFER: {CASH /REP/ TRADE}: **OFFER TO CUST: $**{Amount} **ATTORNEY FEES: $**{Amount }

RECOMMENDATION:

BASE ON REPAIRS LEGAL CRM RECOMMENDS SMALL CASH OFFER OF $2,000.00 FOR INCONVENIENCE PLUS ATTORNEY FEES.

Reason for Removal

TEAM MANAGER APPROVING:	DON RITTER	YES:	NO:

BRC LEGAL CASE MANAGER: VICTORIA NELSON	Ph# 800-231-1841, prompt 9, prompt 5, 58837	FAX# 1-866-255-3848

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 26, 2004

VIA FAX ONLY

Ronald L. Burdge, Esq.
Burdge Law Office
2299 Miamisburg-Centerville Road
Dayton, OH 45459-3817

Re: [redacted]
File No. [redacted]
2003 Chevrolet Trailblazer 2WD
VIN # 1GNDS13S83[redacted]

Dear Mr. Burdge:

We regret that your client is dissatisfied with His 2003 Chevrolet Trailblazer 2WD and that several attempts by the dealer to resolve his concerns have not met his expectations. General Motors Corporation takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration he has experienced.

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary cash 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.

- $2,000.00 to customer
- $1,000.00 in fees.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current title and/or registration 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 me at the fax number shown below. Once I receive the signed acceptance and notarized release, your client will receive a check by mail within 15 business days.

Sincerely,

Victoria Nelson
BRC Legal Case Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 58838 FAX# 866-255-3848

cc: FILE

Attach.

_____	_____
Roger Cupp	Client's Signature
_____	_____
Date	Date

BURDGE LAW OFFICE CO, LPA
2299 Miamisburg-Centerville Rd
Dayton, Ohio 45459-3817
Phone: (937) 432.9500 Facsimile: (937) 432.9503

February 2, 2004

Via Fax Only
866-255-3848

Victoria Nelson
General Motors Legal-Tampa
c/o MSX International
1464 John A. Papalas Drive
Lincoln Park MI 48146-1460

Re: [redacted] 2003 Chevrolet Trailblazer, ***Settlement***

Dear Ms. Nelson:

My client wanted me to let you know that the turn signals seem to be working so far since the last repair, but he is not sure how long that will last. The fuel sensor light does not work at all now and he ran out of fuel just this last week because of it. The air conditioning is still coming on one or two times a week, for no real reason that he can figure out (and apparently no reason the dealer can figure out either), and the dealer has told him that they cannot fix the AC unless it acts up while it is in the shop because "we don't have a clue about the problem". The vehicle now has 9,303 miles on it and my client still wants rid of it and his money back and the legal costs paid.

With the above information, has your position changed?

Please advise.

Sincerely,

Ronald L. Burdge

RLB:emg

Z:\data\Cupp\Correspondence-Misc\Corr Nelson GM Re Settlement 020204.wpd

December 12, 2017

[redacted]
Statton, CA [redacted]

Service Request [redacted]
Customer Relationship Manager: Tamara Whittaker

Dear [redacted]

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

To help us review your request in a timely manner, please 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,

General Motors Corporation